

2018 SHRM CERTIFICATION HANDBOOK

SHRM-CP® | SHRM-SCP®

shrmcertification.org



For the Spring 2018 Exam Window

QUICK REFERENCE GUIDE

SHRM

1800 Duke Street, Alexandria, VA 22314 USA

800.283.7476, option 3 (U.S. only) or +1.703.548.3440, option 3 (International)

- » For general SHRM certification questions: certification@shrm.org
- » To submit a refund/cancellation form: certificationpayment@shrm.org
- » To request an exam level change: certification@shrm.org
- » For exam audit questions: certification@shrm.org
- » To request a duplicate certificate: certification@shrm.org

Prometric

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

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

For more information
shrmcertification.org

Questions

E-mail: certification@shrm.org

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

Phone (International): +1.703.548.3440, option 3

C O N T E N T S

2	WELCOME
2	HOW TO USE THIS CERTIFICATION HANDBOOK
3	SHRM CERTIFICATION PROGRAM OVERVIEW
3	The Value of SHRM Certification
4	The SHRM Body of Competency & Knowledge
5	APPLYING FOR THE EXAM
5	Exam Eligibility Criteria
6	HR-Related Degrees
7	Selecting the Right Exam
7	Application Deadlines & Exam Windows
8	Fees
9	Submitting an Exam Application
9	Incomplete Applications
9	Felony Conviction
9	Application Denials
10	Exam Application Audits
10	Appeals Provisions
10	Scheduling Exam Appointments
11	Changing Registration Information or Exam Level
11	Rescheduling Exam Appointments
12	Exam Transfer
12	Cancellations
12	Medical or Personal Emergencies
13	No-Show Candidates
13	Reasonable Accommodation for Testing or Certification Process
14	Refund Policy
15	PREPARING FOR THE EXAM
15	Exam Duration & Format
16	Certification Preparation
16	Content Outlines for the Exams
16	Sample Exam Questions
17	Distribution of Items by Content and Item Type
18	TAKING THE EXAM
18	Exam Identification & Conduct Requirements
19	Inclement Weather & Local or National Emergencies
20	Reporting a Test Center Incident
21	TEST RESULTS
21	How the Exam Is Scored
21	Receiving Your Results
21	Information About Your Score
22	Request for Rescoring
22	Examinee Policy for Challenging Test Items—Post-Test Administration
23	Retaking the Test
23	Additional Credential Certificates
23	Revocation of Certification
23	Online Certified Directory
23	Digital Badge
24	Using Your Credential
25	RECERTIFICATION
25	Professional Development Credits (PDCs)
26	DATA CONFIDENTIALITY
26	THE SHRM CERTIFICATION COMMISSION
27	APPENDIX A: FORMS
39	APPENDIX B: ONLINE RESOURCES
40	APPENDIX C: REGIONAL TESTING CONTACT CENTERS
41	APPENDIX D: NONDISCRIMINATION POLICY
41	APPENDIX E: LEGAL RESTRICTIONS



Welcome

Congratulations on choosing to pursue the SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®)—the next-generation credentials in the field of human resources. Developed by the Society for Human Resource Management (SHRM), these credentials provide HR professionals the opportunity to demonstrate their mastery of the core competencies needed to ensure success in today's demanding business environment.

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

How to Use This Certification Handbook

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

IT INCLUDES DETAILS ON

- » Eligibility requirements.
- » Application and testing procedures.
- » Options for test preparation.
- » Recertification requirements.

Visit 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 up-to-date details.

PLEASE NOTE: ALL COMMUNICATION WITH CANDIDATES IS CONDUCTED VIA E-MAIL.

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

SHRM Certification Program Overview

For more than 65 years, SHRM has served the human resource profession. 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.

SHRM offers the SHRM-CP and SHRM-SCP exam twice a year during two 10-week testing windows: one during the May-July time frame and one during Dec.-Feb. The exams are delivered worldwide by Prometric, SHRM's test delivery vendor.

In order 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 an applicant has been approved to sit for the exam, a notice will be sent with instructions on how to schedule an exam appointment.

Upon the conclusion of the exam, preliminary results are provided.

Achieving the SHRM-CP or SHRM-SCP credential is the first step. Maintaining your credential is the next. Recertification is required by advancing your education, advancing your organization or advancing your profession. Not only is recertification required to maintain your certification, it also helps you enhance your HR knowledge and competencies.

The Value of SHRM Certification

Undoubtedly, you have grappled with the question—Why should I seek certification? What good will it do me and my career? The value of certification lies in its ability to provide a consistent standard of knowledge and proficiency across the HR profession. It also has the ability to illustrate to employers that certified professionals think strategically, perform effectively in various situations and are able to implement practices for optimal organizational efficiency.

Why choose a competency-based certification? Think of your career progression as a road map where there are multiple roads to success; competency-based development is critical for mapping out the path that is right for you. Knowing how you perform within each competency helps you to better structure and develop a career plan. It also helps you to stand out as an HR professional who not only possesses HR knowledge, but understands how best to use that knowledge and drive your organization and career to the next level of success.

The SHRM Certified Professional (SHRM-CP) and SHRM Senior Certified Professional (SHRM-SCP) are the first-ever competency-based certifications for HR professionals. Based upon a core set of competency and knowledge, the SHRM Body of Competency & Knowledge™ (SHRM BoCK™), the SHRM-CP and the SHRM-SCP were designed to provide credential-holders with an outlet 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.

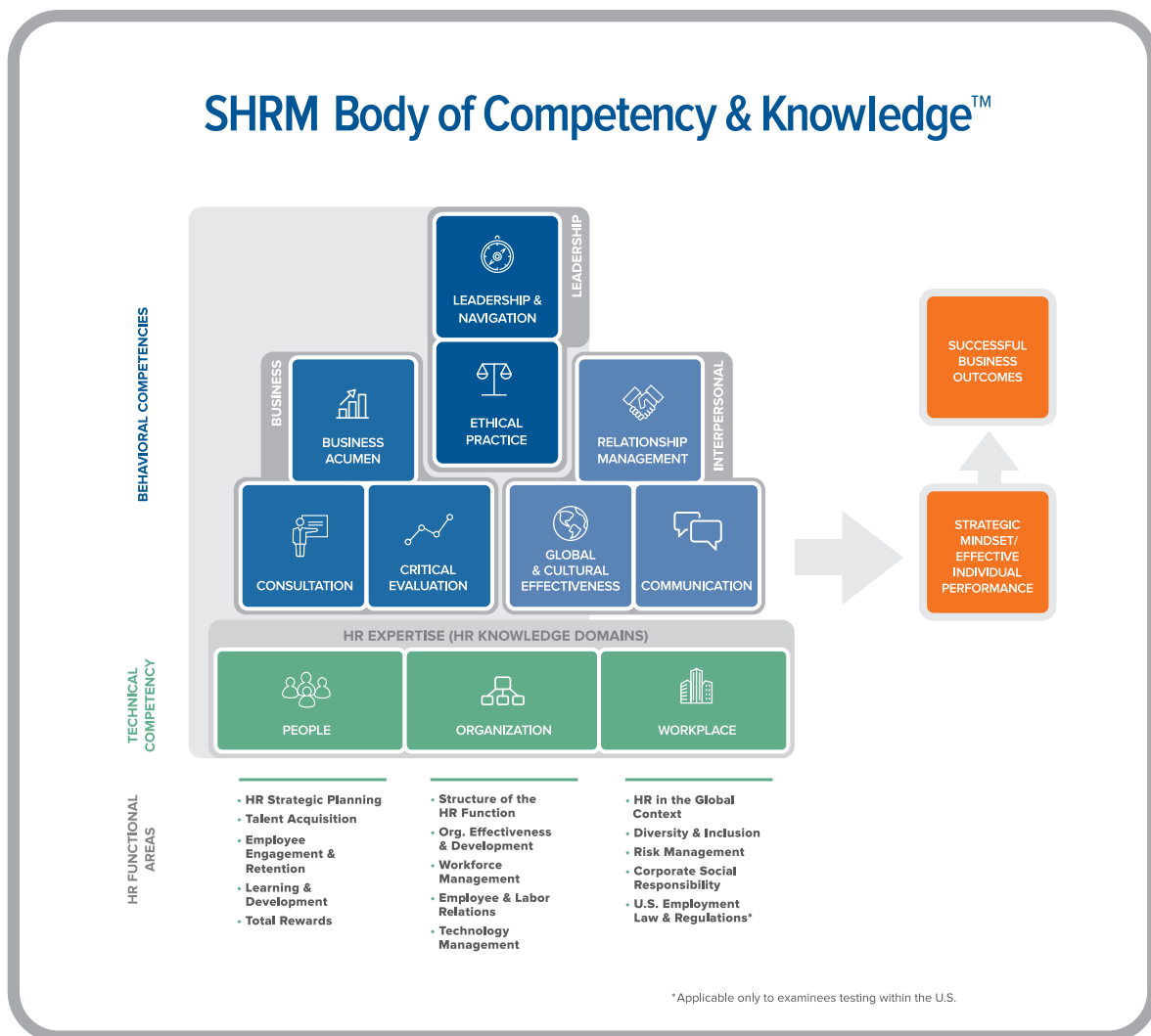
The success of SHRM certification can be documented by the growing number of SHRM-certified professionals around the world, as well as the feedback we've received from the industry. Overwhelmingly, we've heard from HR leaders that they view their SHRM-certified employees as better prospects for leadership opportunities and as individuals who are invested in the success of their organization.

