

2016 Certification Policies and Procedures Handbook

HRBP® and HRMP®

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A Message from Our CEO



Congratulations on taking your first steps toward earning an HRCI certification. HR professionals like you, who are dedicated to the profession and serious about their careers, are ideal candidates for our credentials. Our certified professionals distinguish themselves in their organizations and the profession as knowledgeable, experienced and passionate about applying HR principles and programs to improve organizations. We appreciate your commitment to your professional development and to promoting the highest global standards of the HR profession.

HRCI is a global leader in developing rigorous exams to demonstrate mastery and real-world application of forward-thinking HR practices, policies and principles. We develop and deliver the highest quality certification programs in the field of Human Resources and contribute to the continued improvement of individual and organizational performance. We work closely with HR professionals around the world to ensure that our programs are up-to-date and relevant for today's competitive business environments.

The purpose of this handbook is to give you an overview of the Human Resource Business Professional (HRBP®) and Human Resource Management Professional (HRMP®) credentials. This information includes eligibility requirements for each credential to help you select the one that is best for you. Finally, this handbook provides detailed information to guide you through the entire certification process.

We welcome your questions as you prepare to earn your credential, and we wish you success as you pursue your HRCI certification.

A handwritten signature in black ink that reads "Amy S. Dufrane". The signature is written in a cursive, flowing style.

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

THE HR CERTIFICATION INSTITUTE

The HR Certification Institute (HRCI) was established in 1976 as an internationally recognized certifying organization for the HR profession. Currently, more than 140,000 HR professionals in 100 countries hold one or more certification from HRCI. Our certifications represent a high level of professional achievement and are valued by employers and organizations across the globe.

Certification Exams

We offer numerous certification exams for the HR profession, including:

GPHR®

Global Professional in Human Resources

HRBP®

Human Resource Business Professional

HRMP®

Human Resource Management Professional

PHR®

Professional in Human Resources

PHR – CA®

Professional in Human Resources – California

SPHR®

Senior Professional in Human Resources

SPHR – CA®

Senior Professional in Human Resources – California

This handbook provides information about the HRBP and HRMP certification programs. For detailed information about our other certification exams, please refer to www.hrci.org.

NOTE: The HRMP and HRBP are designed for HR professionals who practice outside the United States, and, therefore, these exams are not offered within the United States.

Exam Delivery

Prometric continues to be one of the largest and most secure test delivery systems in the world and offers tests every day of the week in approximately 8,000 individual testing centers in more than 160 countries.

We partner with Prometric for exam delivery because its full range of test delivery solutions include convenient locations, flexible delivery models and customized programs.

Nondiscrimination Statement

We do not discriminate based on race, color, national origin, sex, age religion, marital status, sexual orientation or any other status that is protected by applicable law.

QUICK REFERENCE

HR Certification Institute

1725 Duke Street, Suite 700, Alexandria, VA 22314 USA
+1.571.551.6700

Website: www.hrci.org

For application or test site questions, and general information contact us at info@hrci.org

For refunds: refunds@hrci.org

Service Hours: Monday to Friday, between 8:30 a.m. and 6:00 p.m. (US Eastern Time)

Prometric

1501 South Clinton Street, Baltimore MD 21224 USA Website: www.prometric.com

To schedule, reschedule or cancel an appointment:

<https://www.prometric.com/en-us/clients/HRCI/Pages/landing.aspx>

or call a Regional Contact Center (p. 20).

Holiday site closures: www.prometric.com and search for the "holiday schedule."

For test site closure information:

<http://www.prometric.com/sitestatus/default>

Certification Policies and Procedures Handbook

This handbook contains information about the Human Resource Business Professional (HRBP®) and Human Resource Management Professional (HRMP®) exams. It outlines the eligibility requirements, exam content, application process and testing method.

Certification candidates must follow all procedures and meet the deadlines indicated in this handbook in order to sit for the HRBP or HRMP exam. Please contact us with any questions you may have.

SUMMARY OF THE CERTIFICATION PROCESS

Exam candidates must follow these steps to earn a global credential from HRCI:

1. Select the appropriate exam based on exam eligibility requirements
2. Complete the online application with payment (pp. 6–7)
3. Send required documentation to HRCI (p. 7)
4. Schedule exam date, time and test location (p. 11)
5. Prepare for the exam (p. 12)
6. Take the exam (pp. 15–16)
7. Results (p. 16)
8. Maintain active certification through recertification (p. 17)

We offer exams annually, during two separate time periods. Please go to www.hrci.org for the most current information on registration dates and exam dates.

HRBP® ELIGIBILITY

A candidate must meet one of the following exam eligibility requirements to sit for the HRBP exam:

- A minimum of one (1) year of professional-level experience in an HR position with a Master's degree or global equivalent
- A minimum of two (2) years of professional-level experience in an HR position with a Bachelor's degree or global equivalent
- A minimum of four (4) years of professional-level experience in an HR position with less than a Bachelor's degree or global equivalent.

HRMP® ELIGIBILITY

A candidate must meet one of the following exam eligibility requirements to sit for the HRMP exam:

- A minimum of four (4) years of professional-level experience in an HR position with a Master's degree or global equivalent
- A minimum of five (5) years of professional-level experience in an HR position with a Bachelor's degree or global equivalent
- A minimum of seven (7) years of professional-level experience in an HR position with less than a Bachelor's degree or global equivalent.

In addition, HRMP candidates must demonstrate knowledge of employment law in one of the following ways:

- Holding a national or local certification (such as PHR, SPHR, GPHR, CHRP, CIPM, CAHRI-CP etc.) that includes knowledge of employment laws, OR
- Holding a Bachelor's degree (or global equivalent) or higher in Human Resources, OR
- Completing a university or college-level course in employment law, OR
- Completing a formal training class or certificate program in employment law sponsored by a university/college, HR association or other approved training provider
Please note: Training must provide a comprehensive coverage of employment law; "legal updates" do not qualify.

Testing Dates, Application Deadlines, Exam Fees

The HRMP and HRBP exams are designed for HR professionals who practice outside the United States. Therefore, these exams are not offered within the United States.

