

SHRM-CP®
SHRM-SCP®

2020 SHRM CERTIFICATION HANDBOOK

shrmcertification.org



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 referring to the [Regional Testing Contact Centers](#) list 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.
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THE JOURNEY BEGINS

Congratulations on your decision to pursue SHRM certification, which includes the SHRM Certified Professional (SHRM-CP®) and SHRM Senior Certified Professional (SHRM-SCP®) credentials. 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. SHRM certification is designed to help HR professionals 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 excellence through SHRM certification.

HOW TO USE THIS HANDBOOK

The SHRM Certification Handbook is the primary source of information for SHRM certification 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 who apply for, test for, and hold SHRM certification credentials. All individuals who go through this process must comply with the policies, procedures, and deadlines in this Handbook and must attest to this fact by signing the SHRM Certification Candidate Agreement when applying. The policies and procedures in this Handbook help protect exam content, maintain process integrity, and ensure test fairness and validity for all candidates and credential-holders. The SHRM certification process and certification exams are made available to candidates and credential-holders exclusively under the terms set forth in this Handbook, which constitutes a legally binding agreement between SHRM and all candidates and credential-holders.

SHRM reserves the right, at its discretion, to change the standards, policies, procedures, application, and/or requirements for the SHRM certification process 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. Candidates and credential-holders 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. Participants of the SHRM certification process 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.

ABOUT SHRM CERTIFICATION

For over 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 developed 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 global standard in certification for the HR profession.

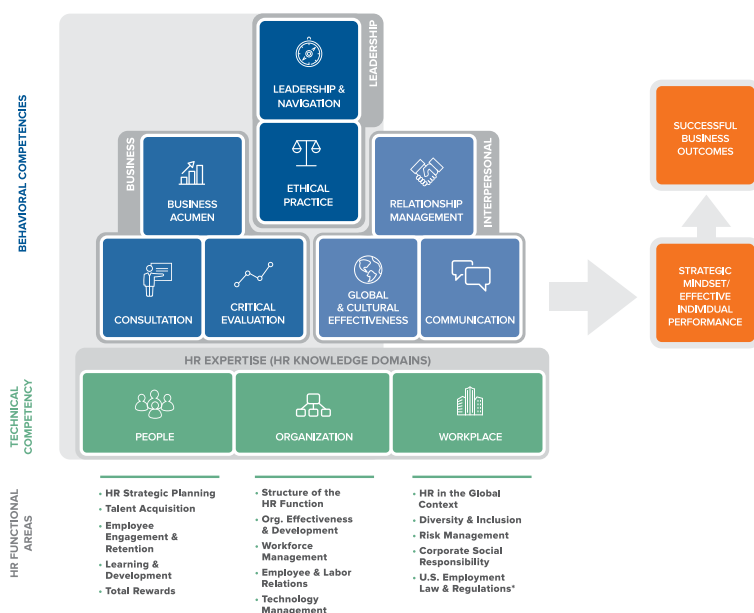
The SHRM-CP and SHRM-SCP are the first-ever behavioral competency-based certifications for HR generalists, based upon a core set of competency and knowledge outlined in the SHRM Body of Competency and Knowledge™ (SHRM BoCK™). The SHRM BoCK—a product of rigorous research involving thousands of HR professionals—identifies 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 a test. At their core, the certifications 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.

Individuals who earn a SHRM-CP or SHRM-SCP credential 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, SHRM certification was awarded accreditation by the Buros Center for Testing, an independent nonprofit organization within the University of Nebraska-Lincoln. This distinction serves as yet another testament to the merits of SHRM certification 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 Body of Competency & Knowledge™



