

SHRM-CP®
SHRM-SCP®

2019 SHRM CERTIFICATION HANDBOOK

shrmcertification.org

SHRM®
SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

QUICK REFERENCE GUIDE

SHRM

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- » Website: shrmcertification.org
- » General Questions/Information: shrmcertification@shrm.org

Prometric

To schedule, reschedule or cancel an exam appointment, visit prometric.com/shrm or call 888.736.0134.

- » International candidates may schedule, reschedule or cancel an appointment at prometric.com/shrm or by contacting their Regional Testing Contact Center (see *Appendix C*) for the correct phone number.
- » If scheduling or rescheduling an appointment with testing accommodations, call 800.967.1139.
- » For test site emergency closure information, visit prometric.com/sitestatus.

Questions?

E-mail: recertification@shrm.org

Phone (U.S. only): **800.283.7476, option 3**

Phone (International): **+1.703.535.6360**

For more information:
shrmcertification.org

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THE JOURNEY BEGINS

Congratulations on your decision to pursue SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®) certification (together, the “SHRM Certification Program”), which together represent the next generation of credentials in the field of human resources. Developed by the Society for Human Resource Management (SHRM), these credentials provide HR professionals the opportunity to demonstrate their mastery of the core competencies needed to ensure success in today’s demanding business environment.

By deciding to pursue SHRM certification, you join a growing number of professionals seeking to meet and exceed the higher expectations of HR in today’s complex global economy. The SHRM Certification Program is designed to help candidates assume more-strategic leadership positions and perform more effectively as they earn a credential recognized worldwide for its focus on behavioral competencies as well as technical HR knowledge.

We look forward to supporting you on your journey toward professional development through the SHRM certification process.

HOW TO USE THIS HANDBOOK

The SHRM Certification Handbook is the primary source of information for the SHRM Certification Program and provides individuals with everything they need to know, understand, complete, and participate in the SHRM certification process. The Handbook is required reading for those applying for, testing for, and holding the SHRM certification credentials. All individuals who participate in this program must comply with the policies, procedures, and deadlines in this Handbook and must attest to this fact by signing the SHRM Certification Candidate Agreement as part of the application process. The policies and procedures in the Handbook help protect exam content, maintain program integrity, and ensure test fairness and validity for all candidates and certificants. The SHRM Certification Program and certification examinations are made available to candidates and certificants exclusively under the terms set forth in the Handbook, which constitutes a legally binding agreement between SHRM and all candidates and certificants.

SHRM reserves the right, at its discretion, to change the standards, policies, procedures, application, and/or requirements for the SHRM Certification Program at any time. Changes will be posted on the SHRM website at shrmcertification.org and/or will be communicated directly to participants via e-mail consistent with the SHRM Privacy Policy that participants agree to at the time of account creation. (Note: Candidates and certificants will receive these and other important certification-related informational notices by e-mail even if they have opted out of receiving other messages from SHRM). Program participants are strongly advised to check the website often and be attentive to e-mails sent by the SHRM certification team.

The SHRM Certification Handbook is the property of SHRM. Permission to reproduce its contents must be granted in writing by SHRM.

NONDISCRIMINATION STATEMENT

SHRM does not discriminate against any person in its provision of certification services on the basis of sex, race, color, religion, national origin, age, sexual orientation, disability, or any other protected characteristic under applicable law.

SHRM CERTIFICATION PROGRAM OVERVIEW

For 70 years, SHRM has served the human resource profession and strived to advance the practice of human resource management. HR professionals worldwide look to SHRM for comprehensive resources to help them contribute more effectively in the workplace, accelerate their careers, and develop strategic perspectives on human resource management.

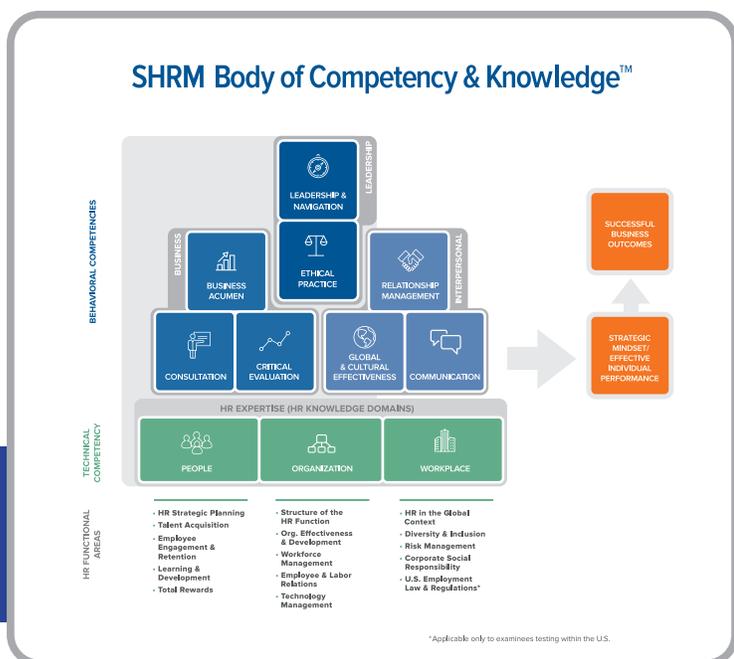
In continued support of this effort, SHRM has developed the SHRM Certification Program consisting of two behavioral competency-based certifications: the SHRM Certified Professional (SHRM-CP) for early- to mid-career professionals and the SHRM Senior Certified Professional (SHRM-SCP) for senior-level practitioners. SHRM regards the SHRM-CP and SHRM-SCP as the new global standard in certification for the HR profession.

The SHRM-CP and SHRM-SCP are the first-ever behavioral competency-based certifications for HR generalists, based upon a core set of competency and knowledge outlined in the SHRM Body of Competency and Knowledge™ (SHRM BoCK™). The SHRM BoCK—a product of rigorous research involving thousands of HR professionals—identifies eight key behavioral competencies and 15 HR functional areas that are critical to the success of any HR professional.

Holding a SHRM-CP or SHRM-SCP credential represents more than just the ability to pass an exam. At their core, the certifications were designed to provide credential-holders with a means for achieving vital personal outcomes leading to successes such as leadership opportunities and career growth, as well as organizational successes that could include increased staff engagement, improvement of overall effectiveness, and operational efficiency.

By earning a SHRM-CP or SHRM-SCP credential, certificants join the fastest-growing community of HR professionals around the world. SHRM certifications are recognized by employers across the globe in all industries. Overwhelmingly, we've heard from HR leaders that they view their SHRM-certified employees as better prospects for leadership opportunities and as individuals who are invested in the success of their organizations. In 2016, the SHRM Certification Program was awarded accreditation by the Buros Center for Testing, an independent nonprofit organization within the University of Nebraska-Lincoln. This award serves as yet another testament to the merits of the program and the exams therein by assuring that best practices in testing and credentialing are being followed in the development and administration of the SHRM-CP and SHRM-SCP exams.

SHRM's competency-based certifications are the future of HR, and with more than 75,000 ways to earn professional development credits (PDCs) from more than 2,200 organizations, staying current in the ever-evolving HR industry is easier than ever.



To download a copy of the SHRM BoCK, visit shrmcertification.org/SHRMBoCK

EXAM ELIGIBILITY CRITERIA

Individuals applying for the SHRM Certification Program must meet specific educational and work experience criteria at the time they submit their application to sit for the SHRM-CP or SHRM-SCP exam. These requirements are outlined below. NOTE: SHRM membership is not a requirement for eligibility.

CREDENTIAL	Less than a Bachelor's Degree*		Bachelor's Degree		Graduate Degree	
	HR-RELATED PROGRAM	NON-HR PROGRAM	HR-RELATED DEGREE	NON-HR DEGREE	HR-RELATED DEGREE	NON-HR DEGREE
SHRM-CP**	3 years in HR role	4 years in HR role	1 year in HR role	2 years in HR role	Currently in HR role	1 year in HR role
SHRM-SCP	6 years in HR role	7 years in HR role	4 years in HR role	5 years in HR role	3 years in HR role	4 years in HR role

*Less than a bachelor's degree includes: working toward a bachelor's degree, associate degree, some college, qualifying HR certificate program, high school diploma, or GED.

