PHRi™
Exam Content Outline
PHRi™ Exam Content Outline At-a-Glance:

PHRi Exam Weighting by Functional Area:

Functional Area 01 | Talent Acquisition (19%)

Functional Area 02 | HR Administration and Shared Services (19%)

Functional Area 03 | Talent Management and Development (19%)

Functional Area 04 | Compensation, Benefits, and Work Experience (17%)

Functional Area 05 | Employee Relations and Risk Management (16%)

Functional Area 06 | HR Information Management (10%)

The Professional in Human Resources - International (PHRi™) exam is created using the PHRi EXAM CONTENT OUTLINE, which details the responsibilities of and knowledge needed by today’s HR professional. The PHRi EXAM CONTENT OUTLINE is created by HR subject matter experts through a rigorous practice analysis study conducted by HR Certification Institute® (HRCI). It is updated periodically to ensure it is consistent with current practices in the HR profession. This exam content outline took effect in 2018.
Functional Area 01 | Talent Acquisition (19%)

Actions needed to make sure an organization has employees with the right skills in the right positions at the right time.

Responsibilities:

01 Create job description in partnership with hiring manager to ensure that requirements are accurate and up-to-date
02 Recommend and implement most efficient and cost-effective sourcing strategies for hiring managers (for example: agencies, job boards, internal postings, social media, job fairs, college recruitment)
03 Work with hiring managers to facilitate interviews by evaluating all sourced and submitted applications
04 Partner with hiring manager to determine preferred candidate(s), communicate job offer, and ensure acceptance

Knowledge of:

01 The job analysis process and organization needs
02 Job evaluation and job descriptions
03 Existing best recruitment practices, platforms, sourcing channels, and labor market
04 Existing best recruitment practices and trends (utilizing different platforms or channels to source talent)
05 Current market situation and talent pool availability (internal and external)
06 Interview and assessment methods
07 Job requirements
08 How to measure recruiting effectiveness (for example: time-to-fill, cost-per-hire)
09 Applicant tracking systems and/or methods
10 General compensation and benefits administration methods (for example: market reference ranges/pay tiers, compa-ratio, fringe benefits)
11 Verbal and written offer/contract techniques
Functional Area 02 | HR Administration and Shared Services (19%)

Activities that support employees and managers by responding to requests for information and gathering and storing information in a manner that ensures integrity and accurate retrieval.

Responsibilities:

01  Respond to employee inquiries and requests as first point of contact in order to provide positive employee experience

02  Maintain personnel files and records to ensure accuracy and data integrity

03  Administer leave management programs for all employees by tracking time off requests and hours worked in order to maintain compliance and ensure alignment with appropriate pay policies

04  Process employee status changes and life events, such as payroll changes, terminations, transfers, promotions, birth of a child

05  Coordinate new hire activities by working with various teams and hiring managers to ensure successful employee integration

06  Initiate employee offboarding process by completing tasks to effectively separate the employee

07  Support organization-wide communication initiatives which provide updates and results in order to keep employees engaged

08  Maintain organizational charts to match organization requirements

Knowledge of:

12  Organization policies, procedures, ongoing programs, and other engagement activities

13  Record keeping requirements

14  Regulations related to handling sensitive personal data

15  Leave management policies and processes

16  Statutory leave of absence requirements (for example: holidays, paid leave, maternity)

17  Benefits tracking systems

18  Organization benefits and compensation policies and processes
19  Statutory requirements related to benefits
20  HR Information Systems (HRIS) platforms
21  Onboarding process and logistical arrangements
22  Employment lifecycle
23  Legal requirements to onboard new employees
24  Organization values, history, organizational structure
25  Offboarding process and logistical arrangements
26  Legal requirements to separate employees
27  Upcoming updates, changes, organization news
28  Employee demographics in order to effectively communicate with all employees
29  Various organizational structures
Functional Area 03 | Talent Management and Development (19%)

Processes that support effective talent management, employee engagement and development.

