

Certification Policies and Procedures Handbook

Foundational



Professional



Strategic



TABLE OF CONTENTS

A MESSAGE FROM OUR CEO3

About HRCI4

Accreditation.....4

Certification Exams4

CERTIFICATION POLICIES AND PROCEDURES HANDBOOK5

EXAM DELIVERY.....6

Impartiality Statement.....6

Nondiscrimination Statement6

Terms and Conditions6

SUMMARY OF THE CERTIFICATION PROCESS7

EXAM ELIGIBILITY REQUIREMENTS.....8

Professional-Level Experience8

Documenting Work Experience.....8

For SPHRi Candidates Only: Documenting Knowledge of Local Employment Laws.....9

APPLY FOR AN HRCI EXAM10

Application Process10

HRCI Candidate Agreement.....10

Additional Forms10

Legal Name11

Email Address.....11

Methods of Payment.....11

Incomplete Payment11

Vouchers.....11

Application Confirmation.....12

After Applying for the Exam.....12

! Name Changes.....12

Address, Phone, or Email Changes13

Application Review.....13

! Exam Application Audit.....13

! Request for Reconsideration (Appeal)14

SCHEDULING AN EXAM APPOINTMENT15

Scheduling an Exam Appointment.....15

Test Center Exams.....15

Virtual Online Proctored Exams15

Exam Appointment Rescheduling16

! Refunds.....17

! No Show Status.....17

! Medical or Personal Emergency17

Exam Eligibility and Scheduling Requirements17

Eligibility and Scheduling Requirements.....18

Special Testing Accommodation Requests*18

Post-Application Requests18

EXAM OVERVIEW19

About the Exams.....19

Employment Law Changes.....20

How Exams Are Developed20

Pre-Test Questions20

How the Passing Score Is Set20

What Scaled Scores Are Used21

Preparing for the Exam21

Build Your Own Bundle21

Optional Services: Second Chance Insurance.....22

! Exam Type Change.....22

! Exam Eligibility Extension.....22

Summary of Exam Application Options23

ON EXAM DAY24

Identification (ID) Requirements24

Hyphenated Names26

Test Center Rules.....27

Registration Processes.....27

Comfort Aids.....28

Exam Processes for All Test Centers28

Exam Processes for Online-Proctored Testing28

Exam Security and Cheating29

Online-Proctored Testing Requirements29

HRCI's Right to Cancel, Invalidate, and Withhold Scores 30

! VIOLATIONS AND INVESTIGATIONS.....31

Investigations.....31

Appeals for Investigation Disputes.....32

AFTER THE EXAM33

Exam Scoring and Official Results Reports33

Digital Badge.....33

Optional Paper Certificate33

Testing Experience34

Certification Program Feedback34

Understanding the Exam Results Report34

Retaking the Exam34

After Certification: Use of the Designation35

Verification Policy36

Confidentiality36

Exam Results.....36

Application Status.....36

Aggregate Data.....36

APPENDIX37

A. Certification Terms of Service and HRCI Candidate Agreement.....37

B. Pearson VUE Regional Contact Centers.....46

C. HRCI Code of Ethics46

D. HRCI Complaints and Disciplinary Policy.....48

A MESSAGE FROM OUR CEO



Welcome!

Congratulations on taking an important step in your professional journey. Pursuing an HRCI certification reflects a commitment to strengthening your knowledge, demonstrating your expertise, and advancing the practice of HR.

For more than 50 years, HRCI has supported HR professionals around the world through rigorous, respected certifications built for every stage of the profession. Whether you are beginning your career or leading at the highest levels, HRCI certification provides a trusted way to demonstrate what you know and what you can do.

This handbook is designed to guide you through the certification process. Inside, you'll find an overview of our certifications, eligibility requirements, application and exam information, and other resources to identify the certification that best aligns with your experience and goals.

Thank you for choosing HRCI as part of your professional journey. We are proud to be your career partner as you continue building your capabilities and contributing to the people and organizations you serve.

A handwritten signature in black ink that reads "Amy S. Dufrane". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Amy S. Dufrane, Ed.D., SPHR, CAE

ABOUT HRCI

HRCI is the career partner for the human resource profession, supporting HR professionals and the organizations that rely on them. Through applied learning, professional connection, and globally trusted standards, HRCI helps HR thrive as the workplace evolves.

For decades, HRCI has set the standard for HR excellence, building a community of certified professionals in over 150 countries. By connecting strategy to practice, HRCI equips HR leaders with the real-world knowledge to drive business forward and shape the Future of Work.

Accreditation

The aPHR®, PHR®, PHRca®, PHRi®, SPHR®, SPHRi® and GPHR® are all accredited by the National Commission for Certifying Agencies (NCCA). NCCA is an independent, third-party organization that accredits more than 300 programs from 120 organizations in a variety of professions and industries. The aPHRi™ is designed to meet the high-quality standards established by NCCA. Certification programs must demonstrate compliance with rigorous standards that represent the best practices in the professional certification industry to earn and maintain accreditation status.

For more information on NCCA accreditation, visit www.credentialingexcellence.org.

Certification Exams

We offer certification exams for every stage of the HR profession:

Foundational



Associate Professional in
Human Resources®



Associate Professional in Human
Resources – International™

Professional



Professional in Human
Resources®



Professional in Human
Resources – California®



Professional in Human
Resources – International™

Strategic



Senior Professional in
Human Resources®



Senior Professional in Human
Resources – International™



Global Professional in
Human Resources®

For information about our certifications,, please visit www.hrci.org.

CERTIFICATION POLICIES AND PROCEDURES HANDBOOK

The Certification Policies and Procedures Handbook (the “Handbook”) sets forth all of the policies and procedures that apply to HRCI’s certification programs, including the aPHR®, aPHRi™ PHR®, PHRca®, PHRi™, SPHR®, SPHRi™ and GPHR® (the “HRCI Certification Programs”). The Handbook includes policies and procedures for certification eligibility requirements, application, examination registration and scheduling, examination administration, scoring, retesting, violations, investigations, and appeals. The policies and procedures in the Handbook help protect HRCI examination content, maintain the integrity of the certification application process, and ensure test fairness and validity for all HRCI certification candidates.

All candidates must read and familiarize themselves with the Handbook and must agree to all of the policies and procedures contained herein. The policies and procedures contained in the Handbook are part of:

1. the Certification Terms of Service that all candidates must accept at the time they register for an exam on www.hrci.org, and
2. the HRCI Candidate Agreement, the text of which is also included in the Handbook (collectively, the “Agreement”).

HRCI certification examinations are made available to candidates exclusively under the terms of the Agreement, which constitutes a legally binding agreement between HRCI and candidates. “You” as used herein refers to the candidate who will take or has taken the HRCI certification exam.

EXAM DELIVERY

HRCI partners with Pearson VUE to deliver exams at authorized test centers or, when available, through [online-proctored](#) testing. Pearson VUE continues to be one of the largest and most secure test delivery systems in the world. Exam dates for all HRCI certifications are available on a first-come, first-served basis at approved testing centers and online. HRCI monitors testing administration closely and periodically evaluates both online testing and physical test center locations based on customer volume.

Impartiality Statement

HRCI executive leadership and its management adhere to all principles of impartiality to ensure that its certification and other activities are undertaken fairly and objectively. HRCI is intentionally structured to separate responsibilities within the organization and continually monitors its processes to support this commitment. HRCI is committed to impartiality in its certification activities, the effective management of conflicts of interest, and the continued objectivity of its certification processes. Any complaint or indication of concern over impartiality is taken seriously and acted on for immediate resolution.

Nondiscrimination Statement

HRCI does not discriminate based on race, color, national origin, sex, gender, gender identity, age, religion, marital status, sexual orientation, or any other status protected by applicable U.S. laws.

Terms and Conditions

As part of the certification program application process, you must acknowledge that you have read, understood, and accepted the following terms and conditions:

1. Certification Terms of Service
2. Candidate Agreement
3. Code of Ethical and Professional Responsibility
4. Certification Policies and Procedures Handbook



HRCI Contact
Information:



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U.S. TOLL-FREE +1.866.898.4724



EMAIL info@hrci.org
WEB hrci.org



SUMMARY OF THE CERTIFICATION PROCESS

The following steps outline the process for earning an HRCI credential. Each step is explained in greater detail throughout this Handbook.



1. EXAM ELIGIBILITY
REQUIREMENTS



2. APPLY FOR AN HRCI
EXAM



3. EXAM APPOINTMENT
SCHEDULING



4. EXAM OVERVIEW



5. ON EXAM DAY



6. AFTER THE EXAM

HRCI offers year-round testing. The following steps outline the process for earning an HRCI credential. Each step is explained in greater detail throughout this Handbook.

EXAM ELIGIBILITY REQUIREMENTS



HRCI exams are rigorous and primarily experience based. To take an exam, candidates must meet certain eligibility requirements.

Professional-Level Experience

HRCI defines “professional-level” HR experience as:

- The ability to use independent judgment and discretion in performing work duties
- Some authority for decision-making
- In-depth work requirements, such as data gathering, analysis and interpretation
- Interaction with people at multiple levels including decision-makers
- Individual accountability for results

The application’s Work Experience section must be completed to verify that your professional-level work experience meets eligibility requirements. Your most recent experience may be most relevant in determining eligibility. Your HR work experience does not need to be current or consecutive.

The application’s Work Experience section must be completed to verify that your professional-level work experience meets eligibility requirements. Your most recent experience may be most relevant in determining eligibility. Your HR work experience does not need to be current or consecutive.

Individuals in the following categories may want to consider the aPHR or aPHRi exams:

- Managers whose main job is in a function other than HR
- Entry-level HR practitioners, i.e., HR clerks or HR assistants
- Those interested in transitioning into the HR profession

Documenting Work Experience

The application’s Work Experience section must be completed to verify that your professional-level work experience meets eligibility requirements. Your most recent experience may be most relevant in determining eligibility. Your HR work experience does not need to be current or consecutive.

For SPHRi Candidates Only: Documenting Knowledge of Local Employment Laws

You are required to select one (1) of these four (4) options during the application process and may be asked for documentation confirming that you:

- Hold a local or national HR certification (such as aPHR, PHR, SPHR, GPHR, or other certifications including CHRP, CIPM, CAHRI-CP, etc.) that includes knowledge of local employment laws in your country of residence.
- Hold a bachelor's degree (or global equivalent) or higher in human resources.
- Have successfully completed a college or university-level course in employment law.
- Have successfully completed an education or training program in employment law.
- Likely sources for employment law courses and training are associations (local HR associations and American Chambers of Commerce, for example), law firms, colleges and universities, or training firms that specialize in HR topics.

Criteria for Meeting the Employment Law Requirement:

- May be delivered in a classroom setting or virtually.
- Must provide a comprehensive review of employment laws across the major functional areas of human resources, including hiring, pay and benefits, employee and labor relations, termination, and health and safety.
- Must cover foundational knowledge ("legal updates" do not qualify).
- Must be conducted by a qualified expert in the field of employment law, such as an attorney or professor with appropriate credentials.
- Must contain a minimum of five (5) hours of instructional time, not including breaks, registration, or evaluation periods.
- Must provide a certificate of successful completion.

HRCI performs random audits of all applications. If your application is selected for a random audit, you must provide official documentation that indicates you have gained knowledge of local employment law in one or more of the four ways mentioned above.



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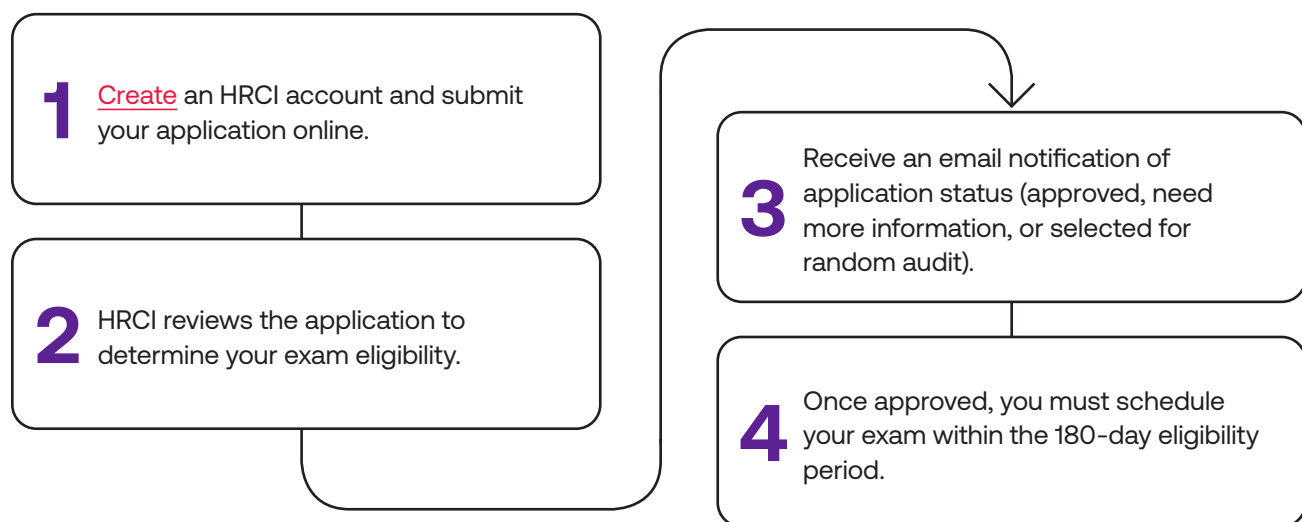
EMAIL info@hrci.org
WEB hrci.org



APPLY FOR AN HRCI EXAM



Application Process



Note: Certain countries may be subject to U.S. trade sanctions or embargoes. Visit www.hrci.org/embargo for the most current list of affected countries. If you reside in one of these countries, contact HRCI at info@hrci.org for assistance.

