SHRM
CERTIFICATION
HANDBOOK

shrm.org/certification

SHRM-CP®
SHRM-SCP®

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)

» Website: **shrm.org/certification**

» General questions/information: **shrmcertification@shrm.org**

Prometric

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

International candidates may schedule, reschedule, or cancel an appointment at **prometric.com/shrm** or by calling the appropriate number listed in **Appendix B: Regional Testing Contact Centers.**

If you are scheduling or rescheduling an appointment with testing accommodations, call 800.967.1139.

For test site emergency closure information, visit **prometric.com/closures**.

C O N T E N T S

THE JOURNEY BEGINS

Congratulations on your decision to pursue SHRM certification—either the SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®) certification. Developed by SHRM, these certifications provide HR professionals the opportunity to demonstrate their mastery of the core competencies needed to ensure success in today's demanding business environment.

By deciding to pursue SHRM certification, you join a growing number of professionals seeking to meet and exceed the higher expectations of HR in today's complex global economy. SHRM certification is designed to help early to midcareer (SHRM-CP) and senior-level (SHRM-SCP) HR professionals verify, validate, enhance, and/or expand their HR capabilities. It is recognized worldwide for its focus on behavioral competencies as well as technical HR knowledge.

We look forward to supporting you on your journey toward professional excellence through SHRM certification.

HOW TO USE THIS HANDBOOK

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

SHRM reserves the right, at its discretion, to change the standards, policies, procedures, application, and/or requirements for the SHRM certification process at any time. Changes will be posted on the SHRM website at shrm.org/certification and/or will be communicated directly to participants via email consistent with the SHRM Privacy Policy that participants agree to. Candidates and certification-holders will receive these and other important certification-related informational notices by email even if they have opted out of receiving other messages from SHRM. Participants in the SHRM certification process are strongly advised to check the website often and be attentive to emails sent by the SHRM Certification team.

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

EEO STATEMENT

SHRM provides equal opportunities to all applicants, participants, or other persons involved in its provision of certification services. SHRM also complies with all applicable federal, state, and local laws and does not harass, discriminate, or retaliate against any applicant, participant, or other person involved in its provision of certification services on the basis of sex, race, color, religion, national origin, age, sexual orientation, pregnancy, gender identity, veteran status, genetic information, disability, or any other protected characteristic under applicable law.

ABOUT SHRM CERTIFICATION

For over 75 years, SHRM has served the human resources profession and strived to advance the practice of human resource management. HR professionals worldwide look to SHRM for comprehensive resources to help them contribute more effectively in the workplace, accelerate their careers, and develop strategic perspectives on human resource management.

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

The SHRM-CP and SHRM-SCP are the first-ever behavioral competency-based certifications for HR practitioners, based upon a core set of competencies and knowledge outlined in the SHRM Body of Applied Skills and Knowledge® (SHRM BASK®). The SHRM BASK—a product of rigorous research involving thousands of HR professionals—identifies nine key behavioral competencies and 14 HR functional areas that are critical to the success of any HR practitioner. Holding a SHRM-CP or SHRM-SCP certification represents more than just the ability to pass a test. At their core, the

certifications provide certification-holders with a means to achieve vital personal outcomes leading to successes such as leadership opportunities and career growth, as well as organizational successes that could include increased staff engagement, improvement of overall effectiveness, and operational efficiency.

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

SHRM Body of Applied Skills and Knowledge®

- COMMUNICATION
- GLOBAL MINDSET
- ETHICAL PRACTICE
- RELATIONSHIP MANAGEMENT
- CONSULTATION
- INCLUSION & DIVERSITY
- BUSINESS ACUMEN
- LEADERSHIP & NAVIGATION
- INTERPERSONAL
- ANALYTICAL APTITUDE
- LEADERSHIP
- BUSINESS
- PEOPLE
- ORGANIZATION
- WORKPLACE

To download a copy of the SHRM BASK, visit **https://www.shrm.org/credentials/certification/exam-preparation/bask**

THE SHRM CERTIFICATION PROCESS

SHRM offers SHRM-CP and SHRM-SCP testing twice a year. The first testing window takes place from May through the middle of July, and the second testing window takes place from December through the middle of February of the following year.

The exams are computer-based and are delivered at authorized testing centers or through a remote proctoring process (available only in the United States) administered by Prometric, SHRM's test delivery vendor.