SHRM's competency-based certification is the future of HR, and with more than 75,000 ways to earn professional development credits (PDCs) from more than 2,100 organizations, staying current in the ever-evolving HR industry is easier than ever.

The SHRM Body of Competency & Knowledge

The SHRM Body of Competency & Knowledge (SHRM BoCK) is the basis for the SHRM credentials. The SHRM BoCK describes the behavioral competencies and HR knowledge that HR professionals need for effective job performance. The SHRM BoCK organizes eight behavioral competencies into three clusters: Leadership (*Leadership & Navigation, Ethical Practice*), Interpersonal (*Relationship Management, Communication, Global & Cultural Effectiveness*), and Business (*Business Acumen, Consultation, Critical Evaluation*). Additionally, the SHRM BoCK organizes 15 areas of HR knowledge that make up the technical competency *HR Expertise* into three domains: People (HR Strategic Planning, Talent Acquisition, Employee Engagement & Retention, Learning & Development, Total Rewards), Organization (Structure of the HR Function, Organizational Effectiveness & Development, Workforce Management, Employee & Labor Relations, Technology Management), and Workplace (HR in the Global Context, Diversity & Inclusion, Risk Management, Corporate Social Responsibility, U.S. Employment Law & Regulations*).

*Applicable only to U.S. residents testing in the United States.



Download the SHRM Body of Competency & Knowledge (SHRM BoCK) at
shrmcertification.org/SHRMBoCK

Applying for the Exam

Exam Eligibility Criteria

Applicants must meet specific education 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 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's degree, some college, qualifying HR certificate program, high school diploma, or GED.

**Students who are in their final year of an HR graduate or undergraduate degree program that is aligned to SHRM's curriculum guidelines may qualify for the SHRM-CP exam. (For more details, see Student Eligibility box below.)

THE FOLLOWING GENERAL ELIGIBILITY CRITERIA ALSO APPLY

- » 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 are not required to hold an HR title. The critical factor in determining eligibility is your HR-related work as opposed to your job title.
- » 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. More than 1,000 hours in a calendar year does not equate to more than 1 year of experience.
- » Part-time work qualifies as long as the 1,000-hour standard is met within a calendar year.
- » Individuals who have mixed roles—for example, office managers who have both administrative and HR responsibilities—may also have qualifying experience, as long as 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.
- » Experience may be either exempt or nonexempt.
- » Individuals who are HR consultants may demonstrate qualifying experience through the HR-related duties they perform for their clients. Contracted hours must total at least 1,000 hours in a calendar year.
- » SHRM membership is not required.

**STUDENT ELIGIBILITY

Students who are enrolled in their final year of an undergraduate or graduate HR degree program at a college or university that has been approved by SHRM's Academic Initiatives staff as being aligned to SHRM's curriculum guidelines are eligible to sit for the SHRM-CP exam. Students also must have accumulated at least 500 hours of an internship or practical HR experience and must be in good standing with their school. See a current listing of approved schools at shrm.org/academics/programdirectory.

For application procedures, contact your program administrator.

HR-Related Degrees

GRADUATE DEGREE (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 an HR concentration
- » MBA with a concentration in HRM
- » Organizational Leadership or Leadership Development with an HR concentration
- » Human Capital Development
- » Organizational Behavior
- » Labor Relations
- » Industrial Relations

Outside the U.S.

HR-related master's programs may include but are not limited to the following:

- » MA in International HRM
- » Professional Post-Graduate Diploma in HRM
- » Executive Master in HRM

BACHELOR'S DEGREE (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 a concentration in HR
- » BA or BS in Business Administration with a concentration in HRM
- » Bachelor of Business Administration with an emphasis in HR
- » Organizational Behavior
- » Industrial Relations
- » Organizational Development
- » Management and Leadership

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.

Outside the U.S.

HR-related bachelor's programs may include but are not limited to the following:

- » BBA with an emphasis in HRM
- » Bachelor of Commerce with a concentration in Managing People and Organizations
- » Bachelor of Business in Pedagogy with a concentration in HR

If your degree is not listed above, a determination as to whether your degree is HR-related would be based on a review of the courses you took as outlined on your transcript.

LESS THAN A BACHELOR'S DEGREE

Associate's Degree

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 consisting of six to eight courses that cover the fundamentals of HR (i.e., 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.

Spanish Exam

During the Winter testing window (Dec.-Feb.) each year, SHRM will offer the SHRM-CP and SHRM-SCP exam in Spanish. To apply for the Spanish exam, candidates must create a profile and then access their portal, where they will be able to apply for the Spanish exam. The application form will be in English. The application for the Spanish exam will only be visible during the registration period for the Winter testing window. The Spanish exam will not be offered during the Spring (May-July) testing window. The Spanish exam will be offered at all Prometric test centers worldwide.

Selecting the Right Exam

The first step in selecting the right credential for you is to determine your eligibility. Eligibility for the SHRM-CP and SHRM-SCP is based on your combination of education and HR-related work experience (see *Exam Eligibility Criteria* for details).

Even if you are eligible to sit for the SHRM-SCP exam, you may still choose to pursue the SHRM-CP. This credential is designed for HR professionals who are engaged primarily in operational roles—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.

The SHRM-SCP credential is designed for HR professionals at a senior level who operate primarily in strategic roles—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.

One approach to selecting the right exam is to read the SHRM BoCK and assess which proficiency statements best represent the work you perform on a daily basis. If your daily work most resembles the proficiency statements listed for advanced professionals, then we suggest applying for the SHRM-SCP exam. If your daily work most resembles the proficiency statements listed for all professionals, then we suggest applying for the SHRM-CP exam.

International applicants also choose between the SHRM-CP or SHRM-SCP based on the credential most relevant to them. Please note that international exams may ask about employment law concepts rather than the employment laws of any particular country or region.

FOR ADDITIONAL INFORMATION, VISIT
shrmcertification.org/practice 

Application Deadlines & Exam Windows

SHRM certification exams are offered during two exam windows every year. The exam windows are the dates during which the exams are administered. Candidates can register for an 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 nonrefundable late application fee of \$75. Applications submitted after the Late Application Deadline date will not be accepted. The exam application deadlines close at 11:59 p.m. ET.

