

SHRM

CERTIFICATION HANDBOOK

SHRM-CPSM | SHRM-SCPSM

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WELCOME

Congratulations on choosing to pursue the next-generation credential in the field of human resources—the SHRM Certified Professional (SHRM-CPSM) or SHRM Senior Certified Professional (SHRM-SCPSM), developed by the Society for Human Resource Management (SHRM) based on several years of global research and input from the HR, business and academic communities.

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 a more strategic leadership position and perform more effectively as they earn a credential recognized worldwide for its focus on behavioral competencies as well as technical knowledge in HR.

HOW TO USE THE CERTIFICATION HANDBOOK

The information in this handbook will provide you with an overview of the SHRM-CP and SHRM-SCP certifications, outline its policies and procedures, and describe the steps you must take to earn and maintain your credential.

It includes details on:

- » Eligibility requirements.
- » The application and testing process.
- » Options for test preparation.
- » Recertification requirements.

Please consult the program website, **shrmcertification.org**, for the most up-to-date information relating to the SHRM-CP and SHRM-SCP. Please use this handbook as a reference and supplement. While SHRM has made every effort to anticipate and address most questions in this guide, the website is your best source for details on future changes.

*Welcome to the SHRM-CP or SHRM-SCP program,
and best wishes on earning your SHRM Certification.*

DEVELOPMENT OF THE SHRM CERTIFICATION PROGRAM

For more than sixty-five years, SHRM has served the human resource profession. HR professionals worldwide look to SHRM for comprehensive resources to help them function effectively at their jobs, develop their careers, and partner strategically with employers.

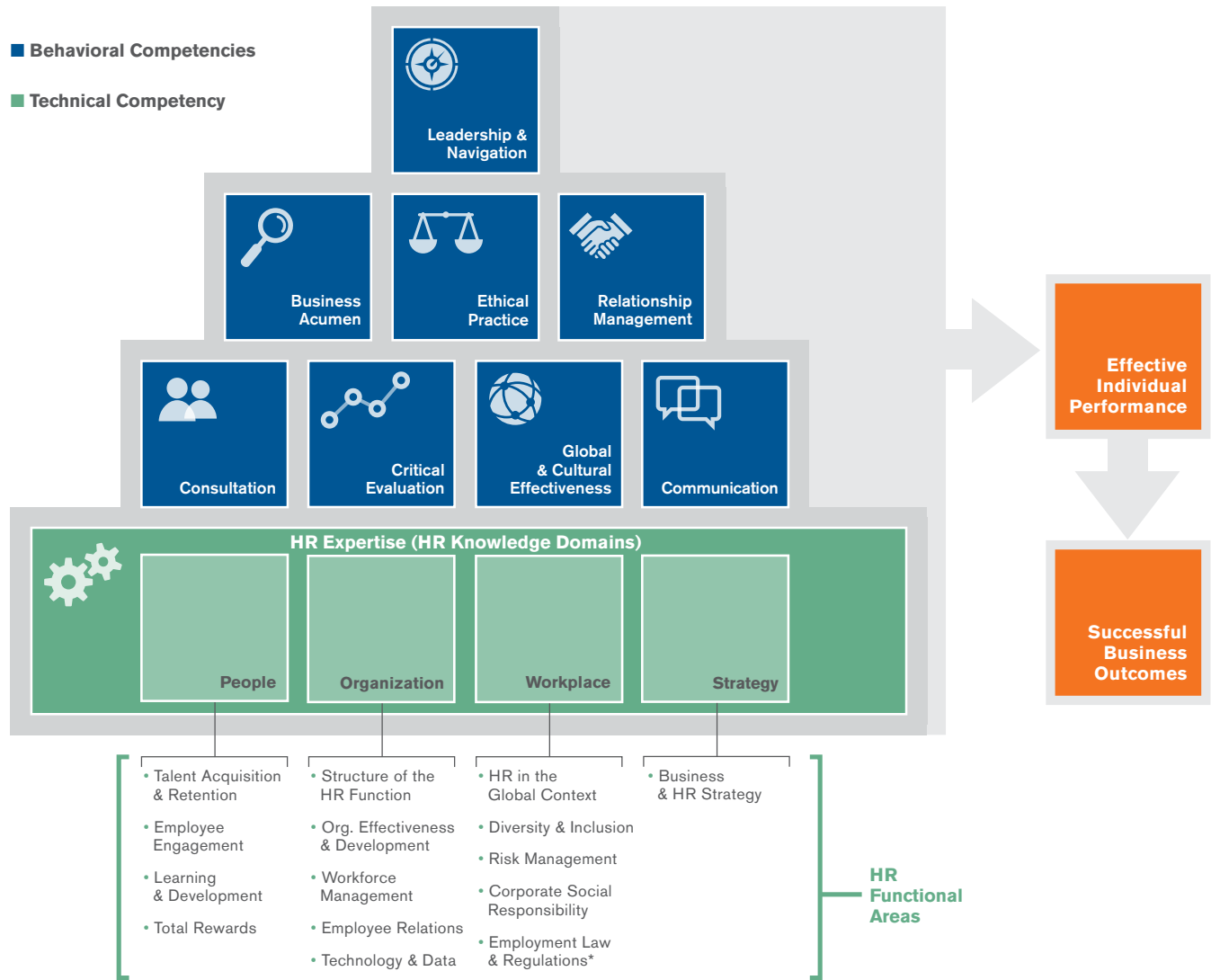
SHRM also works to advance the HR profession as a whole, ensuring that as business evolves, HR evolves to meet business needs. Increasingly, business leaders understand that effective people management is a strategic imperative. As a result, employers expect that HR professionals will demonstrate, in addition to a thorough knowledge of HR concepts and requirements, the behavioral competencies required to effectively *apply* their knowledge in the modern workplace in support of organizational goals.

Because the HR profession is constantly changing and evolving, it is important for certified professionals to continually update their HR Competencies and Knowledge. Achieving certification as a SHRM-CP or SHRM-SCP is the first step.

THE SHRM BODY OF COMPETENCY & KNOWLEDGE™

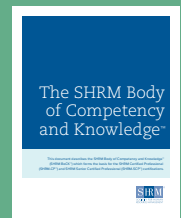
The SHRM Body of Competency and Knowledge (SHRM BoCK™) is the basis for the new SHRM credentials. The SHRM BoCK, which draws heavily on the SHRM Competency Model, describes the Behavioral Competencies and Functional Areas of Knowledge needed for effective job performance. In other words, the SHRM BoCK explains *what* HR professionals need to know, and *how* they must apply this expertise to perform effectively in the workplace.