HRCI Candidate Agreement

The HRCI Candidate Agreement (the “Agreement”) is a critical component of the Handbook. You must accept and agree to all terms of the Agreement each time you register for and schedule an HRCI certification examination, and you must personally reaffirm your understanding and acceptance of its terms before commencing the exam on test day, each time you take the exam. The entire text of the Agreement is provided in Appendix A to the Handbook.

Additional Forms

For additional application-related forms, please visit: <https://www.hrci.org/resources/forms>.

Legal Name

When creating your HRCI profile and submitting your application, use your full legal name, including your middle name, in Latin characters exactly as it appears on your valid, unexpired, government-issued ID. This name will be used to verify your eligibility to take the exam and will appear in the [HRCI Directory](#) of Certified Professionals and on your digital badge after you pass.

Email Address

HRCI will use your email address as the primary identifier in your online profile and for communications. Because your email address will be attached to all online records, it is best to choose a permanent email address for this purpose. If you use a work email address, please remember to update it if you change jobs. HRCI also accepts your mobile number as a means of verification and communication. Please complete and update the mobile telephone section accordingly.

Methods of Payment



Fees are subject to change at any time and without prior notice. Please refer to www.hrci.org for the most current information about fees. All payments and fees must be in U.S. Dollars (USD). HRCI accepts VISA, MasterCard, American Express, money order, certified check, cashier's check, and company/organization checks. Certified and cashier's checks must be made payable to HRCI in U.S. Dollars (USD) and drawn on a U.S. bank. Cash or personal checks are not accepted. Note: HRCI cannot begin reviewing an application until all payments have been received and processed.

For payments by certified check or money order, candidates must complete the online application, send payment via mail, and include a photocopy of the application summary page and the email address for each candidate with payment. If you are paying for a group or multiple candidates, a single check in U.S. Dollars (USD) with the exact and total amount may be used to pay for the purchase. **Caution: You are responsible for any banking or wire transfer fees associated with ACH or wire transfer payments.**

Incomplete Payment

HRCI will return certified checks, cashier's checks, and money orders to the sender if sent without proper candidate identification. Please mail payments to: HRCI, Accounting Department, 1725 Duke Street, Suite 400, Alexandria, VA 22314 USA.

Vouchers

HRCI offers a pre-paid voucher option which provides a unique code to be used in exchange for exam types and products. Vouchers do not have a monetary value and must be used for the exact purpose and designated exam product(s).

A voucher is valid for 365 calendar days from the date of purchase. During the 365 days, vouchers are nonrefundable in whole or in part and must be redeemed in a single transaction (no remaining credit if not used in whole). Vouchers cannot be combined with any other discount offer or promotions.

Exam candidates who redeem vouchers for payment must follow all applicable eligibility and exam rules for that specific exam-type. If a candidate does not take the exam within the application eligibility period (180 days), the candidate must reapply and pay all applicable fees using a new voucher or another payment method.

Once a voucher expires, it is no longer valid or redeemable and has no remaining value to the candidate or organization that purchased it.

Application Confirmation

HRCI and most of its partners and vendors communicate using email. Please provide an active email address in your application to ensure you receive all communications including notifications, confirmations, and reminders.

Within one (1) business day of processing payment, HRCI will send you an auto-generated email to confirm receipt of your application. You will receive a separate email notification with the status of the application (approved, need more information, or selected for random audit). Once eligibility is approved, you must schedule an exam appointment within the application approval's eligibility period.

After Applying for the Exam

Type of Application	Processing Time
Application that does not require additional documents or is not selected for random auditing	One (1) business day
Application with a Special Testing Accommodation Request Form	Ten (10) business days (excluding weekends and holidays)
Application selected for random audit	Ten (10) business days (excluding weekends and holidays)
Exam Type Change Form	Ten (10) business days (excluding weekends and holidays)

Processing time for application-related items and forms:

Name Changes

Once you create your HRCI profile and submit your application, you must contact HRCI if there is a mistake or your name legally changes. To change a legal name, follow this process:

- Complete the [Name Change Request Form](#).
- Provide a scanned copy of a certified or notarized document, marriage certificate, or government-issued ID. **All documents must be officially issued, valid, and unexpired.**
- The above items must be attached and submitted to info@hrci.org. Once the change is made, HRCI will notify you via email.

If you have an exam already scheduled, you must submit the change request **at least five (5) business days before your scheduled exam appointment**. HRCI does not return documents. Please do not send original, certified, or notarized documents.

HRCI does not return documents. Please do not send original, certified, or notarized documents.



Address, Phone, or Email Changes

If your mailing address, email address, or telephone number changes, please [log into](#) your HRCI account and update your profile.

If you need assistance, please send a request to info@hrci.org with the subject line “Need Assistance With Changes”.

Application Review

HRCI, at its sole discretion, can deny an application and set its status to “ineligible,” if it has information that supports the denial and has determined the following:

- Documented experience fails to meet the eligibility requirements.
- Information on the exam application has been falsified or misrepresented.
- Documentation necessary to determine eligibility is not submitted.

Exam Application Audit

HRCI performs random audits of all applications to verify the accuracy of the information submitted. A candidate’s application may be selected for audit at any point in the initial or subsequent application process. A candidate is notified by email no later than one (1) business day if selected for random audit.

If selected, the candidate must submit one email that includes all of the following items so that eligibility requirements can be verified. The email with attachments must be sent to certdirector@hrci.org.

- [The Exam Application Audit Form](#)
- Official job description(s)
- Educational transcript/diploma
- Local employment law document (SPHRI® only)

Once all required items are emailed to HRCI, we will review them within ten (10) business days. If you are unable to provide the required information, your application will be set to “ineligible” status. Your exam fee will be refunded less the application fee and any special fee(s), as applicable.

Refunds are determined at HRCI’s sole discretion and may be considered if an application is made ineligible. If a refund is made, a processing fee will be applied. Fees are subject to change at any time and without prior notice.



Request for Reconsideration (Appeal)

A request for reconsideration allows an individual to appeal certain adverse non-disciplinary decisions made by HRCI as part of the exam eligibility, exam testing, and recertification processes.

Non-disciplinary adverse decisions for which candidates may use this appeal process are limited to:

- Denial of eligibility to take an exam
- Concerns about an unsuccessful exam result
- Test administration interruptions or errors caused by a testing vendor and resulting in an incomplete or failed exam
- Rescheduling of exam by testing vendor
- Extension of a deadline to accommodate a medical or personal emergency
- Denial of recertification application

A request must be made using the [Request for Reconsideration \(Appeal\) Form](#) and submitted to HRCI within ten (10) business days of receiving the adverse determination. The written request must include date of determination, details of the circumstances, the reason for the appeal (including relevant supporting materials not previously submitted), and individual's email address, postal address, and a phone number at which the individual can be reached.

The request will be reviewed with any additional information relevant to the appeal within ten (10) business days of receipt of request. If there is any reason for which impartiality might reasonably be questioned, the customer experience manager will recuse themselves.

The request will be reviewed by the customer experience manager who will obtain and review any additional relevant information from the testing vendor within 10-15 business days of receipt of request. The customer experience manager will notify the individual of the decision within five (5) business days of the determination. The determination will be **final** and made without prejudice or adverse implications against the appellant, the vendor, or HRCI.

NOTE: Requests for reconsideration do not apply to canceled, invalidated or withheld exam scores, or investigation outcomes.



SCHEDULING AN EXAM APPOINTMENT



HRCI partners with Pearson VUE to deliver certification exams year-round. We encourage you to schedule your exam appointment date as soon as your exam application is approved. Exam dates for all HRCI certifications are available on a first-come, first-served basis. Scheduling early increases the chance you will receive your preferred testing date, time, and location.

Scheduling an Exam Appointment

To schedule an appointment, visit <https://www.pearsonvue.com/us/en/hrci.html> and have the following information ready:

- Your official name exactly as it appears on your valid, unexpired government-issued ID (written in Latin characters). This must exactly match the name used on your application/exam approval.
- Provide a valid email address for Pearson VUE communications.
- Your HRCI 9-digit eligibility ID located in your online application summary.
- Your daytime phone number.
- The name of the exam sponsor (HRCI).
- The exam type for which you are approved (aPHR, aPHRi, PHR, PHRca, PHRi, SPHR, SPHRi, GPHR).
- Your preferred appointment date and time for either online-proctored testing or testing at a physical test center. If you choose a test center, you must also select a location near you.

Save the Pearson VUE confirmation email as proof of your appointment in case there is an issue on your exam day.

Test Center Exams

When choosing a test center, identify one or two alternate dates, times, and locations in case your preferred option is unavailable.

In the event of severe weather, a local or national emergency, technical issues, or other unexpected events, Pearson VUE will notify you of changes to test center availability. Visit www.pearsonvue.com/hrci/ for updates on closures and delays, or contact your Regional Contact Center for information about international test centers.

You will not be assessed a rescheduling fee if Pearson VUE cancels an exam due to severe weather or a local or national emergency.

Virtual Online Proctored Exams

HRCI offers online-proctored testing through Pearson VUE's OnVUE platform for select exams and locations. Availability varies by geography and exam type.

When available, online-proctored exams may be scheduled 24/7/365 and taken from your home or office. Live monitoring and enhanced security features are used throughout the exam.

The online-proctored exam experience is equivalent to testing at a Pearson VUE test center and includes the same candidate NDA, exam tutorial, exam content, optional end-of-exam survey, and results report.

[Learn more in the Virtual Online-Proctored Exams FAQ.](#)

Exam Appointment Rescheduling

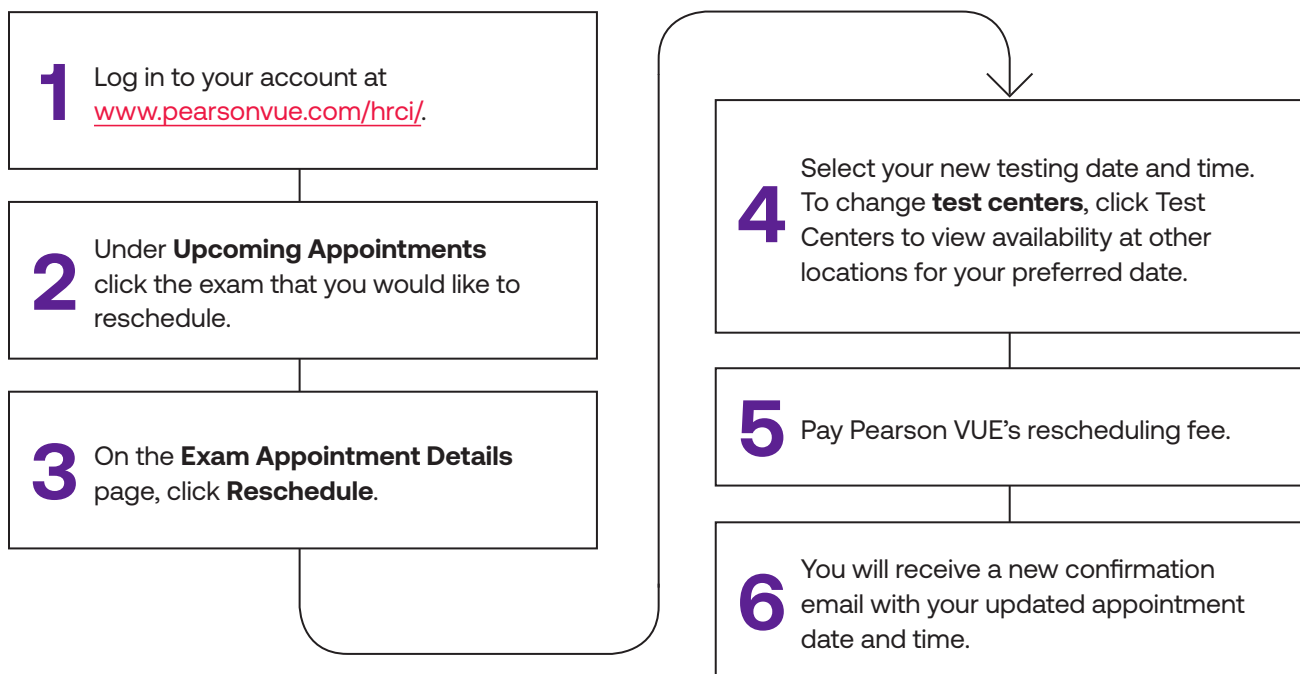
Rescheduling Process

If you reschedule your exam appointment, you must pay Pearson VUE's nonrefundable fee each time you change or cancel your appointment. A new appointment is not guaranteed.