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

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

| Decide | Prepare | Apply & Schedule | Test | Achieve Certification | Recertify |
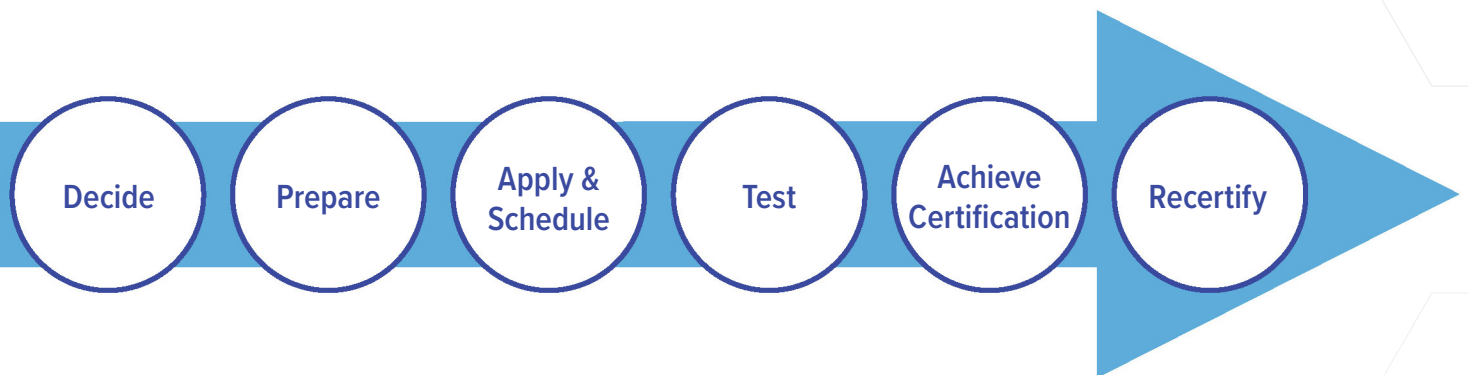
SHRM CERTIFICATION ELIGIBILITY CRITERIA

Individuals who perform HR duties and wish to verify, validate, enhance, and/or expand their HR capabilities are good candidates for SHRM-CP or SHRM-SCP certification. SHRM membership is not required for eligibility, and individuals need not be employed at the time they apply. Specific criteria for each certification level are as follows.

SHRM Certified Professional (SHRM-CP)

» The SHRM-CP certification is for individuals who perform general HR/HR-related duties, or for those pursuing a career in human resource management.

» The SHRM-CP exam is designed to assess the competency level of those who engage in HR work at the operational level. Work at this level includes implementing HR policies, supporting day-to-day HR functions, and serving as an HR point of contact for staff and stakeholders.

» Candidates for the SHRM-CP certification are not required to hold an HR title and do not need a degree or previous HR experience to apply. However, a basic working knowledge of HR practices and principles is recommended.

» Refer to the SHRM BASK for detailed information on proficiency standards for this certification (i.e., Proficiency Indicators For All HR Professionals).

SHRM Senior Certified Professional (SHRM-SCP)

» The SHRM-SCP certification is for individuals who have a work history of at least three years performing strategic-level HR/HR-related duties, or for SHRM-CP certification-holders who have held the certification for at least three years and are working in, or are in the process of transitioning to, a strategic-level role.

» Candidates for the SHRM-SCP certification are not required to hold an HR title and do not need a degree to apply.

» The SHRM-SCP exam is designed to assess the competency level of those who engage in HR work at the strategic level. Work at this level includes developing HR policies and/or procedures, overseeing the execution of integrated HR operations, directing an entire HR enterprise, and leading the alignment of HR strategies with organizational goals.

» Applicants must be able to demonstrate that they devoted at least 1,000 hours per calendar year (January-December) to strategic-level HR/HR-related work. More than 1,000 hours in a calendar year does not equate to more than one year of experience.

» Part-time work qualifies as long as the 1,000-hour-per-calendar-year standard is met.

» Experience may be either salaried or hourly.

» Individuals who are HR consultants may demonstrate qualifying experience through the HR/HR-related duties they perform for their clients. Contracted hours must meet the 1,000-hour standard.