**Responsibilities:**

01 Administer measurement tools to determine success of organizational development programs

02 Maintain a process for creating new, and revising existing, job profiles and competencies

03 Support succession planning program to identify and develop high potential employees for key and leadership positions

04 Administer organization supported activities to enhance employee participation and engagement

05 Execute organization’s performance management strategy by completing appropriate steps in order to achieve organizational goals and objectives

06 Support employee development by administering learning and development programs to achieve desired outcomes by the organization

**Knowledge of:**

30 Best practice survey methods

31 Job analysis

32 Principles of employment

33 Market trends

34 Learning and development tools and methodologies

35 Coaching and mentoring methods

36 Organizational structure

37 Qualitative/quantitative survey and reporting methods

38 Corporate culture and policies

39 Emerging HR trends and the impact on the workplace
40  Organization's performance management strategies and methodologies

41  Adult learning theories and best practices

42  Organization’s development strategy
Functional Area 04 | Compensation, Benefits, and Work Experience (17%)

Total reward systems that support recruitment, retention, and recognition of employees and improve organizational results.

**Responsibilities:**

01  Provide total rewards/compensation statements by organizing data to deliver to employees  
02  Prepare compensation analysis for recommendation in order to acquire and retain talent  
03  Manage organization recognition and/or rewards program(s) to foster employee engagement and enhance employee experience  
04  Ensure employees are aware of benefits and compensation for internal comprehension and appreciation  
05  Recommend and support strategic initiatives to enhance Employee Value Proposition (EVP), culture, and brand  
06  Ensure equality in total rewards by using job evaluations and salary structure in compliance with organization requirements

**Knowledge of:**

43  Benefits and compensation strategy and the connection to human capital strategy  
44  Methods to align and benchmark compensation  
45  Employee engagement principles and theories to enhance employee experience  
46  Benefits and compensation programs in extensive detail  
47  Employee Value Proposition and its effect on employee engagement, talent acquisition, and retention  
48  Current market data obtained through market studies and salary surveys  
49  Pay structure techniques
Functional Area 05 | Employee Relations and Risk Management (16%)

Policies and practices that ensure workplace safety, legal compliance and employee satisfaction.

Responsibilities:

01 Develop and communicate safety incident investigation to ensure compliance with safety guidelines

02 Advise managers and supervisors on proper corrective practices in order to ensure fair and consistent administration of corrective actions

03 Administer and educate business units on employee handbook and organization policies in order to ensure internal comprehension

04 Support internal and external HR compliance audit process to ensure organization readiness

05 Coordinate workplace security protocols and disaster recovery communication plans to ensure workplace safety and business continuity

06 Maintain and execute employee grievance procedures by ensuring that each case is properly handled for the purposes of a healthy working environment

Knowledge of:

50 Regional safety laws and guidelines
51 Process management
52 Specific employment laws and guidelines
53 Corrective action methods
54 Organization policies
55 Legal best practices
56 Internal and external audit procedures
57 Proper documentation methods and systems
58 Recordkeeping best practices
59 Business continuity plan development
60 Process mapping and workflow development
61 Local labor compliance and regulations
62 Investigation practices
Functional Area 06 | **HR Information Management (10%)**

Processes that help the organization access and use human resource technology.

**Responsibilities:**

01 Identify processes to be automated in HRIS by mapping and validating with users to be sure they are properly implemented

02 Obtain user requirements to design various processes and ensure alignment with organizational standard operating procedures

03 Generate reports and determine metrics as required by users to support business initiatives

04 Provide support for systems change management efforts by facilitating change to ensure user acceptance

05 Design training materials and user manuals to ensure users comprehend and utilize systems capabilities

06 Maintain security by monitoring user access rights to ensure compliance and data integrity

07 Execute regular review and audit of HRIS data to ensure accuracy and appropriate integration with other organization systems in order to achieve effective reporting, compliance, and personnel data output

08 Provide support for problems reported by users in collaboration with technical support team to ensure that HRIS operates smoothly and satisfies requirements

09 Propose improvements to the system by identifying gaps in current automation to ensure effective and efficient operation of the organization

**Knowledge of:**

63 Existing business processes within areas of expertise

64 Organizational policies and procedures

65 Gap analysis

66 Effective data reporting

67 Existing HRIS, reporting tools, and other systems
68 Change management tools and techniques
69 Different communication techniques
70 Knowledge management techniques and practices
71 Organization structure and responsibilities
72 Job profiles to ensure proper access to users
73 Ongoing processes the system performs
74 Organization HRIS/tools/procedures
75 Trends and root causes of problems
76 Existing processes in the organization
77 User and customer requirements
78 Business
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