Please refer to our website, www.hrci.org, for testing dates, application deadlines and the most current information available. Exam fees can be found on our website, <http://hrci.org/apply/fees-and-deadlines>.

Apply For An Exam

APPLICATION TIPS

1. Apply early to increase your chance of getting your preferred test date and location.
2. On your application, use your full legal name as it appears on your ID, and use a permanent email address.
3. Make sure you receive an email confirmation within 24 hours of your application fee payment being processed. If you don't receive the confirmation email, check your "junk mail" folder and then your application status in your online account.

Candidates must meet both HR work experience and education requirements to qualify for each exam, as described on [p. 7](#).

NOTE: Please visit www.hrci.org/embargo for the most current list of countries that may require additional stipulations due to U.S. trade sanctions.

APPLICATION PROCESS

Apply Early

Candidates should complete the application process early to increase the chance of getting their first choice for test date and location.

HRCI contracts with Prometric to deliver and administer exams. For more information about Prometric, see [p. 4](#). We encourage candidates to apply early. Follow these steps:

- Candidate submits application online.
- We review the application to determine if the candidate meets all eligibility requirements.
- Candidate is notified of eligibility.

ADDITIONAL FORMS

Please see our website, www.hrci.org, to find all **forms** that may be needed to complete the certification process.

Legal Name

When submitting your application use your full legal name as it appears on your unexpired, valid, government issued, official documentation. This will be the name that will appear on your official certificate when successfully passing your exam.

Name Changes

You may not make changes to your legal name on file after submitting your application. To make a change to your legal name, you must send a scanned copy of a certified or notarized document or government-issued ID at least five (5)

business days before your scheduled exam appointment via email to info@hrci.org. HRCI does not return documents. Do not send original, certified or notarized documents. Please see "Record Retention" on [p. 17](#).

Address Changes

HRCI sends certificates and all other mailed correspondence to your mailing address. Therefore, it is important that your profile record contain your most current contact information. If your email address, mailing address or telephone number change, you can update your profile at www.hrci.org, or call +1.866.898.4724. Once you pass the exam, your certificate will be mailed to your primary address.

Email Address

HRCI will use your email address as a primary identifier in your online profile and for communicating with you.

Because your email address will be attached to all of your online records with us, it is best to **choose a permanent email address** for this purpose. If you decide to use your work email address, please **remember to update it** if you should change jobs.

Application Submission Deadlines

Applications for HRCI exams must be submitted online by the published deadline. Applications will not be accepted after 11:59 p.m. US Eastern Time (GMT-5) on the application closing date. You are responsible for meeting all application deadlines. We encourage you to complete the online application as early as possible to avoid delays due to increased website traffic around deadlines.

Payment Methods

HRCI accepts VISA, MasterCard, American Express, money order, certified check, cashier's check and company/organization checks. Certified or cashier's checks must be made payable to HR Certification Institute, in U.S. currency (USD) and drawn on a U.S. bank. We do not accept cash or personal checks.

HRCI will not review an application until all payments have been received.

If you choose to pay by certified check or money order, you must complete the online application and send the payment via mail. Include a photocopy of the application summary page and include the email address for each candidate with the payment.

NOTE: A single check may be used to pay for multiple candidates.

HRCI will return certified checks, cashier's checks and money orders without proper candidate identification to the sender. Please mail payments to: HR Certification Institute, 1725 Duke Street, Suite 700, Alexandria, VA 22314 USA

Application Confirmation

You must provide an active email address in your application to ensure you receive all communications from HRCI, including notifications, confirmations and reminders.

Within 24 hours of processing payment, you will receive a receipt for your payment and an auto-generated email confirming receipt of your application. This confirmation does not indicate you are eligible to take the exam.

NOTE: Check your "junk mail" or "spam" folder if the email confirmation does not appear in the inbox, and ensure email settings accept emails from hrci.org. You may also check your application status in your online account.

EXAM ELIGIBILITY

What Is the Definition of "Professional-Level" Work?

HRCI defines a "professional-level" HR position as one that includes:

- 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.

Eligible candidates are those who have acquired the minimum years of HR experience based on their education level for the specific certification they wish to earn as identified by HRCI requirements, in a position or positions listed on our list of approved job titles. Those with a college degree are not required to have a degree in HR.

If a candidate holds a job title not shown on the approved list of job titles they must select "999-Other" as their job code and have the minimum years of experience in a position that:

- Exists for the purpose of overseeing, managing or controlling HR activities for an organization or client
- Requires the individual to regularly share their expertise in the HR field as part of their job duties
- Regularly requires work at a professional-level.

If you select "999-Other" please allow up to 10 business days for initial review and responses by email.

Our exams measure HR experience and knowledge gained on-the-job and through formal education. Individuals who are not likely to be considered eligible include:

- People 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

To review the list of approved position codes, go to www.hrci.org/approved-positions-codes.

Documenting Work Experience

All candidates must complete the Qualifying HR Work Experience section of the application to document that the amount of professional-level work experience they hold meets the eligibility requirement.

Documenting Knowledge of Employment Laws (HRMP Candidates Only)

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

1. Hold a local or national HR certification that covers Employment Law.
2. Hold a Bachelor's degree (or global equivalent) or higher in Human Resources.
3. Have successfully completed a college or university-level course in Employment Law.
4. Have successfully completed an education or training program in Employment Law.

Courses that meet the Employment Law requirement:

- May be delivered in a classroom setting or virtually
- Must provide a comprehensive review of employment laws that includes the major functional areas of Human Resources (hiring, pay/ benefits, employee/labor relations, termination, 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.

If your application is selected for random audit, you must provide documentation that you have gained knowledge of Employment Law in one or more of the four ways previously mentioned.

Likely sources for Employment Law courses and training are associations (local HR associations, American Chambers of Commerce), law firms, colleges and universities or training firms that specialize in HR topics.

AFTER APPLYING FOR THE EXAM

Processing Time for Applications and Forms

TYPE OF APPLICATION	PROCESSING TIME
Application that does not require additional documents	24 hours
Application that requires an official job description and Qualifying HR Work Experience Form	10 business days (excluding weekends and holidays)
Application with a Special Testing Accommodation Request Form	10 business days (excluding weekends and holidays)
Application that is selected for audit	10 business days (excluding weekends and holidays)
Exam Type Change Form	10 business days (excluding weekends and holidays)
Cancellation/Refund Request Form	10 business days (excluding weekends and holidays)

Application Review

If you do not meet the eligibility requirements, your application may be denied and therefore set to ineligible. The reasons include:

- Failure to meet eligibility requirements
- Missing documentation.