THE FOLLOWING GENERAL ELIGIBILITY CRITERIA ALSO APPLY

Education

- » HR-related degrees vary in discipline. For a list of common associate, bachelor, graduate, or global equivalent degree programs, visit shrmcertification.org ► Decide.
- » Applicants with less than a bachelor's degree may complete an HR certificate program from an accredited institution consisting of six to eight courses that cover the fundamentals of HR (e.g., Principles of HRM, Compensation & Benefits, Organizational Development, Recruitment & Selection, Employment Law, Training & Development, Employee Relations, Performance Management). A qualifying certificate program typically lasts 18 months.

Experience

- » HR-related experience relates to work in any of the 15 functional areas of HR knowledge that make up the technical competency HR Expertise, identified in the SHRM BoCK.
- » Applicants must be able to demonstrate that they devoted at least 1,000 hours to HR-related activities in any calendar year to qualify as having a year of HR-related experience.
- » Experience may be either exempt or nonexempt, full or part time, provided the 1,000-hour standard is met.
- » Applicants are not required to hold an HR title, but they must demonstrate that they have done HR-related work.
- » Individuals who have mixed roles—for example, office managers who have both administrative and HR responsibilities—may also have qualifying experience, provided their HR-related duties total at least 1,000 hours in a calendar year. Supervising employees in and of itself is not considered qualifying HR-related experience.

****STUDENT ELIGIBILITY**

Students who are enrolled in their final year of an undergraduate or graduate degree program at a college or university that has been approved as being aligned to SHRM's curriculum guidelines, and who have accumulated at least 500 hours of HR experience through an internship or other work opportunities, are eligible to sit for the SHRM-CP exam. For a current listing of approved schools, visit shrmcertification.org ► Decide

For application procedures, contact your program administrator.

SELECTING THE RIGHT CERTIFICATION

Applicants should consider the following when deciding which certification (SHRM-CP or SHRM-SCP) to select:

» **1. Their level of education and experience in terms of the program’s eligibility criteria.**

The SHRM Certification Program has very specific eligibility requirements to ensure that individuals applying for the program are true HR professionals who have the requisite knowledge, skills, and abilities to potentially achieve success on the exam. In most cases, applicants may be able to determine their appropriate certification level on this information alone. However, some may choose a higher or lower level based on other criteria such as those listed below.

» **2. The actual work they do or have most recently done in the field.**

If a candidate’s current or most recent work has been operational in nature and involves activities such as implementing policies, serving as an HR point person in their organization or with organizations they support, and/or performing day-to-day HR functions, then SHRM-CP is likely the better choice.

If a candidate’s current or most recent work has been strategic in nature and involves activities such as developing policies and strategies, overseeing the execution of HR operations, analyzing performance metrics, and/or contributing to the alignment of HR strategies with organizational goals, then SHRM-SCP may be the better choice.

» **3. The breadth and depth of their HR knowledge and experience.**

There are eight key behavioral competencies and 15 HR functional areas that are critical to the success of any HR professional. Content for all areas is covered on the exam. To get an idea of the things that an HR professional needs to know and do for both credential levels, applicants should review the SHRM BoCK. To download a copy of the SHRM BoCK, visit shrmcertification.org/SHRMBoCK.

TAKING THE SPANISH EXAM

SHRM also offers the SHRM-CP and SHRM-SCP exams in Spanish. To apply to take the Spanish-language exam, applicants must first create a profile, then apply through their personal portal.

2019 Testing Schedule

Testing for the SHRM certification exams is offered twice a year, in the spring and in the winter. Applications are accepted during the regular application period for the basic testing fee. Applicants who apply after the regular application period and before the late application deadline will incur a \$75.00 nonrefundable late application fee. Applications submitted after the late application deadline date will not be accepted.

EXAM WINDOWS	REGULAR APPLICATION DEADLINE	LATE APPLICATION DEADLINE	TESTING
Spring 2019	Jan. 2 – March 22	March 23 – April 12	May 1 – July 15
Winter 2019	May 13 – Oct. 18	Oct. 19 – Nov. 9	Dec. 1, 2019 – Feb. 15, 2020

Please note: The exam application deadlines close on March 22, April 12, Oct. 18, and Nov. 9 at 11:59 p.m. ET.

Fees

TYPE	AMOUNT	DETAILS
Exam Fee (SHRM-CP and SHRM-SCP)	\$300.00 USD - Member* \$400.00 USD - Nonmember	<ul style="list-style-type: none"> Nontransferable Fee includes application processing fee (see below); testing seat during the registration windows; exam score reports; and complimentary certificate, lapel pin, and wallet card once certification is attained. Fee does not include study materials, study group support or preparatory classes; traveling expense to and from testing centers; or retest, transfer, and cancellation fees.
Application Processing Fee	\$50.00 USD	Included in the exam fee Nonrefundable
Late Application Fee	\$75.00 USD	Nonrefundable
Transfer Fee	\$100.00 USD	<ul style="list-style-type: none"> One time only Request must be submitted no later than 5 business days prior to the scheduled exam appointment
Cancellation Fee	\$53.00 USD	<ul style="list-style-type: none"> Payable to Prometric If cancellation is requested within 30 days of, but no later than 5 days before, the originally scheduled appointment
Reschedule Fee	\$53.00 USD	<ul style="list-style-type: none"> Payable to Prometric If the request is received 5 to 29 days before the originally scheduled appointment
Rescore Fee	\$50.00 USD	<ul style="list-style-type: none"> Fee applies to requests for a rescore made by candidates who do not achieve a passing score on the test.
Special Accommodation	No Fee	<ul style="list-style-type: none"> No fee, provided the ADA requirements outlined in The SHRM Certification Handbook are followed.
Recertification Application Fee	\$100.00 USD - Member \$150.00 USD - Nonmember	<ul style="list-style-type: none"> Fee applies to participation in the recertification process. A completed recertification application must be submitted.
Recertification Late Fee	\$50.00 USD	Nonrefundable

*In order to receive member pricing, a candidate must be a member at the time of application submission.

Payment Methods

The SHRM Certification Program accepts Visa, Mastercard, American Express, money orders, checks, ACHs, and wire transfers. Payments must be in U.S. currency and made payable to the Society for Human Resource Management (SHRM). ACHs and wire transfers should be sent to the specific bank account designated by SHRM. If payments (and refunds) are made by wire, there are associated fees. All payments should be accompanied by proper documentation. Please note that checks and money orders take 2-3 weeks to process.

ACH/Wire

Please contact: certification@shrm.org, 800.283.7476, option 3 (U.S. only) or +1.703.535.6360 (International)

Check/Money Order

Please send to:
SHRM Certification Program
PO Box 79178
Baltimore, MD 21279-0178

For information on volume pricing, call +1.703.535.6496 or e-mail CorporateCertifications@shrm.org 

APPLICATION PROCESS

To apply for the exam, please follow the eight-step process below.

1	Go to shrmcertification.org ► Apply and select the APPLY NOW button..
2	Create a user account. Enter your name as it appears on your unexpired original government-issued ID.
3	During an open registration window, select the SHRM-CP or SHRM-SCP certification exam.
4	Complete the application form with your eligibility, job and demographic information.
5	Complete and submit paperwork for testing accommodations if applicable.
5	Sign the affirmation statement agreeing to abide by the following: » SHRM Certification Candidate Agreement » SHRM Bylaws & Code of Ethics » SHRM Privacy Policy
6	Submit payment for your exam. Please note that payment by credit card is the preferred method.
7	Upon successfully completing the verification process, you will receive an Authorization to Test (ATT) letter via e-mail within 10 business days.
8	After receiving your ATT letter, schedule your exam with SHRM's test delivery vendor at prometric.com/shrm or call 888.736.0134.