EXAM WINDOWS	APPLICATIONS ACCEPTED	REGULAR APPLICATION DEADLINE	LATE APPLICATION DEADLINE
May 1-July 15, 2018	Jan. 2, 2018	Mar. 23, 2018	Apr. 13, 2018
Dec. 1, 2018 - Feb. 15, 2019	May 14, 2018	Oct. 19, 2018	Nov. 9, 2018

Please note: The exam application deadlines close on Mar. 23, Apr. 13, Oct. 19 and Nov. 9 at 11:59 p.m. ET.

Fees

	SHRM MEMBER PRICE*	NONMEMBER PRICE
Exam Fee (SHRM-CP and 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
Transfer Fee	\$100 (subject to additional \$53 Prometric exam cancellation fee when applicable)	\$100 (subject to additional \$53 Prometric exam cancellation fee when applicable)
Retest Fee	Full exam fee	Full exam fee
Rescore Fee	\$50	\$50

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

Payment Methods

The SHRM certification program accepts Visa, MasterCard, American Express, money order, checks, ACHs and wire transfers. Prepaid debit cards and purchase orders are not accepted.

Payments must be in U.S. currency and made payable to the Society for Human Resource Management (SHRM). ACHs and wire transfers should be sent to the specific bank account designated by SHRM. If payment (and refunds) are made by wire, there are associated fees. All payments should be accompanied by proper documentation.

ACH/Wire

Please contact:

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

Check/Money Order

Please send to:

SHRM Certification Program
PO Box 79178
Baltimore, MD 21279-0178

For information on volume pricing,
call +1.703.535.6496 or e-mail

CorporateCertifications@shrm.org 

Submitting an Exam Application

To apply for the exam, please follow the eight-step process below. If you are a SHRM member, please log in using your existing login information.

1	Visit shrmcertification.org .
2	Create a user account. Enter your name as it appears on your unexpired original government-issued ID. (Name on ID must be represented in Latin characters.)
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. » If you require testing accommodations, complete and submit the Testing and Certification Accommodations Request form (see <i>Appendix A: Forms</i>) at the time of application submission.
5	Sign the affirmation statement agreeing to abide by the following: » SHRM Code of Ethics » SHRM Privacy Policy » Policies and procedures outlined in this Certification Handbook
6	Submit payment for your exam.
7	Upon verification and/or successfully completing an audit, 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.

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.

Felony Conviction

SHRM will not extend certification to applicants who have a history of criminal behavior affecting their suitability for the practice of HR. For this reason, SHRM requires all applicants to disclose any felony convictions to determine if a felony represents sufficient grounds for denial of the application. Candidates will be required to supply legal documentation confirming they satisfied all applicable conditions related to the charge.

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 Criteria*).
- » 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 *Exam Application Audits*).
- » 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.

Exam Application Audits

SHRM will randomly audit a percentage of applications during each testing window. Candidates will be responsible for providing the requested supporting documentation to verify their years of HR experience and degree obtained (if applicable). SHRM's practice is not to contact employers or educational institutions to obtain verification documentation on the candidate's behalf. 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. Candidates subject to audit will be notified by e-mail and will have 10 business days to respond. Once selected for audit, candidates will be required to satisfy the audit requirements before being able to continue with the certification process. Failure to comply with the audit will result in forfeiting all fees. Additionally, a candidate who does not comply with the audit will be subject to audit if reapplying for a future testing window.

Appeals Provisions

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

- » be in writing,
- » include the specific reason for the appeal,
- » be accompanied by evidence or other pertinent information refuting the original decision,
- » be sent no later than 10 business days after the date on the notification letter, and
- » be sent via e-mail to certification@shrm.org.

Scheduling Exam Appointments

The SHRM-CP and SHRM-SCP certification exams are administered by computer by Prometric, SHRM's test delivery vendor, at more than 8,000 testing centers in 160 countries. Test center days and hours of operation may vary based on location.

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. Schedule your appointment online at prometric.com/shrm or by phone at 888.736.0134. International candidates should identify their testing center by accessing *Appendix C: Regional Testing Contact Centers* and using the contact information available for the preferred testing center.

When scheduling your appointment, 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. **Note: Please ensure that your ID is an exact match to your legal name and is in Latin characters.**
- » 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 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.

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 has opened might not be able to obtain their preferred times or locations. Should a candidate be unable to schedule an exam appointment, all fees will be forfeited.

Changing Registration Information or Exam Level

Address Changes

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 at shrmcertification.org/portal.

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 10 business days before the scheduled exam appointment, and must provide proper and appropriate supporting documentation clearly indicating the new name in full. Acceptable documentation includes marriage license, divorce decree, passport or any other official documentation. 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 (e.g., wrong middle initial, missing hyphen) 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 name change or your existing ATT contains a minor error, provided you have notified SHRM of the issue according to the required process.

Exam Level Changes

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

If an exam appointment has already been scheduled, it must first be canceled with Prometric. Once the exam appointment has been canceled, an exam level change request must be submitted at least 10 business days before the scheduled exam date. Because an exam level change cancels the originally scheduled exam appointment, a 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, e-mail certification@shrm.org, specifying which exam you wish to take. Candidates requesting to change from SHRM-CP

to SHRM-SCP must provide applicable work experience to ensure that the eligibility requirements for the SHRM-SCP are met. If 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 that does not include a testing accommodation, visit prometric.com/shrm or call Prometric, SHRM's test delivery vendor, at 888.736.0134. International candidates, see *Appendix C: Regional Testing Contact Centers* for the correct phone number.

To reschedule an exam appointment with an approved testing accommodation, call 800.967.1139. (See also Testing and Certification Accommodations Request in *Appendix A: Forms*.)

A candidate may reschedule an exam appointment at no charge 30 days or more before the originally scheduled appointment. A candidate may reschedule an exam appointment within the same window.

A candidate may reschedule an exam appointment five to 29 days before the originally scheduled exam appointment for a \$53 fee payable to Prometric.

A candidate may not reschedule an exam appointment less than five days before an originally scheduled appointment. The candidate will be considered a "no-show" and will forfeit all fees. The candidate will have to reapply and pay the fees for a future exam window. Consideration for a partial refund is given to candidates who have a medical or personal emergency that occurs less than five days prior to a scheduled exam appointment. These situations are reviewed on a case-by-case basis (see *Medical or Personal Emergencies*).

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.

Relevant exceptions to this rescheduling policy may be made as required for candidates who must reschedule due to their own documented medical condition that

constitutes a qualified disability under the Americans with Disabilities Act (ADA). If you need to reschedule for this reason, please contact us at certification@shrm.org for more information.

Exam Transfer

Candidates who determine, no later than five business days prior to their scheduled exam appointment, that they are unable to test may request to be transferred to the next testing window (one time) for a fee of \$100. They must first cancel their exam appointment with Prometric and pay the applicable fees before requesting to be transferred. Candidates who did not schedule an exam appointment may request an exam transfer up until the **last day of the testing window**. A transfer request may be made one time per exam application by e-mailing certification@shrm.org or calling 703.535.6360.

If a candidate is unable to test during the transferred exam window, he or she will forfeit the fees, except in the case of a medical or personal emergency. Supporting documentation must be provided.

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

Because the Spanish exam is only offered during the Winter testing window each year, a candidate who is unable to test during that time frame must transfer to the next Winter window in order to be able to take the exam in Spanish. If a candidate decides to take the exam in English during the Spring testing window, he or she would be able to do so.

Cancellations

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

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

If a candidate cancels less than 30 days but no later than five days prior to an exam appointment, a \$53 cancellation fee will be charged by Prometric.

A candidate who attempts to cancel an exam appointment less than five business 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. (For example, if the exam appointment is Friday, July 15, the last eligible day to cancel would be Friday, July 8.)

For more information, see *Refund Policy* or *Exam Transfer*.