NOTE: Administrative fees, late fees and special fees are nonrefundable. Fees are subject to change without notice.

SPECIAL ACCOMMODATION REQUESTS

HRCI accommodates candidates with disabilities who need special arrangements to take the exams and will provide reasonable auxiliary aids and services. You must request special accommodations when you complete the application by marking the appropriate box on the application form and submitting the **Special Testing Accommodation Request Form** (<http://hrci.org/certification-handbooks/forms>).

A person with a professional license or credential must complete the Documentation of Disability-Related Needs section of the form. The description provided must include the type of disability, an explanation of past accommodations made for the disability and the specific testing accommodations requested.

If you submit the request after you have scheduled an appointment, you must cancel that appointment at least three (3) business days before it is to occur or forfeit all fees. Once the accommodation has been set up, you will receive an email notification from the Certification Services department advising you to schedule a new appointment.

Prometric, the company that administers our exams, may not be able to fulfill all special accommodation requests made by candidates. Prometric will not be able to comply with the request if the operating conditions, local laws or customs make the request unlawful, impossible or economically unfeasible.

Exam Application Audit

HRCI conducts random audits of our applications to verify the accuracy of the information submitted. We may select a candidate for an audit at any point in the application process even if you have applied in the past. We will notify a candidate by email within two business days if they are selected.

If selected, you must submit, via email, the Exam Application Audit Form, official job description(s) and educational transcript/diploma, and employment law document (HRMP only) to verify that the eligibility requirement is met. HRCI will review the uploaded documentation within ten business days of receipt. If you cannot provide the required information, your application will be set to ineligible. Your exam fee will be refunded less the application fee and any late fee, if applicable.

NOTE: FOR CANDIDATES WHO PURCHASE BUILD YOUR OWN BUNDLE PREP PRODUCTS

While your application is being audited/reviewed, any of the additional materials you purchased in the Build Your Own Bundle offering will not be fulfilled. Once you are deemed eligible to proceed, you will then receive a confirmation e-mail corresponding to each such additional purchase.

Exam Eligibility Appeal Process

You may appeal an eligibility decision in writing to the HR Certificate Institute, Director of Certification Services. To make an appeal, complete the **Exam Eligibility Appeal Form** found on our website (<http://hrci.org/certification-handbooks/forms>) and pay the 35 USD fee within 10 business days of the application decision. The appeal must include the following:

- The Exam Eligibility Appeal Form with payment
- A detailed letter explaining the reason for the request for the appeal
- A revised official job description.

NOTE: Letters from a supervisor/manager are not acceptable as appeal documentation.

Exam Eligibility Appeal Decision

The HRCI's Director of Certification Services will review a candidate's appeal and render a decision via email within 10 business days after the application fee is processed.

HRCI may deny an application and set it to ineligible, if any of the following is determined:

- Documented experience fails to meet the eligibility requirements
- Information on the exam application has been falsified
- Work experience or other information on the exam application has been misrepresented.

Exam Overview

ABOUT THE EXAMS

The HRBP Exam

The HRBP exam includes 170 multiple-choice questions made up of 145 scored questions and 25 unscored pre-test* questions.

The HRMP Exam

The HRMP exam includes 130 multiple-choice questions made up of 105 scored questions and 25 unscored pre-test* questions.

Each question lists four (4) possible answers. There is only one best answer for each question. Please note that "seat time" on the appointment confirmation from Prometric is longer than the actual exam time because it allows for the exam tutorial and post-exam survey.

The passing score for each exam is 500 out of a possible score of 700.

HRBP

HRBP exam questions are based on the [HRBP Exam Content Outline](#).

The HRBP exam assesses general knowledge of the HR field in several functional areas.

The percentage of questions on the exam from each domain is noted in parentheses:

- HR Administration (22%)
- Recruitment and Selection (22%)
- Employee Relations and Communication (20%)
- Compensation and Benefits (14%)
- Training and Development (15%)
- Health, Safety and Security (7%).

HRMP

HRMP exam questions are based on the [HRMP Exam Content Outline](#).

The HRMP exam assesses more advanced knowledge of the HR field in several functional areas:

- HR as a Business Leader (32%)
- People Development and Talent Management (29%)
- HR Service Delivery (23%)
- Measurement (16%).

*We are committed to offering exams that contain current and relevant content. HRCI ensures this goal is achieved by reviewing current questions and developing new ones to reflect changes in the industry. All of our exams include new questions that have not been used on previous versions of the exam. These questions are known as "pre-test" questions. Including pre-test questions in exams allows us to gather valuable data about the new questions before they are included in a candidate's overall score. We do not identify the pre-test questions and scatter them throughout the exam so that candidates will answer them with the same care with which they address scored questions.

How the Exams Are Developed

We follow certification-industry best practices to create and update all of the exams we offer. Practicing HR professionals are involved in every step of the exam development process, which is overseen by the testing organization, Prometric. The following steps are taken to develop the exams:

1. The exams are based on Exam Content Outlines, which are created by a small group of practicing HR professionals and then validated by a much larger group through a practice analysis study.
2. Certified HR professionals write the exam questions (also known as "items"), based on the Exam Content Outline.
3. The questions go to another group, the item-review panel, which checks for accuracy and proper coding.
4. Approved questions are then "pre-tested" for reliability.
5. Multiple exam forms are created and reviewed by a panel of experts.
6. A passing score for each exam is determined.

How the Passing Score Is Set

We do not determine the passing score arbitrarily. We use the statistical Angoff method to decide how many questions a candidate must answer correctly to pass the exam. The Angoff method is commonly used to set passing standards in the credentialing industry. For each exam, a group of randomly selected HR experts discusses the qualifications for each certification. The group also reviews HR tasks covered on the exam and makes a recommendation by rating each item using a standard that a minimally qualified candidate must meet in order to pass by rating each item. As an example, an item rated at 50 percent indicates that the panel expects half of the candidates could answer the question correctly. This is a more difficult question than one that is rated at 80 percent. The panel comes to a consensus on the rating for each question and on the overall passing rate for the exam.

