

HRCI AND PEARSON VUE

FREQUENTLY ASKED QUESTIONS



1. Why is HRCI changing its test delivery vendor?

HR Certification Institute® (HRCI®) is expanding its partnership with Pearson VUE to include test delivery, allowing us to take advantage of Pearson VUE's large network of more than 5,000 test centers in over 175 countries. This means we can offer testing in locations previously unavailable to us. It also means improved customer service and candidate support for exam scheduling, test taking and next-day delivery of official exam results.

2. When exactly will this change happen?

Here is a list of important dates that you need to be aware of:

Key Dates	Actions
Dec 20, 2017	First day that exams can be scheduled with Pearson VUE
Feb 16, 2018	Last day that exams can be scheduled with Prometric
Feb 21, 2018	Last day that exams can be taken at a Prometric Test Center
Feb 22-28, 2018	No exams can be taken with either vendor as HRCI transitions from Prometric to Pearson VUE.
Mar 1, 2018	First day that exams can be taken at a Pearson VUE Test Center

3. Will Pearson VUE offer all HRCI certification exams?

Yes. All exams for HRCI certification will be available through Pearson VUE.

4. Will the HRCI exams be different on the Pearson VUE system?

No, the exams will remain the same. This transition will not affect the rigorous process HRCI follows to develop valid and reliable exams.

The look and feel of the Pearson VUE delivery platform may seem different if you have previously tested with Prometric. [Click here for a computer-based testing demo](#) to see how the Pearson VUE platform will look when you take your exam at a Pearson testing center. Note: not all of the item types included in the demo are currently used on HRCI exams.

Exam Scheduling

5. What if I already have an HRCI exam scheduled with Prometric?

If you already have a test scheduled to take place *before* March 1, 2018, you do not have to take any additional action. Your exam will be administered, as scheduled, at the designated Prometric test center you have chosen. All current HRCI processes and policies regarding testing remain in effect.

6. What if my application has been approved but I haven't scheduled my exam yet?

Please pardon a temporary disruption in exam delivery services from February 22-28, 2018. As HRCI finalizes the test delivery transition with Pearson VUE, candidates will not be able to take exams during this brief period. If you have not yet scheduled your exam, the last day to test at a Prometric test center will be February 21, 2018. The first day to test at a Pearson VUE test center will be March 1, 2018.

7. How do I schedule an HRCI exam with Pearson VUE?

Exam appointments can only be made once your application has been approved. During the initial transition, beginning December 20, please contact HRCI at **+1-866-898-4724** or info@hrci.org. The HRCI Customer Service team will assist you with scheduling your exam with Pearson VUE *on or after* March 1, 2018.

Once the transition is complete, you will be able to schedule, reschedule or cancel an exam appointment directly with Pearson VUE online or by phone once your application has been approved. Note that Pearson VUE charges \$10 for appointments scheduled by phone. We encourage you to schedule your appointments online to avoid this charge.

8. I have already taken exams with Prometric, do my exams remain valid?

Yes, your credentials are still valid. The change in testing vendors has no impact on your previous exam results or the status of your credentials. Your certification profile, as always, will be maintained by HRCI.

9. If I failed my exam, can I re-take my exam and earn my certification with Pearson VUE?

Yes. If you are already scheduled to re-take your exam with Prometric on or before February 21, 2018, your exam will still be administered, as scheduled, at the designated Prometric test center. If you are planning to re-take your exam after February 21, 2018, you may do so at a Pearson VUE test center on or after March 1, 2018.

Candidate Records

10. What will happen to my records and testing history with Prometric?

All exam-related records are the property of HRCI, and Prometric will not keep any data about HRCI candidates in its system once it is no longer delivering HRCI exams. Likewise, all new records created through Pearson VUE will be sent to HRCI for processing and storage.

11. I discovered that I have duplicate HRCI profiles. How can I get these merged so that all my exams are under one record?

Please contact HRCI at info@hrci.org and we will merge the profiles for you.

12. How can I get a copy of my Prometric score report(s)?

HRCI maintains all copies of candidate score reports, so you will still be able to access your HRCI account and retrieve your score report for any exam taken. Login to your account at HRCI.org or contact us at info@hrci.org if you need further assistance.