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

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

THE SHRM CERTIFICATION PROCESS

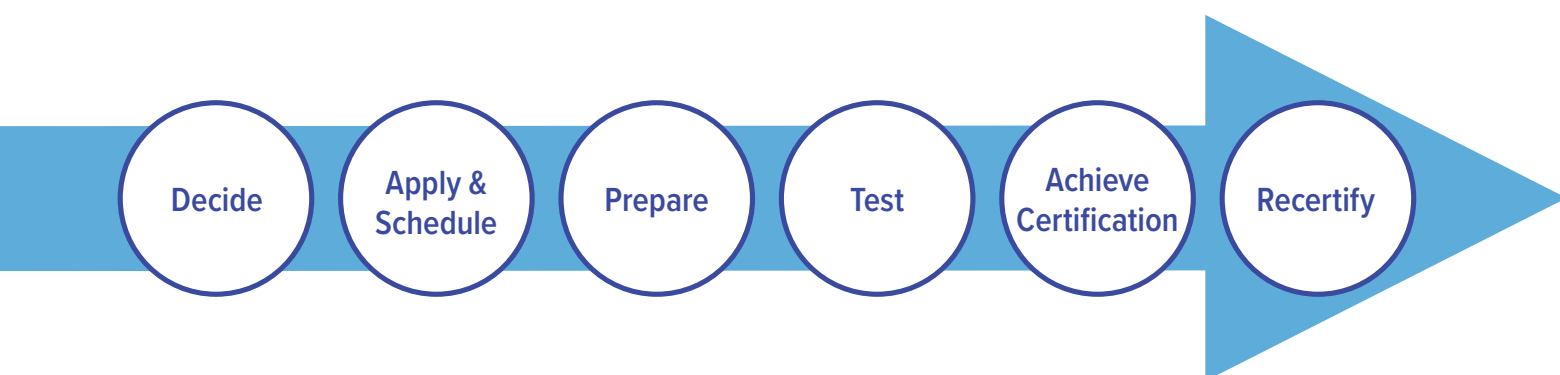
SHRM offers SHRM-CP and SHRM-SCP testing twice a year, once in the spring (May–July) and again in the winter (December–February).

To be eligible to sit for the SHRM-CP or SHRM-SCP exam, applicants must meet specific work experience and education criteria. Once these criteria are met and the applicant has been approved to sit for the exam, a notice is sent with instructions on how to schedule an exam appointment.

The exams are delivered by computer at authorized testing centers administered by Prometric, SHRM's test delivery vendor. Prometric operates a secure network of thousands of test centers in more than 180 countries.

Upon completion of the exam, preliminary results are provided to candidates, followed by an official Candidate Score and Feedback Report several weeks later. Those who pass the exam are awarded the designated credential and permitted to display the corresponding registered trademark credential letters (SHRM-CP or SHRM-SCP) after their name in accordance with the protocols outlined in this Handbook. New SHRM credential-holders also receive a SHRM-CP or SHRM-SCP certificate and wallet card as further recognition of their accomplishment.

Attaining the SHRM-CP or SHRM-SCP credential is the first step; maintaining it is the next. SHRM credential-holders are required to recertify every three years by either earning 60 professional development credits or retesting.



SHRM CERTIFICATION ELIGIBILITY CRITERIA

Individuals applying to take a SHRM certification exam must meet specific education and work experience criteria at the time they submit their application. These requirements are outlined below. Note: SHRM membership is not required.

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 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 the [Eligibility Criteria](#) page.
- » 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 SHRM-aligned institution, 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 listing of aligned schools, go to the [Aligned Academic Institutions Directory](#).

For application procedures, contact your program administrator.

MILITARY ELIGIBILITY

Service members who have served or are serving in the human resources, personnel management, or recruiting and career counseling fields can count their time in these areas as HR-related experience. Those who have served or are serving in a leadership role performing HR-related duties in any of the 15 functional areas outlined in the SHRM BoCK may also count this experience.

Find out if you are eligible to pursue SHRM certification with Military Eligibility.

SELECTING THE RIGHT CREDENTIAL

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

» **1. Their level of education and work experience.**

SHRM certification has very specific eligibility requirements to ensure that applicants 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 exam level based on their level of education and work experience alone. However, some may choose a higher or lower level based on other criteria such as those listed below.

» **2. The actual HR/HR-related work performed.**

If an applicant'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 an applicant'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 exams. 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](#).

2020 Testing Schedule

Testing for SHRM certification is offered twice a year, in the spring and in the winter. Applications are accepted during the early-bird application period for the basic testing fee. Those who apply after the early-bird period and before the standard deadline will incur an additional \$75.00 nonrefundable fee.