You must reschedule your exam appointment at least:

- Two business days before your original test center appointment, or all fees will be forfeited.
- One hour before your scheduled online-proctored exam, or all fees will be forfeited.

Reschedule Your Exam Appointment Online



Pearson VUE will send a confirmation email with your new appointment information. If you do not receive the confirmation email, contact Pearson VUE immediately.

If you have an approved special testing accommodation and want to reschedule your appointment, it is your responsibility to verify with Pearson VUE that the rescheduled exam appointment with this accommodation has been processed.

Pearson Vue Exam Duration: The appointment length noted in your Pearson VUE confirmation email is longer than the actual exam time. The Appointment Length includes time for all components of the testing appointment, including time to check in, assess testing preparedness, read and agree to the exam confidentiality statement, take the tutorial, and complete the optional end-of-exam survey.



! Refunds

Once an exam application is approved, no refunds will be made if you simply change your mind or no longer wish to take the exam.

At its sole discretion, HRCI may consider issuing a refund in certain situations, especially if an application is made ineligible. A processing fee will be applied. Fees are subject to change at any time and without prior notice.

Note: If a refund is authorized, the credit will be issued to the original method of payment. It may take up to two (2) billing cycles for a refund to be reflected on a credit card statement.

! No Show Status

You are considered a “No Show” if you:

- Are an inactive candidate (no response, no scheduling, expired eligibility).
- Arrive more than 15 minutes late for the exam appointment.
- Do not appear for the exam appointment.
- Do not have proper and valid identification (ID).
- Do not cancel the physical test center exam appointment at least two (2) business days before the scheduled exam.
- You do not cancel one hour before the beginning of your virtual online-proctored exam session.

! Medical or Personal Emergency

A medical or personal emergency is an unplanned event within two (2) days (48 hours) of the exam appointment and prevents you from taking the exam. A medical or personal emergency may apply on a case-by-case basis to you or to one of your immediate family members (spouse, child, or parent as defined by the Family Medical Leave Act). Minor medical events or personal obligations that may happen on or near the exam date are not considered medical or personal emergencies.

If you were to encounter a medical or personal emergency, please contact HRCI by email at info@hrci.org or by phone at +1.571.551.6700 or +1.866.898.4724. You must do so within 30 calendar days of the missed event. HRCI will work with each candidate on a case-by-case basis to decide the best course of action. No refunds will be issued.

Disqualifiers: If you miss your exam appointment due to scheduling conflicts or lack of preparation, you will not receive a refund or exception. Work-related emergencies or projects are not considered personal emergencies.

Exam Eligibility and Scheduling Requirements

Fees are subject to change at any time and without prior notice. Please visit www.hrci.org, for the most current fee information.



Eligibility and Scheduling Requirements

Continuous Testing

Candidates must meet all eligibility requirements to take HRCI exams. An exam appointment may be scheduled as soon as the application is approved.

An application is approved when the status in the online application is “Eligible-Pending Appointment.”

Your exam eligibility period is 180 calendar days from the application approval date. You must schedule and take your exam within that period.

If you do not schedule and take your exam within the 180-day eligibility period, your eligibility will expire, and you must reapply and pay all applicable fees.

Once an exam is scheduled, you may not change the exam type. Refunds are not available if you change your mind or decide not to take the exam.

Special Testing Accommodation Requests*

HRCI attempts to accommodate candidates who need special and reasonable arrangements to take their exam. Depending on the venue and request type, HRCI will coordinate with Pearson Vue to provide reasonable auxiliary aids and services. **NOTE:** *The online-proctored exam venue offers very limited accommodation options. Therefore, consider making a test center appointment when applying for special accommodations.*

Request for special accommodations is available at the time of application completion.

Mark the appropriate box on the application form and submit the required [Special Testing Accommodation Request Form](#).

After completing the applicant section of the form, ask a licensed or credentialed professional to complete the Documentation of Disability Related Needs section.

The documentation must identify the disability, describe any previous accommodations, and specify the testing accommodations requested.

***REMINDER:** *HRCI’s partner, Pearson VUE, may not be able to fulfill all special accommodation requests. Additionally, Pearson VUE may be unable to accommodate a request if local operating conditions, laws, or customs make the accommodation unlawful, impossible, or economically infeasible.*

Post-Application Requests

If a candidate needs to submit a Special Testing Accommodation Request Form after having applied or scheduled an appointment, the candidate must complete and apply for a special accommodation within the exam eligibility period. The candidate must also cancel that appointment at least two (2) business days before they are scheduled to test. **NOTE:** *Late accommodation requests are considered on a case-by-case basis.*

Once HRCI receives the completed Special Testing Accommodation Form, HRCI will review and coordinate with Pearson Vue to set up the reasonable and available accommodations. You will be sent an email notification from HRCI advising you to proceed and schedule a new appointment.



EXAM OVERVIEW



About the Exams

HRCI exams contain a variety of questions or item types that require HR experience to select the best answer. Each exam includes scored questions and pre-test questions randomly distributed throughout the exam. Pre-test questions are not counted in the final results. The length of time given to complete an exam depends on the exam type selected. Here is an overview:

Traditional multiple choice	These items contain a stem (or premise) and either three (3) or four (4) answer choices including only one (1) correct answer.
Multiple choice, multiple response	These are like multiple choice items except there are two (2) or more correct answers. The item will tell you how many correct options there are.
Fill in the blank	You will be asked to provide a numeral, word, or phrase to complete the sentence.
Drag and drop	You will be asked to click on certain pieces of information and drag them with your cursor to place them in the correct position.
Scenarios	Scenario questions present typical HR situations, followed by a series of exam items based on the scenario. These scenarios require you to integrate facts from different subject areas.

All questions are classified according to one of the following cognitive levels:

- **Knowledge/comprehension:** recalling factual material, such as definitions
- **Application/problem-solving:** applying familiar principles or generalizations to solve real-life problems
- **Synthesis/evaluation:** combining different elements and using critical thinking skills to solve a complex problem

Learn more about all HRCI exams including a breakdown of exam topics and [eligibility requirements](#).

Employment Law Changes

Employment laws change constantly. Candidates are responsible for knowing HR laws and regulations in effect at the time of their exam.

How Exams Are Developed

HRCI follows certification industry best practices to create and update all exams. HR subject matter experts (SMEs) are involved in every step of the exam development process which is overseen by a professional testing organization.

Pre-Test Questions

HRCI is committed to offering exams that contain current and relevant content. We achieve this goal by reviewing current questions and developing new ones to reflect changes in the profession. All exams include new questions that have not been used on previous versions of the exam type. These items are known as “pre-test” questions.

HRCI includes pre-test questions in its exams to gather valuable data about the new questions before they are included in future tests. These pre-test questions are:

- Not distinguished from others.
- Scattered throughout the exam so you will answer them with the same care in which you would when answering scored questions.
- Not counted or included in determining the final exam score.

How the Passing Score Is Set

HRCI uses the modified Angoff method to set the cut score on every exam, which is a common, industry standard method of setting cut scores on credentialing exams. The Angoff method essentially uses field experts to determine the difficulty of each question. It defines the cutoff score as the lowest score a minimally acceptable candidate is likely to achieve. At the beginning of the standard setting meeting, SMEs discuss requirements to take the exam type, attributes of candidates who take the exam, and the characteristics of minimally qualified or minimally competent candidates (MCC) with respect to the credential type. After discussing the MCC, SMEs individually rate each item with respect to the MCC, where each rating is the expected percent of MCCs who correctly answered an item. After the SMEs individually rate items, they discuss their ratings as a group with the goal of reflecting on the reasons for their ratings and being able to adjust their ratings based on the rationale from other SMEs with different career/life experiences. After 1-2 rounds of discussion and rating adjustment, the final recommended cut score is presented to HRCI as the average final-round sum of the ratings for an individual SME across all SMEs in the panel.



What Scaled Scores Are Used

The purpose of scaled scores is to ensure both fairness and consistency in reporting scores to all candidates. By using the modified Angoff model, scores are converted to a common scale to account for the difference in difficulty on multiple forms (or versions) of an exam. HRCI also creates and maintains multiple forms of the exams for security reasons. As we develop newer versions, some questions in each content area are replaced. These changes may cause one version to be slightly more difficult than another. To account for any such differences, HRCI uses a process known as equating to ensure exams are scored fairly. The passing score for each exam type is set at 500, regardless of the version of an exam a candidate takes. For more information about scoring, please see “Exam Scoring and Official Results Reports” and “How the Passing Score Is Set” in this Handbook.

Preparing for the Exam

No two candidates have the same knowledge base because HR experience and educational backgrounds vary.

Many candidates spend time studying and assessing their readiness before taking an HRCI exam. Because the exams are designed to assess how well candidates apply their HR knowledge and experience, preparation cannot rely solely on memorizing specific information or studying from a single source.

A good place to begin is by reviewing the Exam Content Outline for your selected exam and identifying the functional areas where additional preparation may be helpful. HRCI also offers a variety of [preparation resources](#) to support your study.

Build Your Own Bundle

For candidates who seek additional studying materials, HRCI has created a convenient Build Your Own Bundle Program (BYOB). BYOB offers options for discounted exam preparation tools available for purchase when applying for an exam. HRCI offers a variety of the most recent [preparation resources](#).

We encourage prospective candidates to use a [variety of resources](#) that reflect their learning styles and needs. Purchasing an optional certification preparation product is NOT required. Likewise, HRCI does not guarantee an individual will pass based on the purchase of any optional certification preparation product that might correspond with the exam-type selected.

If you purchase a preparation resource as part of a BYOB or Prepackaged Bundle, and are then deemed ineligible to test, you will receive a 100% refund for the resource in addition to the exam fee. The application fee is nonrefundable.

Refunds for a preparation resource that are part of a BYOB will only be available within ten (10) business days of the application approval date, provided the packaging and material have not been accessed or damaged and pending approval from the vendor who provided such materials. Refunds of exam fees follow the refund policies in this Handbook. **Fees are subject to change at any time and without prior notice.**



Optional Services: Second Chance Insurance

Second Chance Insurance (SCI) is an optional program that allows a candidate to pre-purchase the opportunity to retake a **different version of the same exam type** a second time if the candidate is unsuccessful on the first attempt. The retake exam may not be changed to a different exam type. SCI must be purchased when the exam application is submitted online and cannot be added as a separate purchase once the exam application has been submitted. As an optional pre-paid program, the fee is nonrefundable, meaning that if a candidate purchases SCI and does not take the actual exam (no show) or does not utilize it in the allotted time to reschedule and take that same exam type, the candidate forfeits all fees and eligibility of the SCI. **Fees are subject to change at any time and without prior notice.** Please refer to our website, www.hrci.org, for the most current information about fees.

A candidate with SCI does not have to pay any additional fees or resubmit the exam application if unsuccessful. It is automatically handled by HRCI. An email notification will be sent once the application is set up. Candidates have a 90-days cooling off period from the unsuccessful exam date before they may schedule their retake exam appointment. The candidate must then contact Pearson VUE and schedule an exam appointment within the allotted 180 days exam eligibility period.

If a candidate purchases SCI with their exam application and does not take the exam, the SCI is void since the insurance is only applied if the candidate takes the exam and is unsuccessful.

If an application is deemed ineligible, the SCI fee will be automatically refunded to the original method of payment or applied to a different exam type for which the candidate applies and is deemed eligible.

! Exam Type Change

Candidates may change exam types as long as an exam appointment has not been scheduled. Once an exam appointment has been made, this is no longer an option. There is no refund for the fees paid for the original application. There will be a \$100 change fee in addition to any price difference.

! Exam Eligibility Extension

If a candidate is unable to take an exam within the original 180-calendar day eligibility period, the candidate may request an exam eligibility extension. The candidate must complete and submit an [Exam Eligibility Extension Form](#). Here are the requirements to apply and submit this form:*

- Complete the request at least 10-calendar days (day 169 of 180) **PRIOR** to the end of the original eligibility period.
- Any scheduled exam appointment must be canceled **PRIOR** to the form being submitted. A candidate **CANNOT** apply for this extension if the current exam eligibility is the result of a Second Chance Insurance purchase.
- Submit the request to info@hrci.org for review within 2-3 business days.

Once qualified and approved, HRCI processes the application and non-refundable payment, and will add 60 calendar days to the end of the original 180-calendar day eligibility.

***DISCLAIMER:** This exam eligibility **DOES NOT EXTEND** access to any other associated learning bundles originally purchased. Likewise, you can only apply **ONCE** to extend your original exam-type eligibility.