SHRM Body of Competency & Knowledge™



*Applicable only to examinees testing within the U.S.

To download the SHRM Body of Competency and Knowledge visit shrmcertification.org/SHRMBoCK.



THE VALUE OF SHRM CERTIFICATIONS

The SHRM competency-based certification program answers a critical need in our global marketplace. Employers expect more today, and we need to meet their expectations. These certifications will demonstrate for professionals what we do and why it matters.

- » SHRM-CP and SHRM-SCP are based on a single, comprehensive SHRM BoCK and are relevant worldwide, giving professionals the recognition and flexibility to use their knowledge, skills and competencies anywhere their careers take them.
- » SHRM-CP and SHRM-SCP are based on in-depth research focused on—and backed by—global employers and business leaders. They reflect what HR practitioners need to know to be leaders in their organizations and in the HR profession.
- » SHRM-CP and SHRM-SCP test HR Competencies as well as the application of HR Knowledge, to ensure that professionals have the ability to demonstrate *what* they know—and what they can *do* with what they know—in a variety of situations.
- » SHRM-CP and SHRM-SCP are based on the current HR landscape. These certifications are 100% focused on the Competencies and Knowledge all HR professionals need to lead in today's business community.
- » SHRM-CP and SHRM-SCP recognize diversity in the HR profession. The eligibility requirements minimize barriers to participation and reflect current HR roles. The exam windows provide accessibility and flexibility for all eligible professionals worldwide. In addition, the new exam is affordable, making certification attainable by more professionals.

THE SHRM CERTIFICATION COMMISSION

A new governance body, the SHRM Certification Commission, has been established to serve as a technical advisory committee for the certifying activities of SHRM. The Commission is responsible for ensuring the quality and impartiality of the SHRM Certification program, which is designed to meet the highest standards in the industry.

The Commission will oversee all technical aspects of the SHRM Certification Program, including the overall development of the exam, eligibility requirements and issuance of recertification. Its responsibilities include review and approval of such aspects as certificant eligibility, exam specifications and scoring, ensuring impartiality in certification activities and due consideration of appeals and complaints.

The Commission will be comprised of volunteers who have extensive HR and business expertise from industries and organizations around the world. During regular operations, members and the Commission Chair will serve two-year terms.

Members will not be financially compensated for their involvement with the Commission. Members will be reimbursed for their fair and reasonable expenses that are directly related to Commission business.

GETTING READY FOR THE EXAM

EXAM ELIGIBILITY

Applicants must meet specific educational and work experience criteria at the time they submit their application, in order to be eligible to sit for the SHRM-CP or SHRM-SCP exam. These requirements are outlined below:

Credential	Less than a Bachelor's Degree*		Bachelor's Degree		Graduate Degree	
	HR-Related Degree	Non-HR Degree	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
A SHRM-CP credential holder is eligible to sit for the SHRM-SCP exam after successful completion of one three-year SHRM-CP recertification cycle.						

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

The following general eligibility criteria also apply:

- » Applicants must show that they have worked in an HR role for more than 1,000 hours within a calendar year, which equates to one year of experience.
- » HR experience may be in an HR exempt or non-exempt capacity.
- » HR experience may be classified directly, as working in an HR role, or indirectly, by consulting, educating or researching HR practices linked specifically to human resource management.
- » SHRM membership is not required.

HR-RELATED DEGREES

Graduate (or global equivalent)

HR-related degrees may include but are not limited to the following: MA in Human Resource Management (HRM); MS in Human Resources (HR); MA or MS in Industrial and Organizational Psychology; MA in Management (MAM) with HR concentration; MBA with concentration in HRM; Organizational Leadership or Leadership Development with HR concentration; Human Capital Development; Organizational Behavior; Labor Relations; Industrial Relations.

Bachelor's (or global equivalent)

HR-related degrees may include but are not limited to the following: BA or BS in HRM; BA or BS in Management with concentration in HR; BA or BS in Business Administration with concentration in HRM; Bachelor of Business Administration with emphasis in HR; Organizational Behavior; Industrial Relations; Organizational Development; Management and Leadership.

Associate's

Applicants with less than a bachelor's degree may have HR-related associate's degrees that may include, but are not limited to: Associate–HR Specialist; Associate–Business: HR Management; Associate–HR Administration.

Certificate Program

Applicants with less than a bachelor's degree may complete an HR Certificate Program from an accredited institution completing eight courses that cover the fundamentals in HR (i.e., Principles of HRM; Compensation & Benefits; Organizational Development; Recruitment & Selection; Employment Law; Training & Development; Employee Relations; Performance Management).

Outside the U.S.

HR-related bachelor's programs may include but are not limited to the following: BBA with emphasis in HRM; Bachelor of Commerce with concentration in Managing People and Organizations; Bachelor of Business in Pedagogy with concentration in HR. HR-related master's programs may include the following: MA in International HRM; Professional Post-Graduate Diploma in HRM; Executive Master in HRM.

For information on global equivalence evaluation services in support of the degree requirements shown, visit:

- » National Association of Credential Evaluation Services (NACES) at naces.org/members.html.
- » Association of International Credential Evaluators, Inc. (AICE) at aice-eval.org.
- » American Association of Collegiate Registrars and Admission Officers (AACRAO) at aacrao.org.

DETERMINING WHICH CERTIFICATION IS RIGHT FOR YOU

Determining whether to pursue the SHRM-CP or SHRM-SCP credential is an important decision involving multiple factors worthy of consideration. While education and years of experience are the criteria that determine eligibility, it is equally important to consider the nature of your HR role and responsibilities.

SHRM-SCP certification is designed for HR professionals at a senior level who operate primarily in a strategic role—developing policies and strategies, overseeing the execution of HR operations, analyzing performance metrics, and/or contributing to the alignment of HR strategies to organizational goals.

SHRM-CP certification is designed for HR practitioners who are engaged primarily in an operational role—implementing policies, serving as the HR point of contact for staff and stakeholders, and/or performing day-to-day HR functions. If this is your focus, the SHRM-CP is likely your best option, even if you meet the eligibility criteria for the SHRM-SCP.

To ensure that you take the exam that best reflects your experience, assess your eligibility first (*see Exam Eligibility*). Then compare your core responsibilities with the key responsibilities highlighted in the SHRM BoCK. This exercise will help you, as the test taker, make the most appropriate choice for attaining success.

For additional information, please visit shrmcertification.org/eligibility.