The following conduct is strictly prohibited in relation to exam applications, registration, and scheduling:

- » Providing false or misleading information about your identity or that of any other person.
- » Registering for the SHRM exam with another individual's SHRM login information.
- » Allowing someone else to register under your SHRM login information.
- » Allowing someone else to use your SHRM login information to take the SHRM exam.
- » Obtaining more than one SHRM login.
- » Holding multiple reservations at the same time under different SHRM registration logins.

Engaging in any of the above-described prohibited conduct constitutes a serious violation of SHRM policies and may result in SHRM canceling your exam registration or invalidating your exam score, prohibiting you from testing, or suspending or revoking your certification (if you have become a certificant), and may further subject you to sanctions under the SHRM discipline procedures set forth in the SHRM bylaws.

Policies and Agreements

As part of the application process, applicants are required to review and acknowledge their acceptance of various important policies and agreements, such as the SHRM Certification Candidate Agreement, the SHRM Bylaws & Code of Ethics, and the SHRM Privacy Policy.

Applicants are encouraged to familiarize themselves with this information prior to applying for the program. The text for the SHRM Certification Candidate Agreement is on the next page. All other documents can be viewed by clicking on the document type or visiting shrmcertification.org ► Apply.

SHRM Certification Candidate Agreement

The SHRM Candidate Agreement (“Candidate Agreement”) is a critical component of The SHRM Certification Handbook and a legally binding contract between you and SHRM that sets forth the terms and conditions under which SHRM will permit you to apply for the SHRM Certification Program and register for and take SHRM certification examinations. You must acknowledge and accept all terms of the Candidate Agreement.

Below is the full text of the Candidate Agreement:

The SHRM Certification Candidate Agreement (“Candidate Agreement”) is a legally binding contract between you and SHRM that sets forth the terms and conditions under which SHRM will permit you to apply for the SHRM Certification Program and schedule an appointment for and take a SHRM certification examination. You must read, acknowledge and accept the terms of this Candidate Agreement in each of the following instances: (1) at the time you apply for the SHRM Certification Program, (2) each time you schedule an appointment for a SHRM certification examination, and (3) before you can start taking a SHRM certification exam on the day of your scheduled examination. Adherence to the Candidate Agreement is necessary to enable SHRM to maintain a fair and secure testing process and to ensure the integrity of the SHRM Certification Program. Each of the below statements included in this Candidate Agreement reflects a requirement, rule, or policy that has previously been communicated to you in The SHRM Certification Handbook, which sets forth SHRM registration, certification, and testing policies and procedures and establishes the standards of conduct required of candidates and certificants. The complete contents of the SHRM Certification Handbook are expressly incorporated into and made part of the terms of the Candidate Agreement.

Each time you register for and take a SHRM certification examination, you must reaffirm your agreement to these terms. If you do not do so within the allotted time, you will not be permitted to register for or take a SHRM certification examination. If you fail to accept these terms on the day of your SHRM examination, you will not receive a refund.

By selecting “I Agree” at the end of the Candidate Agreement, you are acknowledging that you have read and understand these requirements, rules, and policies,

as well as the terms and conditions contained in The SHRM Certification Handbook, and that you agree to abide by all of them.

I confirm that I am the person whose name and address appear on my SHRM exam registration. I further confirm that I am the person whose name appears on the identification I presented to the proctor to begin the examination process. I confirm that all information that I provided to SHRM at the time of my application for certification and registration for the SHRM certification exam 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 SHRM 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 SHRM shall be considered an intentional and willful breach of the Candidate Agreement and will subject me to one or more of the consequences provided herein for violations of the Candidate Agreement.

I am taking the SHRM certification examination solely for the purpose of attaining a SHRM certification for myself and for no other purpose. I confirm that I am not taking the SHRM exam in my capacity as a test preparation agent or tutor or for the purpose of obtaining such employment. I confirm that I will not be employed as a test preparation agent or tutor for a period of three (3) years following the completion of this examination. I have read and will comply with all policies and procedures set forth in The SHRM Certification Handbook, the terms of which are expressly incorporated herein, including but not limited to the rules about testing procedures; the ban on bringing prohibited information and items into the testing room; and other prohibited conduct before, during, and following the exam administration. I have read, understand, and agree to the limited remedies available to candidates in the event of any errors in test delivery or administration, investigations, scoring, or score reporting.

I have been informed and understand that the following items and conduct are strictly prohibited during SHRM certification exams, at any time after check-in and prior to completing the exam, including during breaks:

- » Access to or use of a cellular phone or any device that connects to a cellular network or the Internet.
- » Access to or use of any electronic device, camera, recording device, or photographic equipment of any kind.

- » Access to or use of any books, notes, papers, note-taking materials, study materials, or test-taking aids of any kind.
- » Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting, or distributing exam content.
- » Looking at the content of another candidate's monitor.
- » Disruptive or abusive behavior.
- » Talking or communicating with anyone other than a test center administrator or proctor, or an approved test reader if my request for a test reader accommodation has been approved in writing in advance.
- » Violating test center rules.
- » Any prohibited conduct set forth in The SHRM Certification Handbook, including but not limited to the sections on Testing Identification & Conduct Requirements and Testing Irregularities.
- » Any conduct that violates this Candidate Agreement, SHRM policies or procedures, or test center rules.

I understand and agree that I must abide by all test center rules. I further understand and agree that possessing any prohibited item or engaging in any prohibited conduct shall be considered an intentional and willful breach of the Candidate Agreement and the certification policies and procedures set forth in The SHRM Certification Handbook.

I am aware that SHRM certification 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 to attain SHRM certification and for no other purpose. I understand that SHRM certification exams and exam questions, reading passages, answer choices, graphic images, and all related exam content are copyrighted and that they are protected by U.S. and international copyright and trade secret laws. I agree that I will not discuss or disclose SHRM certification exam 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 exam questions or answer choices or any exam content, in whole or in part, or assist or solicit anyone else in doing the same. I further agree that I will not reconstruct exam content from memory, by dictation, or by any other means for the purpose of sharing that information with any other individual or entity. I understand that prohibited acts include but are not limited to describing questions,

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

I understand and agree that I also am not permitted to possess, solicit, read, study from, or otherwise use confidential information about SHRM certification examinations during my own exam preparation. I certify that I have not engaged in such conduct prior to taking the 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 e-mail, 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 SHRM certification examination content, or has been represented to contain confidential SHRM exam content, I will immediately report its existence to SHRM by sending an e-mail to shrmcertification@shrm.org. I agree that I will fully cooperate with any investigation by SHRM related to my receipt of or access to information believed or represented to contain confidential SHRM certification exam content.

I understand and agree that any alleged violation of this Candidate Agreement or any alleged activity that may compromise the validity, integrity, or security of any portion of a SHRM certification exam will be investigated by SHRM. I also understand that if SHRM has a reasonable basis to question the validity of any exam score, SHRM reserves the right, in its sole discretion, to withhold and/or cancel and/or invalidate exam scores. I also understand and agree that if I provide false or misleading information, violate the terms of this Candidate Agreement, refuse to comply with any directions given to me by test center staff, engage in any activity that may compromise the validity, integrity, or security of the SHRM exam, or fail to fully cooperate in any investigation related to the SHRM Certification Program that SHRM may:

- » Issue a report of the factual findings of the investigation to legitimately interested parties, including but not limited to my employer.
- » Pursue a civil lawsuit against me and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.
- » Invalidate or cancel my scores, before or after the scores are reported, without a refund.
- » Revoke, suspend, or decline to grant eligibility for any SHRM certification.
- » Revoke, suspend, or decline to grant any SHRM certification or SHRM membership.
- » Ban me from taking SHRM certification examinations for a fixed period or permanently.

All the information, statements, and certifications that I have provided to SHRM are true and correct. I have read and agree to comply with all the terms and conditions set forth in this Candidate Agreement, including all terms and conditions set forth in The SHRM Certification Handbook, and I understand and accept the consequences for making false or misleading statements to SHRM and for violating the terms of this Candidate Agreement.