» Refer to the SHRM BASK for detailed information on proficiency standards for this certification (i.e., Proficiency Indicators For All HR Professionals and For Advanced HR Professionals).

SELECTING THE RIGHT CERTIFICATION

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

» **1. Actual HR/HR-related work performed.**
Selecting the right certification is based primarily on the type of work the individuals do in their current role and as defined in the eligibility statements above. If applicants' current or most recent work has been operational in nature and involves activities such as implementing policies, serving as an HR point person in their organization or with organizations they support, and/or performing day-to-day HR functions, then they are eligible to apply for the SHRM-CP exam.

If applicants' current or most recent work has been strategic in nature and involves activities such as developing policies and strategies, overseeing the execution of the entire integrated HR operation, analyzing performance metrics, and/or overseeing the alignment of HR strategies with organizational goals, then they are eligible to apply for the SHRM-SCP exam if they have performed this type and level of work for a minimum of three years.

» **2. The breadth and depth of their HR knowledge and experience.**
There are nine key behavioral competencies and 14 HR functional areas that are critical to the success of any HR professional. Content for all areas is covered on the exams. To get an idea of the things that an HR professional needs to know and do for both certification levels, applicants should review the **SHRM BASK**.

> **For additional assistance in determining which exam level is right for you, please refer to the eligibility assessment tool "Which Credential Is Right for You?" at shrm.org/credentials/certification/which-shrm-certification.**

Testing Schedule

Testing for SHRM certification is offered twice a year, in testing window 1 and testing window 2 as described below.

EXAM WINDOWS	APPLICATION PERIOD	TESTING
First Test Window	Jan. 3 – May 16, 2025	May 1 – July 15, 2025
Second Test Window	June 3 – Dec. 17, 2025	Dec. 1, 2025 – Feb. 15, 2026

More information about the 2025 testing schedule can be found at **shrm.org/credentials/certification/exam-options-fees.**

Please note: The exam application deadlines close on May 16 and Dec. 17 at 11:59 p.m. ET.

Exam Fees

TYPE: INDIVIDUAL PRICING	MEMBER*	NONMEMBER	FEE DETAILS
SHRM-CP	$495 USD	$595 USD	» Nontransferable. Nonrefundable.
SHRM-SCP	$595 USD	$695 USD	» Fees do not include study materials, study group support or preparatory classes, traveling expenses to and from testing center, or retest, transfer, or cancellation fees.
Student Rate	$225 USD	$325 USD	» For information on volume pricing, payment terms, and deadlines for corporate groups, email **CorporateCertifications@shrm.org**.
Military Rate	$395 USD	$495 USD	» All fees for individual applicants are due at the time of application.
Volume Pricing: 5-9 exams	$470 USD		
Volume Pricing: 10-19 exams	$445 USD		
Volume Pricing: 20-39 exams	$421 USD		
Volume Pricing: 40+ exams	$396 USD		

ADDITIONAL FEES		
Transfer Fee	$150 USD	» Nonrefundable. Nontransferable. » One-time **only** transfer per exam application. » Transfer requests accepted for the next testing window only. » Exam appointment must first be canceled with Prometric. Prometric will apply an additional $53 cancellation fee payable directly to Prometric. » See **Exam Transfer** section for details.
Reset Fee	$100 USD	» Payable to SHRM. » Nonrefundable. Nontransferable. » One-time only reset per testing window.
Appointment Cancellation Fee	$53 USD	» Payable directly to Prometric. » See **Appointment Cancellation** section for details.
Reschedule Fee	$35 USD OR $53 USD	» Payable directly to Prometric. » Rescheduling fees vary. If the request is more than 30 calendar days in advance, the fee is $35 USD. However, if the request is submitted between 29 and five calendar days in advance, the fee is $53 USD. Appointments cannot be rescheduled less than five calendar days before an appointment.
Test-Results Review Fee	$100 USD	» Fee applies to requests for a test-results review made by examinees who do not achieve a passing score on the exam.
Test Accommodation Fee	No Fee	» No fee provided the ADA requirements outlined in the SHRM Certification Handbook are followed.

*To receive member pricing, a candidate must be a SHRM Member at the time they submit an application.