FEES

	SHRM Member Price	Nonmember Price
Exam Fee (SHRM-CP & SHRM-SCP)	\$300 USD	\$400 USD
Application Processing Fee (nonrefundable)	\$50 USD (included in exam fee)	\$50 USD (included in exam fee)
Late Application Fee (nonrefundable)	\$75 USD	\$75 USD
Retest Fee	Full exam fee	Full exam fee

Payment Methods

The SHRM Certification program accepts VISA, MasterCard, American Express, money order, checks, ACHs or 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.

All payments should be accompanied by proper documentation.

ACH/Wire

Please contact:

shrmcertification@shrm.org,

800.283.7476, option 3 (U.S. Only) or

+1.703.548.3440, option 3 (International)

APPLYING FOR THE EXAM

1	Visit shrmcertification.org .
2	Create a user account.
3	During an open registration window, select SHRM-CP or SHRM-SCP Certification exam.
4	Complete the application form with your eligibility, job and demographic information.
5	Sign affirmation statement agreeing to abide by: <ul style="list-style-type: none"> » SHRM Code of Ethics » SHRM Privacy Policy » Policies and procedures outlined in this Handbook
6	Pay for your exam.
7	Upon verification and/or audit, you will receive an Authorization to Test (ATT) letter via e-mail within ten business days.
8	Schedule your exam with SHRM's test delivery vendor at prometric.com/shrm or call 888.736.0134.

INCOMPLETE APPLICATIONS

Exam candidates 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 in order for the application to be complete and ready for consideration.

Applications submitted after the late application deadline date will not be accepted.

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 (*see Exam Eligibility*).
- » Application is incomplete (*see Incomplete Applications*).
- » Application is submitted after the late application deadline date (*see Application Deadlines & Exam Windows*).
- » Failure to comply with an audit (*see Audits of Exam Applications*).
- » Falsification of information on the application.
- » Misrepresentation of work experience or other information on the application.
- » Violation of testing procedures (*see Exam Identification & Conduct Requirements*).

Candidates 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). Candidates whose applications are late or contain falsified or misrepresented information, or who fail to comply with an audit or violate testing procedures, forfeit all fees.

AUDITS OF EXAM APPLICATIONS

SHRM will randomly audit a percentage of applications during each testing window. Candidates randomly selected for audit will be notified by e-mail and will have ten business days to respond. They will be responsible for providing requested supporting documentation to verify their years of HR experience and degree obtained (if applicable). Failure to comply with the audit, and/or falsification or misrepresentation of requested information, will result in denial of the application and/or revocation of the authorization to test.

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 ten business days after the date on the notification letter, and
- » be sent via e-mail to certification@shrm.org.

DATA CONFIDENTIALITY

Certification applications and candidates' performance on the exams shall remain confidential unless otherwise stipulated by the examinee or as required by law. The SHRM Certification program will release application and pass/fail information only to the applicant and only in writing.

The exception to this is the published list of certificants that is made available to the public by SHRM. This statement does not preclude the publication of any certificant's name against whom disciplinary action has been taken.

For the complete policy on confidentiality, please see SHRM's Privacy Policy at shrm.org/privacypolicy.

APPLICATION DEADLINES & EXAM WINDOWS

The exam windows are the dates during which the exams are administered. Candidates can register for the exam between the applications accepted starting date and the regular application deadline. Candidates who apply after the regular application deadline and before the late application deadline will incur a late application fee. Applications submitted after the late application deadline date will not be accepted.

Exam Windows	Applications Accepted	Regular Application Deadline	Late Application Deadline
May 1-July 15, 2015	Jan. 5, 2015	Mar. 13, 2015	Apr. 17, 2015
Dec. 1, 2015-Feb. 15, 2016	May 1, 2015	Oct. 16, 2015	Nov. 13, 2015

SCHEDULING EXAM APPOINTMENTS

The SHRM-CP and SHRM-SCP Certification exams will be administered by computer by SHRM's test delivery vendor, Prometric, at more than 8,000 testing centers in 160 countries.

Once you have received your Authorization to Test (ATT) letter, schedule your exam appointment right away. To obtain your preferred test date, time and location, do not delay. Schedule your appointment online at prometric.com/shrm or by phone at 888.736.0134. You are required to provide the following information:

- » Full name exactly as it appears on your ATT letter, which should match the unexpired, government-issued ID you will use 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.
- » 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 and will be required to confirm, reschedule or cancel an exam appointment.

It is best to register for your exam appointment as early as possible, so that your preferred time and location will be available. Candidates who schedule their appointments after the exam window opens might not be able to obtain their preferred times or locations.

CHANGING REGISTRATION INFORMATION OR EXAM LEVEL

Address Changes

Official score reports and certificates are mailed to the primary address in an applicant's online account. Please ensure that your address is correct and up to date. Make changes online when you access your account, or visit shrmcertification.org/contact.

Name Changes

If, after submitting an application but before taking the exam, a candidate has a legal name change, the candidate should go to the online portal and submit a name change request at least ten business days before the scheduled exam appointment, and must provide proper and appropriate supporting documentation clearly indicating the new name in full. The updated name must match the name on the applicant's unexpired government-issued ID that will be used for admission to the exam.

A candidate whose confirmation notice or ATT letter contains minor errors (i.e., wrong middle initial, missing hyphen) should notify SHRM through the online portal at least ten business days before the scheduled exam appointment.

Exam Level Changes

A candidate may request an exam level change **once** during an exam window.

If an exam appointment has already been scheduled, the request must be submitted at least ten business days before that date. An exam level change cancels the scheduled exam appointment so the candidate is required to schedule a new exam appointment. If the exam window has already opened, the same time and location for the new exam appointment is not guaranteed.

To request an exam level change, visit shrmcertification.org/contact, specifying which exam you wish to take. Candidates requesting to change from SHRM-CP to SHRM-SCP should review their applications to ensure that they meet the appropriate eligibility requirements for the

SHRM-SCP. If those requirements are met, SHRM will verify the exam level change request with a new ATT letter.

RESCHEDULING EXAM APPOINTMENTS

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

To reschedule based on a request for testing accommodations, call 800.967.1139. (See also *Testing Accommodations Request in Appendix A: Forms*.)

A candidate may reschedule an exam appointment at no charge, provided the change is made in the same exam window and more than 30 days before the originally scheduled appointment.

A candidate may reschedule an exam appointment five to 29 days before the originally scheduled exam appointment for a \$50 fee payable to Prometric.

Absent a verified emergency (see *Medical or Personal Emergencies; Inclement Weather & Local or National Emergencies*), a candidate who reschedules an exam appointment less than five days before the originally scheduled appointment will be considered a "no-show" and will forfeit all exam fees. The candidate will have to submit a new application and fees to take the rescheduled exam.