Reasonable Accommodations for Testing or Certification Process

SHRM is fully committed to providing reasonable accommodations for a candidate's medical condition that constitutes a qualifying disability under the Americans with Disabilities Act (ADA), for testing throughout the certification and recertification processes. To request testing accommodation, mark the appropriate question on the exam application, download and complete the Testing and Certification Accommodations Request form, and submit the form with supporting documentation. To request a modification to SHRM's certification or recertification policies (not testing accommodations), fill out and submit the request form with supporting documentation. In either case, please do not send medical records. (We do not require, nor do we wish to receive, medical records as part of the request.)

All requests must be made at the time of application. SHRM is unable to add accommodations to an existing exam appointment. If, however, you experience a qualifying disability or other medical issue that would constitute a qualifying disability under the ADA after you have submitted your application, SHRM will strive

to provide an accommodation following receipt of appropriate documentation to support the request. Please contact us at certification@shrm.org so we can provide the necessary paperwork to support your request.

Prometric, SHRM's test delivery vendor, is equipped to make and can appropriately respond to timely accommodation requests in accordance with the above requirements. Prometric may not, however, be able to comply with such requests made by candidates taking the exam outside the U.S., where local operating conditions, laws, or customs render such requests unlawful, impossible, or economically unfeasible.

Upon approval, SHRM will provide reasonable and appropriate accommodations related to the testing process (e.g., extra exam time, using a test reader, etc.) or to another certification-related process or policy. Please visit prometric.com/accommodations for a list of testing accommodations provided by Prometric.

Any information provided regarding the need for accommodation will be treated with strict confidentiality; the need for the accommodation will only be shared by SHRM with its test delivery vendor to facilitate the accommodation at the testing site. Learn about approved personal items allowed at testing locations at prometric.com/permissible-items.

Incomplete Applications

Applicants whose applications are incomplete will receive an e-mail outlining what information is missing and when it is due. The missing information must be submitted by the due date for the application to be considered complete and ready for processing. Applications submitted after the late application deadline will not be accepted.

Eligibility Verification

SHRM conducts random reviews of applications during each testing window to verify eligibility. If selected, applicants will be asked to obtain and submit appropriate documentation to confirm information from their application, such as their reported education and HR experience. It is not SHRM's practice to contact employers or educational institutions to obtain verification documentation on the candidate's behalf; rather, the candidate is responsible for providing all requested documentation.

Applicants whose applications are selected for verification

will be notified by e-mail and will have 10 business days to submit all required documentation. Applicants must satisfy the verification process requirements before they are permitted to continue through the certification process. Failure to comply with the verification process in a timely manner, and/or falsification or misrepresentation of requested information, will result in denial of the application and/or revocation of the authorization to test, as well as the forfeiture of all fees. Additionally, an applicant who does not comply with the verification process will be selected for verification review if reapplying for a future testing window.

Application Denials

An application will not be accepted, and/or the candidate's authorization to test may be revoked, for any of the following reasons:

- » Failure to meet the minimum eligibility requirements.
- » Submission of an incomplete application.
- » Submission of a completed application after the late application deadline.
- » Failure to comply with verification review.
- » Falsification of information on the application.
- » Misrepresentation of work experience or other information on the application.
- » Violation of testing procedures or the SHRM Bylaws & Code of Ethics.

Applicants who fail to meet the minimum eligibility requirements or whose applications are incomplete will receive a full refund of the exam fee (minus the nonrefundable application processing fee). Applicants whose applications are late or contain falsified or misrepresented information, who fail to comply with the verification process, or who violate testing procedures will forfeit all fees.

Appeals Provisions

Applicants who are denied authorization to sit for the certification exam will be notified via e-mail. They may appeal the decision to SHRM. The appeal must:

- » Be in writing;
- » Include the specific reason for the appeal;
- » Be accompanied by evidence or other pertinent

information refuting the original decision;

- » Be sent no later than 10 business days after the date on the notification letter; and
- » Be sent via e-mail to certification@shrm.org.

Scheduling Exam Appointments

Applicants must complete the full application process (i.e., apply, pay, satisfy all verification requirements if applicable, and receive approval to test) to be considered a candidate of the SHRM Certification Program. Once this happens, the candidate will receive an Authorization to Test (ATT) letter via e-mail instructing him or her to schedule an exam appointment with Prometric, SHRM's test delivery vendor. Upon receipt of this letter, candidates are encouraged to schedule their appointment right away to secure their preferred test date, time, and location. Candidates who wait until the last minute run the risk of missing out on their preference. Should a candidate be unable to schedule an appointment, all fees will be forfeited.

Appointments may be scheduled online at prometric.com/shrm (the preferred method) or by phone at 888.736.0134. International candidates who wish to call should refer to Appendix B: Regional Testing Contact Centers for the appropriate contact number.

When scheduling an appointment, candidates will need to provide the following information:

- » Their full name exactly as it appears on the ATT letter, which should match the unexpired government-issued ID that will be used as proof of identity at the testing center.
- » The Eligibility ID number as listed at the top of the ATT letter.
- » A daytime phone number.
- » The exam sponsor (SHRM).
- » The exam for which registration is requested (SHRM-CP or SHRM-SCP).

Candidates will receive an e-mail confirming their exam appointment and confirmation number. The confirmation number is different from the Eligibility ID number and will be required to confirm, reschedule, or cancel an exam appointment. It is the responsibility of the candidate to confirm the correct date and time of the scheduled exam appointment. SHRM will not be able to reschedule missed appointments.

Name Change and Profile Updates

As a rule, candidates must make sure all profile information is kept up-to-date. This includes name, e-mail, phone, mailing address, etc. Candidates are encouraged to access their online account on a regular basis at shrmcertification.org/portal to take care of this.

Legal Name Changes – If, after applying but before taking the exam, a candidate has a legal name change, the candidate must go to the online portal and submit a name change request at least 10 business days before the scheduled exam appointment. Supporting identification indicating the new name in full must accompany the request. The updated name must match the name on the applicant’s unexpired government-issued ID that will be used for admission to the exam.

Minor Name Changes – A candidate whose confirmation notice or ATT letter contains minor errors (e.g., wrong middle initial, missing hyphen, etc.) should notify SHRM through the online portal at least 10 business days before the scheduled exam appointment. It is not necessary to

obtain a new ATT letter if you have a minor name change, provided you have notified SHRM of the issue according to the required process.

Exam Level Changes

A candidate may request an exam level change (SHRM-CP to SHRM-SCP or SHRM-SCP to SHRM-CP) once during an exam window. The exam level change request must be submitted at least 10 business days before the scheduled exam date. If an exam appointment has already been scheduled, it must first be canceled with Prometric. Once the exam appointment has been canceled, the candidate can then move forward with scheduling the new appointment.

To request an exam level change, candidates must send an e-mail to certification@shrm.org specifying which exam they wish to take. Candidates requesting to change from SHRM-CP to SHRM-SCP must provide applicable work experience to ensure that the eligibility requirements for the SHRM-SCP are met. If the request is approved, SHRM will issue a new ATT letter.

Rescheduling Exam Appointments

Candidates are permitted to reschedule their exam appointment, provided their request is submitted within an acceptable time frame. Please be aware that certain stipulations may apply. Guidelines for exam rescheduling are as follows:

TIME FRAME	RESCHEDULE PERMITTED	STIPULATIONS
Requests submitted 30 days or more before original appointment	Yes	None
Requests submitted 5 to 29 days before original appointment	Yes	Candidate must pay Prometric a cancellation fee of \$53.00.
Requests submitted less than 5 days before original appointment	No	Candidate is considered a “no-show,” will forfeit all fees, and will have to reapply and pay the fees for a future exam window.

To reschedule an exam appointment, candidates should visit prometric.com/shrm or call SHRM’s test delivery vendor (Prometric) at 888.736.0134. International candidates should refer to Appendix B: Regional Testing Contact Centers for the appropriate contact number.

To reschedule an exam appointment with an approved testing accommodation, call 800.967.1139.

Candidates who attempt to reschedule an appointment less than 30 days before closure of the exam window are not guaranteed that a new appointment will be available. A candidate who does not reschedule or

cancel an exam appointment and who does not arrive for his or her scheduled exam appointment will be considered a “no-show,” will forfeit all exam fees, and will be required to submit a new application and fees to take the exam in the future.