After the passing score is determined, the next step is to convert it to a scaled score.

Passing Score

The passing score for each exam is 500. The maximum possible score is 700. For more information about scoring, please see “Exam Scoring and Official Results Reports” and “How the Passing Score Is Set” in this handbook (p. 10).

Why Are “Scaled Scores” Used?

The purpose of scaled scores is to ensure fairness to all candidates and to report scores consistently. Using this model, scores are converted to a common scale to account for the difference in difficulty on multiple forms (or versions) of an exam. There are multiple forms of the exams for security reasons. As we develop new 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 these differences, we use a process known as equating. The goal of equating is to ensure all exams are scored fairly. The passing point for the exams is set at 500, regardless of the version of an exam the candidate takes.

EXAM TEST CENTERS AND APPOINTMENT SCHEDULING

Test Center Locations

HRCI partners with Prometric to deliver certification exams. Prometric will notify you of any changes to test site availability due to bad weather, technical issues or other unscheduled events.

Schedule Early

We encourage you to schedule your exam appointment date as soon as you are deemed eligible. Scheduling early increases the chance you will receive your preferred testing date, time and location. Exam appointment dates at the end of each testing period may be difficult to obtain due to the increased volume of test takers during this time.

HRCI will refund only 50 percent of your exam fee if you are unable to schedule an exam appointment because test sites are full. Refer to the “Exam Reschedules, Reschedule Fee, Cancellations and Refunds” section of this handbook for more information.

Exam Scheduling

Exam appointments may be scheduled online or by phone. When scheduling an appointment, have the following information ready:

- Your name exactly as it appears on your unexpired government-issued ID
- Your Eligibility ID number (this is located in your online application summary)
- Your daytime phone number
- The name of the exam sponsor (HRCI)
- The exam for which you are registered (HRBP or HRMP)
- Your preferred appointment date, time and location.

NOTE: Select one to two alternate dates, times and locations, in the event your preferred choice is not available.

Online scheduling is the preferred method, because it is faster and more efficient. You must have an email address to schedule online. To schedule online, visit www.prometric.com/hrci and click on “Schedule My Test.”

NOTE: Candidates scheduling an appointment during the last two (2) days of the exam period must schedule by phone. Phone scheduling also is available through the appropriate Regional Contact Center. See p. 20 for more information about Regional Contact Centers. Keep the confirmation number Prometric provides after the exam appointment is scheduled. This number is required to confirm, reschedule or cancel.

Exam Dates Affected by Severe Weather and Local or National Emergencies

If there is severe weather, a local emergency or a national emergency near the testing center, go to <https://www.prometric.com/en-us/pages/siteclosure.aspx> for updates on closures or delays, or contact your Regional Contact Center for international test site information (see p. 20). You will not be assessed a rescheduling fee if Prometric cancels an exam due to severe weather or a local or national emergency.

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.

Please review the steps on “What to Expect” located at <http://www.hrci.org/exam-preparation/preparation-resources-for-hrci-exam-candidates/exam-day-tips> so you are aware of the check-in process at the test site.

NOTE: Prometric cannot guarantee a completely noise-free and distraction-free test environment. Other exams are administered at the same time as HRCI exams. You may hear noise, including typing, coughing and people walking. The test center provides background sound, known as “white noise,” to minimize distracting sounds. You can request a noise-reducing headset from Prometric. Also, you can bring disposable earplugs in a sealed package. The exam site administrator will inspect earplugs before you enter the testing room.

Registration Processes

Arrive at the Prometric Test Center (PTC) at least 30 minutes before your exam time. You must have a valid, unexpired, government-issued ID with both your photograph and your signature. If you miss your appointment or do not have a valid, unexpired photo ID, you cannot take the exam and will lose all your fees. If you are late for your appointment, you will not be admitted to the test facility.

- You will be asked to empty your pockets and turn out your pockets
- You will be scanned prior to each entry into the test room, including returns from breaks. You will still be required to turn your pockets out, and the scan will be done immediately afterward. The scan will be done in full view of the Test Center Administrator (TCA) DVR camera so it will be recorded, and any candidate complaints or escalations can be properly investigated. All candidates will be required to submit to the scans. Any candidates refusing to turn their pockets out or be scanned, will not be permitted to test. This is the same policy that exists today with the “turning pockets out” procedure
- You cannot leave the test center or use a mobile device during the test (or during a break). Your exam won’t count 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 can keep the following property in a locker during the test:
 - Food or Drink
 - Hat
 - Medical Supplies (such as inhalers, tissues, eye drops, cough drops)
 - Mobile Device
 - Outerwear/sweater (unless being worn for the entire exam)
 - Purse/bag
 - Watch
- 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.

Exam Processes for All Test Centers

- Everyone must take a 15-minute tutorial on the computer testing technology prior to the exam. It is important that candidates understand how to mark answers as well as how to use special features, such as “strike out” and “highlighting”
- You can submit comments about specific exam items during the exam by following the instructions on the exam. We will review all comments but will not respond to comments
- You cannot ask questions about exam content of anyone
- Exams are monitored and may be recorded as audio or video.

NOTE: In order to protect and secure the integrity of its exams and the value they bring to the HR professionals who hold certification, we have the right to cancel any test score obtained in a questionable manner. You cannot disclose, publish, reproduce or transmit any part of the exam, in any form, by any means, verbal or written, for any purpose, without the express, written permission of HRCI. Violation may result in civil or criminal prosecution.

PREPARING FOR THE EXAM

No two candidates come to the exam with the same knowledge base, as HR experience and educational backgrounds vary.

Most candidates spend time studying and preparing for the exams, which measure how well a candidate can apply his or her HR knowledge and experience. Therefore, it is not possible to train for or teach to the exam by reading certain books or memorizing specific information. The best way to prepare is to review and study the HR content in each functional area of the **Exam Content Outline** for the selected exam.

NOTE: We do not endorse any study course or product. We recommend you use multiple reference materials when studying for our exams. Please refer to our website for more information: <http://www.hrci.org/exam-preparation>.