Summary of Exam Application Options

Item	Credit Card Payment OR Voucher Redemption
Application approved by HRCI	Schedule and take the exam within 180 calendar days from the application approval date.
Application is made ineligible by HRCI	The candidate must apply for the new exam type for which the candidate is eligible. No refunds. NOTE: If payment was with credit card, HRCI will issue a full refund minus a processing fee.
Rescheduling an exam appointment: If you want to change the exam date within the original 180 calendar days, go to Pearson VUE	An individual may reschedule their physical test center exam appointment provided it is done at least two (2) business days prior to the appointment OR at least one hour before the beginning of your virtual online-proctored exam session.
Exam eligibility extension (60 calendar days): If you are unable to test within the original 180 calendar days of eligibility, you may request an extension by completing the Exam Eligibility Extension Form	The request must be submitted before the last ten (10) days within the 180 calendar days of eligibility. A candidate must cancel any exam appointment prior to the request. There is an extension fee and such extension is limited to one request per exam application. No refunds will be issued if unable to test during the extension.
Never scheduled an exam appointment or missed the exam appointment (during the 180 calendar days eligibility period)	No refund, exception, or extension will be provided. You will need to reapply and pay all applicable fees.



ON EXAM DAY



HRCI exams are administered in highly secured online proctoring and testing centers worldwide. Only approved candidates are admitted to the test centers or allowed to take the virtual online exams. Upon arrival to the physical test center or logging on for an online-proctored exam, a candidate must present proof of identity. Candidates must present a valid, unexpired, government-issued photo ID showing their full legal name in Latin characters. Without acceptable identification, they will not be permitted to take the exam. The candidate must cancel the appointment with Pearson VUE at least two (2) business days before the actual exam date to avoid forfeiting exam eligibility and all associated fees. Likewise, if a candidate arrives late or without the required identification matching the name under which the eligibility was approved, they will not be permitted to take the exam and will forfeit all associated fees. [Review additional Exam Day Tips.](#)

Identification (ID) Requirements

- The first and last name on the identification (ID) must exactly match the first and last name on the exam application for which the candidate was deemed eligible.
- IDs required must be issued by the country in which the candidate is testing. If the candidate does not have the qualifying ID issued from the country they are testing in, an international travel passport in Latin characters from their country of citizenship is required.
- Candidates must present one (1) original, valid, unexpired, government-issued ID that includes their name, a recent recognizable photograph, and signature.
- Signature and photo: The Test Center Administrator (TCA) will capture your digital signature upon check-in. Your digital signature must match the signature on your valid, unexpired, photo identification (ID). The picture on the ID must match you, the person presenting it. If you are taking an online proctored exam, the greeter will ask you to follow the [virtual check-in protocols](#).

The following are acceptable forms of primary identification:

- ✓ International travel passport
- ✓ Driver's license
- ✓ Military ID (including spouse and dependents)
- ✓ Identification card (national/state/province identity card)
- ✓ Alien registration card (green card, permanent resident, visa)
- ✓ Local language ID (not in Latin characters) – *accepted only if issued from the country in which the candidate is testing.*

Additional Allowances

- Expired forms of ID are not acceptable, unless accompanied by valid renewal papers.
- European Union candidates testing within the EU zone may also provide a valid, unexpired EU card as their primary ID.
- For candidates testing in Japan, an employee or student ID (with at least a name and recent recognizable photo) is acceptable if accompanied with a valid Blue Japanese Health Card.

A government-issued ID without a visible signature, or with an embedded signature, must be supplemented by one (1) original, valid, unexpired ID that includes either a matching name and recent recognizable photograph or a matching name and signature. Candidates testing in Japan may also present a valid Blue Japanese Health Card. If you have questions about the ID you are required to bring to the testing center for admittance for your exam, please [contact Pearson VUE customer service](#).



Hyphenated Names

If your last name is hyphenated, your ID must match at least one of the last names. Additionally, your signature must match the signature on the ID, and the picture on the ID must match the person presenting it.

Name on Application	Name on ID	Acceptable
Chi Xing-Lu	Sandy X. Lu	No
Chi Xing-Lu	Chi X Lu	Yes
Cynthia Chi Xing-Lu	Chi Xing Lu	Yes
Cynthia Lu	Cynthia X Lu	Yes
Jeffery Johnson	Jeffery Charles Johnson	Yes
Jeffery C. Johnson	Jeffery Charles Johnson	Yes
J.P. Smith	John P. Smith	Yes
Jennifer Lincoln Murphy	Jennifer Lincoln	Yes
Jennifer Lincoln	Jennifer Murphy	No



Test Center Rules

The following rules are enforced at all test centers to ensure a secure, fair, and consistent test experience for all test takers.

Note: Pearson VUE cannot guarantee a completely noise-free and distraction-free test center environment. Other exams are administered at the same time as HRCI exams. You may hear noise, including typing, coughing, and people walking. You can request a noise-reducing headset or disposable ear plugs from Pearson VUE where available.

Registration Processes

- Arrive at the Pearson VUE Test Center or log in for your online-proctored exam at least 15 minutes before your scheduled exam time. If you miss your appointment or do not have a valid, unexpired photo ID, you cannot take the exam and all fees will be forfeited. If you arrive more than 15 minutes late to your appointment, you may be refused admission or access to an exam and exam fees may be forfeited. You will be asked to present your ID. The Test Center Administrator (TCA) will take your photograph and capture your digital signature. The digital signature must match the signature on your photo ID.
- You will be required to store personal belongings in a test center locker, including items such as mobile devices, food or drinks, hats, purses or bags, coats, jackets, other outerwear, and watches.
- HRCI exams do not include any scheduled breaks. You may take an unscheduled break if needed, such as to use the bathroom, but you will be expected to comply with security screening upon your return to the testing room. Any unscheduled breaks will count against your allotted exam time. **NOTE:** *If taking an online-proctored exam, you **cannot** leave the web-camera view, take breaks, mumble-or have wandering/unfocused eye movements. Otherwise, the proctor will immediately cancel the session and you forfeit the exam. Learn more about the [virtual online proctored exam protocols](#).*
- You cannot leave the test center or use a mobile device during the test or during a break. Your exam will be terminated if you leave the test center or use a mobile device. Study materials may not be reviewed or referenced during the examination or during any break and will result in your examination being terminated and your score invalidated.
- You cannot look at study materials after you arrive at the test site facility or during a break.
- You cannot smoke or take a break to smoke during the examination.
- Religious headwear may be worn into the testing room. It will be inspected by a TCA before entry into the testing room is permitted.

Comfort Aids

Certain items defined as “minor comfort aids” are allowed in the testing room as long as they are inspected by the TCA before they are brought into the testing room. These include:

- Tissues, such as Kleenex
- Cough drops (must be unwrapped)
- Pillow for supporting neck, back, or injured limb
- Sweaters, sweatshirts, or blazers. If an item has pockets and the candidate does not wish to remove it for inspection, they may be asked to show that the pockets are empty.
- Eyeglasses and hearing aids
- Neck braces or collars (worn by people with neck injuries)
- Insulin pump attached to a person’s body

Exam Processes for All Test Centers

Exams are monitored and may be recorded as audio or video. Candidates will have access to a tutorial on the computer testing technology for ten (10) minutes prior to the start of the exam. It is important that candidates use this time to understand the special features of the technology.

You can submit comments about specific exam items during the exam by following the on-screen instructions. HRCI will review all comments but will not respond to comments. Please note that you may not ask anyone questions about exam content.

Exam Processes for Online-Proctored Testing

You must conduct a virtual, web cam-based check-in to launch an online-proctoring exam session.

It is important to be on time. You can start testing within the exam window, precisely 30 minutes before and up to 15 minutes after your scheduled appointment time. This process does not count against the time allotted to take your exam.

Follow these steps before beginning your online-proctored exam:

- Turn off your browser’s pop-up blocker.
- Download the required testing software.
- To begin your testing session and connect with a greeter:
- Sign in to your HRCI account.
- You will be signed in to the Pearson VUE system automatically through single sign-on.

In the Pearson VUE system, you will be able to:

- Complete system test
- Schedule exam
- Take exam

Have your driver’s license, passport, or other acceptable identification available so that your identity can be verified.

You will be asked to shut down any non-essential applications (such as email or chat).

If you experience a technical issue during an online-proctored test, you will be given a case number and Pearson VUE will contact you regarding next steps. If you do not hear from Pearson within 3 business days, please reach out to them with your case number for further information.

[For additional information, review the online proctored exam FAQ.](#)



Exam Security and Cheating

In order to protect and secure the integrity of its exams and the value they bring to the HR practitioners who have earned a certification, HRCI retains the right to cancel any test score obtained in a questionable manner. Before you can begin an HRCI certification exam you must agree to an Exam Confidentiality Statement. Failure to agree to the statement will prevent you from being able to take the exam. This statement says, among other things, that you understand that the exam and the questions it contains are the exclusive property of HRCI. You must also confirm your understanding that you cannot disclose, publish, reproduce, or transmit any part of the exam, in any form, by any means, in oral, written, electronic-or mechanical formats, for any purpose, without the express written permission of HRCI. This includes, but is not limited to, memorizing exam questions, sharing exam questions or topics with anyone, or comparing information taught in a certification preparation course with actual exam content, whether in whole or in part. Theft or attempted theft of any exam content is punishable as a felony. Violation of exam confidentiality is a serious ethical breach that could result in disciplinary action by HRCI, including possible suspension or revocation of any HRCI certifications earned.

Online-Proctored Testing Requirements

The exam content and delivery platform are the same as those used at Pearson VUE test centers, including the overall experience, functionality, and navigation tools.

However, online-proctored testing includes additional requirements. During the exam, you must remain within view of the webcam, may not take breaks, and must avoid behaviors such as speaking aloud or repeatedly looking away from the screen.

Here is a comparison table:

Item	Pearson VUE Test Center	Online Proctored Exam
Requires use of candidate's device , such as a laptop		✓
Controlled testing environment	✓	
Take candidate photo	✓	✓
Check candidate ID	✓	✓
Agree to exam testing rules	✓	✓
Photos or room scan of candidate testing area		✓
Monitored by live proctor for duration of exam	✓	✓
Unscheduled breaks allowed	✓	
Proctor can intervene/stop exam if policy violations or cheating are observed	✓	✓
Same-day exam result	✓	✓
Printed exam results report	✓	

HRCI's Right to Cancel, Invalidate, and Withhold Scores

HRCI is committed to reporting valid scores that accurately reflect candidate performance on HRCI certification examinations. For this reason, HRCI maintains test administration, security, and scoring standards designed to assure that all candidates are given the same opportunity to demonstrate their abilities and to prevent some candidates from gaining an unfair advantage. HRCI reserves the right to conduct psychometric and statistical analyses of HRCI examination response data to identify potential irregularities and to ensure score validity. HRCI may cancel, invalidate, or withhold test scores if any psychometric or statistical analysis provides a reasonable basis to question the test score's validity.

HRCI reserves the right to cancel, invalidate, or withhold the examination score if, in its sole judgment, HRCI has reason to conclude that:

1. There is a reasonable basis to question the exam score's validity
2. A testing irregularity occurred before, during or after the administration of the exam
3. A candidate violated the terms of the Candidate Agreement
4. A violation of the policies and procedures for HRCI exam administration has occurred

If HRCI cancels or invalidates an exam score because there is a reasonable basis to question the exam score's validity, HRCI is not obligated to further investigate the matter or to determine whether an irregularity or violation has occurred. HRCI may simply cancel or invalidate the score and provide the impacted candidate with another opportunity to take the HRCI examination at issue. Neither candidates nor certificants are entitled to appeal HRCI's decision to cancel or invalidate a score when there is a reasonable basis to question the score's validity.

If there is a reasonable basis to question the exam score's validity and HRCI cancels or invalidates an exam score for a person that has previously passed an exam and obtained HRCI certification, the person's certification will be reflected as "pending" until the person retakes and passes the examination for which the score was canceled or invalidated.

HRCI also has the right in its sole discretion to withhold exam scores pending the outcome of an investigation related to those scores, to determine whether an irregularity or violation has taken place. Neither candidates nor certificants are entitled to appeal HRCI's decision to withhold an exam score pending its investigation of a related matter. If HRCI is withholding a score pending investigation, HRCI shall inform the person in writing that the score is being withheld and then inform the person when the investigation is complete and provide the decision made by HRCI related to the exam score.

If HRCI cancels or invalidates an exam score following an investigation and makes a finding that a person that has previously passed an exam and obtained HRCI certification violated the terms of the Candidate Agreement or participated in a testing irregularity, HRCI may take any actions against the person provided in the Violations and Investigations Policy provided below, and the person may pursue an appeal of any such decision by HRCI exclusively as provided therein.

For the benefit of clarity, the HRCI Complaints and Disciplinary Policy does not apply to HRCI's decision to cancel, invalidate or withhold an examination score of any candidate or certificant for any reason.