Note: Relevant exceptions to this rescheduling policy may be made as required for candidates who must reschedule due to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA). If you need to reschedule for this reason, please contact us at certification@shrm.org for more information.

Exam Transfer

Candidates may request a transfer to the next testing window **one time only** per exam application, for a fee of \$100.00. A Prometric cancellation fee of \$53.00 may also apply (see Cancellations section). This option is available to candidates under the following circumstances:

- » The candidate has a scheduled appointment but determines no later than five business days before the appointment that he or she is unable to test. Before the transfer can be carried out, the candidate must first cancel his or her existing appointment with Prometric, then submit a transfer request to SHRM via the candidate portal.
- » The candidate has not scheduled an appointment and determines that he or she would prefer to postpone testing until the next testing window. In this situation, candidates may request an exam transfer up until the last day of the current testing window.

Candidates who receive a transfer but who are unable to test during their new appointment will forfeit all fees, except in the case of a medical or personal emergency. Under these circumstances, supporting documentation must be provided.

Note: Relevant exceptions to this exam transfer policy may be made as required for candidates who must transfer their exams due to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA). If you need to transfer your exam for this reason, please contact us at certification@shrm.org for more information.

Cancellations

To cancel an exam appointment, candidates must visit prometric.com/shrm or call SHRM's test delivery vendor (Prometric) at 888.736.0134. International candidates, see Appendix B: Regional Testing Contact Centers for the correct phone number.

To cancel an exam appointment with an approved testing accommodation, call 800.967.1139.

If a candidate cancels less than 30 days but no later than five days before his or her exam appointment, a Prometric cancellation fee of \$53.00 will be charged.

A candidate who attempts to cancel an appointment less than five days before the scheduled appointment, or does not cancel the appointment at all, will forfeit all exam fees. The candidate will have to submit a new application and fees to take the exam in the future.

Note: Relevant exceptions to this cancellation policy may be made as required for candidates who must cancel their exam due to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA). If you need to cancel for this reason, please contact us at certification@shrm.org for more information.

Medical or Personal Emergencies

For purposes of the SHRM Certification Program, medical or personal emergencies are defined as unplanned events affecting the candidate or an immediate family member (spouse, child, or parent) that arise within five days of the scheduled exam appointment and prevent the candidate either from taking the exam or from rescheduling, transferring, or canceling an exam appointment.

An event that can be anticipated is not considered a medical or personal emergency. A candidate's inability to take the exam due to work commitments or insufficient or inappropriate preparation is not considered a personal emergency.

Candidates who experience medical or personal emergencies within five days prior to a scheduled exam appointment may request a partial refund (see Refund Policy section). A refund request must be submitted to SHRM no later than 30 days after closure of the exam window. All requests must include supporting documentation as to the nature of the medical or personal emergency. Requests will be reviewed on a case-by-case basis.

Note: Relevant exceptions to this medical or personal emergencies policy may be made as required for candidates who experience a medical or personal emergency related to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA). If you have experienced a personal or medical emergency as a result of this reason, please contact us at certification@shrm.org for more information.

'No-Shows'

For purposes of the SHRM Certification Program, 'no-shows' are candidates who:

- » Fail to schedule an exam appointment with Prometric, SHRM's test delivery vendor;
- » Cancel the exam appointment less than five business days before the scheduled date;
- » Do not appear for the exam on the scheduled appointment date;
- » Arrive at the testing center more than 30 minutes after the exam starting time; or
- » Arrive at the testing center without proper identification.

No-show candidates forfeit all exam fees.

Refund Policy

Candidates may be eligible for a refund under the following circumstances:

CIRCUMSTANCE		POLICY
1	Withdrawal from the program on or before the late application deadline, with no scheduled exam appointment	Candidates will receive a full refund of their exam fee, less the \$50.00 nonrefundable application processing fee and the \$75.00 late application fee if applicable.
2	Withdrawal from the program on or before the late application deadline, with a scheduled exam appointment	Candidates will receive a full refund of their exam fee, less the \$50.00 nonrefundable application processing fee, the \$75.00 late application fee if applicable, and a \$53.00 Prometric cancellation fee if withdrawal is requested less than 30 days before the scheduled appointment.
3	Medical or personal emergency that takes place within 5 days prior to the scheduled exam appointment, thereby preventing the candidate from testing	<p>Situations will be reviewed on a case-by-case basis. Candidates whose situations are approved will receive 50% of their exam fee, less the \$50.00 nonrefundable application processing fee and the \$75.00 late application fee if applicable.</p> <p>Requests must be received no later than 30 days after closure of the exam window. All requests must include supporting documentation as to the nature of the medical or personal emergency.</p>

Any withdrawal, transfer, medical, or personal emergency, or failure to appear due to a medical condition that constitutes a qualifying disability under the Americans with Disabilities Act, may make candidates eligible for additional exceptions to the Refund Policy. Candidates must provide proper documentation to support such a request. Candidates who believe they qualify for an exception should contact SHRM at certification@shrm.org.

All refund requests must be submitted via e-mail to certificationpayment@shrm.org by the appropriate deadline using the SHRM Certification Exam Cancellation/Refund Request Form, which can be found on the SHRM certification website at shrmcertification.org ► Apply and Schedule.

Exam Composition

The SHRM-CP and SHRM-SCP exams consist of 160 multiple-choice questions, of which approximately 95 are stand-alone knowledge-based questions and approximately 65 are situational judgment items.

Knowledge items are designed to assess an examinee’s understanding of factual information and are focused on two content areas of the SHRM Body of Competency and Knowledge (SHRM BoCK). Items referred to as basic Knowledge Items (KIs) cover key concept topics in the HR Knowledge Domains, while those referred to as Foundational Knowledge Items (FKIs) cover key concept topics in the Behavioral Competency Clusters. Examinees receive credit for selecting the correct answer to a given question; otherwise, no credit is awarded.

Situational judgment items are designed to assess an examinee’s judgment, application, and decision-making skills as they relate to the behavioral competencies outlined in the SHRM BoCK. Examinees are presented with realistic work-related scenarios and are asked to choose the best of several possible strategies to resolve or address the issues described in each scenario. Although more than one strategy may be effective for addressing actual work-related scenarios, examinees receive credit only for choosing the best possible answer.

Both exams also include approximately 30 **field-test items**, which are not counted as part of a candidate’s score. Field testing allows SHRM to gather data on a question’s effectiveness before it is included on future exams as a scored item. The field-test items on the SHRM-CP and SHRM-SCP exams are randomly mixed throughout the exam so that candidates will not be able to distinguish them from scored items.

BEHAVIORAL COMPETENCY CLUSTERS	ITEM TYPE
Leadership (13%)	Situational Judgment (40%) Foundational Knowledge (10%)
Business (18.5%)	
Interpersonal (18.5%)	
HR KNOWLEDGE DOMAINS	ITEM TYPE
People (17%)	HR-Specific Knowledge (50%)
Organization (17%)	
Workplace (16%)	

The distribution of items with respect to content and item type is the same for both the SHRM-CP exam and the SHRM-SCP exam. As shown below, approximately half of the items on each exam are allocated across the three Behavioral Competency Clusters and the other half are allocated across the three HR Knowledge Domains.

Sample Questions

SHRM provides sample questions for both the SHRM-CP and SHRM-SCP exams. The sample questions are designed specifically for helping candidates become acquainted with how questions may be presented on SHRM’s exams and include both situational judgment items and knowledge item questions.

These questions are not scored and should only be used as a guideline for understanding how questions may appear on the exam. Performance on the sample questions is not indicative of performance on the SHRM-CP or SHRM-SCP exam. To access the sample questions, please visit shrmcertification.org ▶ Test.

Exam Administration

The SHRM certification exams are administered by Prometric, SHRM’s test delivery vendor. The exams are delivered by computer. The duration of the exam appointment is 4 hours and 15 minutes. That time is broken down into four parts outlined in the chart below.

BREAKDOWN OF TESTING TIME	
Confidentiality Reminder	2 minutes
Introduction and Tutorial	7 minutes
Exam	4 hours (240 minutes)
Survey	5 minutes

For each section, a countdown timer will appear on the screen. Each section is separate and independently timed; minutes do not roll over. For instance, if a candidate spends less time on the introduction, extra minutes are not rolled over to the exam portion.