EXAM WINDOWS	EARLY BIRD	STANDARD	TESTING
Spring 2020	Jan. 6 – March 20	March 21 – April 10	May 1 – July 15
Winter 2020	May 13 – Oct. 16	Oct. 17 – Nov. 6	Dec. 1, 2020 – Feb. 15, 2021

Please note: The exam application deadlines close on March 20, April 10, Oct. 16, and Nov. 6 at 11:59 p.m. ET.

Fees

TYPE	AMOUNT	DETAILS
Exam Fees - Early Bird	\$300.00 USD - Member* \$400.00 USD - Nonmember	<ul style="list-style-type: none"> Nontransferable. Fee includes nonrefundable \$50.00 processing fee, testing seat during the registration window, exam score report, and certificate once credential is earned. Fee does not include study materials, study group support, or preparatory classes; traveling expenses to and from testing centers; or retest, transfer, and cancellation fees. All fees are due at the time of application, except those payable by individuals participating as part of a special group or under special circumstances identified by SHRM.
Exam Fees - Standard	\$375.00 USD - Member* \$475.00 USD - Nonmember	
Transfer Fee	\$100.00 USD	<ul style="list-style-type: none"> One-time only transfer per exam application. Exam appointment must first be canceled with Prometric. Requests accepted for next testing window only.
Appointment Cancellation Fee	\$53.00 USD	<ul style="list-style-type: none"> Payable to Prometric. Cancellation request must be received 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. Rescheduling request must be 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"> Nontransferable. Fee applies to participation in the recertification process. A completed recertification application must be submitted. For recertification by PDC.
Recertification Late Fee	\$50.00 USD	Nonrefundable

*To receive member pricing, a candidate must be a SHRM member at the time of application submission.

Payment Methods

SHRM accepts Visa, Mastercard and American Express for individual exam payments. Companies, organizations, or large groups that wish to purchase multiple exams have the additional option of paying by check, money order, ACH, or wire transfer.

Checks, money orders, ACHs, and wire transfers must be in U.S. currency, made payable to the Society for Human Resource Management (SHRM), be accompanied by proper documentation, and be sent to the specific bank account designated by SHRM.

ACH/Wire

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

Note: ACHs and wire transfer transactions are subject to associated fees.

Check/Money Order

Please send to:

SHRM Certification

PO Box 79178

Baltimore, MD 21279-0178

For information on volume pricing, call +1.703.535.6496

or e-mail CorporateCertifications@shrm.org

Note: Checks and money orders take up to 2-3 weeks to process.

APPLICATION PROCESS

To apply for the exam, please follow the steps below.

1	Go to shrmcertification.org and select the APPLY button.
2	Create a user account. Enter your name as it appears on your unexpired, original government-issued photo 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.
6	Sign the affirmation statement agreeing to abide by the following: » SHRM Certification Candidate Agreement » SHRM Bylaws & Code of Ethics » SHRM Privacy Policy
7	Submit payment. Please note: Individuals must pay by credit card. Companies, organizations, or large groups paying for multiple exams should contact CorporateCertifications@shrm.org for additional payment options. Once payment is submitted, 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.

*Note: You may experience a delay in receiving your ATT letter if your application is selected for eligibility verification review. See the [Eligibility Verification](#) section for more information.

The following conduct is strictly prohibited in relation to applying for and/or scheduling the exam:

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

Engaging in any of the prohibited conduct described above constitutes a serious violation of SHRM policies and may result in SHRM denying or canceling your application, prohibiting you from testing, invalidating your exam score, or suspending or revoking your certification (if you have become a credential-holder), and may further subject you to sanctions under the SHRM discipline procedures set forth in the [SHRM Bylaws & Code of Ethics](#).

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.

SHRM Certification Candidate Agreement

The SHRM Certification 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 SHRM certification and register for and take the 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 SHRM certification 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 SHRM certification, (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 process. 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 credential-holders. 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, 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 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 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.
- » Engaging in 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 and 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 SHRM certification, 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 shrmcertification@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.

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](https://www.prometric.com/permissible-items).