EXAM RESCHEDULES, RESCHEDULE FEE, CANCELLATIONS AND REFUNDS

NOTE: You can only reschedule an exam appointment to another date within the same testing period.

Rescheduling Process and Fees

We do not charge a rescheduling fee if you reschedule an exam appointment before the testing period begins.

If you reschedule your exam appointment after the testing period begins, you must pay Prometric's nonrefundable fee of 85 USD each time you change your appointment. You are not guaranteed a new appointment if you try to reschedule.

You must reschedule your exam appointment at least three (3) business days before your original appointment, or all fees will be forfeited.

To reschedule your exam appointment online, contact Prometric at www.prometric.com/hrci. To reschedule your exam appointment by telephone find the appropriate testing country's Prometric Regional Contact Center (see p. 20).

Reschedule Your Exam Appointment Online

1. Go to <http://www.prometric.com/HRCI/default.htm>.
2. Select "Reschedule or Cancel an Exam".
3. Enter country and state.
4. Enter Prometric's Confirmation Number and the first four letters of your last name.
5. Select the option "I want to reschedule my appointment".
6. Choose "schedule an exam" from the applicable test site location.
7. Confirm new exam appointment.
8. A new confirmation will be sent to you by email with the new appointment date.

NOTE: If you choose to reschedule your exam appointment after the testing window opens, a fee of 85 USD will be applied.

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

It is your responsibility to verify with Prometric that the rescheduled exam appointment has been processed.

Exam Appointment Cancellation and Application Withdrawal

NOTE: If you withdraw your exam application, there is a minimum cancellation fee, which equals 50 percent of the exam fee. You may not reapply for the same exam in the same registration period, but you may reapply in the next registration period and pay all applicable fees.

You must cancel your exam appointment at least three (3) business days before it is set to take place to receive a 50 percent refund of your exam fee. The 75 USD administrative fee and any late fee paid are nonrefundable. You will not be able to cancel if you are within three (3) business days of your exam appointment, and you will forfeit all fees paid. Keep a copy of the cancellation notice if completed online. If cancellation is completed via phone, we encourage you to confirm the transaction online at www.prometric.com/hrci.

Cancel an Exam Appointment Online

1. Go to <http://www.prometric.com/HRCI/default.htm>
2. Select "Reschedule or Cancel an Exam".
3. Enter country and state, if applicable.
4. Enter Prometric's Confirmation Number and the first four letters of your last name.
5. Select the option "I want to cancel my appointment".
6. Select "Yes, I want to cancel my appointment".
7. Save the Cancellation Summary as proof that you cancelled the appointment at least three (3) business days before the exam appointment.
8. Submit an **Exam Refund Request Form** (<http://hrci.org/certification-handbooks/forms>) to HRCI. You must request a refund within 30 days of the end of the exam period.
9. Allow 10 business days for the eligible portion of your fees (which is equal to 50 percent of exam fee, minus the 75 USD administrative fee and any late fee that applied) to be processed.

Withdraw from the Testing Period with No Appointment

1. Submit an Exam Refund Request Form to HRCI. You must request a refund within 30 days of the end of the exam period. If your request is not received within 30 days, you will not receive a refund.
2. Allow 10 business days to process a refund for the eligible portion of your fees, which is equal to 50 percent of the exam fee minus the 75 USD administrative fee and any late fee that applied.

NOTE: It may take up to two (2) billing cycles for a refund to be reflected on a credit card statement.

Exam Refunds

NOTE: We process refunds in the original method of payment.

If you are deemed ineligible by HRCI to take the exam, you will receive a 100 percent refund of the exam fee, minus the 75 USD administrative fee and any late fee that applied.

If you withdraw your exam application at least three (3) business days before your exam appointment, you will receive a partial refund (50 percent) of the exam fee, minus the 75 USD administrative fee and any late fee that applied.

If you withdraw your application and did not have an exam appointment, you will receive a partial refund (50 percent) of the exam fee, minus the 75 USD administrative fee and any late fee that applied.

If you qualify for an exam fee refund, cancel your exam appointment, if applicable. Request a refund by submitting a completed **Exam Refund Request Form** (<http://hrci.org/certification-handbooks/forms>) to HRCI within 30 days of the end of the exam period. If you do not follow these instructions, you forfeit all fees.

You are considered a "no show" and will not receive a refund, if you:

1. Arrive more than 15 minutes late for the exam appointment
2. Do not appear for the exam appointment
3. Do not have proper identification
4. Do not cancel the exam appointment at least three (3) business days before the scheduled exam

ACTIVITY	DEADLINE DATE	REFUND AMOUNT
Withdraw application	At least three (3) business days before the exam appointment	50 percent of the exam fee
Medical or personal emergency if no appointment is missed	Within 30 days of the end of the testing period with official documentation	50 percent of the exam fee
Medical or personal emergency if appointment is missed	Within 30 days of the end of the testing period with official documentation	Reviewed on a case-by-case basis
"No show"		No refund
Candidates who do not cancel their appointment with Prometric at least three (3) business days before the exam appointment and do not have a medical or personal emergency		No refund

NOTE: If you do not schedule an exam appointment with Prometric and do not request the 50 percent refund of your exam fee within 30 days of the end of the testing period, you are considered a "no-show" candidate and will not receive a refund.

Medical or Personal Emergency Refund

You may request a refund using the **Exam Refund Request Form** (<http://hrci.org/certification-handbooks/forms>) if a medical or personal emergency prevents you from rescheduling or withdrawing from your exam appointment. Send the completed form and documentation of the medical or personal emergency to HRCI within 30 days of the end of the testing period to be considered for a refund. We will review each request and inform you of the decision via email. Requests sent after this timeframe will not be considered.

What Is Considered a Medical or Personal Emergency?

A medical or personal emergency is an unplanned event within three (3) days (72 hours) of the exam appointment that prevents you from taking the exam. Minor medical events or personal obligations that may happen on or near the exam date are not considered medical or personal emergencies.

NOTE: If you miss your exam appointment because you are too busy or are unprepared, you won't receive a refund. Work emergencies are not considered personal emergencies.