Test Administration Platform Navigation

Prometric, SHRM's test delivery vendor, offers a user-friendly test administration platform that provides many state-of-the-art features. Candidates will be provided with an opportunity to become familiar with the platform via a brief tutorial at the beginning of their test appointment. However, those who would like an early preview may access a demo of the tutorial at shrmcertification.org ► Test.

Preparation Resources

SHRM recommends that candidates planning to seek SHRM certification carefully review the SHRM Body of Competency and Knowledge (SHRM BoCK), paying particular attention to the exam specifications and distribution of items across areas. Candidates should study all aspects and content, including the Glossary and the SHRM BoCK Resource List. To download a copy of the SHRM BoCK, visit shrmcertification.org ► Decide.

In addition, to help candidates gain a better understanding of the content areas covered in the certification exams, SHRM offers (for separate purchase) a certification preparation tool: the SHRM Learning System® for SHRM-CP/SHRM-SCP, which is available in self-study and instructor-led formats. For more information, visit shrmcertification.org ► Prepare.

TESTING IDENTIFICATION AND CONDUCT REQUIREMENTS

The SHRM certification exams are administered in highly secure testing centers. All candidates are required to provide proof of identity with an unexpired, original government-issued photo ID with signature (primary ID). The name and photo on the ID must be an exact match to the name on the candidate's Authorization to Test (ATT) letter.

If the primary ID does not have a photo or signature, a second form of identification (secondary ID) must be provided that contains the missing information. The name on the secondary ID must be the same as the name on the primary ID. Examples of acceptable forms of primary and secondary identification include but are not limited to the following:

PRIMARY ID	SECONDARY ID
Driver's License	Valid employer identification card
Passport	Valid credit card with signature
Military ID	Valid bank card with photo

Examples of acceptable names on required IDs are below. Candidates who do not have the appropriate form of ID should contact SHRM at certification@shrm.org at least five business days before their scheduled appointment date to discuss their options.

Examples of Acceptable Names on Required ID

NAME ON APPLICATION	NAME ON ID	ADMITTED TO TEST?
Jamie Taylor-Smith	Jamie Smith	Yes
Nancy Porter	Nancy White	No
William B. Johnson	Bill Johnson	No
P. J. Miller	Peter J. Miller	Yes
Samantha R. Roberts	Samantha Rose Roberts	Yes

Prometric testing centers are supervised by trained proctors. Irregularities observed or suspected by the proctors or identified by subsequent statistical analysis of a candidate's answers on the exam may result in the candidate's removal from participation in the test or invalidation of his or her score. Irregularities include but are not limited to creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove materials from the testing room. SHRM reserves the right to investigate each incident of misconduct or irregularity.

Prior to taking the exam, candidates will be asked to affirm their acceptance of the SHRM Certification Candidate Agreement.

Testing center conduct rules include but are not limited to the following:

- » Candidates must present an unexpired, original government-issued ID with a photo and signature to be admitted to the exam.
- » Candidates must arrive at the testing center at least 30 minutes before their scheduled appointment time to check in. Late arrivals (30 minutes or more after the scheduled appointment time) will not be admitted.
- » Note-taking and the use of audible beepers, mobile phones, or memory-capable devices are prohibited in the testing room.
- » Candidates will be asked to empty and turn out their pockets.
- » Candidates will be “wanded” or asked to go through a metal detector during the check-in process.
- » Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
- » No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
- » Candidates may not leave the testing facility during a break.
- » Accessing mobile phones or study materials after arriving at the testing center or during breaks is prohibited.
- » Smoking is prohibited at the testing center and during breaks.
- » Religious headwear may be worn into the testing room; however, it may be subject to inspection by a test center administrator before entry into the testing room is permitted.
- » All exams are monitored and may be recorded in both audio and video format.
- » Prometric will provide lockers for candidates to store their purses, mobile phones, jackets, food, drinks, and medical supplies.
- » Other exams will be administered at the same time as the SHRM certification exam. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, earplugs may be requested to minimize impact.

Testing Irregularities

SHRM reserves the right to investigate any behavior by any candidate that may be considered detrimental to a fair and secure testing process or that impacts the testing environment, security, validity, or integrity of the exam (“Testing Irregularity”). If a candidate or a certificant is suspected of a Testing Irregularity or any violation of the policies and procedures set forth in the Handbook, it will be reported to SHRM. Test center staff have the authority to stop a candidate’s exam at any time upon detecting any Testing Irregularity or violation of the testing rules set forth in the Handbook by the test center.

At the discretion of SHRM, the investigation process, as described in the Handbook, may apply to any violation of testing rules. SHRM also may investigate any indicators that scores may not be valid, including any such indicators revealed by data forensics analysis as generally described herein.

Examples of prohibited actions include but are not limited to the following:

- » Giving or receiving assistance.
- » Using prohibited aids (e.g., desktop timers, watches, calculators, or other electronics).
- » Impersonating an examinee or engaging someone else to take the examination for you.
- » Presenting false identification or identification that has been altered or tampered with for purposes of starting an examination.
- » Attempting by any means to duplicate, record, or memorize test content, answer documents, or any other exam materials.
- » Failing to follow the instructions of test center staff or rules of the test center.
- » Verbally or physically harassing or threatening test center staff or SHRM staff.
- » Violating any testing rules.
- » Violating state, federal, or local laws, regulations, or policies.
- » Being under the influence of alcohol or illegal drugs during an exam.
- » Soliciting, discussing, or disclosing exam content, or otherwise violating the terms of the Candidate Agreement.
- » Providing false or misleading information about their SHRM exam, score, testing history, or certification status to any person or institution.

Inclement Weather and Local or National Emergencies

If there is severe weather or a local or national emergency near the testing center, candidates should go to prometric.com/sitestatus for updates on closures or delays.

International candidates should refer to Appendix B: Regional Testing Contact Centers for the correct phone number. Examinees will not be assessed a rescheduling fee if Prometric cancels an exam due to severe weather or a local or national emergency. Should there be a site closure or relocation, notification will be sent by e-mail and a recorded message by telephone.

TEST RESULTS

The SHRM-CP and SHRM-SCP exams are designed to measure a test-taker's performance against a predetermined standard. The SHRM-CP standard is the level of competency and knowledge that can be reasonably expected of early- to mid-career HR professionals. The SHRM-SCP standard is the level of competency and knowledge that can be reasonably expected of senior-level HR professionals. The standards that apply to each are outlined in the SHRM BoCK.

The tests measure what the candidate knows and doesn't know at the time of assessment. The candidate performance is NOT compared to other candidate performance on the same assessment. This means that if everyone who takes the test meets the knowledge and competency standard, everyone will pass.

The passing scores for the SHRM-CP and SHRM-SCP exams are set using the Modified Angoff method, a best-practice procedure commonly used for setting performance standards for certification and licensure exams.

Candidates will receive an unofficial pass/did not pass decision at the testing center upon completion of the exam. Approximately four weeks after testing, candidates will receive an e-mail directing them to retrieve their official results from the "My Resources" tab in their Certification portal. To protect confidentiality, results are not provided by email, phone or fax.

Score Information

The passing score and all candidate results on the SHRM-CP and SHRM-SCP exams are reported as scaled scores. The range of possible scores is 120 to 200; all candidates who pass the exam receive the maximum score of 200.

Candidates will receive a Candidate Feedback Report with their official score and a diagnostic graph providing information about their performance on the three

Behavioral Competency Clusters and the three HR Knowledge Domains. This information is provided to help all examinees select professional development activities to pursue, in addition to providing guidance to unsuccessful examinees who choose to retake the exam at a future time.

In addition to focusing on the score and feedback in each of the Behavioral Competency Clusters and HR Knowledge Domains, candidates should refer to the SHRM BoCK to obtain more information about the specific areas that are part of each cluster or domain. Candidates will also want to consider the breadth of their HR experience when planning future studying efforts, as candidates with specialized HR experience may find that they need to devote extra time to study areas in which they have less experience. For a sample of the report, see Appendix A: Sample Candidate Score and Feedback Report.