Incomplete Applications

Applicants whose applications are incomplete (missing information or payment) will receive an e-mail identifying the missing information and requesting its submission. The missing information must be submitted by the due date for the application to be considered complete and ready for processing. Individual applicants are expected to pay required application fees at the time they apply unless they are participating as part of a special group or under special circumstances identified by SHRM. Individual applicant payment must be received within 14 days of the date of applying. If payment is not received by this time, the application will be canceled and the individual will be required to reapply. Applications submitted after the standard application deadline will not be accepted.

Eligibility Verification

SHRM conducts random reviews of applications during each testing window to verify eligibility. Applicants whose applications are selected for review will be asked to submit appropriate documentation to confirm their reported education and HR experience. It is not SHRM's practice to contact employers or educational institutions to obtain verification documentation on an

applicant's behalf; rather, the applicant is responsible for providing all requested documentation.

Applicants whose applications are selected for review will be notified by e-mail and will have 10 business days to submit all required documentation. Applicants must satisfy verification requirements before they are permitted to continue with the certification process. Failure to comply with the verification request in a timely manner, and/or falsification or misrepresentation of requested information, will result in denial of the application and forfeiture of all fees, in addition to having any future applications automatically selected for review.

Application Denials

An application will be denied for the following reasons:

- » Failure to meet the minimum eligibility requirements.
- » Submission of an incomplete application.
- » Failure to comply with the verification review process.
- » Falsification or misrepresentation of application information.
- » Violation of policies and/or procedures outlined in any of the SHRM policy documents or agreements.

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 processing fee. Applicants whose applications contain falsified or misrepresented information, or who fail to comply with the verification review process, will forfeit all fees.

Application Appeals

Applicants whose applications are denied may appeal the decision to SHRM. The appeal must:

- » Be in writing;
- » Be accompanied by evidence or other pertinent information refuting the decision;
- » Be sent no later than 10 business days after notification of the denial; and
- » Be sent via e-mail to shrmcertification@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 for SHRM certification testing. 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 should refer to the [Regional Testing Contact Centers](#) list for the correct phone 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 photo 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

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.

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 documentation verifying the current name listing and stating the new name in full must accompany the request. The updated name must match the name on the applicant’s unexpired government-issued photo 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 shrmcertification@shrm.org specifying which exam they wish to take. Candidates requesting to change from SHRM-CP to SHRM-SCP must also provide proof of 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 or more business days before original appointment	Yes	None
Requests submitted 5 to 29 business days before original appointment	Yes	Candidate must pay Prometric a cancellation fee of \$53.00.
Requests submitted less than 5 business 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 the [Regional Testing Contact Centers](#) list for the correct phone 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 shrmcertification@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 below). 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 at shrmcertification@shrm.org.
- » 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, the candidate may request an exam transfer up until the last day of the current testing window.

All transfer fees must be remitted at the time the transfer request is submitted.

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 shrmcertification@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 should refer to the [Regional Testing Contact Centers](#) list 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 shrmcertification@shrm.org for more information.

Medical or Personal Emergencies

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 shrmcertification@shrm.org for more information.

'No-Shows'

"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
Withdrawal on or before the last day of the standard application deadline, with no scheduled exam appointment	Candidates will receive a full refund of their exam fee, minus the \$50.00 nonrefundable processing fee and the \$75.00 standard up-charge fee if applicable.
Withdrawal on or before the last day of the standard application deadline, with a scheduled exam appointment	Candidates will receive a full refund of their exam fee, minus the \$50.00 nonrefundable processing fee, the \$75.00 standard up-charge fee if applicable, and a \$53.00 Prometric cancellation fee if withdrawal is requested less than 30 days before the scheduled appointment.
Withdrawal due to a 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, minus the \$50.00 nonrefundable processing fee and the \$75.00 standard up-charge 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>

Note: you are not eligible for a refund if you cancel after the standard application deadline (Apr. 10 for the Spring 2020 Window, Nov. 6 for the Winter 2020 Window) except in the case of a medical or personal emergency.

Note: you are not eligible for a refund if you cancel after the standard application deadline (Apr. 10 for the Spring 2020 Window, Nov. 6 for the Winter 2020 Window) except in the case of a medical or personal emergency.