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

Medical or Personal Emergencies

For purposes of the SHRM certification program, medical or personal emergencies are defined as unplanned events affecting the candidate or his or her immediate family member(s) (spouse, child or parent) that arise within five days of the scheduled exam appointment and prevent the candidate from taking the exam or from rescheduling 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.

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

Candidates with medical or personal emergencies within five days prior to a scheduled exam appointment may request a partial refund of 50 percent of the exam fee. A refund request (see *Appendix A: Forms*) must be submitted to SHRM via e-mail to certificationpayment@shrm.org no later than 30 days after closure of the exam window, and must include supporting documentation as to the nature of the medical or personal emergency. Documentation must be on letterhead, signed or stamped, and dated by a licensed professional. If the documentation does not give details of the illness or emergency, it should indicate how ability to test has been impacted. 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 after the 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 Prometric, SHRM’s test delivery vendor.

No-show candidates forfeit all exam fees.

Reasonable Accommodation 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 and throughout the certification and recertification processes. To make a request for testing accommodations, mark the appropriate question on the exam application and complete Sections I, II and IV of the Testing and Certification Accommodations Request form with supporting documentation as necessary (see *Appendix A: Forms*). Candidates requesting modifications to SHRM’s certification or recertification policies (not testing

accommodations) should fill out Sections I, III and IV and submit the request form with supporting documentation.

Do not send any medical records such as lab results, radiographs, etc. SHRM does not require, nor does it wish to receive, medical records as a part of your request.

Testing accommodations must be requested at the time of application. We are 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 such accommodation following receipt of appropriate documentation to support the request. Please contact us at certification@shrm.org and provide the Testing and Certification Accommodations Request form, along with the requisite supporting documentation.

For test applicants requiring reasonable accommodations, SHRM will do its best to accommodate the applicant’s preferred testing date and/or location. However, based on the availability of resources, SHRM cannot guarantee an applicant’s preferred testing date and/or location.

Prometric 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 reader, etc.) or to another certification-related process or policy. Any information provided regarding the need for accommodations in testing will be treated with strict confidentiality; the need for the accommodation will be shared by SHRM only with the testing center to facilitate the accommodation at the testing site. Learn about approved personal items allowed at testing locations at prometric.com/permissible-items.

Refund Policy

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 or late fee (if applicable).
- » Candidates who determine, no later than five business days prior to their scheduled exam appointment, that they are unable to test may request to be transferred to the next testing window (one time) for a fee of \$100.
- » Candidates who cannot take the exam because of medical or personal emergencies within five days prior to a scheduled exam appointment may submit a request for a partial refund of exam fees, no later than 30 days after closure of the exam window, to be reviewed on a case-by-case basis.

Candidates who wish to transfer their exam must first cancel their appointment with Prometric and pay the applicable fees before requesting to be transferred. Candidates who did not schedule an exam appointment may request an exam transfer up until the last day of the testing window. A transfer request may be made one time per exam application by e-mailing certification@shrm.org or by calling 703.535.6360.

Candidates who are unable to test during the transferred exam window will forfeit their fees, except in the case of a medical or personal emergency. Supporting documentation must be provided.

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

Because the Spanish exam is only offered during the Winter testing window each year, a candidate who is unable to test during that time frame must transfer to the next Winter window in order to be able to take the exam in Spanish. If a candidate decides to take the exam in English during the Spring testing window, they would be able to do so.

REFUND POLICY	POLICY GUIDELINES	REFUND DUE BACK	REFUND AMOUNT
Withdrawal from exam	On or before Late Application Deadline	Full exam fee less \$50 non-refundable application fee	\$250 for SHRM members; \$350 for nonmembers
Medical or personal emergency	Within 5 days prior to the scheduled exam appointment	50% of exam fee less \$50 non-refundable application fee with proper documentation	Reviewed on case-by-case basis. If approved, \$125 for SHRM members; \$175 for nonmembers
No-show candidate	<ul style="list-style-type: none"> Did not appear for exam on scheduled date. Arrived at the test center more than 15 minutes late. Did not have proper identification. Did not cancel the exam appointment five days before the scheduled date or request a refund. Did not schedule an exam appointment. 	No refund	No refund

Preparing for the Exam

SHRM recommends that candidates planning to seek SHRM certification carefully review the SHRM BoCK, paying particular attention to the exam specifications and distribution of items across areas (as listed on page 17). 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 SHRM-CP and SHRM-SCP exams. Candidates should study all of its aspects and content, including the Glossary and the SHRM BoCK Resource List, which can be obtained at shrmcertification.org/SHRMBOCK/Resources.

Exam Duration & Format

The SHRM certification exams are administered by Prometric, SHRM’s test delivery vendor, at more than 8,000 testing centers in 160 countries. The exams are delivered by computer, and candidates for both exams have 4 hours to answer a total of 160 multiple choice questions, of which approximately 60 percent are stand-alone knowledge-based questions and approximately 40 percent are scenario-based situational judgment items. Both exams include 30 “field-test” items that do not count toward a candidate’s final score (see page 16).

The duration of the exam appointment is 4 hours and 15 minutes. That time is broken down into four parts as outlined in the chart.

BREAKDOWN OF TESTING TIME	
Candidate Confirmation Details	2 minutes
Introduction and Tutorial	8 minutes
Exam	4 hours (240 minutes)
Survey	5 minutes

Each section shows a countdown timer on the screen, and each section is timed separately; in other words, minutes do not roll over. For instance, if a candidate spends less time in the introduction, extra minutes are not rolled over to the exam portion. For your convenience, *Appendix A: Forms* provides the text of the Confidentiality Agreement you will be asked to agree to prior to taking the exam. Please review it prior to your exam date so that you do not require more than 2 minutes to respond, as your test will time out and may not be able to be restarted. If your exam times out at this point, you will not be eligible for a refund.

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. The SHRM BoCK is the product of rigorous research involving thousands of HR professionals and identifies eight key behavioral competencies and 15 HR functional areas that are critical to the success of any HR professional. The behavioral competencies are further grouped into three behavioral competency clusters (Leadership, Business and Interpersonal), and the HR functional areas are grouped into three HR knowledge domains (People, Organization and Workplace).

As described below, the SHRM-CP and SHRM-SCP exams contain two types of multiple choice questions: stand-alone knowledge-based items that assess a candidate's knowledge and understanding of factual information, and scenario-based situational judgment items that assess a candidate's judgment, application and decision-making skills.

Additionally, candidates should refer to the SHRM Certification Acronym List, which identifies key terms and acronyms that human resource professionals should be familiar with. The list is available online at shrm.org/certification/about/examdevelopment/pages/default.aspx.

Knowledge Items

There are two categories of stand-alone knowledge-based items on the SHRM-CP and SHRM-SCP exams. Items in the first category, referred to as HR-specific knowledge items (KIs), cover key concept topics associated with the 15 HR functional areas, while items in the second category, referred to as foundational knowledge items (FKIs), cover key concept topics

considered foundational to the eight behavioral competencies. Examinees receive credit for selecting the correct answer to a given question; otherwise, no credit is awarded.

Situational Judgment Items

Situational judgment items (SJIs) assess candidates' judgment 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. Although more than one strategy may be effective for addressing actual work-related scenarios, examinees only receive credit for choosing the best possible answer, as determined by a panel of experienced HR professionals. All other answers, which reflect either less effective or ineffective strategies, receive no credit.

Field-Test Questions

Each exam contains 30 field-test items that are not counted as part of a candidate's score. Field testing allows us to gather data on a question's effectiveness before it is included on future exams as a scored item. Examinees' answers to field-test items do not count toward any part of their exam scores and are only used for item development purposes.

The field test items on the SHRM-CP and SHRM-SCP exams are randomly mixed with scored exam items so that candidates cannot distinguish them from scored items.