More information about the SHRM exam fees can be found at **shrm.org/credentials/certification/exam-options-fees.**

Payment Methods

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

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

ACH/Wire Instructions for Organizations and Large Groups
Please contact **shrmcertification@shrm.org**, 800.283.7476, option 3 (U.S. only), or +1.703.535.6360 (International)
Note: ACHs and wire transfer transactions are subject to associated fees.

Check/Money Order Instructions for Organizations and Large Groups
Please send to:
SHRM Certification
PO Box 23783
New York, NY 10087-3783
Note: Checks and money orders take up to 2-3 weeks to process.

APPLICATION PROCESS

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

1	Go to **shrm.org/certification** and click on the **Apply Now** button.
2	Create a user account. Enter your name as it appears on your unexpired, original government-issued photo ID.
3	If you are a SHRM Member, use the same single sign-on (SSO) email address you use with your SHRM membership.
4	During an open **registration window**, select the SHRM-CP or SHRM-SCP certification exam.
5	Complete the application form with your eligibility, job, and demographic information.
6	Complete and submit paperwork for testing accommodations if applicable.
7	Sign the affirmation statement agreeing to abide by the following: » **SHRM Certification Candidate Agreement** » **SHRM Bylaws & Code of Ethics** » **SHRM Privacy Policy**
8	Submit payment. Please note: Individuals must pay by credit card (Visa, Mastercard, or American Express). Organizations or large groups paying for multiple exams should contact **CorporateCertifications@shrm.org** for additional payment options. After payment is submitted and processed, you will receive an Authorization to Test (ATT) letter via email within 10 business days.*
9	After receiving your ATT letter, schedule your exam with SHRM's test delivery vendor at **prometric.com/shrm** or call 888.736.0134.

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

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

» Providing false or misleading information about your identity or that of any other person.

» Applying for or scheduling the exam with another individual's SHRM login information.

» Applying to retest in the same window after taking and not passing the exam.

» Allowing someone else to apply and/or register under your SHRM login information.

» Allowing someone else to use your SHRM login information to take the exam.

» Obtaining more than one SHRM login.

» Holding multiple reservations at the same time under different SHRM logins.

» Taking the exam or earning your SHRM certification after requesting and receiving a refund.

» Canceling your payment after you take and either pass or do not pass a SHRM certification exam.

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

Policies and Agreements

As part of the application process, applicants are required to review and acknowledge their acceptance of various important policies and agreements, such as the SHRM Certification Candidate Agreement, the SHRM Bylaws & Code of Ethics, and the SHRM Privacy Policy. Applicants are encouraged to familiarize themselves with this information prior to applying.

SHRM Certification Candidate Agreement

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

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

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

By selecting "I accept these terms" at the end of the Candidate Agreement, you are acknowledging that you have read and understand these requirements, rules, and policies, as well as the terms and conditions contained in the SHRM Certification Handbook, and that you agree to abide by all of them.

I confirm that I am the person whose name and address appear on my SHRM exam registration. I further confirm that I am the person whose name appears on the identification I presented to the proctor to begin the examination process. I confirm that all information that I provided to SHRM at the time of my application for certification and registration for the SHRM certification exam and at any time thereafter was complete, accurate, and true in every respect and that if any of the information that I previously provided to SHRM has changed since the time I provided it, I have submitted updated information that is complete, accurate, and true and reflects all such changes. I understand that providing false, misleading, or incomplete information to SHRM shall be considered an intentional and willful breach of the Candidate Agreement and will subject me to one or more of the consequences provided herein for violating the Candidate Agreement.

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

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

» Access to or use of a cellular phone or any device

that connects to a cellular network or the internet.

» Access to or use of any electronic device, camera, recording device, or photographic equipment of any kind.

» Access to or use of any books, notes, papers, note-taking materials, study materials, or test-taking aids of any kind.

» Copying, capturing, recording, collecting, reconstructing, memorizing, discussing, transmitting, or distributing exam content.

» Looking at the content on another candidate's computer monitor.

» Disruptive or abusive behavior.

» Talking or communicating with anyone other than a test center administrator or proctor, or an approved test reader if my request for a test reader accommodation has been approved in writing in advance.

» Violating test center rules.

» Any prohibited conduct set forth in the SHRM Certification Handbook, including but not limited to the sections on **Testing Identification Requirements and Rules** and **Testing Irregularities**.