Data Confidentiality

SHRM values your privacy and endeavors to protect the confidentiality of your personal information in accordance with the SHRM Privacy Policy. Please read the SHRM Privacy Policy for information regarding the use and protection of your personal information.

Score Validity and the Right to Cancel Scores

To maintain the integrity of the SHRM Certification Program, SHRM employs reliable scientific methods to ensure that all exam scores are valid. SHRM uses data forensics analysis as one basis for evaluating the validity of exam scores. Data forensics analysis is the statistical analysis of exam data to identify irregular testing patterns indicative of invalid exam results, irregularities, potential test fraud, and/or item harvesting. SHRM utilizes data forensics analysis, among other reliable methods, to determine whether scores should be withheld, invalidated, canceled, or investigated further to determine whether a candidate violated the terms of the SHRM Candidate Agreement. If SHRM has a reasonable basis to question the validity of any exam score, whether identified using data forensics analysis or any other reliable scientific method or source of information, SHRM reserves the right, in its sole discretion, to withhold and/or cancel and/or invalidate the exam score.

Request for Rescoring

SHRM performs extensive and rigorous quality control procedures to ensure the accuracy of examination results. However, if a candidate does not achieve a passing score on the test, he or she may ask that the test be rescored. If a rescore is requested, please be advised that the only information that will be issued to the requesting candidate will be a scaled score and a pass/did not pass decision.

Rescore requests must be submitted using the Rescore Request Form and accompanied by a payment in the amount of \$50.00. Requests for rescoring will be accepted up to 30 days after distribution of the official exam results. Exam rescore results will be sent approximately 30 days after receipt of the request.

Exam Item Challenge

Each exam item is carefully reviewed by a panel of subject matter experts and psychometricians who scrutinize the item for technical accuracy, clarity, and relevance. However, if an examinee believes a specific item encountered on a SHRM certification exam is invalid, the examinee may request an evaluation of the item.

An exam item challenge must be requested within five

calendar days of the date the examinee took the exam. Only examinees may challenge test items. The evaluation process exists to help identify and correct problematic questions. In most cases, exams are not rescored. Even if a question is flawed in some way, SHRM cannot assume that the examinee would have answered it correctly if it had not been flawed. SHRM provides examinees an opportunity to retake the exam free of charge only if the examinee did not pass the exam, there is evidence to suggest that the question was flawed, and answering the flawed question correctly would have resulted in a passing score.

For instructions on how to request an exam item challenge and to obtain the necessary form, visit shrmcertification.org ► Testing.

Exam Appeals

If a candidate believes that a failing score was received because of a scoring error or a scoring impropriety, the candidate may appeal. To obtain information about the appeals procedure and to access the necessary form, visit shrmcertification.org ► Testing.

Retaking the Test

Candidates who are unsuccessful on the exam may take it again during a future exam window. (Testing in the same window is not permitted.) Candidates who wish to retest are required to apply as a new candidate, which includes remittance of the full examination fee. There is no limit to the number of times a candidate can reapply and test.

Violations and Investigations

If SHRM receives information that any individual has violated the terms of the SHRM Certification Candidate Agreement or the SHRM Bylaws & Code of Ethics, or engaged in any conduct that may compromise the integrity or validity of any SHRM certification exam, SHRM will investigate the matter to gather all relevant facts and determine what actions, if any, must be taken in response.

Upon receiving notice from SHRM that an investigation is being conducted, a candidate or credential-holder shall:

1. Fully cooperate with the investigation;
2. Disclose to SHRM or its designee all knowledge that could potentially relate to the investigation;

3. Produce all documents, data, and materials requested by SHRM or its designee;
4. Upon request, submit to an in-person interview conducted by or on behalf of SHRM; and
5. Truthfully and completely answer all questions asked by SHRM or its designee.

If, following an investigation, SHRM reasonably concludes that the candidate or credential-holder has violated the SHRM Certification Candidate Agreement or the SHRM Bylaws & Code of Ethics, SHRM reserves the right to pursue any of the sanctions listed below. In addition, a candidate's or credential-holder'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 SHRM Certification Candidate Agreement and the SHRM Bylaws & Code of Ethics and shall serve as a separate and independent basis for SHRM to act against the candidate or credential-holder as described below.

If, following an investigation, it is determined that sanctions are appropriate, SHRM may:

- » Issue a report of the factual findings of the investigation to legitimately interested parties, including but not limited to the individual's employer.
- » Pursue a civil lawsuit against the individual and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction;
- » Invalidate or cancel an individual's scores, before or after the scores are reported, without a refund;
- » Revoke, suspend, or decline to grant eligibility for any SHRM certification;
- » Revoke, suspend, or decline to grant any SHRM certification; and
- » Ban the individual from taking a SHRM certification exam for a fixed period or permanently.

APPEALS FOR INVESTIGATION DISPUTES

After a candidate or credential-holder receives a written notice of violation and sanctions to be imposed by SHRM as a result of an investigation, the candidate or credential-holders may appeal the decision. The candidate or credential-holder is required to file a written request for appeal with SHRM, along with a statement describing the grounds for the appeal, why the appeal should be granted, and all supporting evidence, within 30 calendar days of receipt of the notice of violation and applicable sanctions from SHRM. A candidate's or credential-holder's appeal will not be considered after such 30-calendar-day period has expired.

If SHRM staff determines that a written request for appeal is filed in a timely manner, SHRM staff shall evaluate the appeal and decide whether the notice of violation and sanctions were issued in good faith, in no more than 30 days from the time SHRM received the appeal. If SHRM staff determine that the notice of violation and sanctions to be imposed were issued in good faith, the appeal and related information submitted by the candidate or credential-holder will be submitted for final review of the appeal to the Candidate Appeals Committee, which consists of voluntary industry peers, all of whom must be SHRM-certified. Three members of the Candidate Appeals Committee will be appointed to decide the outcome of the appeal (the "Final Appeal Panel"). No member of the Final Appeal Panel shall have a conflict of interest with the candidate or credential-holder who submitted

the appeal. The final appeals process shall not address any failures to pass a SHRM certification exam, nor will it include any challenges to individual examination questions, answers, or failing scores. The only issue to be decided by the Final Appeal Panel is whether SHRM acted in good faith in rendering the decision challenged by the candidate or credential-holder. The Final Appeal Panel will deliberate and decide the appeal within 30 calendar days of receiving the appeal from SHRM staff. The Final Appeal Panel shall decide the appeal based on the submissions of SHRM staff and the candidate or credential-holder and shall not conduct a live hearing with testimony. The decision of the majority of the members of the Final Appeal Panel, at which a quorum is present, will be the decision of such panel. The decision of the Final Appeal Panel is final and binding as to all matters related to the appeal.

EARNING THE CREDENTIAL

Candidates who pass the exam will receive an official congratulatory letter, credential certificate, and wallet card. The letter confirms that they passed the exam, successfully completing the certification process. The order process for the certificate and other collateral is initiated one week after the official results are received. At that time, new credential-holders will receive an e-mail inviting them to place an order for their complimentary SHRM certification materials.

Professionals who have met the certification standards defined by SHRM and who maintain their credential through the recertification process are authorized to use the SHRM-CP or SHRM-SCP certification designations.

Credential-holders may include their credential on business cards, in resumes, on their personal webpages (e.g., LinkedIn or Facebook), in bylines for articles or blog posts, and in e-mail signatures.

Credential-holders should protect the integrity of their SHRM credential by adhering to the following guidance:

- » New credential-holders may not use the credential until after they have received their official exam results.
- » When using the credential with their name, credential-holders must place the SHRM certification designation immediately after their name or post-graduate degree (e.g., Ph.D.).
- » Credential-holders may use their credential in promotional text (e.g., “Jane Smith has satisfied the requirements for SHRM-CP certification as prescribed by the Society for Human Resource Management and is now a SHRM-CP certified human resource professional”).
- » Always use all capital letters (SHRM-CP, SHRM-SCP).
- » Never use periods between the letters.
- » Do not abbreviate the credential (e.g., CP or SCP).
- » If the certification has expired, immediately discontinue using the credential.