VIOLATIONS AND INVESTIGATIONS

Investigations

If HRCI receives information that a testing irregularity has occurred, that any individual has violated the terms of the Certification Terms of Service, Candidate Agreement, the Handbook, or that any conduct of one or more persons, or events or conditions of testing may have compromised, or may in the near future compromise, the integrity or validity of any HRCI certification examination, HRCI reserves the right in its sole discretion, but is not obligated, to investigate the matter to gather all relevant facts and determine what actions, if any, must be taken in response to the facts. HRCI's policies on violations and investigations shall govern all investigations related to HRCI certification examinations.

Upon receiving notice from HRCI that it is conducting an investigation under this provision, a candidate shall:

1. Fully cooperate with the investigation.
2. Disclose to HRCI or its designee all knowledge that could potentially relate to the investigation.
3. Produce all documents and materials requested by HRCI or its designee.
4. Upon request, submit to an in-person or remote, virtual interview conducted by or on behalf of HRCI.
5. Truthfully and completely answer all questions asked by HRCI or its designee.

A person's refusal to cooperate with any investigation or presentation of false or misleading information in relation thereto shall constitute a serious and material breach of the Candidate Agreement and shall serve as a separate and independent basis for HRCI to take action against the person as described below. HRCI may, in its sole discretion, take any of the following actions upon finding that a candidate or certificant violated any term of the Candidate Agreement or the Handbook:

1. Prohibit the person from taking any HRCI certification examination for a fixed period of time or permanently.
2. Terminate the candidate's HRCI exam administration prior to completion of the exam and, if the test is being administered in-person, require the candidate to leave the test center.
3. Invalidate or cancel the person's score, before or after scores are reported, without a refund.
4. If the person previously passed an exam and obtained any HRCI certification, suspend or revoke all of their HRCI certifications for a fixed period of time or indefinitely.
5. Pursue civil legal action against the person.
6. Refer the matter for criminal prosecution if the person engaged in criminal conduct.



Appeals for Investigation Disputes

After a candidate or certificant has received a written notice of violation and applicable sanctions to be imposed by HRCI, the candidate will have thirty (30) calendar days to submit a written request for appeal to HRCI as provided in this paragraph. The sole consideration on appeal is whether HRCI acted reasonably and in good faith in accordance with its own policies and procedures when making its decision. The person requesting an appeal (the “Appellant”) is required to file a written request for appeal, along with a statement describing the grounds for the appeal, why the appeal should be granted and all supporting evidence, with HRCI, within thirty (30) calendar days of receipt of the notice of violation and applicable sanctions from HRCI. An appeal will not be considered after such thirty (30) calendar day period has expired. The initial appeal will be decided by HRCI staff, who will render a written decision on the appeal within thirty (30) days of receiving all of the Appellant’s submissions. If HRCI has made a decision to pursue a civil legal action against the Appellant or refer the matter for criminal prosecution, those decisions are not subject to appeal under this policy.

If HRCI staff determine that a written request for appeal is filed in a timely manner and uphold HRCI’s original decision, the appellant may then submit a second and final level appeal to the Appeals Committee, which will consist of three (3) HRCI-certified professionals appointed by HRCI who are not HRCI employees, but may serve as HRCI board members or HRCI volunteers. The Appellant must request a final level appeal in writing within five (5) calendar days of receiving written notice that HRCI staff upheld HRCI’s original decision. All three (3) members of the Candidate Appeals Committee will then decide the final level appeal based upon the written submissions of HRCI and the Appellant. This appeals process shall not address any failure to pass any HRCI examination, nor include any challenges to individual examination questions, answers, or scores. The sole consideration on the final level of appeal is whether HRCI acted reasonably and in good faith in accordance with its own policies and procedures when making its decision. The Appeals Committee will deliberate and decide the appeal within thirty (30) days of receiving the Appellant’s request for same unless, in the sole discretion of the Appeals Committee, more time is required to consider or decide the appeal. The decision of the majority of the members of the Appeals Committee will be the decision of the Committee. The decision of the Appeals Committee is final and binding as to all matters related to the appeal. The Appellant expressly waives the right to file a lawsuit or make any legal claims against HRCI arising out of any investigation dispute.

For the benefit of clarity, the HRCI Complaints and Disciplinary Policy does not apply to appeals for investigation disputes.



HRCI Contact
Information:



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U.S. TOLL-FREE +1.866.898.4724



EMAIL info@hrci.org
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AFTER THE EXAM



Exam Scoring and Official Results Reports

If testing at a physical test center, candidates will receive a copy of the exam results report at the testing center and will be notified within 1-2 business days by Pearson VUE when the official results are available online.

If a notification for exam results is not provided within a week of taking the exam, please contact HRCI by sending an email to info@hrci.org.

When taking an online-proctored exam, you will not receive an immediate result with a printed score report. You will get an email within 24-48 hours from Pearson VUE when your web-based results report is available. However, you may log in to your HRCI account within one hour after your testing session has ended to see your exam result.

For any remaining post-exam questions, please contact HRCI at info@hrci.org.

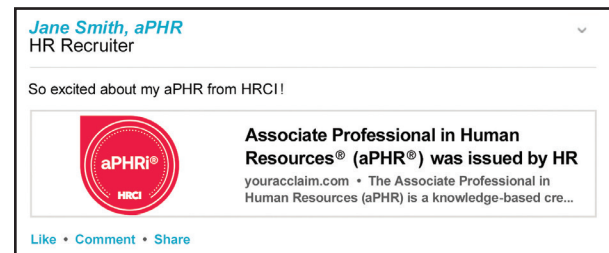
Digital Badge

HRCI uses the digital badge as its official certificate. When a candidate passes the exam and receives the official results report, HRCI will send information on how to claim the exam type's digital badge. This badge can be used to display the earned credential on social media, in email signatures, and other digital space.

A digital badge is a modern credentialing tool that makes it easy to showcase achievements and capabilities across social media, email, personal websites, and resumes. Digital badges help protect the integrity of professional credentials by linking to verified data from HRCI. They also give credentialed professionals an easy way to provide employers with valid verification of earned credentials while using a modern format for communicating professional skills and achievements.

For more information about digital badges, visit the Recertification Resources page at <https://www.hrci.org/certifications/digital-badges>.

LinkedIn Example



Optional Paper Certificate

In addition to the complimentary digital badge, certified professionals may purchase an optional paper certificate through HRCI's fulfillment vendor. To order a paper certificate, visit the online store at www.hrci.org. Certificates are shipped using a traceable delivery service.

Fees are subject to change at any time and without prior notice. Please refer to www.hrci.org for the most current information about fees.

Testing Experience

If you experience a problem during testing, report it immediately to a Pearson VUE representative. Once you receive a case number, contact HRCI at info@hrci.org and include a description of the issue and your assigned case number.

Certification Program Feedback

Individuals have two (2) options to submit feedback:

- Optional end-of-exam survey at the test center while waiting for the results report
- [Certification Program Feedback Form](#)

Understanding the Exam Results Report

Pearson VUE follows careful procedures to ensure exam results reports are correct.

The results report informs the candidate of having passed or failed the exam. A scaled score of at least 500 is needed to pass. If a candidate does not pass, the score report will include a scaled score indicating the difference between the candidate's score and the passing score. An explanation of candidate performance levels on each of the exam topic areas is also provided. This performance level information is not an official domain score and should not be interpreted as such. The information is provided only as a guide for future study should an unsuccessful candidate wish to test again. If a candidate successfully passes the exam, the letter with explanations can be used to guide future professional development activities.

Candidates have a 90-days cool off period from the unsuccessful exam date before they may *schedule* their retake exam appointment. The candidate must then contact Pearson VUE and schedule an exam appointment within the allotted 180 days exam eligibility period.

Retaking the Exam

The following chart outlines the requirements for retaking an exam:

Exam Status	Next Steps	Outcome*
Unsuccessful (Fail) with Second Chance Insurance	There is a 90-days cooling off period from the unsuccessful exam date before you may schedule a retake exam appointment	HRCI will send an email notification. Candidate has 180 days from that eligibility date to schedule and take the exam.
Unsuccessful (Fail) without Second Chance Insurance	There is a 90-days cooling off period from the unsuccessful exam date before you may schedule a retake exam appointment	Candidate must re-apply, qualify, and pay all the related exam fees. Candidate has 180 days from the application approval date to schedule and take the exam.
• Cancelled • NDA refused • Withdrawn • No show • Not scheduled/inactivity	Candidate can re-apply immediately, qualify, and pay all the related exam fees.	Candidate has 180 days from the application approval date to schedule and take the exam.
Unsuccessful (Fail) and wants to change exam type (e.g., from SPHR to PHR)	Candidate can apply immediately, qualify, and pay all the related exam fees.	Candidate has 180 days from the application approval date to schedule and take the exam.

After Certification: Use of the Designation

To use HRCI credentials after their name, individuals must:

1. Successfully pass the exam-type and continue to meet HRCI certification and recertification standards
2. Demonstrate the requisite experience requirements
3. Agree to abide by the Code of Ethical and Professional Responsibility.

Individuals who earn an HRCI certification are authorized to use the following certification marks and designations, as applicable:

- aPHR
- aPHRi
- PHR
- PHRca
- PHRi
- SPHR
- SPHRi
- GPHR

Complaints regarding misuse of an HRCI logo or credential should be submitted in accordance with the HRCI Complaints and Disciplinary Policy. HRCI will review the complaint under its established policies and procedures and, if misuse is confirmed, notify the individual to discontinue use. Complaints regarding misuse of an HRCI logo or credential should be submitted in accordance with the HRCI Complaints and Disciplinary Policy. HRCI will review the complaint under its established policies and procedures and, if misuse is confirmed, notify the individual to discontinue use.

For more information, please visit our [Recertification](#) Section.

Correct*



John Smith, SPHRi
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johnsmith@company.com



Jane Jones, PHRca, GPHR
234-567-8910
johnsmith@company.com

Incorrect*



John Smith, Senior Professional in Human Resources - International (SPHRi)
234-567-8910
johnsmith@company.com



John Smith, S.P.H.R.i.
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johnsmith@company.com

***Always display the first earned designation followed by others recently earned.**



Verification Policy

The names of currently certified individuals are not considered confidential and may be published/verified by HRCI. Published information will include name, city, state, country, certification(s) held, certification status, and certification number. This information can also be searched in our [Directory of Certified Professionals](#).

Your certification status may be verified in one of three ways:

1. Individuals may be listed in our Directory of Certified HR Professionals.
2. Employers can request in writing specific information with the individual's permission/release.
3. Certification status may be verified from an active digital badge

Confidentiality

HRCI is committed to protecting confidential or proprietary information related to applicants and certification holders, as well as the examination development, maintenance, and administration process. HRCI will not disclose any confidential applicant/certification holder information unless authorized in writing by the individual or as required by law. A certification status is not considered confidential information.

Personal information retained within the applicant/certification holder database and or applicant/certification holder files will be kept confidential. This includes information and any documentation regarding a disability and the need for accommodation in testing.

With the applicant's/certification holder's permission, HRCI shares non-personal information with third parties. This information is not considered confidential and may include name, city, state, country, certification(s) held, and certification status.

HRCI will notify an individual seven (7) business days prior to releasing his/her information to a body having legal jurisdiction upon receipt of a court order requesting the individual's information, unless the court order prohibits such notification.

Exam Results

Individual examination results are considered confidential. Exam scores are released only to the individual candidate unless a signed release is provided in advance. Results are not released by phone, fax, or email. All personal information submitted by applicants and certification holders with their application is considered confidential.

Application Status

An individual's application status is considered confidential. We do not disclose information regarding whether or not an individual has applied for certification or has taken the examination. Current certification status is published and verifiable as noted in the Credential Verification section.

Aggregate Data

Aggregate exam statistics, studies, and reports concerning applicants/certification holders will contain no information that can allow others to identify an individual.



APPENDIX

A. Certification Terms of Service and HRCI Candidate Agreement

Terms Updated August 22, 2024

IMPORTANT! YOU ARE ENTERING INTO A LEGALLY BINDING CONTRACT. PLEASE READ THIS CAREFULLY!

YOUR USE OF AND ACCESS TO THE HUMAN RESOURCE CERTIFICATION INSTITUTE (“HRCI”) CERTIFICATION RESOURCES ON THE HRCI WEBSITE AND HRCI CERTIFICATION EXAMINATIONS ARE CONDITIONED UPON YOUR ACCEPTANCE OF AND COMPLIANCE WITH THESE CERTIFICATION TERMS OF SERVICE AND ALL INCORPORATED POLICIES (THE “TERMS”).

The Human Resource Certification Institute (“HRCI”) has developed and provides professional human resources certification programs that require candidates to meet specified eligibility requirements, take a secure examination and comply with ongoing certification standards. HRCI provides a secure, cloud-based platform through its website, www.hrci.org, that enables HRCI certification candidates and renewal applicants to apply for HRCI certifications, register for and schedule HRCI certification examinations, update candidate and renewal applicant information relevant to certification eligibility and maintenance of certification, access certification credentials and pay fees that may be due to HRCI. (collectively, the **“HRCI Certification Services”**). Only persons applying for or maintaining a HRCI certification are permitted to use the HRCI Certification Services. “You” and “Your” as used in these Terms of Service refers to the person accessing or using the HRCI Certification Services and entering into this contract with HRCI.