Sample Exam Questions

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

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

Distribution of Items by Content and Item Type

The distribution of items with respect to content and item type is the same for both the SHRM-CP and SHRM-SCP exams. As shown below, approximately half of the items on each exam are allocated across the three behavioral competency clusters, and the other half are allocated across the three HR knowledge domains. The table below indicates that approximately 40 percent of the items on each exam are situational judgment items, with the remainder being stand-alone items measuring either knowledge that is foundational to the behavioral competencies (10 percent) or HR-specific knowledge (50 percent).

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%)	

Taking the Exam

Exam Identification & Conduct Requirements

The SHRM certification exams are administered in highly secure testing centers. All exam candidates will be required to provide proof of identity with an unexpired original government-issued photo ID with signature, such as a driver's license, 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 and must be represented in Latin characters.

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 certification@shrm.org 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 but are not limited to creating a disturbance, giving or receiving unauthorized information or aid to or from other examinees, or attempting to remove materials from the testing room. SHRM reserves the right to investigate each incident of misconduct or irregularity.

Prior to taking the exam, 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 the following:

- » Candidates must present an unexpired original government-issued ID with a photo and signature to be admitted to the exam. The name must appear in Latin characters.
- » Candidates must arrive at the testing center at least 30 minutes before their 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.
- » Candidates will be asked to empty and turn out their pockets.
- » Candidates will be wanded or must go through a metal detector during the check-in process.
- » Inspection of eyeglasses, jewelry and other accessories will be conducted. Jewelry outside of wedding and engagement rings is prohibited.
- » 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 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 exam candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- » Other exams will be administered during appointment times. Candidates may hear typing on keyboards, coughing, or people entering and exiting the testing room.
- » Prometric is unable to provide a completely noise-free environment. Earplugs may be requested.

Reviewing Exam Questions

Candidates have the ability to flag a question as a reminder to go back and review it at a later time.

To flag a question, click on the “Flag” button displayed at the bottom of the screen. A flag will appear on the numbered button displayed on the left side of the screen. Click the “Flag” button again to remove the flag.

Completing the Exam

After answering each question and reviewing your answers, you can end the exam by clicking the “Finish” button in the top-right corner of the screen. Once the button is clicked, a pop-up window will appear asking you to confirm that you would like to end the exam.

Please note: Selecting the “Finish” button during any portion of the exam will end the exam session and submit any completed answers. Any questions that are incomplete will be marked as incorrect. Test center administrators will not be able to restart a candidate’s exam, and the exam fee will be forfeited.

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 for updates on closures or delays. International candidates, see *Appendix C: Regional Testing Contact Centers* for the correct phone number. Candidates 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, candidates will be notified by e-mail and voice recording.

If a test center closes, Prometric candidate care will reschedule your exam for the next available test date. You will receive a confirmation e-mail with the new date. If you are unable to make the rescheduled date, please contact Prometric at prometric.com/shrm or by phone at 888.736.0134 and let them know so an effort can be made to obtain an alternate date if available.

Reporting a Test Center Incident

Candidates who experience an incident at the test center (other than a problem with a test item—see the Exam Item Challenge Form in *Appendix A: Forms*), and who wish to have SHRM research what occurred, must do the following:

1. Alert the test center administrator to the incident and have them file a Center Problem Report at the time of the incident.
2. Contact SHRM at certification@shrm.org no later than five calendar days following your exam, providing details on the incident experienced and how it interfered with exam performance.

Examples of incidents for which a candidate might request a test center administrator to file a Center Problem Report include issues with test center equipment, the test center environment (other than noise) or the software used for the exam.

SHRM may not be able to confirm incidents that have not been reported to and witnessed by the test center administrator at the time the incident occurs. If SHRM is unable to confirm the incident, it is under no obligation to provide a remedy.

Please note: The filing of a Center Problem Report does not automatically activate an investigation into an incident. You must also contact SHRM at certification@shrm.org no later than five calendar days following your exam. Incidents reported after five calendar days will not be investigated.

Reports of test center incidents submitted in the time frame noted above will receive a written response detailing the findings of our investigation. If SHRM confirms a problem, possible remedies may include but not exceed a free exam transfer to the next exam window or a refund for the most recent exam fees.

Test Results

How the Exam Is Scored

The SHRM certification exams are designed to identify candidates with proficiency in the behavioral competencies and HR knowledge that drives success.

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 minimally competent early- to mid-career HR professionals. The SHRM-SCP standard is the level of competency and knowledge that can be reasonably expected of minimally competent senior-level HR professionals.

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 commonly used for setting performance standards for certification and licensure exams. The SHRM Certification Commission evaluates all scoring recommendations and ensures the technical quality of all test-scoring practices.

FOR MORE INFORMATION ABOUT THE SCORING PROCEDURES USED FOR SHRM CERTIFICATION EXAMS, PLEASE CONTACT SHRM AT

shrmexams@shrm.org 

Receiving Your Results

Candidates will receive a provisional on-screen pass/did not pass decision at the testing center upon completion of the exam. Additionally, an electronic version of the provisional report will be e-mailed, along with a link to retrieve additional copies. The e-mail will be sent to the e-mail address confirmed when scheduling the exam appointment.

Provisional results are provided as a convenience to the examinee, and examinees' official scores may differ from their provisional results. Additional evaluation of the functioning of all exam items is done prior to the official exam results being released. This additional review is to ensure that all examinees are evaluated accurately and fairly.

Approximately three to four weeks after sitting for the exam, candidates will receive an e-mail directing them to retrieve their official results from the "My Resources" tab in their portal. Eligible candidates will also be able to download a PDF file of their certificate. To protect confidentiality, results will not be provided by e-mail, phone or fax.

Candidates who pass the exam will also receive an official congratulatory letter, hard-copy certificate and lapel pin. The letter confirms that they passed the exam, successfully completing the certification process. The certificate and lapel pin will be sent three to four weeks after the official results. If you have a mailing address outside the U.S., please expect four to five weeks for receipt of your certificate packet.

Information About Your Score

The passing score and all candidate results on the SHRM-CP and SHRM-SCP 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. Because your performance is not measured against the performance of the other individuals taking the test, if everyone who takes a test meets the level of performance of a minimally competent HR professional at that level, everyone will pass.

All candidates will receive a Candidate Feedback Report with their official score and a diagnostic graph providing information about their performance on the three behavioral competency clusters and the three HR knowledge domains. This information is provided to help all examinees select professional development activities to pursue, and provides guidance to unsuccessful examinees in preparing to retake the exam in a future testing window should they choose to do so (see *Appendix A: Forms* for Sample Score Report).

In addition to focusing on the score and feedback in each of the behavioral competency clusters and HR knowledge domains, candidates should refer back to the SHRM BoCK to obtain more information about the specific areas that are part of each cluster or domain. Candidates will also want to consider the breadth of their HR experience when planning future studying efforts, as candidates with specialized HR experience may find that they need to devote extra time to study areas in which they have less experience.

FOR MORE INFORMATION ABOUT SHRM EXAMS AND PASS RATES, PLEASE VISIT shrmcertification.org 

Request for Rescoring

If you do not achieve a passing score on the test, you may ask that your test be rescored to verify the reported score.

SHRM performs extensive and rigorous quality control procedures to ensure the accuracy of examination results for each and every examinee. If you do request a rescore, you will not receive your entire examination nor the correct answers to your incorrect questions nor your original incorrect responses; the only information you will receive is your score and a pass/did not pass decision.

Rescore requests must be made in writing and must be accompanied by a payment in the amount of \$50. Requests for rescoring will be accepted up to 30 days after distribution of the official exam results. Review of the exam rescoring will be processed and sent approximately 30 days after the receipt of the request. The results of your exam rescore are final.