A candidate who attempts to reschedule an exam appointment less than 30 days before closure of the exam window is not guaranteed that a new appointment will be available, and may forfeit all exam fees. A candidate who does not reschedule or cancel an exam appointment will be considered a "no-show" and will forfeit all exam fees. The candidate will have to submit a new application and fees to take the exam in the future.

CANCELLATIONS

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

To cancel an exam appointment based on a request for testing accommodations, call 800.967.1139.

If a candidate cancels less than 30 days but no later than five days prior to an exam appointment a \$50 cancellation fee will be charged by Prometric.

A candidate who cancels an exam appointment less than five days before the scheduled appointment may forfeit all exam fees. A candidate who does not reschedule or cancel an exam appointment will be considered a "no-show" and will forfeit all exam fees. The candidate will have to submit a new application and fees to take the exam in the future.

REFUNDS

Refunds are provided to exam candidates as follows:

- » Candidates who withdraw from the exam on or before the late application deadline date will receive a full refund of their exam fees, minus the nonrefundable application processing fee.
- » Candidates who withdraw from the exam after the late application deadline date, but no later than five business days before the scheduled exam appointment, will receive a partial refund of 50% of the exam fee, minus the nonrefundable application processing fee.
- » Candidates who cannot take the exam because of medical or personal emergencies may submit a request for a partial refund of exam fees, to be reviewed on a case-by-case basis.
- » Candidates will be considered "no-shows" and will forfeit all exam fees, if they:
 - » do not appear for the exam on the scheduled appointment date;
 - » arrive at the testing center more than 15 minutes late after exam starting time, or without proper identification;

- » cancel the exam appointment less than five business days before the scheduled date; or
- » do not schedule an exam appointment with SHRM's test delivery vendor, Prometric, and who do not request a refund on or before the last day of the exam window.

For an Exam Cancellation/Refund Request, see *Appendix A: Forms*.

MEDICAL OR PERSONAL EMERGENCIES

For purposes of the SHRM Certification program, medical or personal emergencies are defined as unplanned events affecting the candidate or immediate family member(s) (spouse, child or parent), which arise within 48 hours of the scheduled exam appointment and prevent the candidate from taking the exam, or from rescheduling or cancelling 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 with medical or personal emergencies may request a partial refund of 50% of the exam fee. A Refund Request (*see Appendix A: Forms*) must be submitted to SHRM via e-mail to certification@shrm.org no later than one week after closure of the exam window, and must include supporting documentation as to the nature of the medical or personal emergency. Requests will be reviewed on a case-by-case basis.

NO-SHOW CANDIDATES

For purposes of the SHRM Certification program and certification exams, “no-show” candidates are defined as those who:

- » do not appear for the exam on the scheduled appointment date;
- » arrive at the testing center more than 15 minutes late after exam starting time, or without proper identification;
- » cancel the exam appointment less than five business days before the scheduled date; or
- » do not schedule an exam appointment with SHRM’s test delivery vendor, Prometric, and who do not request a refund on or before the last day of the exam window.

No-show candidates forfeit all exam fees.

EXAM DURATION & FORMAT

The SHRM Certification exams will be administered by computer by SHRM’s test delivery vendor, Prometric, at more than 8,000 testing centers in 160 countries. Candidates for the SHRM-CP exam will have up to 3 hours and 40 minutes to answer a total of 160 questions (90 knowledge/40 situational judgment/30 “field test” items). Candidates for the SHRM-SCP exam will have up to 3 hours and 40 minutes to answer a total of 180 questions (90 knowledge/60 situational judgment/30 “field test” items).

Breakdown of Testing-Time	
Introduction & Instruction	12 minutes
Exam Questions	3 hours and 40 minutes
Survey	8 minutes

Each section shows a countdown timer on the screen, and each section is separate and time-independent. Minutes do not “roll-over”. If a candidate spends less time in the introduction, extra minutes are not rolled-over to the exam portion.

Both exams will contain both Knowledge- and Competency-based questions.

REASONABLE ACCOMMODATIONS FOR TESTING

SHRM is fully committed to complying with requests for reasonable accommodations for testing from candidates who require arrangements to take the exam. To make a request, mark the appropriate question on the exam application and submit the Testing Accommodations Request form with supporting documentation as necessary (*see Appendix A: Forms*).

Prometric, is equipped to make and can appropriately respond to these requests. Prometric cannot, however, comply with such requests made by candidates taking the exam outside the U.S., U.S. territories or Canada; or where local operating conditions or laws and customs render such requests unlawful, impossible or economically unfeasible.

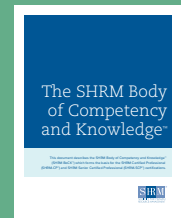
Upon approval, SHRM will provide reasonable and appropriate accommodations related to the testing process (e.g., extra exam time, using a reader, etc.). Any information provided regarding the need for accommodations in testing will be treated with strict confidentiality; the need for the accommodation will only be shared by SHRM with the testing center to facilitate the accommodation at the testing site. Learn about Pre-approved Personal Items allowed at testing locations at [prometric.com/permmissible-items](https://www.prometric.com/permmissible-items).

PREPARING FOR THE EXAM

SHRM recommends that candidates planning to seek SHRM Certification review the content outlines for the SHRM-CP and SHRM-SCP exams, paying particular attention to the percentage of test questions covering each major topic area. Candidates less familiar with certain topics, especially areas covered by a significant proportion of test questions, are advised to allow for additional study time.

The SHRM BoCK is the foundation of the Certification exams. Candidates should study all of its aspects and content, including the items listed in the *References* and *Additional Resources* sections. Such information could prove relevant to questions on the SHRM-CP and SHRM-SCP exams.

Download the SHRM Body of Competency and Knowledge (SHRM BoCK) at shrmcertification.org/SHRMBOCK.



CERTIFICATION PREPARATION

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, available in self-study and instructor-led formats.

For more information, visit shrmcertification.org/learning.

CONTENT OUTLINES FOR THE EXAMS

The SHRM-CP and SHRM-SCP exams are based on the SHRM BoCK and its two major aspects of modern HR practice, Competencies and Knowledge. Accordingly, the exams contain two types of questions:

- » Knowledge items, which cover the four Knowledge Domains (People, Organization, Workplace, and Strategy) associated with the SHRM BoCK’s Technical Knowledge competency; and
- » Situational judgment items, which cover the knowledge, skills and abilities (KSAs) associated with the SHRM BoCK’s Behavioral Competencies.

Answers to these questions will determine the final score for the exams. In addition, both exams contain “field test” items, the answers for which will not be scored.