The following formats are approved by SHRM:

- » SHRM-CP
- » SHRM-SCP
- » SHRM Certified Professional
- » SHRM Senior Certified Professional

Online Certified Directory

The names of all professionals holding the SHRM-CP and SHRM-SCP credentials are automatically listed in SHRM’s Online Certified Directory, searchable by first name, last name, and country. The Online Certified Directory facilitates verification of one’s credentials by employers, clients, and vendors. The Online Certified Directory can be found at shrmcertification.org ► Certified Professionals.

Digital Badge

SHRM’s digital badge allows credential-holders to electronically display their earned and verified SHRM credential. Information on how to access and display the SHRM certification digital badge is sent via e-mail to qualified candidates following the release of their official score report.

SHRM-certified professionals are encouraged to share their digital badge on social networking sites such as LinkedIn and Facebook. The digital badge can also be added to resumes and e-mail signatures, making it easy for potential employers to instantly verify a candidate’s credential.



RECERTIFICATION

SHRM-CP and SHRM-SCP credential-holders achieve recertification by engaging in continuing education and ongoing learning and professional development activities related to the behavioral competencies and HR functional areas noted in the SHRM BoCK. To recertify and maintain the credential, certificants must earn 60 professional development credits (PDCs) over a three-year period or retake the certification exam.

SHRM has addressed the needs of HR professionals by creating three avenues by which SHRM-CP and SHRM-SCP credential-holders can earn recertification credits: Advance Your Education, Advance Your Organization and Advance Your Profession.

PDC CATEGORY	DESCRIPTION/EXAMPLES	PDC MAXIMUM (per recertification period)
Advance Your Education	Instructor-led or self-paced continuing education activities, such as: <ul style="list-style-type: none"> • Conferences • Seminars/Workshops • College/University courses • Virtual learning • Chapter programs • E-learning • Videoconferences • Webcasts • Books and e-books 	No maximum
Advance Your Organization	Supervisor-endorsed work projects that: <ul style="list-style-type: none"> • Meet or support organizational goals and demonstrate or advance your capabilities in one or more of the HR competencies 	20 PDCs
Advance Your Profession	Thought leadership and volunteer activities that contribute to the development of the HR profession and the community, such as: <ul style="list-style-type: none"> • Professional membership • Volunteer leadership roles • Speaking at conferences • Research, writing and publishing 	30 PDCs

For additional details, download The SHRM Recertification Requirements Handbook at shrmcertification.org ► Certified Professionals.

Note: Candidates for recertification may be eligible for

an extension in the event of a documented medical condition that constitutes a qualifying disability under the Americans with Disabilities Act (ADA). If you believe you qualify for an extension, please contact us at certification@shrm.org.

REVOCATION OF CERTIFICATION

Certification may be revoked as described further in the Violations and Investigations section of this Handbook.

For details, download The SHRM Recertification Requirements Handbook at shrmcertification.org/recertificationhandbook.



APPENDIX A:

Sample Candidate Score and Feedback Report



SHRM-CP® Feedback Report

Eligibility ID: SHRMAP0000

Date: 23 May 2018

Dear Abbi B. Candidate,

Congratulations on passing the SHRM Certified Professional (SHRM-CP) examination!

Your official score on the exam was **200**.

The passing score and all candidate results on the SHRM-CP are reported as scaled scores. The range of possible scores for the SHRM-CP exam is 120 to 200; all candidates who pass the exam receive the maximum score. The chart below shows the possible official scores, with your score in yellow.



The next chart provides you with additional information on your exam performance. We hope that you will find this information useful in selecting professional development activities to pursue, including SHRM-CP recertification credits. The dotted line represents the approximate level of performance in each of the three Knowledge Domains (People, Organization, and Workplace) and Behavioral Competency Clusters (Business, Leadership, and Interpersonal) that is consistent with a passing score on the SHRM-CP exam.

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Scores within the grey zone represent test content for which your level of performance was close to that expected of a minimally competent certified HR professional, while scores within the blue zone represent areas of strength (i.e., test content for which your performance was well above that level). In comparison, scores within the yellow zone represent test content for which your performance indicates the greatest need for improvement. Note that distance from the dotted line provides an approximate measure of how far above or below the competence standard for that area your performance on the exam fell. Percentages in parentheses represent the score weighting for each subject area (i.e., how much of your total test score came from each domain).



SHRM treats our certification score and developmental feedback as confidential, and provides these to you for your own developmental purposes only. Examination scores and feedback will not be disclosed by SHRM to anyone without candidate consent, unless required by law enforcement or judicial authorities. If you would like your examination results to be released to a third party person or organization, you must provide SHRM with a written request that specifically identifies the type of information (e.g., examination date, score, pass/fail status, etc.) about the examination results that the third-party should receive.

Thank you for your dedication to the HR profession and for becoming one of more than 106,000 HR professionals who have chosen to accelerate their careers by earning the SHRM-CP or SHRM-SCP credential. If you have questions, please contact the SHRM Certification team via e-mail at shrmcertification@shrm.org or via telephone at +1.703.548.3440, or +1.703.548.3440 outside the U.S.

Sincerely,

Alexander Alonso, Ph.D., SHRM-SCP
Chief Knowledge Officer
Society for Human Resource Management

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APPENDIX B:

Regional Testing Contact Centers

Candidates who have received their Authorization to Test (ATT) letter may schedule their exam appointment online at prometric.com/shrm or by calling their local Prometric Regional Testing Contact Center.

LOCATION	HOURS & TIME ZONE	PRIMARY PHONE NUMBER
North America	Mon-Fri 8:00 a.m.-8:00 p.m. ET	+1.888.736.0134
Australia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
China	Mon-Fri 8:30-19:00 GMT +10:00	+86.10.62799911
Hong Kong	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
India	Mon-Fri 8:30-19:00 GMT +10:00	+91.124.4147700
Indonesia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Japan	Mon-Fri 8:30-19:00 GMT +10:00	+0120.347737
Korea	Mon-Fri 8:30-19:00 GMT +10:00	+1566.0990
Malaysia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
New Zealand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Philippines	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Singapore	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Taiwan	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Thailand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Europe	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239540
Middle East	Sun-Thur 8:00-17:00 GMT +2:00	+31.320.239.530
North Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.530
Sub-Saharan Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.59
Other Countries/Locations	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333

APPENDIX C:

Legal Restrictions

SHRM must comply with international trade sanctions imposed by the U.S. government. These sanctions prohibit SHRM from providing certain products and services—including exam administration and recertification services—to individuals or organizations located in designated countries, or to a person or organization that is designated on a U.S. government-maintained list. For this reason, individuals who (1) are on any such list or who work for a company that is on such a list maintained by the U.S. government, or (2) themselves are affiliated with, or are employed by organizations that are affiliated with, governments of those countries that are subject to sanctions, or (3) are residents of or are ordinarily residents of countries where U.S. sanctions prohibit SHRM from providing these services will not be able to take the SHRM certification exams or be eligible for recertification. Individuals from the following countries may be subject to additional screening and, in some cases, may not be allowed to sit for the exam or to recertify: **Albania, Belarus, Bosnia and Herzegovina, Burundi, Central African Republic, Croatia, Cuba, Democratic Republic of Congo, Iran, Iraq, Kosovo, Lebanon, Libya, Macedonia, Montenegro, North Korea, Russia, Serbia, Somalia, South Sudan, Sudan, Syria, Ukraine (including the Crimea region), Venezuela, Yemen and Zimbabwe.**

Please note, however, that U.S. government sanctions laws change from time to time, and SHRM reserves the right to immediately implement any changes or additions to these restrictions or to the list of countries above as appropriate



The Society for Human Resource Management (SHRM) is the world's largest HR professional society, representing 300,000 members in more than 165 countries. For nearly seven decades, the Society has been the leading provider of resources serving the needs of HR professionals and advancing the practice of human resource management. SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China, India and United Arab Emirates. **Visit us at shrm.org.**