Examinee Policy for Challenging Test Items—Post-Test Administration

Each exam item is carefully reviewed by a panel of subject matter experts and psychometricians who scrutinize each item for technical accuracy, clarity and relevance. However, if an examinee believes a specific item encountered on a SHRM certification exam is invalid, the examinee may request an evaluation of the item by following the steps described below. Any item challenge must be requested **within five calendar days** of the date the examinee took the exam. Only examinees may challenge test items.

Steps to follow for challenging exam items:

1. Complete an Exam Item Challenge Form (refer to *Appendix A: Forms* to obtain the form).
 - a. Describe in detail the specific reasons the item is being challenged in the space provided on the form.
 - b. Submit a separate form for each exam item being challenged.
 - c. No challenge will be accepted for evaluation unless the form is complete.
2. Secure the document with a password by following these steps.
 - a. While in the document, click on the File tab.
 - b. Select Protect Document.
 - c. Select Encrypt with a Password.
 - d. Enter your Eligibility ID number as the password.
 - e. Re-enter your Eligibility ID number to confirm it as the document password.
 - f. Save the file.
3. To ensure exam item security, submit two e-mails to certification@shrm.org.
 - a. First, submit an e-mail with “Exam Item Evaluation” in the subject line **within five calendar days** of taking the exam and include the password for the Exam Item Challenge Form.
 - b. Next, submit a second e-mail with “Exam Item Challenge Form” in the subject line **within five calendar days** of taking the exam. Attach the completed form.

4. Receipt of the form will be acknowledged in an e-mail to the examinee. At that time, you will receive either the result of the evaluation or, if more time is needed for evaluation, an estimate of when you can expect a decision.

The evaluation process exists to help identify and correct problematic questions. In most cases, exams are not rescored. Even if a question is flawed in some way, we cannot assume the examinee would have answered it correctly if it had not been flawed. We provide examinees with the opportunity to retake the exam free of charge only if the examinee did not pass the exam, there is evidence to suggest that the question was flawed and answering the flawed question correctly would have resulted in a passing score.

Retaking the Test

There is no limit to the number of times that a candidate may apply for and take the certification exams. Candidates who do not pass the exam may apply again after they have received their official exam results. Candidates can retake the exam during a future exam window by completing a new application, meeting all eligibility requirements in effect at the time of submission and paying the exam fees.

Additional Credential Certificates

Candidates who have passed the exam may obtain additional or replacement copies of their credential certificate(s). The fulfillment fee per certificate is \$20 USD. Common reasons for doing so include name change, duplicate copy or loss. To request a copy, e-mail certification@shrm.org.

Certificate fulfillment fee is nonrefundable.

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.

Online Certified Directory

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

Digital Badge

SHRM's digital badge allows certificants 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.

*Certificants will need to create a profile on the digital badge website to access all available features.



Using Your Credential

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

Adding your SHRM credential 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 webpages (e.g., LinkedIn or Facebook), in bylines for articles or blog posts, and in e-mail signatures.

Professionals who have attained both the SHRM-CP and the SHRM-SCP should only reference their SHRM-SCP credential.

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

- » Do not use your credential until you have received your official exam results.
- » 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

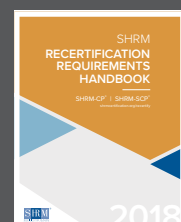
SHRM-CP and SHRM-SCP credential-holders achieve recertification by engaging in continued ongoing learning and professional development activities related to the behavioral competencies and HR functional areas noted in the SHRM BoCK. To recertify and maintain your credential, you must earn 60 professional development credits (PDCs) over a three-year recertification cycle, 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/workshops • College/university courses • Virtual learning (instructor-led) • Chapter programs 	Instructor-led: No maximum
	<ul style="list-style-type: none"> • E-learning (self-paced) • Videoconferences • Webcasts • Audiocasts • Podcasts • Books and e-books 	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 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, including: <ul style="list-style-type: none"> • Professional membership • Speaking at conferences • Volunteer leadership roles • Research, writing and publishing 	30 PDCs

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



Data Confidentiality

SHRM values your privacy and endeavors to protect the confidentiality of your personal information in accordance with SHRM's Privacy Policy. Please read the SHRM Privacy Policy at shrm.org/privacypolicy for information regarding the use and protection of your personal information.

FOR THE COMPLETE POLICY ON CONFIDENTIALITY, PLEASE SEE SHRM'S PRIVACY POLICY AT shrm.org/privacypolicy 

The SHRM Certification Commission

The SHRM Certification Commission serves 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 oversees 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, recertification criteria, maintaining the integrity of the certification process, and consideration of appeals and complaints.

The Commission comprises volunteers who have extensive HR, testing and business experience from industries and organizations around the world.

Commission members do not receive financial compensation for their service on the Commission. Commission members are reimbursed for their fair and reasonable expenses that are directly related to Commission business.

To initiate an appeal or file a complaint against a certificant, a request must be made in writing and e-mailed to SHRMCertificationCommission@shrm.org. An appeal will be reviewed and a response will be provided within 30 days.

If a complaint against a certificant has enough justification to merit further escalation, SHRM will follow the bylaws as they relate to the membership disciplinary procedures and SHRM Certification Sanctions. A response will be provided within 90 days of the request.

FOR MORE INFORMATION ABOUT THE SHRM CERTIFICATION COMMISSION, PLEASE VISIT shrmcertification.org/certificationcommission 

Appendix A:

Forms

SHRM-CP AND SHRM-SCP EXAM APPLICATION

TESTING AND CERTIFICATION ACCOMMODATIONS REQUEST

FELONY CONVICTION FORM

EXAM CANCELLATION/REFUND REQUEST

EXAM ITEM CHALLENGE FORM

SAMPLE CANDIDATE FEEDBACK REPORT

SHRM-CP AND SHRM-SCP CONFIDENTIALITY AGREEMENT

2018 SHRM-CP and 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 (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 – Multiperson 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 – Nonhospital
- ☐ 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
- ☐ 1,000-2,499
- ☐ 2,500-4,999
- ☐ 5,000-9,999
- ☐ 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.

Do you require reasonable accommodations for testing?

- ☐ No
- ☐ Yes. See *Testing and Certification 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 AND 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 AND SHRM-SCP EXAM			TOTAL
Exam Fee (includes \$50 nonrefundable application processing fee)	SHRM Member: \$300 USD	Nonmember: \$400 USD	\$
Join SHRM Now!* By joining SHRM now, you will receive the discounted SHRM member rate. One-year membership is a special rate of \$199. (Offer valid for new SHRM members only.)		Membership: \$199 USD	\$
Late Fee			
May 1-July 15, 2018, Exam Window (Applications received from Mar. 23 - Apr. 13, 2018)		\$75 USD	\$
Dec. 1, 2018-Feb. 15, 2019, Exam Window (Applications received from Oct. 19 - Nov. 9, 2018)		\$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/Money Order (*see below right*)
- ☐ ACH/Wire - Please contact certification@shrm.org or +1.703.535.6360

CARD NUMBER

NAME ON CHECK

EXPIRATION DATE

SECURITY CODE (CVV/CVV2)

CHECK NUMBER

SIGNATURE

Send your SHRM certification application and payment to:

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

NAME ON CARD

BILLING ADDRESS

CITY

STATE/PROVINCE

ZIP/POSTAL CODE

COUNTRY

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

Testing and Certification Accommodations Request

SHRM is fully committed to ensuring access to the SHRM-CP and SHRM-SCP certification examinations, as well as providing modifications to our certification and recertification policies, for all individuals with disabilities covered by the Americans with Disabilities Act (or the Canadian/Australian equivalent). SHRM provides reasonable accommodations to individuals with documented disabilities who demonstrate a need for special accommodations. Requests for special accommodations are inherently individualized and considered on a case-by-case basis. Therefore, no single type of accommodation will be appropriate for all individuals with disabilities.