Knowledge items assess candidates’ understanding of factual information. Examinees are asked questions on particular subject areas. Correct answers will receive full credit. Incorrect answers will receive no credit.

Situational judgment items assess candidates’ KSAs and decision-making skills, which are not

easily measured using traditional knowledge-based questions. Examinees are presented with realistic work-related scenarios and asked to choose the best of several possible strategies to resolve or address the issues described in each scenario. Because more than one strategy may be effective for addressing actual work-related scenarios, examinees will receive full credit for choosing the best possible answer, or partial credit for choosing the second-best possible answer. Incorrect answers, which reflect ineffective strategies, will receive no credit.

“Field Test” Questions

The field test items on the SHRM-CP or SHRM-SCP exams will be interspersed randomly in the exams so that candidates will not know which they are. Examinees’ answers to field test questions will not count toward any part of their final exam scores.

Field-testing gathers data on a question’s effectiveness before it can be included on future exams as a scored item. This process facilitates SHRM’s efforts to continuously assess and improve all aspects of its certification program.

Score Weighting for Each Subject Area

Subject Area	SHRM-CP Exam (160 items)	SHRM-SCP Exam (180 items)
Behavioral Competencies	35%	50%
Technical Knowledge	65%	50%
» People	20%	10%
» Organization	20%	10%
» Workplace	15%	10%
» Strategy	10%	20%

SAMPLE EXAM QUESTIONS

Examples of Knowledge Items

Under what circumstance is it most important to conduct an HR readiness assessment?

- A. To assess the effectiveness of new employee orientation
- B. To prepare for organizational transformation and strategic change
- C. Prior to conducting open enrollment on an annual basis
- D. To identify strengths and areas for improvement throughout the organization

Rationale: Option B is correct; the HR readiness assessment is used to help HR change leaders prepare for strategic change. It helps to identify where to focus the organization's efforts to increase the probability of success in change efforts.

Option A is incorrect; an onboarding survey, not an HR readiness assessment, would be used to assess the effectiveness of new employee orientation.

Option C is incorrect; open enrollment generally refers to a period of one to two months annually when employees are permitted to make changes in their benefits. Preparing for it does not entail conducting an HR readiness assessment.

Option D is incorrect; an employee opinion or culture survey, not an HR readiness assessment, identifies strengths and areas for improvement throughout the organization.

Score: Candidates who answer with Option B will receive full credit. Candidates who answer with Options A, C, or D will receive no credit.

Under the provisions of OSHA, what documentation must an employer provide to employees working around chemicals designated as hazardous material?

- A. Both a safety data sheet (SDS) and warning labels on containers
- B. The container label, a safety data sheet (SDS), training documentation and a communication plan for employees
- C. A warning label on the original container of the chemical is satisfactory documentation
- D. There is no requirement to provide documentation

Rationale: Option B is correct; OSHA provisions stipulate multiple standards that apply to hazardous communications. (Options A, C and D also may be only partly correct: they reflect a single component of the multiple provisions required under statute.)

Score: Candidates who answer with Option B will receive full credit. Candidates who answer with Options A, C, or D will receive no credit.

Examples of Situational Judgment Items

Scenario 1 – Jim’s team is having some problems with the IT support staff responsible for finishing their deliverables. According to Jim, the IT folks aren’t providing very timely help and as a result, some of Jim’s team members seem to be wasting time. Jim thinks that HR should do something to get everyone to work together more effectively. However, the CEO is considering outsourcing IT services to increase productivity. The IT manager insists that her staff members are doing everything they can; she says that Jim’s team is impossible to satisfy and asks for HR’s help to change the CEO’s mind.

What is the best way to handle the situation between Jim’s team and IT?

- A. Offer to work with Jim and the IT support staff manager to develop organization-wide project management guidance
- B. Offer to schedule meetings between the two groups to develop agreements on how to work better together
- C. Implement team-building activities for all employees
- D. Investigate whether time management issues are problematic throughout the company

Rationale: Option A is the best answer; it addresses the conflict between Jim’s team and IT, and involves the development of an intervention to prevent similar conflicts across the organization.

Option B is the second-best answer; it addresses the conflict between teams, but does not move beyond the present situation.

Options C and D are unacceptable answers; they do not directly address the conflict between Jim’s team and IT.

Score: Candidates who answer with Option A will receive full credit. Candidates who answer with Option B will receive partial credit. Candidates who answer with Options C or D will receive no credit.

What is the best method to address IT’s fears about outsourcing?

- A. Tell IT that HR will ask for a meeting with the CEO to discuss the plans for outsourcing
- B. Tell IT that HR will work with the IT staff by comparing the productivity of outsourcing versus not outsourcing
- C. Determine whether outsourcing is one of the long-term strategic objectives of the organization
- D. Tell IT that HR will provide information to the CEO on how outsourcing will affect the morale of IT

Rationale: Option C is the best answer; it addresses IT’s concerns by aligning the CEO’s vision with organization level goals.

Option A is the second best answer; it allows HR to objectively investigate the situation, but does not connect the CEO’s decisions directly to organizational strategy.

Options B and D are unacceptable answers; HR should not advocate for IT.

Score: Candidates who answer with Option C will receive full credit. Candidates who answer with Option A will receive partial credit. Candidates who answer with Options B or D will receive no credit.

TAKING THE EXAM

EXAM IDENTIFICATION & CONDUCT REQUIREMENTS

The SHRM Certification exams will be administered in highly secure testing centers. All exam candidates will be required to provide proof of identity with an unexpired government-issued photo identification with signature, such as a driver's license, a passport or military ID. The name and photo on the primary or secondary ID must exactly match the name on the candidate's Authorization to Test (ATT) letter.

If the ID used does not have a photo or signature, a second form of identification must be provided that contains the missing information. The name on the second ID must be the same as the name on the first ID.

The following are acceptable forms of secondary identification:

- » Valid employer identification card
- » Valid credit card with signature
- » Valid bank card with photo

If you do not have the appropriate form of ID, please contact SHRM at shrmcertification.org/contact at least five business days before your scheduled exam appointment date to discuss your 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

Trained proctors will supervise the Prometric testing centers. Irregularities observed or suspected by the proctors, or identified by subsequent statistical analysis of your answers on the exam, may result in your removal from participation in the test or invalidation of your score. Irregularities include 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, you will be asked to confirm your agreement that you will not disclose, reproduce or in any way distribute exam items.