Your access to and use of the HRCI Certification Services is subject to these Terms of Service, as well as the HRCI Candidate Agreement, the HRCI Certification Policies and Procedures Handbook, the HRCI Code of Ethical and Professional Responsibility, the HRCI Complaints and Disciplinary Policy, the HRCI Website Terms of Use and the HRCI Privacy Policy (collectively, the **“Additional Terms”**), all of which are incorporated by reference and made part of these Terms of Service. By accessing or using the HRCI Certification Services, you are acknowledging that you have read, understand and will comply with these Terms of Service and the Additional Terms incorporated by reference. To the extent of any conflict between these Terms of Service and any Additional Terms, these Terms of Service shall take precedence and supersede any pre-existing or co-existing terms that may apply to the HRCI Certification Services.

When accessing or using the HRCI Certification Services, you also understand and agree to comply with each of the following terms:

1. You are exclusively responsible for the security of your user credentials for your account on www.hrci.org.
2. You will immediately notify HRCI via email at info@hrci.org if you have any reason to believe that user credentials or your account on www.hrci.org are no longer secure, or have been hacked or accessed by an unauthorized third party.

3. You will provide accurate, complete and truthful information to HRCI about yourself, your education and your work, including Personally Identifiable Information (as that term is defined and use in the HRCI Privacy Policy), in the course of accessing or using the HRCI Certification Services and, if any information that you previously provided to HRCI changes after you have provided it, you will promptly update your information in your HRCI account. You are authorizing HRCI and its affiliates and vendors to receive, use, store, transmit, display and process your Personally Identifiable Information, including Biometric Information (as defined below and in the HRCI Privacy Policy), and other data as needed to provide the HRCI Certification Services and for HRCI's other lawful and legitimate purposes and to do so in the United States of America ("United States") in accordance with its Privacy Policy.
4. You will promptly pay HRCI all applicable fees specified by HRCI for the HRCI Certification Services that you use.
5. You are exclusively responsible for knowing and understanding the eligibility requirements for all HRCI certifications for which you apply. Submitting an application for a HRCI certification for which you do not meet all eligibility requirements will not constitute grounds for a refund of the application fee.
6. HRCI reserves the right to audit any application and related information that you submit to HRCI for any purpose and may take any steps reasonably required to verify the authenticity of any information or documents submitted by you in relation to the HRCI Certification Services.
7. HRCI may investigate discrepancies in any information that you provide to HRCI in the course of accessing or using the HRCI Certification Services.
8. You have read and will comply with the terms of the HRCI Candidate Agreement, provided in its entirety below.

The HRCI Candidate Agreement ("Candidate Agreement") is a legally binding contract between you and Human Resource Certification Institute ("HRCI") that sets forth the terms and conditions under which HRCI will permit you to take HRCI certification examinations. You must read, acknowledge and accept the terms of this Candidate Agreement before you are permitted to register for, schedule and take a HRCI examination. If you do not agree to the terms of this Candidate Agreement, you will not be permitted to register for or take any HRCI examination. Adherence to the Candidate Agreement is necessary to enable HRCI to maintain fair examinations, ensure the validity of examination results and maintain the integrity and value of HRCI professional certifications.

By clicking on the 'I AGREE' button at the end of the Candidate Agreement, you are affirming to HRCI that all of the below representations and statements to HRCI are true and correct, and you are acknowledging that you have read and understand all of these requirements, rules and policies, and that you agree to abide by all of them.

I affirm that I am the person whose name and address appear on my HRCI certification application, my registration for this HRCI examination, and the government-issued photo identification that I will present or have presented for admission to the examination. At the time I created an account on www.hrci.org, I read and accepted the Certification Terms of Service, and I understand that my participation in HRCI Certification Programs, including the certification application process, is governed by the Certification Terms of Service, as well as the terms contained in this Candidate Agreement and the Certification Policies and Procedures Handbook, and I agree to abide by all of the policies, procedures, terms and conditions contained therein. I am taking the HRCI examination solely for the purpose of pursuing the

HRCI certification for which I have applied, and for no other purpose. I affirm that I am not taking the HRCI examination on behalf of any other person. I affirm that all information that I provided to HRCI at the time of my certification application and my registration for this examination and at any time thereafter was complete, accurate and true in every respect and that, if any of the information that I previously provided to HRCI has changed since the time I provided it, I have submitted updated information that is complete, accurate and true, and reflects all such changes. I understand that providing false, misleading or incomplete information to HRCI shall be considered a violation of the Candidate Agreement and will subject me to one or more of the consequences provided herein for violations of the Candidate Agreement.

I understand and agree that, as a condition of taking the HRCI examination in-person at a test center, I am subject to security screening prior to admission and re-admission to the building and/or room where the HRCI examination is administered. I further understand and agree that the security screening process for in-person testing at a test center will include requiring me to: (1) provide a palm vein scan (Biometric Information) during check-in and upon return from each break; (2) demonstrate that my pockets are empty, (3) remove any backpack, bag, jacket, non-corrective eyewear, sunglasses, coat, hooded sweatshirt, scarf, or hat ("Prohibited Personal Items") that I may be wearing or holding (except for a genuine religious purpose), (4) lift my pants up to my knees and push my sleeves up to my elbows, (5) submit personal items for inspection by a test administrator, and (6) consent to recording and monitoring throughout the exam, which monitoring may be conducted by test delivery and proctoring technology platforms that incorporate artificial intelligence components. I understand and agree that I will not be permitted to take or resume taking the examination if I refuse to submit to security screening as described above or to remove and secure Prohibited Personal Items (except for a genuine religious purpose) prior to entering the room where the HRCI examination is administered, at the sole discretion of test administrators.

I understand and agree that if I am taking a remote online proctored HRCI exam from my home or office through HRCI's test administration vendor Pearson VUE OnVUE, I have the sole and exclusive responsibility to ensure that I have the required computer devices, computer operating system, software, browser, uninterrupted Internet connection and electric power required to take the HRCI exam remotely. I understand that these requirements are explained at <https://www.hrci.org/how-to-get-certified/taking-the-exam/online-testing>. I am also responsible to create a suitable testing environment, and successfully complete the Pearson VUE OnVUE systems check prior to taking a remote online proctored HRCI exam, which are also detailed at <https://www.hrci.org/how-to-get-certified/taking-the-exam/online-testing> and <https://home.pearsonvue.com/Test-takers/OnVUE/Guide>. I further understand and agree that the security screening process for a remote online proctored HRCI exam from my home or office will include, but is not limited to, requiring me to: (1) provide a facial template through the capture of my identification and digital photograph ("Biometric Information") prior to testing, (2) perform a room scan by photographing and/or video recording my testing environment with a camera, (3) consent to recording and monitoring throughout the exam by human beings as well as test delivery and proctoring technology platforms that incorporate artificial intelligence components, I understand that HRCI offers remote online proctored exams for my convenience and that, if I object to the collection or processing of my Personally Identifiable Information as described above, I may elect to take the HRCI exam in an in-person test center instead. As a condition of taking a remote online proctored exam, I am knowingly and voluntarily consenting to the collection, use and processing of my Personally Identifiable Information, including Biometric Information as explained above, by HRCI and its test administration vendors and partners acting on behalf of HRCI, including but not limited to Pearson VUE. I understand that HRCI is not responsible for any technical problems with my computer devices, operating system, software, browser, Internet connection or electric

power that may interrupt, delay, or interfere with my ability to start, take or complete a remote online proctored HRCI exam. If I experience a technical problem in any of these areas during the administration of a remote online proctored HRCI exam, I understand that I must notify the remote proctor immediately and follow the proctor's instructions.

I understand and agree that HRCI, its authorized and trusted test centers and test administration vendors and partners acting on behalf of HRCI will take and use still digital photographs of me and my form of identification, video and audio recordings of me, a template of my palm vein scan and/or facial geometry, keystroke dynamics (depending on my selected test delivery method and collectively "Biometric Information") and collect and use other personally identifiable information from me and about me for the purpose of authenticating my identity and monitoring, administering, proctoring and/or providing technical support of HRCI examination administrations, all of which will be retained and processed by Pearson VUE and HRCI as part of my HRCI examination administration records. For remote online proctored HRCI examinations, HRCI's authorized and trusted test administration vendors (including Pearson VUE OnVUE), partners, test administrators and proctors acting on behalf of HRCI will monitor live video and audio feeds of me and the physical location where I am testing (for example, the room in my home or office where I will test) all of which will be recorded, processed and retained by Pearson VUE and HRCI as part of my HRCI examination administration records. I understand and agree that if I am taking a remote online proctored HRCI exam from my home or office, I am obligated to take and submit digital photographs of my testing environment, my government-issued valid photo identification and my face. I have carefully reviewed additional details and requirements about HRCI's remote online exam administration process and procedures at <https://www.hrci.org/how-to-get-certified/taking-the-exam/online-testing> and <https://home.pearsonvue.com/Test-takers/OnVUE/Guide>. I understand that I can obtain additional information concerning the collection, transmission, processing and retention of my Personally Identifiable Information in the United States (including, without limitation, photographs, video and audio recordings and Biometric Information) by reading HRCI's Privacy Policy. I understand and agree that the following conduct, whether attempted or completed, is strictly prohibited:

- Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, soliciting, transmitting, broadcasting, streaming or distributing HRCI examination content;
- Giving or receiving unauthorized assistance on a HRCI examination;
- Viewing the content of another examinee's computer display or examination papers during a HRCI examination administration;
- Possessing or accessing Prohibited Personal Items while inside a room where a HRCI examination is being administered;
- Taking a HRCI examination on behalf of another person;
- Possessing, accessing or using a cellular phone or any device that connects to a cellular network or the Internet while inside a room where a HRCI examination is being administered or in any location during unscheduled examination breaks, other than the computer on which I am taking the examination;
- Possessing, accessing or using any electronic device, camera, recording device, or photographic equipment of any kind while inside a room where a HRCI examination is being administered;

- Possessing, accessing or using any books, notes, papers, note-taking materials, study materials or test-taking aids of any kind while inside a room where a HRCI examination is being administered or in any location during unscheduled examination breaks;
- Speaking out loud to myself or any other person during a remote online proctored exam administration at my home or office;
- Intentionally positioning myself so that I am not visible or only partially visible to the webcam on my computer during a remote online proctored exam administration at my home or office;
- Failing or refusing to submit to security screening or the inspection of personal items upon request by a test administrator at any time prior to or during a HRCI examination administration;
- Failing or refusing to strictly comply with the instructions and requests of a test administrator at any time prior to or during a HRCI examination administration;
- Engaging in disruptive, threatening, abusive or disrespectful behavior in or near any building where a HRCI examination is being administered;
- For remote online proctored HRCI exams, obstructing the visibility of yourself or your surroundings from the webcam or moving out of the view of the webcam; and

Talking or communicating with anyone other than a test administrator, proctor, or an approved test reader (if your request for a test reader accommodation has been approved in writing in advance) while inside a room where a HRCI examination is being administered.

I understand and agree that engaging in any of the above-described prohibited conduct shall be considered a violation of the Candidate Agreement. I agree to follow the instructions and requests of all test administrators and proctors and understand that my failure or refusal to follow instructions or comply with requests from a test administrator or proctor shall be considered a violation of the Candidate Agreement.

I affirm that I am not taking this HRCI examination in my capacity as a test preparation agent or tutor, or for the purpose of obtaining such employment.

I am aware that HRCI examinations are confidential exams, and that their contents are disclosed to me at the time of test administration in a limited context to permit me to test in pursuit of the HRCI certification for which I have applied, and for no other purpose. I understand that HRCI examinations, questions, reading passages, answer choices, graphic images and all related examination content contained within HRCI examinations (“HRCI Examination Content”) are protected by United States and international copyright laws and that HRCI Examination Content is a trade secret under United States and international law. I agree that I will not discuss or disclose HRCI Examination Content orally, in writing, on the Internet, or through any other medium existing today or invented in the future. I agree that I will not copy, reproduce, adapt, disclose, or transmit HRCI Examination Content, in whole or in part, or assist or solicit anyone else in doing the same. I further agree that I will not reconstruct HRCI Examination Content from memory, by dictation, or by any other means, for any purpose. I understand that prohibited acts under these terms include, but are not limited to: describing questions, answer choices, hypothetical scenarios, reading passages, images or graphics from any HRCI examination; identifying terms or concepts contained in exam questions or responses; sharing answers to questions; referring others to information I saw on the exam; reconstructing a list of topics on the test; and soliciting or discussing exam questions, answer

choices, reading passages, images, graphics, or topics in person, through telephonic or electronic communication, or on Internet "chat" rooms, social media, private or public groups, message boards, forums, or through any other means of communication.