To request special accommodations, the individual seeking an accommodation must complete this form and have a qualified licensed professional complete the Professional Evaluation. The professional must be an individual qualified to assess, diagnose and treat the stated disability. Any information and documentation provided regarding the disability and the need for accommodation in testing will be kept strictly confidential and will be shared only to the extent necessary with our testing vendor. Do not provide any medical records to SHRM. SHRM does not require, nor does it wish to receive, medical records to assess your request.

Section I. Applicant/Candidate Information

FIRST NAME	MIDDLE NAME	LAST NAME	
PRIMARY MAILING ADDRESS			
CITY	STATE/PROVINCE	ZIP/POSTAL CODE	COUNTRY
PHONE NUMBER	E-MAIL		

Section II. Testing Accommodations Request (if applicable)

EXAM WINDOW

Exam:

- ☐ SHRM-CP
☐ SHRM-SCP

One of the requirements when requesting testing accommodations from SHRM is to provide a history of previously granted testing accommodations for similar testing experiences.

Have you ever been granted testing accommodations?

- ☐ YES
☐ NO

If YES, please document at least one instance where testing accommodations for a similar testing experience were granted.

YEAR OF ACCOMMODATION	TYPE OF ACCOMMODATION	NAME OF INSTITUTE/ORGANIZATION THAT PROVIDED ACCOMMODATION

Testing and Certification Accommodations Request

Section III. Policy Accommodations Request (if applicable)

In the table below, please provide the applicable policy (e.g., cancellation, refund or transfer), as well as the specific accommodation (i.e., policy modification) requested.

POLICY	TYPE OF ACCOMMODATION/MODIFICATION

By submitting this document, I consent to the transfer, collection, processing and use of my information by the Society for Human Resource Management (SHRM), an entity located in the United States, in accordance with the SHRM Privacy Policy, and solely for the purpose of evaluating and providing the above-requested accommodation(s). Further, I understand that SHRM may disclose and transfer such information to the testing center, which may be located outside the United States, only as reasonably necessary to provide the above-requested accommodation(s). Such information will be treated with strict confidence, in accordance with the SHRM Privacy Policy and the SHRM Certification Handbook.

PRINTED NAME

SIGNATURE

DATE

Testing and Certification Accommodations Request

Section IV: Professional Evaluation (to be completed by a qualified health care professional)

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, or for providing the appropriate certification policy modifications.

NAME OF PROFESSIONAL	TITLE	OCCUPATION	
PRIMARY MAILING ADDRESS	SUITE/UNIT/APT #		
CITY	STATE/PROVINCE	ZIP/POSTAL CODE	COUNTRY
PHONE	E-MAIL		

***MUST be licensed/certified to assess, diagnose and treat the stated disability.**

The following information must be included in the description below: (1) **the length of time you have treated the candidate and whether treatment has ended or is ongoing**, (2) **the nature of the disability as it relates to the candidate's ability to sit for the exam or comply with the applicable policy**, (3) **a description of how the disability has affected or will affect the candidate's ability to sit for the exam or comply with the applicable policy**, (4) **how long you expect the candidate's limitations to continue, such that they will continue to require the testing accommodation or modification of the applicable policy**, and (5) **the specific test accommodations or policy modifications requested**.

DESCRIPTION OF DISABILITY

ACCOMMODATION(S) REQUESTED

DATE OF DIAGNOSIS/ONSET

LICENSE/CERTIFICATION NUMBER	EXPIRATION DATE
------------------------------	-----------------

I have evaluated _____ on ____ / ____ / ____ in my capacity as a
CANDIDATE'S NAME

The candidate discussed with me that a multiple choice exam was, or will be, administered. It is my professional opinion that because of this applicant's disability, described above, he or she should be provided with the testing accommodations and/or policy modifications indicated.

SIGNATURE	DATE
-----------	------

Felony Conviction Form

SHRM has a responsibility to protect the public, and a primary objective is to ensure that SHRM certification is not issued to applicants who have serious criminal convictions substantially related to the practice of HR. For this reason, SHRM evaluates all felony convictions in the same manner.

All applicants, as part of the application process, are required to report all felony convictions. "Conviction" includes a plea of no contest and any conviction that has been set aside or deferred. Convictions must be reported even if they have been expunged. Failure to report prior convictions is considered falsification of an application and is grounds for denial of an application.

When reporting convictions, applicants are required to provide a complete explanation of the underlying circumstances. Additionally, applicants may attach supporting documentation to their portal or may be asked to provide additional documentation. The SHRM Certification Team evaluates each application with any reported convictions on a case-by-case basis to make a determination concerning the applicant's ability to practice with safety to the public. Included in the evaluation is the nature and severity of the offense, additional subsequent acts, recency of the crime, compliance with sanctions, and evidence of rehabilitation.

SHRM considers factors such as the nature and severity of the crimes, the amount of time that has passed since the convictions, and any evidence of rehabilitation submitted by the applicant.

I, the undersigned applicant, attest that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

FULL LEGAL NAME

DATE OF BIRTH

ANY FORMER NAMES BY WHICH YOU HAVE BEEN IDENTIFIED

Please specify in the space below (and provide supporting documentation as appropriate) the details of offense(s) for which you have been convicted, including the date and location of the offense, whether you were incarcerated, and whether you have completed any probation or parole requirements including evidence of rehabilitation (as appropriate):

SIGNATURE

DATE

2018 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.
 - » Candidates 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 \$53 cancellation fee by Prometric.
- » Application processing fees, late fees and exams canceled within five business days of the scheduled exam date are nonrefundable.
- » Once we receive this form and approve the appropriate refund to be processed, you can expect to see your refund within 10 to 14 business days.
- » Exam refund requests must be made no later than 30 days after the close of the exam window.

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

EXAM WINDOW

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

- ☐ Canceling exam prior to the late registration deadline (Full refund minus \$50 application fee)
- ☐ Canceling exam within five business days of your scheduled exam date (No refund available)
- ☐ Canceling exam within five business days of scheduled exam date because of a medical or personal emergency (Reviewed on a case-by-case basis with appropriate supporting documentation for potential 50 percent refund)
- ☐ 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.

Exam Item Challenge Form

Instructions: Follow the instructions below when submitting the Exam Item Challenge Form. All fields are required.

Step 1: Describe in detail the specific reasons the item is being challenged.

Step 2: Submit a separate form for each exam item being challenged.

Step 3: Secure the document with a password by following these steps:

- While in the document, click on the File tab.
- Select Protect Document.
- Select Encrypt with a Password.
- Enter your Eligibility ID number as the password.
- Re-enter your Eligibility ID number to confirm it as the document password.
- Save the file.

Step 4: To ensure exam item security, submit two e-mails to certification@shrm.org.

- First, submit an e-mail with "Exam Item Evaluation" in the subject line within five calendar days of taking the exam and include the password (i.e., your Eligibility ID) for the Exam Item Challenge Form.
- Next, submit a second e-mail with "Exam Item Challenge Form" in the subject line within five calendar days of taking the exam and attach the completed form.

Step 5: Receipt of the form will be acknowledged in an e-mail to the examinee. At that time, you will receive either the result of the evaluation or, if more time is needed for evaluation, an estimate of when you can expect a decision.

Note: This form **must be received by SHRM no later than five calendar days following your exam**. Limit one test item per form.