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 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 unscored **field-test items**. 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 in the chart in the first column, 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 to help candidates become acquainted with how questions may be presented on SHRM’s exams and include both situational judgment and knowledge item types.

Performance on the sample questions is not indicative of performance on the SHRM-CP or SHRM-SCP exam.

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 the four parts outlined in the chart below.

BREAKDOWN OF TESTING TIME	
Confidentiality Reminder	3 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.

Test Administration Platform

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](#).

Preparation Resources

SHRM recommends that candidates review the 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. Download a copy of [the SHRM BoCK](#).

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.

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 shrmcertification@shrm.org at least five business days before their scheduled exam appointment 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.

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 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 exams, and 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, headphones and/or earplugs may be requested to minimize impact.

Testing Irregularities

SHRM reserves the right to investigate 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. If a candidate is suspected of a testing irregularity or any violation of the policies and procedures set forth in this Handbook, it will be reported to SHRM. Test center staff have the authority to stop a candidate’s exam at any time if a testing irregularity or violation of testing rules is suspected or detected.

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

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, answers, 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, SHRM staff, or other examinees.
- » Violating 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 **SHRM Certification Candidate Agreement**.
- » Providing false or misleading information about the exam, the score received, 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](https://www.prometric.com/sitestatus) for updates on closures or delays. International candidates should refer to the **Regional Testing Contact Centers** list 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 an examinee'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's performance is NOT compared to other candidates' performances 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 e-mail, 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 Score and Feedback Report, which contains 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 new credential-holders select professional development activities for recertification, in addition to providing guidance to unsuccessful examinees who choose to retake the exam at a future time. A [Sample Candidate Score and Feedback Report](#) can be found in the Appendix.

Data Confidentiality

SHRM values candidates' privacy and endeavors to protect the confidentiality of their personal information in accordance with the [SHRM Privacy Policy](#). Please read the SHRM Privacy Policy for information regarding the use and protection of candidates' personal information.

Score Validity and the Right to Cancel Scores

To maintain the integrity of SHRM certification, SHRM employs reliable scientific methods, including data forensics analysis, to ensure that all exam scores are valid. Data forensics analysis is the statistical review of exam data to identify testing patterns indicative of irregularities, potential test fraud, and/or item harvesting. SHRM utilizes this method and others to determine whether scores should be withheld, invalidated, canceled, or investigated further if violation of the terms of the [SHRM Certification Candidate Agreement](#) is suspected. If SHRM has a reasonable basis to question the validity of an exam score, whether identified using data forensics analysis or any other reliable method, SHRM reserves the right, in its sole discretion, to withhold, cancel, or invalidate the exam score.

Request for Rescoring

SHRM performs extensive and rigorous quality control procedures to ensure the accuracy of examination results. However, candidates who do not achieve a passing score on the test may ask that the test be rescored after reviewing their Candidate Score and Feedback Report. 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 (detailed item information will not be provided). It should also be noted that due to SHRM quality control efforts, changes to scores as a result of a rescore are rare.

Rescore requests are available for a \$50.00 fee. Requests must be made in writing and sent to

shrmcertification.org for processing. Requests 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 incorrect, the examinee may request an evaluation of the item.

An exam item challenge request must be submitted within five calendar days of the date the examinee took the exam. Only examinees may challenge test items. If a question is found to be flawed, SHRM cannot assume that the examinee would have answered it correctly if it had not been flawed; therefore, the exam score will not be changed. Instead, SHRM will provide examinees who did not pass the exam with a free opportunity to retake the exam in the next window.

For instructions on how to request an exam item challenge and to obtain the necessary form, contact shrmcertification@shrm.org.

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, contact shrmcertification@shrm.org.

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 an 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 SHRM certification, SHRM will investigate the matter to gather all relevant facts and determine what actions, if any, shall 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. Submit to an in-person interview conducted by or on behalf of SHRM if requested; 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 listed sanctions. In addition, a candidate's or credential-holder's refusal to cooperate with an investigation, or the presentation of false or misleading information in relation to the investigation, 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.