I understand and agree that I also am not permitted to possess, solicit, read, study from, study or otherwise use confidential information about HRCI examinations during my own exam preparation. I affirm that I have not engaged in such conduct prior to taking this HRCI exam and that I will not engage in such conduct during or after the exam. I also agree not to ask any other individual to disclose exam content to me or to seek out actual live, confidential exam content from any other source. I agree that if I receive or have access to information or material in any form and from any source, including but not limited to email, instant messages, text messages, website content, social media posts, electronic bulletin boards, Internet-based groups, digital or electronic files and/or paper documents, that I reasonably believe contains confidential HRCI Examination Content, or has been represented to contain HRCI Examination Content, I will immediately report its existence to HRCI. I agree that I will fully cooperate with any investigation by HRCI related to my receipt or access to information believed or represented to contain HRCI Examination Content.

I understand and agree that HRCI reserves the right to use statistical and psychometric analyses, which may incorporate processes and/or technology that use artificial intelligence, to evaluate the validity of examination response data and scores. I understand and agree that HRCI utilizes these reliable scientific methods to determine whether scores should be withheld, invalidated, canceled or investigated further to determine whether a candidate violated the terms of the Candidate Agreement. I further understand and agree that, if HRCI has a reasonable basis to question the validity of any HRCI examination response data or examination result, whether identified through the use of statistical analysis, psychometric analysis, artificial intelligence-assisted technology and processes, or any other reliable method or source of information, HRCI reserves the right, in its sole discretion, to withhold, cancel and invalidate examination scores, without any requirement to demonstrate that I or any other candidate violated the terms of the Candidate Agreement. I agree that if HRCI invalidates my examination score, I will not be entitled to a refund for the examination, and I will be required to pay the established fee to take the examination again, if I am permitted by HRCI to take the examination again.

I understand and agree that HRCI reserves the right to, but is not obligated to, investigate any alleged violation of this Candidate Agreement or any alleged activity or circumstance that may compromise the validity, integrity, or security of any portion of a HRCI examination, or the results thereof. Upon receiving notice from HRCI that it is conducting an investigation related to the examination, I understand and agree that I am required to:

- fully cooperate with the investigation;
- disclose to HRCI all knowledge that could potentially relate to the investigation;
- produce all documents, data and materials requested by HRCI;
- upon request, submit to an in-person or remote interview, in HRCI's sole discretion, conducted by or on behalf of HRCI; and
- truthfully and completely answer all questions asked by HRCI.

I also understand and agree that if I provide false or misleading information to HRCI at any time, violate

the terms of this Candidate Agreement, refuse to comply with any directions given to me by a test administrator, engage in any activity that may compromise the validity, integrity, or security of any HRCI examination, or fail to fully cooperate in any investigation related to HRCI examinations, that HRCI may, in its sole discretion, directly or through its authorized representatives:

- Interrupt, suspend and/or terminate the administration of my HRCI examination;
- Confiscate any item from me during a HRCI examination administration that a test administrator reasonably believes is relevant to a potential violation of this Candidate Agreement, including, but not limited to, notes, electronic devices and Prohibited Personal Items;
- Withhold, cancel or invalidate my examination scores, before or after the scores are reported, without a refund;
- Prohibit or disqualify me from taking HRCI examinations for a fixed period of time or permanently;
- Impose special conditions of taking future HRCI examinations.
- If I previously passed any HRCI certification exam and obtained any HRCI certification, suspend or revoke all of my HRCI certifications for a fixed period of time or indefinitely; and
- Pursue a civil lawsuit against me based upon my conduct in violation of the Candidate Agreement and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.

I will not represent myself as certified by HRCI unless and until I receive an official written communication from HRCI advising me that HRCI has determined that I have met all requirements of certification and that HRCI has granted me a certification for which I have applied.

By clicking the button on the screen that reads “I AGREE” below, I am representing to HRCI that all of the prior information, statements and affirmations that I have provided to HRCI are true and correct, including but not limited to all of the affirmations contained in this Candidate Agreement. I am further confirming my agreement to all of the terms and conditions set forth in this Candidate Agreement, including, without limitation, the consequences for making false or misleading statements to HRCI, and for violating any term of this Candidate Agreement. Lastly, I am providing my acknowledgement of and consent to HRCI’s data privacy and collection practices as set forth in this Candidate Agreement and the HRCI Privacy Policy, including but not limited to the collection and processing of my Biometric Information and the transfer of any Personally Identifiable Information provided to HRCI to the United States for processing and storage.

If there is any part of this Candidate Agreement that you do not understand or agree with, you are not permitted to register for or take any HRCI examination.

- As part of your application for HRCI certification, you are also making the following representations and acknowledgments to HRCI that will apply immediately upon HRCI granting any certification to you:
 - I will read and abide by the HRCI Code of Ethical and Professional Responsibility and the HRCI Complaints and Disciplinary Policy .
 - In the event of the suspension or expiration of my certification due to failure to recertify within the required 3-year cycle, I will cease and desist using of the certification and all related marks, including all HRCI trademarks logos, badges and electronic or paper certificates issued by HRCI, and refrain from communicating or implying in any way that I am certified.

- In the event of my voluntary withdrawal from certification or the revocation of my certification for any reason, I will cease and desist using the certification and all related marks, including all HRCI trademarks logos, badges and electronic or paper certificates issued by HRCI, and refrain from communicating or implying in any way that I am certified.
 - I will only make claims regarding certification that are within the scope for which the certification has been granted by HRCI and I will not make any claims regarding my certification that are false or misleading.
 - I will not use the certification in such a manner as to bring HRCI into disrepute, as determined in HRCI's sole discretion.
10. You are authorizing HRCI to communicate with you via postal mail, email and text messages (additional charges by your cellular service provider may apply) to provide you with information regarding the HRCI Certification Services, including but not limited to: (a) transactions between you and HRCI; (b) notices about the HRCI Certification Services; (c) updates to the HRCI Certification Services; (d) administrative messages and other information; and (e) advertising, marketing, and other materials regarding HRCI's products and services. Please review your settings in your account to control the messages you receive from HRCI or you may choose to opt-out of receiving advertising and marketing materials by unsubscribing from such communications by following the instructions in the message.
 11. You will only use and identify the HRCI certification that HRCI has issued to you and you will comply with all HRCI recertification requirements in order to maintain the certification issued to you.
 12. If you violate the Terms of Service, HRCI may, in its sole discretion, pursue any remedy available to it under these Terms and all Additional Terms incorporated by reference, prohibit you from using the HRCI Certification Services, prohibit you from using your account on www.hrci.org, prohibit you from registering for, scheduling or taking any HRCI certification examination, refuse to issue a HRCI certification to you, revoke, suspend or terminate any or all HRCI certifications that you may hold, and take any and all other legal actions available to it under the circumstances and applicable law.
 13. There are certain things that HRCI does not promise about the HRCI Certification Services. Other than as expressly stated, HRCI does not make any commitments about the specific functionality available through the HRCI Certification Services, their reliability, availability, or ability to meet your needs.
 14. To the extent not prohibited by law, HRCI and its affiliates (and associated service providers) (a) provide the HRCI certification services "as is", "with all faults" and "as available", (b) make no representations or warranties or conditions whether express or implied (e.g. warranty of merchantability, satisfactory quality, fitness for a particular purpose, or non-infringement), and (c) do not guarantee that the HRCI certification services will be uninterrupted, error-free or free of harmful components, or that the information you provide to use the hrci certification services will be secure or not otherwise lost or damaged.
 15. If you are dissatisfied with any portion of the HRCI certification services or with these terms of service, your sole and exclusive remedy is to discontinue use of the HRCI certification services.

16. To the extent not prohibited by law, you will defend HRCI against any cost, expense, loss, damage, or other liability arising from any third party demand or claim (including reasonable attorneys' fees and costs of defense) that any information provided by you, or your use of the HRCI Certification Services: (a) infringes or misappropriates a trademark, copyright, patent or other intellectual property or any other right of a third party, or misappropriates a trade secret (to the extent that such misappropriation is not the result of HRCI's actions); (b) caused or contributed to personal or bodily injury, death or property damage to a third party or (c) violates applicable law or these Terms of Service. HRCI will reasonably notify you of any such claim or demand that is subject to your indemnification obligation of which it becomes aware.
17. To the extent not prohibited by law, in no event will you or HRCI and its affiliates, officers, directors, parent companies, subsidiaries, vendors, employees, agents, partners, suppliers or licensors be liable for: any indirect, incidental, special, punitive, cover or consequential damages (including, without limitation, damages for lost profits, business interruption, revenue, goodwill, use or content) however caused, under any theory of liability, including, without limitation, contract, tort, business interruption, loss of opportunity, warranty, negligence or otherwise, even if HRCI has been advised as to the possibility of such damages.
18. The aggregate liability of HRCI and its affiliates, officers, directors, parent companies, subsidiaries, vendors, employees, agents, partners, suppliers or licensors relating to the HRCI certification services will be limited to the greater of: (a) the amount actually paid by you for the HRCI certification services (if any) in the twelve (12) months preceding the event or circumstances giving rise to such claims; or (b) one hundred dollars (\$100 u.S.D.). The limitations and exclusions also apply if this remedy does not fully compensate you for any losses or fails of its essential purpose.
19. The limitation or exclusion of incidental, consequential or other damages will not apply to you to the extent prohibited by applicable law. In countries where the above types of exclusions and limitations aren't allowed, HRCI is responsible to you only for losses and damages that are a reasonably foreseeable result of HRCI's failure to use reasonable skill and care or HRCI's breach of our contract with you.
20. Nothing in these terms affects consumer rights that cannot by law be waived or limited by any contract or agreement.
21. You agree that your relationship with HRCI and all disputes arising out of or related to the Terms of Service or the HRCI Certification Services will be governed by the laws of the United States of America and the Commonwealth of Virginia, regardless of conflict of laws principles. The United Nations Convention on Contracts for the International Sale of Goods, the Uniform Commercial Code, the Uniform Computer Information Transactions Act, and any law related to these conventions do not apply to these Terms of Service or the HRCI Certification Services. Claims arising out of or related to the Terms of Service, your relationship with HRCI and any disputes arising out of or related to the HRCI Certification Services or HRCI can only be litigated in the federal or state courts in Fairfax County, Virginia, U SA and you and HRCI each agree to personal jurisdiction and venue in those courts. However, you agree that HRCI can apply for injunctive remedies in any jurisdiction.
22. To the extent that this provision is not in conflict with applicable law, you hereby waive any and all rights you may have to bring a class action against HRCI and further agree that you may only resolve disputes with HRCI on an individual basis and will not bring a claim or proceed as a plaintiff or a class member in a class, consolidated, or representative action against HRCI.

BY CLICKING THE “I AGREE” BUTTON BELOW, ACCESSING OR UTILIZING THE HRCI CERTIFICATION SERVICES, YOU AGREE TO BE BOUND BY THESE TERMS OF SERVICE, THE CANDIDATE AGREEMENT, HRCI’S PRIVACY POLICY, INCLUDING BUT NOT LIMITED TO YOUR CONSENT TO THE COLLECTION OF YOUR BIOMETRIC INFORMATION AND TRANSFER OF YOUR PERSONALLY IDENTIFIABLE INFORMATION TO THE UNITED STATES FOR PROCESSING AND STORAGE, AND ALL INCORPORATED ADDITIONAL HRCI POLICIES AND TERMS.

IF YOU DO NOT ACCEPT THE TERMS OF SERVICE, DO NOT CLICK THE “I AGREE” BUTTON AND DO NOT USE THE HRCI CERTIFICATION SERVICES.

B. Pearson VUE Regional Contact Centers

Pearson VUE maintains regional contact centers around the world. Please visit the link below for contact information for your region:

<http://www.pearsonvue.com/hrci/contact/>

C. HRCI Code of Ethics

The HRCI Code of Ethics has been adopted to advance and uphold the highest standards of service and conduct recognized by all certificants using any of the following credentials: aPHR™, aPHRi™, PHR®, PHRi™, PHRca®, SPHR®, SPHRi™ and GPHR®.

An HRCI certification implicitly obligates the user to comply with the mandates and requirements of all applicable laws and regulations. Certificants are required to act in an ethical and professional manner by adhering to these standards and ensuring public confidence in the integrity of their professionalism.

Those holding an HRCI credential commit to the following:

Professional Responsibility

As an HRCI certificant, you accept professional responsibility for both your individual decisions and actions. As an advocate for the HR profession, you engage in activities that enhance the credibility and value of the organizations while contributing to their ethical success.

You will:

- Adhere to the highest standards of ethical and professional behavior.
- Effectively achieve the organization’s HR goals.
- Work consistently within regulatory requirement of the HR profession.
- Strive to achieve the highest levels of service, performance, and social responsibility.
- Appreciate and value the contributions of employees and associates.
- Advocate within established forums to influence innovative decision-making and results.