Testing center conduct rules include, but are not limited to:

- » You must present an unexpired government-issued ID with a photo and signature to be admitted to the exam.
- » Arrive at the testing center at least 30 minutes before your scheduled exam appointment time to check in. Late arrivals will not be admitted.
- » Note-taking and the use of audible beepers, mobile phones or memory-capable devices are prohibited in the testing room.
- » You will be asked to empty and turn out your pockets.
- » No breaks are scheduled during the exam. Candidates who have to leave the testing room to take a break will not be given extra time on the exams.
- » Do not leave the testing center during a break.
- » Accessing your mobile phone or study materials after your arrival 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 (TCA) 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 exam candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.

INCLEMENT WEATHER & LOCAL OR NATIONAL EMERGENCIES

If there is severe weather or a local or national emergency near the testing center, go to **[prometric.com/sitestatus](https://www.prometric.com/sitestatus)** for updates on closures or delays. International candidates, *see Appendix C: Regional Testing Contact Centers*, for the correct phone number. You will not be assessed a rescheduling fee if Prometric cancels an exam due to severe weather or a local or national emergency.

TEST RESULTS

HOW THE EXAM IS SCORED

The SHRM Certification exams are designed to distinguish candidates who have the appropriate levels of Competency and Knowledge from those who do not.

Your performance on the Certification exam will be measured against a predetermined standard. The SHRM-CP standard is the level of Competency and Knowledge that can be reasonably expected of individuals with basic competence in HR Management. The SHRM-SCP standard is the level of Competency and Knowledge that can be reasonably expected of individuals with senior-level competence in HR Management.

Your performance will **not** be measured against the performance of the other individuals taking the test. This means that if everyone who takes the test meets the knowledge and competency standards, 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 setting performance standards for certification, licensure and admissions tests. For more information about the scoring procedures used for SHRM Certification exams, please contact SHRM at shrmexams@shrm.org.

RECEIVING YOUR RESULTS

Official test results will be sent by postal mail to the primary address in the candidate's online account, approximately six-eight weeks after closure of the exam window. To protect confidentiality, results will not be provided by e-mail, phone or fax.

INFORMATION ABOUT YOUR SCORE

Candidates who pass the exam will receive an official score report plus a credential certificate. The report confirms that they passed the exam, successfully completing the certification process.

Candidates who do not pass the exam will receive an official score report with their actual score, plus a diagnostic report outlining their performance. This information is provided to help candidates decide whether to retake the exam and how to prepare. (See *Retaking the Test*.)

RETAKING THE TEST

There is no limit on the number of times that a candidate may apply for and take the certification exams. Candidates who do not pass the exam may register to take it again during a future exam window, by completing a new application, meeting all eligibility requirements in effect when the application is submitted, and paying the exam fees.

DUPLICATE SCORE REPORTS

Candidates who have not passed the exam may obtain additional copies of their score reports, which are available up to six months after their exam date. To request a copy, visit shrmcertification.org/contact. (Fulfillment fee: \$20 USD)

ADDITIONAL CREDENTIAL CERTIFICATES

Candidates who have passed the exam may obtain additional or replacement copies of their credential certificates. Common reasons for doing so include name change, loss or damage. To request a copy, visit shrmcertification.org/contact. (Fulfillment fee: \$20 USD)

ONLINE CERTIFICATION DIRECTORY

The names of all professionals holding the SHRM-CP and SHRM-SCP credentials will be automatically listed in SHRM's Online Certification Directory, searchable by first name, last name and country. Credential holders may request to have their names removed from the Directory by visiting shrmcertification.org/contact.

While the Directory facilitates verification of one's credentials by employers, clients, and vendors, the absence of a certified professional's name from the Directory does not indicate lack of certification.

USING YOUR CREDENTIALS

Professionals who (1) have met the certification standards defined by SHRM, (2) have passed a comprehensive Competency- and Knowledge-based exam, and (3) maintain their credentials through the recertification process, are authorized to use the SHRM-CP or SHRM-SCP certification designations. (Holders of the SHRM-SCP credential should note that it supersedes the SHRM-CP designation. Basic- and advanced-level certifications are not held concurrently.)

Adding your SHRM Certification to your professional profile will draw special attention to your achievement, and to the time and discipline involved in pursuing and attaining your goal. The HR community is assured that you have met the standards to become certified by SHRM. You may include your credential on business cards, in resumes, on your personal web page (e.g. LinkedIn or Facebook), in bylines for articles or blog posts, and in e-mail signatures.

Protect the integrity of your SHRM credential by following these guidelines:

- » Do not use your credential until you have received your official exam results in the mail.
- » Where you use your credential with your name, place the SHRM certification designation immediately after your name or post graduate degree (e.g. Ph.D.).
- » You may use your 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.”
- » You may use your credential in a certification pin provided by SHRM and in a digital badge provided by SHRM that will allow others to verify your credential.
- » 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 your certification has expired, immediately discontinue using the credential.

You may also use “SHRM Certified Professional” or “SHRM Senior Certified Professional” when referring to the SHRM-CP or SHRM-SCP respectively on a resume or on business materials, as long as you continue to maintain the credential through recertification.

The following formats are approved by SHRM:

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

RECERTIFICATION

Recertification is achieved when SHRM-CP and SHRM-SCP credential holders engage in continued ongoing learning and professional development activities that relate to the Behavioral Competencies and Functional Areas of Knowledge identified in the SHRM BoCK. To recertify and maintain your credential, you must earn 60 Professional Development Credits (PDCs) every three years, or retake the certification exam.

PROFESSIONAL DEVELOPMENT CREDITS (PDCs)

SHRM has addressed the needs of HR professionals by creating three avenues by which SHRM-CP and SHRM-SCP credential holders 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	Continuing education activities, including: <ul style="list-style-type: none"> » Conferences » Seminars » College/university courses » e-Learning (instructor-led and self-paced) » Videoconferences » Webcasts » Audiocasts » Podcasts » Books and e-Books » Chapter programs 	<ul style="list-style-type: none"> » Instructor-led: No maximum » Self-paced: 30 PDCs
Advance Your Organization	Supervisor-endorsed work projects that: <ul style="list-style-type: none"> » Meet or support organizational goals and demonstrate or advance capabilities in one or more HR Competencies 	» 20 PDCs
Advance Your Profession	Thought leadership and volunteer activities that contribute to the development of the HR profession and the community, including: <ul style="list-style-type: none"> » Professional membership » Volunteer leadership » Speaking at conferences » Research, writing and publishing 	» 30 PDCs

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



REVOCATION OF CERTIFICATION

Certification may be revoked for any of the following reasons:

- » Falsification of information on the application form.
- » Misrepresentation of work experience or other information on the application form.
- » Violation of testing procedures.
- » Failure to meet recertification requirements.