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 holding a SHRM certification 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-holder 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 review. The appeals review 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 is whether SHRM acted in good faith in rendering the decision challenged by the candidate or credential-holder. A ruling on the issue will be decided within 30 calendar days of receiving the appeal from SHRM staff. The decision rendered 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, certificate of achievement, 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 approximately two to four weeks 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 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.

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.



MAINTAINING YOUR CREDENTIAL

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 identified in the SHRM BoCK. To recertify and maintain their credential, credential-holders must earn 60 professional development credits (PDCs) over a three-year period or retake the certification exam.

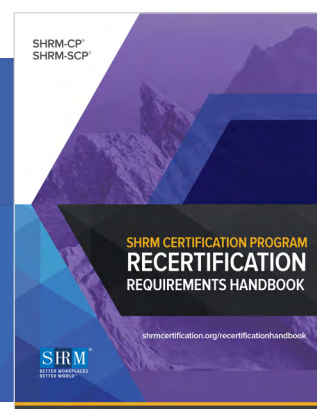
SHRM has addressed the needs of HR professionals by creating three avenues by which SHRM-CP and SHRM-SCP credential-holders can earn recertification credits: Advance Your Education, Advance Your Organization, and Advance Your Profession.

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 • Speaking at conferences • Volunteer leadership roles • Research, writing, and publishing 	30 PDCs

For additional details, download the [SHRM Certification Program Recertification Requirements Handbook](#).

Note: Recertifying credential-holders 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 shrmcertification@shrm.org.

Download the SHRM Certification Program
Recertification Requirements Handbook at
shrmcertification.org/recertificationhandbook