Professional Development

As an HRCI certificant, you must meet the highest standards of competence and commit to strengthen your competencies.

You will:

- Commit to continuous learning, skills development, and application of new knowledge related to both human resource management and the success of the organizations you serve.
- Contribute to the body of HR knowledge, the evolution of the profession, and the growth of individuals through teaching, research, and global dissemination of sound practices.

Ethical Leadership

As an HRCI certificant, you are expected to exhibit individual leadership and serve as a role model while maintaining the highest standards of ethical conduct.

You will:

- Act ethically in every professional interaction.
- Advocate for the ethical application of all transactions, regardless of the source.
- Ensure decisions are of the highest ethical standards.
- Acquire expert guidance, as needed, about ethical proprieties.
- Champion and mentor the development of other ethical leaders.

Fairness and Justice

As an HRCI certificant, you are ethically responsible for promoting and fostering fairness and justice for all employees and their organizations.

You will:

- Respect the uniqueness and intrinsic worth of every individual.
- Treat people with dignity, respect, and compassion to foster a trusting work environment free of harassment, intimidation, and unlawful discrimination.
- Ensure an environment of diversity and inclusivity.
- Confirm everyone can develop their skills and new competencies.
- Develop, administer, and advocate policies and procedures that foster fair, consistent, and equitable treatment for all, regardless of geographical location.
- Regardless of personal interests, support decisions made by your organizations that are both ethical and legal.

Conflicts of Interest

As an HRCI certificant, you must maintain a high level of trust and protect the interest of your stakeholders, as well as your professional integrity. You should refrain from engaging in any activities that create actual, apparent, or potential conflicts of interest.

You will:

- Adhere to and advocate the use of published policies on conflicts of interest within your organization.
- Refrain from using your position for personal, material, or financial gain or the appearance of such.
- Abstain from giving or seeking preferential treatment in the human resources processes.
- Prioritize your obligations to identify conflicts of interest or the appearance thereof. When conflicts arise, you will disclose them to relevant stakeholders.

Use of Information

As an HRCI certificant, you must consider and protect the rights of individuals, especially in the acquisition and dissemination of information, while ensuring truthful communications and facilitating informed decision-making.

You will:

- Acquire and disseminate information through ethical and responsible means.
- Ensure only appropriate information is used in decisions affecting the employment relationship.
- Investigate the accuracy and source of information before allowing it to be used in employment-related decisions.
- Maintain current and accurate HR information.
- Safeguard restricted or confidential information.
- Take appropriate steps to ensure the accuracy and completeness of all communicated information about HR policies, training, and practices.

D. HRCI Complaints and Disciplinary Policy

W. Introduction

1. HR Certification Institute (HRCI) is an independent certifying organization for the human resources profession. As a certifying organization, HRCI evaluates individuals who wish to enter, continue and/or advance in the profession through the certification process. HRCI is governed by the Board of Directors (Board). HR Certification Institute Certification Council (Council) was established in 2016 as a Special Purpose Council within HR Certification Institute. The Council is established in HR Certification Institute Bylaws, which authorize the Council to have autonomy in decision making regarding the development and administration of HR Certification Institute's certification programs.

2. Those certified by HRCI (referred to as “certificants”) have successfully completed the required certification process, which includes meeting certain eligibility requirements and passing a certification examination. HRCI certificants subscribe to a Code of Ethical and Professional Responsibility. By applying for certification or recertification, HR professionals agree that they have read and will comply with the Code of Ethical and Personal Responsibility, the Complaints and Disciplinary Policy and other certification program policies. These disciplinary procedures are not formal legal proceedings, thus many formal rules and practices of a court proceeding are not observed. The rules are intended to afford due process and fairness.
3. Successful candidates are granted certification by HRCI and may hold themselves to the public as such. In order to maintain and enhance the credibility of HRCI certification programs, HRCI has adopted these Administrative Procedures (the “Procedures”) to allow consumers and others to bring complaints concerning a certificant’s conduct to HRCI. If a violation constitutes grounds for sanctions as set forth below, the Certification Council established by the HRCI Board may reprimand or revoke the individual’s certification.

The grounds for sanctions under these Procedures are as follows:

- a. Violation of established HRCI certification program policies, rules, and requirements;
 - b. Fraud or misrepresentation in the application for, or maintenance of, certification;
 - c. An irregular event in connection with HRCI examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, and failure to abide by reasonable test administration rules;
 - d. Taking the exam for any purpose other than that of becoming credentialed in the area referenced in the title of the exam;
 - e. Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior express written permission of HRCI;
 - f. Unauthorized possession or misuse of HRCI credentials, examinations, and other intellectual property, including but not limited to: aPHR, aPHRi, PHR, PHRca, PHRi, SPHR, SPHRi, and GPHR;
 - g. Misrepresentation of credential status;
 - h. Failure to provide requested information in a timely manner;
 - i. Conviction of a felony under federal or state law in a matter related to the practice of, or qualifications for, professional activity.
4. HRCI will ensure that information concerning the complaint process, as developed by the Certification Council, will be available to applicants, certificants, consumers and the public at appropriate locations. These Procedures apply to all complaints or inquiries received about HRCI certificants that were not initiated by HRCI. For the benefit of clarity, these Procedures do not apply to canceled, invalidated or withheld exam scores, investigations conducted by HRCI pursuant to the Violations and Investigations Policy or appeals related to investigation disputes.

5. It should be emphasized that actions taken under these Procedures do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made by HRCI regarding the conduct of the certificant in appropriate situations.

Individuals who submit complaints are not entitled to any relief or damages by virtue of these Procedures, although they will receive notice of the actions taken if the submitter agrees in advance and in writing to maintain any such information in confidence.

B. HRCI Certification Council

1. The Certification Council is responsible for development and administration of the HRCI certification programs and for the implementation of these Procedures.
2. The Certification Council Chair is specifically responsible for ensuring that these Procedures are implemented and followed.
3. All Certification Council members, HRCI staff, and other individuals engaged in investigations or decisions with respect to any complaint under these Procedures may be indemnified and defended by HRCI from and against liability arising from HRCI-related activities to the extent provided by law.

C. Complaints

1. Complaints must be submitted in writing by an individual or entity. Inquiries or submissions other than complaints may be reviewed and handled by HRCI at its discretion. For any matter not addressed by HRCI pursuant to the Violations and Investigations Policy, HRCI staff may also submit a complaint pursuant to these Procedures.
2. The submitter may be asked to complete the HRCI Complaint Submission Form and include the specific grounds for sanctions as reference above in Section A.
3. HRCI will not review or further pursue any complaints which:
 - a. Contain unreliable or insufficient information;
 - b. Are patently frivolous or inconsequential;
 - c. Allege general unethical or unprofessional behavior by a certificant;
 - d. Do not expressly reference specific grounds for sanctions;
 - e. In HRCI's sole reasonable discretion may choose not to review or further pursue a complaint based on the date of the violation; or
 - f. In HRCI's sole reasonable discretion, are more appropriately addressed by an administrative, regulatory, or law-making entity.

Upon receipt and preliminary review of a submission involving an HRCI certification program or the grounds for sanction, the Manager, Customer Experience

("Manager") may conclude, in his/her sole discretion that the submission does not constitute an actionable complaint as described above. If not an actionable complaint, the submission is disposed of by notice from the Manager to its submitter, if the submitter is identified. All such preliminary dispositions by the Manager are reported to the Certification Council in writing in an annual summary.

If the Manager determines that the submission is a valid and actionable complaint, the Manager may contact the submitter or the accused for any additional information that may be necessary. The individual will have 30 days to submit any and all applicable documentation. This documentation may be presented to the Certification Council. If no applicable documentation is submitted within the 30 days, the Manager may proceed with making a determination. The Manager may consult with the additional HRCI staff and/ or legal counsel as needed to make either determination.

4. If a submission is deemed by the Manager to be a valid and actionable complaint, the Manager shall see that written notice is provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Manager also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by HRCI. The Manager will determine if the submission is worthy of an investigation and gather information as necessary. Upon completion of the investigation, the Manager will provide the findings to the Certification Council for a decision.
5. The Manager shall make the decisions described above and provide the notices required here under within 60 days of receipt of the complaint.

D. Review of Complaint

1. For each submission involving an alleged violation of the grounds for sanctions that the Manager concludes is a valid and actionable complaint, the Certification Council authorizes an investigation by HRCI staff into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.
2. Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. HRCI may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.
3. All investigations and deliberations of the Certification Council are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Certification Council may consult HRCI's counsel.
4. HRCI shall undertake all reasonable efforts to ensure that the review process set forth in this section shall be completed within 90 days of the determination to investigate unless HRCI extends this time period in its sole discretion to obtain or analyze additional data or information relevant to the matter under investigation.
5. HRCI initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another regulatory, administrative, or other entity engaged in the administration of law.
6. HRCI may be assisted in the conduct of its investigation by additional HRCI staff and/or legal counsel. The Manager, Customer Experience exercises general supervision over all investigations and is responsible for presenting the findings of any complaint investigation that has been escalated to the Certification Council for disciplinary action.

E. Determination of Violation

Upon completion of an investigation, the Certification Council may make a determination that there has been a demonstrable and serious violation based on the grounds for sanction. The determination of the disciplinary decision is prepared under the CEO's supervision and is presented to the Certification Council along with the record of the investigation.

1. If the Certification Council determines that a violation has not occurred, the complaint is dismissed with notice to the certificant and the individual or entity who submitted the complaint. The complaint is included in an annual summary Certification Council report.
2. If the Certification Council determines that a violation has occurred, the Council will decide on an appropriate sanction.
3. This determination and the imposition of a sanction are promulgated by written notice to the certificant and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Council.
4. In certain circumstances, the Certification Council may determine that the certificant who has committed an actionable sanction, should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Certification Council to make such a determination is within their discretionary power. If such an offer is extended, the certificant at issue must submit the required written assurance within 30 days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Certification Council. If the Certification Council accepts the assurance, notice is given to the certificant and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

F. Sanctions

1. Any of the following sanctions may be imposed by the Certification Council upon a certificant whom the Certification Council has determined to have violated the grounds for sanctions, although the disciplinary decision applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:
 - a. Written reprimand to the certificant;
 - b. Prohibition of the certificant from taking any HRCI certification examination for a fixed period of time or permanently;
 - c. Suspension of the certificant for a fixed period of time;
 - d. Termination or revocation of the certificant's certification from HRCI; and
 - e. Any other reasonable and proportionate sanction determined by HRCI in its sole discretion.

The HRCI database and certificant's file will be promptly updated to reflect any certification suspension or termination.

2. Reprimand in the form of a written notice from the Certification Council normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a

certificant who has received two substantiated complaints within a two (2) year period, or three (3) or more substantiated complaints. The Certification Council may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

3. Certificants who have been terminated shall have their certification revoked and may not be considered for HRCI certification in the future. If certification is revoked, any and all certificates or other materials requested by HRCI must be returned promptly to HRCI.

G. Appeal

1. Within 30 days from receipt of notice of a determination by the Certification Council that an individual committed an action resulting in grounds for sanctions, the affected certificant may submit to HRCI in writing a request for an appeal. Upon receipt of a request for appeal, the Chair of the Certification Council will appoint a three (3) person Appeal Panel. Individuals appointed to serve on the Appeal Panel cannot be current members of the HRCI Board of Directors or Certification Council. Appeal Panel members will sign a confidentiality and conflict of interest statement prior to beginning their service on the committee.

This Appeal Panel may review one or more appeals, upon request of the HRCI Certification Council Chair. No HRCI staff may serve on the Appeal Panel; further, no one with any personal involvement or conflict of interest may serve on the Appeal Panel.

2. The Appeal Panel may only review whether the determination by the Certification Council was inappropriate because of:
 - a. material errors of fact, or;
 - b. failure of the Certification Council or HRCI to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Certification Council's determination as represented by facts known to HRCI are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Except as otherwise set forth herein, legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the HRCI Certification Council and the Appeal Panel. The Certification Council and Appeal Panel may consult HRCI legal counsel.

3. The Appeal Panel conducts and completes the appeal within 90 days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the appellant and of the Appeal Panel. Submissions are made according to whatever schedule is reasonably established by the Appeal Panel.
4. The decision of the Appeal Panel either affirms or overrules the determination of the Certification Council but does not address a sanction imposed by the Certification Council. The decision of the Appeal Panel, including a statement of the reasons for the decision, is reported to the HRCI Certification Council in writing. The Appeal Panel decision is binding upon the Certification Council, the certificant who is subject to the sanction, and all other persons.

H. Resignations

If a certificant who is the subject of a complaint voluntarily surrenders his or her HRCI certification(s) at any time during the pendency of a complaint under these Procedures, the complaint will be dismissed without any further action by the Certification Council or an Appeal Board established after an appeal. If this occurs, the information will be retained in HRCI's permanent file for future reference. However, the Certification Council may authorize the Certification Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint are notified of the fact and date of resignation and that Certification Council has dismissed the complaint as a result.



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