SPECIAL SERVICE FEES

The following special service fees are nonrefundable:

Exam Type Change

The Exam Type Change fee is 50 USD. You may opt to change the type of exam (for example, changing from the HRBP® to the HRMP®) one time per exam period by following these steps:

1. Verify eligibility for the new exam type.
2. The Exam Type Change Form must be received by HRCI at least 10 business days before the scheduled exam date. We may not be able to change exam types if the form is submitted late. By submitting this form, you authorize HRCI to cancel the original test date while processing the change request.
3. Complete the **Exam Type Change Form**. (Find the form online at <http://hrci.org/certification-handbooks/forms>).
4. Pay the applicable exam fee and exam change fee.

Once HRCI receives the Exam Type Change form, we will:

1. Refund original exam fees in the original method of payment.
2. Process new payment for the new exam using the method of payment outlined on the **Exam Type Change Form**. (Find the form online at www.hrci.org/certification-handbooks/forms).

Once the exam type change has been completed, the candidate will receive notification and can schedule a new exam date.

NOTE: HRCI will not process exam type change requests until all required fees and documents are submitted.

NEW: "Second Chance" Exam Insurance

You may purchase this insurance when you submit your online exam application. The insurance is **optional** and **prepaid**. The nonrefundable fee allows you to retake the **same** exam once in the subsequent testing period for no additional cost. For pricing, please go to <http://hrci.org/apply/fees-and-deadlines>.

Second Chance Insurance is only for unsuccessful exam candidates. You may not retake the exam if you are successful.

The insurance can only be purchased during the application process. Once your application is submitted, it cannot be added after the fact as an additional, separate purchase.

If your application is deemed ineligible, the fee associated with the exam insurance will be automatically refunded to the original method of payment.

If the exam type is changed, the Second Chance Insurance exam type will also change to match.

ON EXAM DAY

Our exams are administered in highly secure testing centers. Only approved candidates are admitted to the test centers to take the exams. Upon arrival, you must present proof of your identity. If you do not have a valid, unexpired, government-issued photo ID, with your full name, you must cancel your appointment with Prometric at least three (3) business days before your exam appointment to avoid losing all fees paid.

If you arrive at the test center without the required identification, you will not be permitted to take the exam and your fees will NOT be refunded.

Find additional Exam Day Tips on our **website** (<http://www.hrci.org/examdaytips>).

Forms of Identification

The following are acceptable forms of government-issued identification:

- Valid, unexpired driver's license
- Valid, unexpired military identification card
- Valid, unexpired passport
- Valid, unexpired national identification card.

Valid voter's registration card (Puerto Rico test sites only.) You must have proper identification which matches the name on your application to take the exam. If your primary ID does not have your photo or signature, you must show a second ID that contains your signature and photo. The name on the second ID must be the same as the one on the first ID and match the name on your application.

The following are acceptable forms of secondary identification:

- Valid, unexpired employer identification card
- Valid, unexpired credit card with signature
- Valid, unexpired bank card with photo.

You must use a passport as your official ID if you are not testing in your own country. Please contact info@hrci.org with any questions related to identification.

Signature and Photo

Your signature must match the signature on your valid, unexpired, photo identification (ID). The picture on the ID must match you, the person presenting it.

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	No
Cynthia Lu	Cynthia X Lu	Yes

AFTER THE EXAM

Exam Scoring and Official Results Reports

HRCI uploads all official exam results reports to your HRCI profile and sends you an e-mail notification. Depending on your exam date, it can take up to 15 business days to receive the email stating your results report is accessible electronically for you to retrieve and download. If you do not receive notification for your results report within 20 business days of your exam date, send an email to info@hrci.org.

When you pass the exam and have received your results report, HRCI will send you an official certificate within approximately 20 business days. The certificate will be created and sent via first class mail. You will also receive information on how to claim your digital badge, so you can display your credential on social media sites, in your email signature and other digital spaces. HRCI makes every attempt to provide the certificate in a timely manner. If you do not receive such in a reasonable timeframe, 30 business days or more, please immediately contact us at info@hrci.org. Any requests made after 60 business days will require you to complete the Additional Certificate Request Form <http://www.hrci.org/certification-handbooks/forms>.

Testing Experience

To report any problems that occurred during the testing experience that you feel may have impacted your exam results, please file a report with the Test Center Administrator at the test site within 72 hours of taking the exam.

Review of Exam Score

You may request a review of your exam score up to two (2) months after taking the exam.

Complete the [Exam Results Review Form](#) and mail it to the appropriate address on the form. The results of the review will be sent to the email address provided in your profile 10 business days after the fee has been processed.

Examination Appeals

Appeals may be submitted in writing up to three (3) business days after the examination administration. Written appeals must be submitted with supporting documentation or evidence to the HR Certification Institute, Director of Certification Services, who will review the appeal request and obtain additional information from the test-site proctor as needed (irregularity report, etc.). Because of the secure nature of these examinations, neither HRCI nor Prometric will disclose examination questions prior to, or after, the administration. Candidate responses to particular test questions (correct or incorrect) will not be disclosed. Our Director of Certification Services will review the appeal and render a decision via email within 14 business days.

Understanding the Results Report

Our exam vendor, Prometric, follows careful procedures to make sure that exam results reports are correct.

The results report informs you if you have passed or failed the exam. A scaled score of at least 500 is needed to pass. If you fail, you will receive your individual scaled score indicating how far from the passing point you were. This information may help you understand how to prepare for a similar version of the exam in the future.

You also will receive an explanation of your performance level on each of the topic areas covered on the exam. If you pass the exam, you may use these explanations to guide future professional development activities. If you failed to achieve a passing score, you can use the explanations to guide future study efforts.

Retaking the Exam

If you do not successfully pass the exam, you must wait until the next exam period and pay all applicable fees to take the exam again.

Beginning November 1, 2015, if you are unsuccessful on an exam, the application fee will be automatically waived for 12 months from the test date when you re-apply for the same exam. You may reapply after receiving the official results report. For example: A candidate is unsuccessful on November 15, 2015. When the candidate applies to retake this same exam, the application fee will be automatically waived through 11:59 pm ET on November 14, 2016.