APPENDIX A: FORMS

SHRM-CP & SHRM-SCP EXAM APPLICATION

TESTING ACCOMMODATIONS REQUEST

EXAM CANCELLATION/REFUND REQUEST

SHRM-CP & SHRM-SCP EXAM APPLICATION (MAIL-IN)

ARE YOU A SHRM MEMBER? YES NO

SHRM MEMBER #

PREFIX (OPTIONAL)

SUFFIX (OPTIONAL)

*FIRST NAME

*MIDDLE NAME (OPTIONAL)

*LAST NAME

E-MAIL

BIRTH DATE (MM/DD/YYYY)

PHONE NUMBER (PROVIDE AT LEAST ONE) HOME WORK MOBILE

PRIMARY MAILING ADDRESS (Score report and/or credential certificate will be mailed to this address.)

CITY

STATE/PROVINCE

ZIP/POSTAL CODE

COUNTRY

*Please note: Name provided must match unexpired government-issued ID.

WHICH SHRM CERTIFICATION ARE YOU APPLYING FOR?

- SHRM-CP (SHRM Certified Professional)
- SHRM-SCP (SHRM Senior Certified Professional)

WHAT IS THE HIGHEST LEVEL OF EDUCATION YOU HAVE ATTAINED?

- High school/GED
- Associate's degree
- Associate's degree, HR-related
- Bachelor's degree
- Bachelor's degree, HR-related
- Master's degree
- Master's degree, HR-related
- MBA
- JD
- Doctorate
- Doctorate, HR-related

HR-RELATED DEGREES: SPECIFY SPECIALTY

TOTAL YEARS HR EXPERIENCE

CURRENT EMPLOYMENT

NAME OF ORGANIZATION

JOB TITLE

Job Position:

- President/CEO/Chairman
- Partner/Principal
- CHRO/CHCO
- VP or Asst./Assoc. VP
- Director or Asst./Assoc. Director
- Manager/Generalist
- Supervisor
- Specialist
- Administrator
- Coordinator
- Representative/Associate
- Administrative Assistant
- Legal Counsel
- Academician
- Consultant

OTHER

Primary Job Function:

- Administrative Support
- Administrator
- Benefits
- Communications
- Compensation
- Consultant – Independent
- Consultant – Multi-Person Firm
- Diversity
- EEO/Affirmative Action
- Employee Asst. Programs
- Employee Relations
- Employment/Recruitment
- Health/Safety/Security
- HR Generalist
- HRIS
- International HRM
- Labor/Industrial Relations
- Legal
- Manage Outsourced HR
- Organizational Development
- Relocation
- Research
- Strategic Planning
- Training/Development

OTHER



To expedite your exam application, apply online at shrmcertification.org/apply.

Business/Industry (optional):

- Admin., Waste Mgmt., Remediation Svcs.
- Arts, Entertainment, Recreation
- Association – Professional/Trade
- Biotech
- Construction, Mining, Gas & Oil
- Consulting
- Education – College & University
- Education – K-12
- Educational Svcs.
- Finance
- Govt./Public Admin. – Federal
- Govt./Public Admin. – Military
- Govt./Public Admin. – State/Local
- Health Care – Hospital
- Health Care – Non-Hospital
- High Tech
- Insurance
- Manufacturing
- Mgmt. Companies, Enterprises
- Nonprofit
- Outsourcing
- Pharmaceutical
- Publishing, Broadcasting, Other Media
- Real Estate, Rental, Leasing
- Retail/Wholesale Trade
- Svcs. – Accommodation, Food/Drinking Places
- Svcs. – Other
- Svcs. – Professional, Scientific, Technical
- Telecommunications
- Transportation, Warehousing
- Utilities, Energy

Company Size Worldwide (optional):

- 1-24
- 25-49
- 50-99
- 100-249
- 250-499
- 500-999
- 1000-2499
- 2500-4999
- 5000-9999
- 10,000-24,999
- 25,000 and over

What is your race/ethnic background?

- (optional)
- Native American
 - Asian or Asian-American/Pacific Islander
 - Black/African-American
 - Middle Eastern
 - White
 - Mixed Race
 - Prefer not to answer

OTHER (PLEASE SPECIFY)

Have you ever been convicted of a felony?

- No
- Yes.

IF YES, DESCRIBE YOUR FELONY CONVICTION.

PERSONAL DEMOGRAPHICS

What is your gender identification?

- (optional)
- Male
 - Female
 - Undisclosed

Are you Spanish, Hispanic, or Latino?

- (optional)
- Hispanic
 - Latino
 - Spanish
 - None

Do you require reasonable accommodations for testing?

- No
- Yes. See *Testing Accommodations Request form*.

OTHER

The SHRM Certification program accepts VISA, MasterCard, American Express, money order, 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. All payments should be accompanied by proper documentation.

TERMS & CONDITIONS

Please read and agree to the following terms and conditions:

- I have read and agree to the SHRM Code of Ethics.
- I have read and agree to the Privacy Policy.
- I attest that all information on this application is true and correct.
- I have read and agree to abide by the policies and procedures outlined in the SHRM Certification Handbook.

PAYMENT

SHRM-CP & SHRM-SCP EXAM			TOTAL
Exam Fee (includes \$50 nonrefundable application processing fee)	SHRM Member: \$300 USD	Non-member: \$400 USD	\$
*Join SHRM Now! By joining SHRM now, you will receive the discounted SHRM member rate. One-year membership at a special rate of \$180. (Offer valid for new SHRM members only.)		Membership: \$180 USD	\$
Late Fee			
May 1-July 15, 2015 Exam Window (Applications received from March 14 through April 17, 2015)		\$75 USD	\$
December 1-February 15, 2016 Exam Window (Applications received from October 17 through November 13, 2015)		\$75 USD	\$
TOTAL DUE:			\$

*Please note: SHRM Membership is not active until payment has been received.

PAYMENT TYPE

- Credit Card (see below left) Visa MasterCard American Express
- Check (see below right)
- ACH/Wire - Please contact shrmcertification@shrm.org or 800.283.7476, option 3 (U.S. only) or +1.703.548.3440

CARD NUMBER

NAME ON CHECK

EXPIRATION DATE

SECURITY CODE (CVV/CVV2)

CHECK NUMBER

SIGNATURE

Send your SHRM Certification application and payment to:

NAME ON CARD

#79178
SHRM (Certification Program)
P. O. Box 79178
Baltimore, MD 21279-0178

BILLING ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE COUNTRY

To expedite your exam application, apply online at shrmcertification.org/apply.