APPENDIX A

Sample Candidate Score and Feedback Report



Eligibility ID: SHRMAPP00000

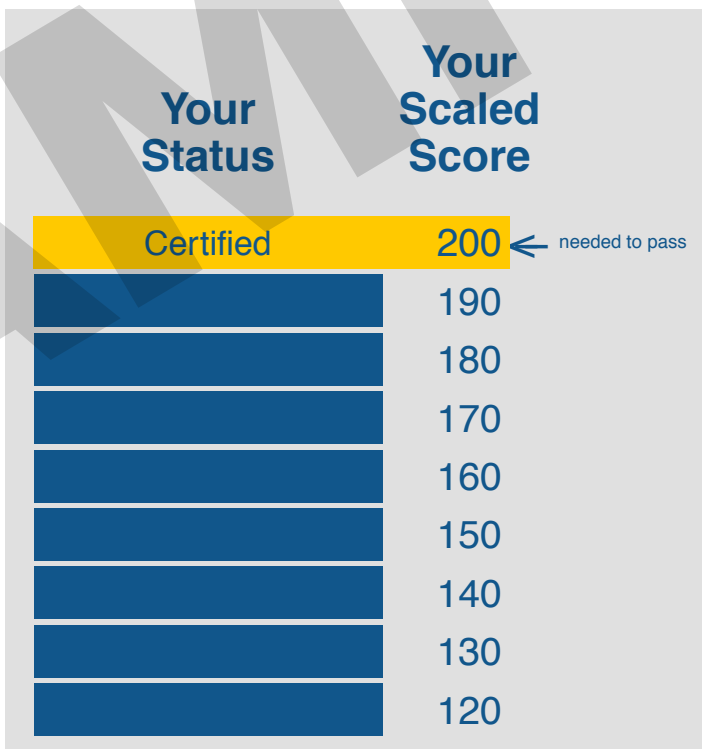
Date: 26 Dec 2019

Dear A. Candidate,

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

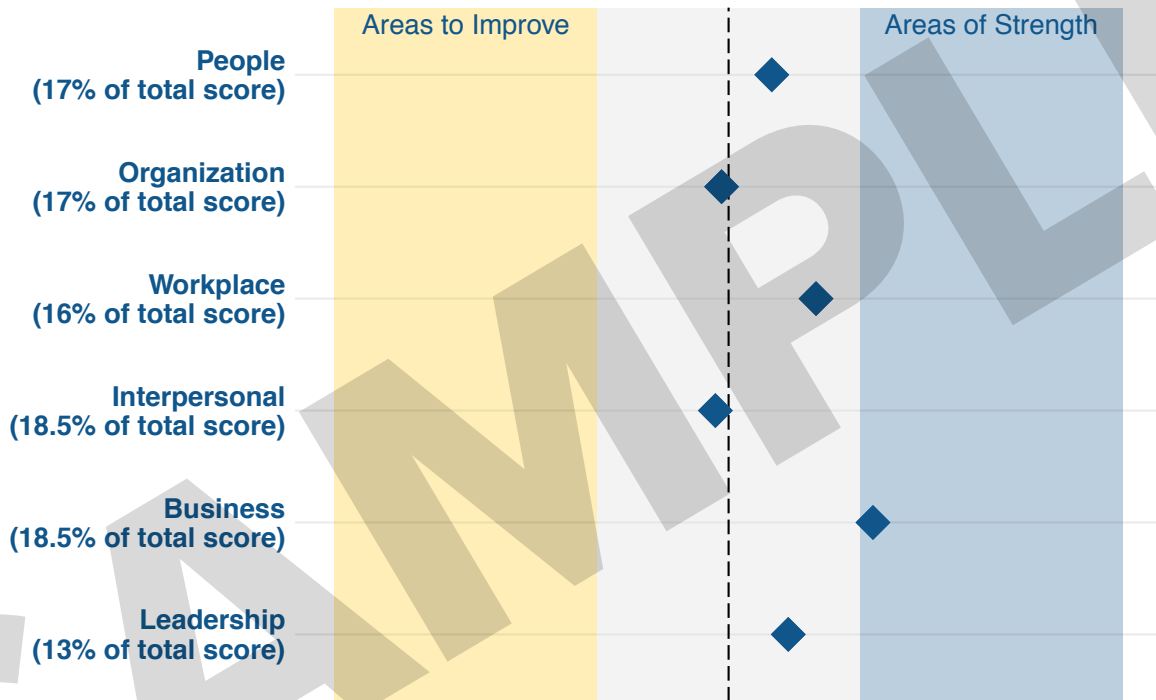
Your official score on the exam was **200**.

The passing score and all candidate results on the SHRM-SCP are reported as scaled scores. The range of possible scores for the SHRM-SCP 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-SCP recertification credits. The dotted line represents the approximate level of performance in each of the four Knowledge Domains (People, Organization, Workplace and Strategy) and the Behavioral Competencies that is consistent with a passing score on the SHRM-SCP exam.

Scores within the grey zone represent test content for which your level of performance was close to that expected of a senior 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 100,000 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
Senior Vice President, Knowledge Development and Certification
Society for Human Resource Management

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-Sahara 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 and Processes for OFAC Sanction Countries

SHRM must comply with international trade sanctions imposed by the U.S. government (Office of Foreign Assets Control, or OFAC). 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 individuals or organizations that are designated on a U.S. government-maintained list. For this reason, the following individuals will not be able to take the SHRM certification exams or be eligible for recertification:

1. Individuals who 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. Individuals who themselves are affiliated with, or are employed by organizations that are affiliated with, governments of those countries that are subject to sanctions, or
3. Individuals who are residents of or are ordinarily residents of countries where U.S. sanctions prohibit SHRM from providing these services.

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. The countries in question are:

Albania	Belarus	Bosnia and Herzegovina	Burundi
Central African Republic	Croatia	Cuba	Democratic Republic of Congo
Iran	Iraq	Kosovo	Lebanon
Libya	Macedonia	Mali	Montenegro
Nicaragua	North Korea	Russia	Serbia
Somalia	South Sudan	Sudan	Syria
Turkey	Ukraine (including the Crimea region)	Venezuela	Yemen
Zimbabwe			

Note: 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.

SHRM, the Society for Human Resource Management, creates better workplaces where employers and employees thrive together. As the voice of all things work, workers and the workplace, SHRM is the foremost expert, convener and thought leader on issues impacting today's evolving workplaces. With 300,000+ HR and business executive members in 165 countries, SHRM impacts the lives of more than 115 million workers and families globally.

Visit us at shrm.org.