Disciplinary and Certification Action/Appeals

An individual who has already earned a designation may have it revoked for the same reasons noted above as part of a disciplinary action in violation of HRCI's Code of Ethical and Professional Responsibility (see pp. 21–22).

AFTER CERTIFICATION

Use of the Designation

To use HRCI letters in one's title, individuals must have: (1) met and continue to meet our certification and recertification standards; (2) demonstrated the requisite experience requirements; and (3) agreed to abide by the Code of Ethical and Professional Responsibility. Successful individuals are authorized to use the following certification marks or designations in communications and marketing materials, as appropriate:

- HRBP
- HRMP

Correct	John Brown, HRMP
Incorrect	John Brown, Human Resource Management Professional (HRMP) John Brown, HRMP (Human Resource Management Professional) John Brown, H.R. M.P

Digital Badges

Digital badges have emerged as the newest technology for displaying achievements and capabilities on social media, emails, personal websites and resumes. They protect the integrity of your credential by providing a link to verified data from HRCI that cannot be falsified. HRCI's digital badges allow you to provide employers with easy, valid verification of your credentials, while positioning you at the forefront of this new technology for communicating professional skills. Get additional information about digital badge technology on our website under "Recertification Resources." (www.hrci.org/digitalbadges). To claim your digital badge log in at www.hrci.org/get-badge. You can also find step-by-step instructions to claim your badge on our website here: www.hrci.org/digital-badge-instructions.

Recertification Requirements

Recertification is an important part of any accredited, respected certification program, and it is required to maintain the certification after passing the exam. Recertification helps to ensure the validity and credibility of our exams. We require that individuals holding our certifications remain updated and informed about recent developments and advances in the HR industry.

When you hold credentials from HRCI, you must recertify your designation every three (3) years by:

- Earning 60 hours of HR-related professional development activities, or
- Retaking the exam and successfully passing it before your current certification expires.

If you do not recertify by your certification cycle end date, you may no longer use your credentials or represent yourself as certified.

Even if you hold multiple credentials from HRCI, you are required to earn 60 credits in total.

NOTE: For more information see the **HRCI Recertification Handbook** or visit <http://www.hrci.org/recertification/recertification-resources>.

Recertification Through Continuing Professional Development

To maintain the HRBP® and HRMP® designations, candidates must accumulate 60 hours of HR-related, continuing education credits through a combination of the activities listed below:

- HR education courses or classes in a classroom or virtual environment
- On-the-job projects that involve gaining new HR-related skills or knowledge
- Training and instruction (teaching HR-related skills or knowledge)
- Research and publishing in the HR field
- Leadership, using HR skills in a volunteer capacity
- Professional membership in an HR-related national or international society.

For more detailed information please see the Recertification Handbook. (<http://www.hrci.org/recertification-handbook>)

Recertification by Exam

To recertify, you may choose to take the same exam again. If you choose this option, you must:

- Wait at least 12 months from the date you became certified (or recertified) before taking the same exam again
- Take the exam before your current certification expires

You must pay the full exam fee when recertifying by exam.

For more information about recertification by exam, please visit our website at: <http://www.hrci.org/recert-app-process>. You also may refer to the "Apply for An Exam" section on p. 6 of this handbook.

Record Retention

We retain examination results (scores), summary reports from exam administrations and active applicant data indefinitely. We retain paper documentation for six (6) months. After six (6) months, we will shred those documents. You should retain your own copies of all documentation sent to HRCI.

Verification Policy

We will verify your certification for your potential or current employer in two ways:

1. Employers can check our **Directory of Certified HR Professionals** (<http://www.hrci.org/certificant-search>)
2. Employers can request and will receive written verification.

For more information, please see <http://www.hrci.org/verification>.

CONFIDENTIALITY

We are committed to protecting confidential or proprietary information related to applicants and certificants, as well as the examination development, maintenance and administration process. HRCI will not disclose any confidential applicant/certificant information unless authorized in writing by the individual or as required by law.

HRCI will notify a certificant seven business days prior to releasing his/her information to a body having legal jurisdiction upon receipt of a proper warrant requesting the certificant's information, unless the warrant 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 certificants 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.

Credential Verification

The names of currently certified individuals are not considered confidential and may be published by HRCI. Published information may include name, city, state, country, certification(s) held and certification status.

An online **Directory of Certified HR Professionals** (<http://www.hrci.org/certificant-search>) is provided for employers, and employers may verify certification using the directory with the individual's first and last name and either the city, state and country or the individual's email address. Employers may also receive written verification, which must be requested by the certificant via the HRCI Online Profile menu.

Aggregate Data

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

HRCI Database

Personal information retained within the applicant/certificant database and or applicant/certificant 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/certificant'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.

Appendix

Prometric Regional Contact Centers

Candidates may schedule their exam appointment online at www.prometric.com/hrci or by contacting one of the following Prometric Regional Contact Centers.

LOCATION	HOURS	CONTACT INFO
Australia	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
China	Mon–Fri 8:30–19:00 GMT +10:00	+ 86.10.82345674 + 86.10.61957801 (fax)
Europe	Mon–Fri 9:00–18:00 GMT +10:00	+ 31.320.239.540
Hong Kong	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
India	Mon–Fri 9:00–17:30 GMT +05:30	+ 91.124.4147700
Indonesia	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
Japan	Mon–Fri 9:00–18:00 GMT +09:00	+ 03.5541.4800
Korea	Mon–Fri 8:30–19:00 GMT +10:00	+ 1566.099
Latin America	Mon–Fri 9 am–5 pm ET	+1.443.751.4995
Malaysia	Mon–Fri 8:00–20:00 GMT +08:00	+ 603.7628333
Middle East	Sun–Thu 9:00–18:00 GMT +10:00	+ 31.320.239.530
New Zealand	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
North Africa	Mon–Fri 9:00–18:00 GMT +10:00	+ 31.320.239.530
North America	Mon–Fri 8 am–8 pm ET	+1.800.967.1139
Philippines	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
Singapore	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
Sub-Saharan Africa	Mon–Fri 9:00–18:00 GMT +10:00	+ 31.320.239.593
Taiwan	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
Thailand	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333
All Others	Mon–Fri 8:30–19:00 GMT +10:00	+ 603.7628333

Code of Ethical and Professional Responsibility

HRCI's Code of Ethical and Professional Responsibility has been adopted to promote and maintain the highest standards of service and conduct for all persons it has certified to use any of its certification marks, including: GPHR®, HRBP®, HRMP®, PHR®, PHR-CA®, SPHR® and SPHR-CA®.