TESTING ACCOMMODATIONS REQUEST

Candidates with disabilities covered by the Americans with Disabilities Act (or the Canadian/Australian equivalent) should complete the section immediately below and have an appropriate licensed professional complete the Disability-Related Needs section, to ensure that their requests for accommodations can be processed efficiently. The information and any documentation provided regarding the disability and the need for accommodation in testing will be kept strictly confidential.

FIRST NAME MIDDLE NAME LAST NAME

PRIMARY MAILING ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE COUNTRY

PHONE NUMBER E-MAIL

EXAM WINDOW

Exam: SHRM-CP SHRM-SCP

A QUALIFIED PROFESSIONAL IS REQUIRED TO COMPLETE THE FOLLOWING:

DOCUMENTATION OF DISABILITY-RELATED NEEDS BY QUALIFIED PROFESSIONAL

A qualified health care professional (i.e., physician, psychologist, psychiatrist) must complete this section to ensure that SHRM is able to provide the appropriate accommodations for taking a multiple choice exam.

I have evaluated _____ on ____/____/____

CANDIDATE'S NAME

in my capacity as a _____.

The candidate discussed with me that a multiple choice exam would be administered. It is my professional opinion that because of this applicant's disability, described below, he or she should be provided with the special accommodations checked.

The following information must be included in the description outlined below: (1) the nature of the disability; (2) identification of the test(s) used to confirm the diagnosis; (3) a description of past accommodations made for the disability related to a multiple choice exam; and (4) the specific test accommodations requested.

DESCRIPTION OF DISABILITY

SIGNATURE TITLE

DATE LICENSE# (IF APPLICABLE)

Check all that apply:

- Wheelchair access
- Extended testing time (estimated additional time _____)

- Reader
- Separate testing area
- Recorder
- Zoom text font size
- Other special accommodations (please specify): _____



HOW TO SUBMIT FORM

If you are applying via a paper application, please include this form with your submission to:

#79178
SHRM (Certification Program)
P. O. Box 79178
Baltimore, MD 21279-0178

If you applied online, please upload this document within five business days of your application submission via the online portal.

EXAM CANCELLATION/REFUND REQUEST

Important Information:

- » If you have already scheduled an exam appointment, you must cancel *directly* through Prometric:
 - » Within the U.S.: **prometric.com/shrm** or 888.736.0134.
 - » People who requested special testing accommodations: 800.967.1139.
 - » International candidates, in the *SHRM Certification Handbook*, see *Appendix C: Regional Testing Contact Centers*, and call the appropriate phone number.
- » If you cancel less than 30 days prior to your appointment you will be charged a \$50 cancellation fee by Prometric.
- » Application processing fees, late fees, and exams cancelled within five days of the scheduled exam date are nonrefundable.
- » Once we receive this form, you can expect to see your refund within 10 business days.

Please complete all of the following and e-mail to certificationpayment@shrm.org.

FIRST NAME MIDDLE NAME LAST NAME

PRIMARY MAILING ADDRESS

CITY STATE/PROVINCE ZIP/POSTAL CODE COUNTRY

PHONE NUMBER E-MAIL

ELIGIBILITY ID # (IF YOU RECEIVED YOUR AUTHORIZATION TO TEST LETTER)

AMOUNT PAID FOR EXAM ORDER NUMBER

Mark **one** type of cancellation/refund request:

- Applied for exam instead of the Online Tutorial Pathway (Eligible for full refund)
- Cancelling exam prior to the late registration deadline (Full refund minus \$50 application fee)
- Cancelling exam after the late registration deadline (50% refund minus \$50 application fee)
- Cancelling exam within 5 business days of your scheduled exam date (No refund available)
- Cancelling for medical or personal emergency (To be reviewed on a case-by-case basis)
- Other: _____

SIGNATURE

DATE

Note: Refunds will be made in the same manner in which the original payment was made. Application processing fees and late fees are nonrefundable.

APPENDIX B: QUICK ONLINE RESOURCES

SHRM Certification General Information	shrmcertification.org
Contact SHRM Certification	shrmcertification.org/contactus
Eligibility Requirements	shrmcertification.org/eligibility
Apply for SHRM-CP or SHRM-SCP Exams	shrmcertification.org/apply
SHRM Body of Competency and Knowledge (SHRM BoCK)	shrmcertification.org/SHRMBOCK
SHRM Recertification Requirements Handbook	shrmcertification.org/recertificationhandbook
SHRM Preferred Provider Guide	shrmcertification.org/preferredproviderguide
SHRM Code of Ethics	shrm.org/codeofethics
SHRM Privacy Policy	shrm.org/privacypolicy
SHRM Learning System® for SHRM-CP/SHRM-SCP	shrmcertification.org/learning
Testing Accommodations Request	shrmcertification.org/testingaccommodationsform
Exam Cancellation/Refund Request	shrmcertification.org/examcancellation
Prometric (SHRM's test delivery vendor)	prometric.com/shrm

APPENDIX C: 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 Contact Center:

Location	Hours & Time Zone	Primary Phone Number
North America	Mon-Fri 8 a.m.-8 p.m. ET	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	+31.320.239.540
Middle East	Mon-Fri 8:30-19:00 GMT +10:00	+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	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333

APPENDIX D: NON-DISCRIMINATION POLICY

SHRM does not discriminate against any person on the basis of gender, race, creed, age, sexual orientation, national origin, religion or disability.

APPENDIX E: 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 maintained by the U.S. government, or (2) are affiliated with governments of those countries that are subject to broad-based government 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. Exam applicants from the following countries may be subject to additional screening and, in some cases, may not be allowed to sit for the exam: Balkans (Serbia, Macedonia, Kosovo), Belarus, Burma/Myanmar, Central African Republic, Cuba, Democratic Republic of the Congo, Iran, Iraq, Ivory Coast, Lebanon, Liberia, Libya, North Korea, Somalia, Sudan, South Sudan, Syria, Ukraine, 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.

FOR MORE INFORMATION:

shrmcertification.org

QUESTIONS:

E-mail: shrmcertification@shrm.org

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

Phone (International): +1.703.548.3440, option 3



Founded in 1948, the Society for Human Resource Management (SHRM) is the world's largest HR membership organization devoted to human resource management. Representing more than 275,000 members in over 160 countries, the Society is the leading provider of resources to serve the needs of HR professionals and advance the professional 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.**

FOR MORE INFORMATION:

shrmcertification.org

QUESTIONS:

E-mail: shrmcertification@shrm.org

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

Phone (International): +1.703.548.3440, option 3