CANDIDATE INFORMATION	
Name:	
Eligibility ID:	
E-mail:	
Date of Exam:	
Exam Level:	
Question #:	
Test Center:	
DETAILED DESCRIPTION OF ITEM BEING CHALLENGED	

Sample Candidate Feedback Report

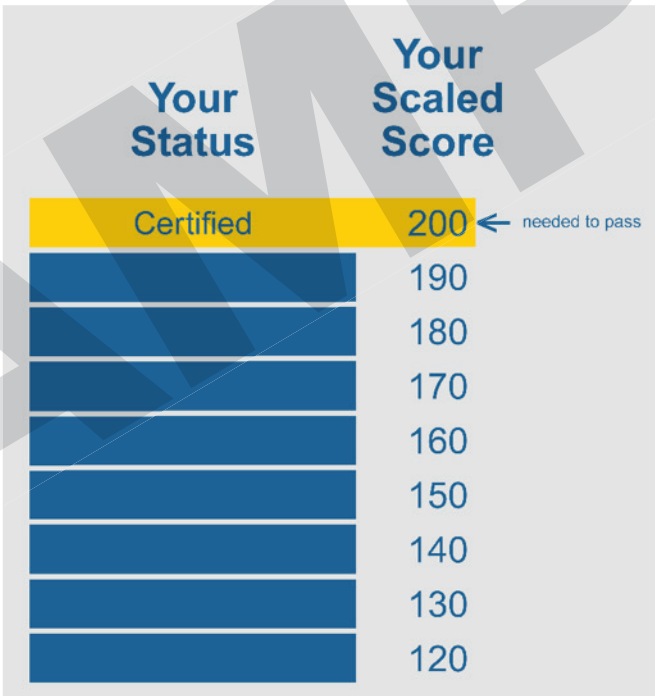
Eligibility ID: SHRMAPP00000

Date: February 15, 2025

Dear Candidate,

Congratulations on passing the SHRM Certified Professional (SHRM-CP) examination! Your official score on the SHRM-CP exam was **200**.

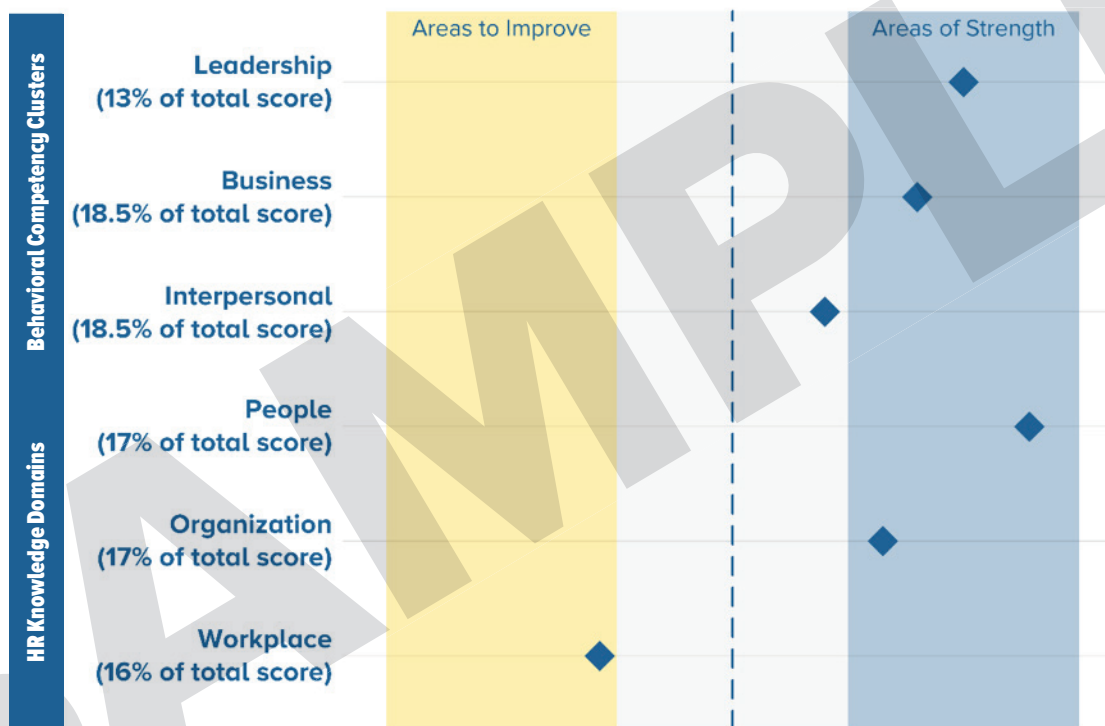
The passing score and all candidate results on the SHRM-CP are reported as scaled scores. The range of possible scores for the SHRM-CP exam is 120 to 200; all candidates who pass the exam receive the maximum score. The chart below shows the possible official scores, with your score in yellow.



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

Scores within the grey zone represent test content for which your level of performance was close to that expected of a minimally competent certified HR professional, while scores within the blue zone represent areas of strength (i.e., test content for which your performance was well above that level).

In comparison, scores within the yellow zone represent test content for which your performance indicates the greatest need for improvement. Note that distance from the dotted line provides an approximate measure of how far above or below the performance of a “just qualified” candidate your performance on a given portion of 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 certification@shrm.org or by phone at 800.283.SHRM (7476), option 3 or +1.703.548.3440, option 3.

Sincerely,

Alexander Alonso, Ph.D., SHRM-SCP
Senior Vice President, Knowledge Development & Certification



SHRM-CP and SHRM-SCP Confidentiality Agreement

The text box below contains the confidentiality agreement that you will be asked to agree to as a condition of sitting for the SHRM-CP or SHRM-SCP exam. If you do not accept the confidentiality agreement, your exam will terminate and your exam will not be able to be reset. No refunds will be provided to examinees who choose not to accept the confidentiality agreement at the time of their examination. Please take the time to review the agreement prior to going to your Prometric test center, as you will have limited time to review the agreement during the exam period.

In a few moments, you will begin your examination. Please note that this examination and all portions thereof constitute proprietary, confidential information owned exclusively by the Society for Human Resource Management. All exam content is also protected by U.S. and international copyright and other laws, and all rights are reserved. The exam must not be copied or distributed in part or in its entirety.

By selecting "Yes, I accept," you agree not to copy, disclose or discuss any part of the specific or general nature of the SHRM-CP or SHRM-SCP exam scenarios or questions, and understand that any violation of this agreement is a basis for the revocation of the SHRM-CP or SHRM-SCP certification, should you pass this exam.

If you select "No, I do not accept," your exam session will be terminated.

Please indicate your understanding of the restrictions above by selecting "Yes, I accept" or "No, I do not accept" and clicking Confirm.

Appendix B:

Online Resources

SHRM CERTIFICATION GENERAL INFORMATION	shrmcertification.org
CONTACT SHRM CERTIFICATION	shrmcertification.org/contact us
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 RECERTIFICATION PROVIDER GUIDE	shrmcertification.org/recertificationproviderguide
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 AND CERTIFICATION 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 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	+31.320.239.540
Middle East	Sun-Thurs 8:00-17:00 GMT +2:00	+31.320.239.530
North Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.530
Sub-Saharan Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.59
Other Countries/Locations	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333

Appendix D:

Nondiscrimination Policy

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.

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 or who work for a company that is on such a list maintained by the U.S. government, or (2) themselves are affiliated with, or who are employed by organizations that are affiliated with, governments of those countries that are subject to sanctions, or (3) are residents of or are ordinarily residents of countries where U.S. sanctions prohibit SHRM from providing these services, will not be able to take the SHRM certification exams or be eligible for recertification. Individuals from the following countries may be subject to additional screening and, in some cases, may not be allowed to sit for the exam or recertify: Albania, the Balkans (Serbia, Macedonia, Kosovo), Belarus, Bosnia and Herzegovina, Burundi, Central African Republic, Croatia, Cuba, Democratic Republic of the Congo, Iran, Iraq, Lebanon, Libya, Montenegro, North Korea, Russia, Somalia, Sudan, South Sudan, Syria, Ukraine, Venezuela, Yemen and Zimbabwe.

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

The Society for Human Resource Management (SHRM) is the world's largest HR professional society, representing 285,000 members in more than 165 countries. For nearly seven decades, the Society has been the leading provider of resources serving the needs of HR professionals and advancing the practice of human resource management. SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China, India and United Arab Emirates. Visit us at shrm.org.