Our Board of Directors determines who is certified and thus authorized to use the marks. Implicit in the acceptance of this authorization is an obligation not only to comply with the mandates and requirements of all applicable laws and regulations but also to take responsibility to act in an ethical and professionally responsible manner. Adherence to these standards is expected from all who hold an HRCI credential and serves to ensure public confidence in the integrity of these individuals.

Those holding an HRCI credential commit to the following:

Professional Responsibility

As an HRCI certificant, you are responsible for adding value to the organizations you serve and contributing to the ethical success of those organizations. You accept professional responsibility for your individual decisions and actions. You also are an advocate for the HR profession by engaging in activities that enhance its credibility and value. You will:

- Adhere to the highest standards of ethical and professional behavior
- Measure the effectiveness of Human Resources in contributing to or achieving organizational goals
- Comply with the law
- Work consistently within the values of the profession
- Strive to achieve the highest levels of service, performance and social responsibility
- Advocate for the appropriate use and appreciation of human beings as employees
- Advocate openly and within the established forums for debate in order to influence decision-making and results.

Professional Development

As an HRCI certificant, you must strive to meet the highest standards of competence and commit to strengthen your competencies on a continuous basis. You will:

- Commit to continuous learning, skills development and application of new knowledge related to both HR management and the organizations you serve
- Contribute to the Exam Content Outline, the evolution of the profession and the growth of individuals through teaching, research and dissemination of knowledge.

Ethical Leadership

As an HRCI certificant, you are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct. You will:

- Be ethical and act ethically in every professional interaction
- Question pending individual and group actions, when necessary, to ensure that decisions are ethical and are implemented in an ethical manner
- Seek expert guidance if ever in doubt about the ethical propriety of a situation
- Through teaching and mentoring, champion the development of others as ethical leaders in the profession and in organizations.

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 that everyone has the opportunity to develop their skills and new competencies
- Assure an environment of inclusiveness and a commitment to diversity in the organizations you serve
- Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all
- Regardless of personal interests, support decisions made by your organizations that are both ethical and legal
- Act in a responsible manner and practice sound management in the country or countries in which the organizations you serve operate.

Conflicts of Interest

As an HRCI certificant, you must maintain a high level of trust with your stakeholders. You must protect the interests of those stakeholders as well as your professional integrity and should not engage in 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
- Refrain from giving or seeking preferential treatment in the HR 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 and practices
- Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.

Disciplinary Process and Procedures

Our Board's disciplinary procedures are designed to ensure a fair and reasonable process for any professional holding one of the HRCI credentials against whom allegations of violations of the Code of Ethical and Professional Responsibility are brought.

1. Nature of the Process

These procedures are the only means to resolve all HRCI ethical charges and complaints. We have the exclusive authority to end any ethics inquiry or case, regardless of circumstances. By applying for certification or recertification, HR professionals agree that they will not challenge the authority of HRCI to apply the Code of Ethical and Professional Responsibility, the Disciplinary Process and Procedures or other policies and will not challenge the results of any HRCI action taken under these policies in a legal or government forum. 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.

2. Request for Investigation

Upon receipt of a written complaint, the HRCI staff will review the allegation to determine if further investigation is warranted. No investigation will be made if the individual's certification has expired or the allegation occurred more than 24 months prior to that expiration date, unless we determine there is just cause for the complaint to be reviewed.

3. Investigation

If staff determines to proceed with an investigation, the accused individual holding one of HRCI's credentials will be given written notice of the investigation. That notice will contain the general nature of the allegations. That individual will be given 30 days within which to file a written response. If no response is received within the allotted 30 days, the complaint will be presented to a Staff Review Panel based on the information submitted. The Staff Review Panel, made up of senior staff members of HRCI, is empowered by the Board of Directors to review the complaint and make a final decision. If the decision is that no action will be taken, then the accused and the party making the complaint will be notified of the panel's final decision.

4. Hearing Panel

If the Staff Review Panel determines that discipline is merited, a hearing will take place before a Hearing Panel. The accused is entitled to appear in person or be represented by counsel at the hearing. After final deliberation by the panel, the accused and the party making the complaint will be notified of the Hearing Panel's final decision.

The panel will be composed of a minimum of three individuals. At least one (1) member of every Hearing Panel will be a member of the HRCI Board, and at least two (2) members of the panel will hold at least one (1) of HRCI's credentials. The panel will be appointed by HRCI's Governance Committee using the same criteria it uses for selection of Board members.

The Hearing Panel will submit its findings and recommendations for action to the full Board of Directors, which, after considering all of the facts and recommendations, will render a final decision.

5. Resolution

The accused and the accuser will receive written notification of the panel's decision.

FORMS OF DISCIPLINE

If grounds for discipline are deemed warranted, the HRCI Board of Directors may impose any of the following forms of discipline:

1. Private written censure.
2. Public letter of admonition.
3. Suspension of the right to use the HRCI mark for a specified period of time.
4. Permanent revocation of the right to use the HRCI mark.

Grounds for Discipline

1. Any act or omission that violates the criminal laws of any state or country in which that individual resides or is employed.
2. Any act that is the proper basis for suspension of a professional license.
3. Any act or omission that violates our rules and procedures for obtaining or maintaining certification or is considered a material violation of the Code of Ethical and Professional Responsibility.
4. Failure to respond to a request for information concerning an ethics violation allegation by HRCI's Board or HRCI's Hearing Panel without just cause.
5. Obstruction of the HRCI Hearing Panel's performance of its duties.
6. Any false or misleading statement made to HRCI's Board or the HRCI Hearing Panel.

This list is not exclusive, and there may be other acts or omissions amounting to unprofessional conduct that may also constitute grounds for discipline.

The Code of Ethics and Professional Responsibility is subject to change. Please refer to the website, www.hrci.org/codeofethics, for the most current information.



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