» Any conduct that violates this Candidate Agreement, SHRM policies or procedures, or test center rules.

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

I am aware that SHRM certification examinations are confidential exams and that their contents are disclosed to me at the time of test administration in a limited context to permit me to test to attain SHRM certification and for no other purpose. I understand that SHRM certification exams and exam questions, reading passages, answer choices, graphic images, and all related exam content are copyrighted and that they are protected by U.S. and international copyright and trade-secret laws. I agree that I will not discuss or disclose SHRM certification exam content orally, in writing, on the internet, or through any other medium existing today or invented in the future. I agree that I will not copy, reproduce, adapt, disclose, or transmit exam questions or answer choices or any exam content, in whole or in part, or assist or solicit anyone else in doing the same. I further agree that I will not reconstruct

exam content from memory, by dictation, or by any other means for the purpose of sharing that information with any other individual or entity. I understand that prohibited acts include but are not limited to describing questions, answer choices, passages, images, or graphics from the exam; identifying terms or concepts contained in exam questions or responses; sharing answers to questions; referring others to information I saw on the exam; reconstructing a list of topics on the test; and soliciting or discussing exam questions, answer choices, passages, images, graphics, or topics in person, through telephonic or electronic communication, or in internet chat rooms, on social media, in private or public groups, on message boards, in forums, or through any other means.

I understand and agree that I also am not permitted to possess, solicit, read, study from, or otherwise use confidential information about SHRM certification examinations during my own exam preparation. I certify that I have not engaged in such conduct prior to taking the exam and that I will not engage in such conduct during or after the exam. I also agree not to ask any other individual to disclose exam content to me or to seek out actual live, confidential exam content from any other source. I agree that if I receive or have access to information or material in any form and from any source, including but not limited to email, instant messages, text messages, website content, social media posts, electronic bulletin boards, internet-based groups, digital or electronic files, and/or paper documents, that I reasonably believe contains confidential SHRM certification examination content, or has been represented to contain confidential SHRM exam content, I will immediately report its existence to SHRM by sending an email to **shrmcertification@shrm.org**. I agree that I will fully cooperate with any investigation by SHRM related to my receipt of or access to information believed or represented to contain confidential SHRM certification exam content.

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

integrity, or security of the SHRM exam, or fail to fully cooperate in any investigation related to the SHRM Certification Program that SHRM may:

» Issue a report of the factual findings of the investigation to legitimately interested parties, including but not limited to my employer.

» Pursue a civil lawsuit against me and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction.

» Invalidate or cancel my scores, before or after the scores are reported, without a refund.

» Revoke, suspend, or decline to grant eligibility for any SHRM certification.

» Revoke, suspend, or decline to grant any SHRM certification or SHRM Membership.

» Ban me from taking SHRM certification examinations for a fixed period or permanently.

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

Reasonable Accommodations for Testing

SHRM is fully committed to providing reasonable testing accommodations for a candidate's medical condition that constitutes a qualifying disability under the Americans with Disabilities Act (ADA) for U.S.-based candidates or a comparable provision for non-U.S.-based candidates. To request a testing accommodation, mark the appropriate question on the exam application. **The Testing and Certification Accommodations Request form** will be emailed to you along with instructions to submit the form with supporting documentation. Please do not send medical records. (We do not require, nor do we wish to receive, nor will we accept or retain medical records as part of the request.) Please note that the application is considered incomplete and will not move forward in the process until a completed Testing and Certification Accommodations Request form is submitted. Once the form is received, the request will be reviewed to determine the appropriate accommodations.

All requests must be made at the time of application. SHRM is unable to add accommodations to an existing exam appointment. If, however, you experience a qualifying disability or other medical issue that would constitute a qualifying disability under the ADA after you have submitted your application, SHRM will strive to provide an accommodation following receipt of appropriate documentation to support the request. Please contact us at **shrmcertification@shrm.org** so we can provide the necessary paperwork to support your request.

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

Upon approval, SHRM will provide reasonable and appropriate accommodations related to the testing process (e.g., extra exam time, using a test) or to another certification-related process or policy.

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

Eligibility Verification

SHRM conducts random reviews of applications during each testing window to verify eligibility. Applicants whose applications are selected for review will be asked to submit appropriate documentation to confirm their reported HR experience. It is not SHRM's practice to contact employers to obtain verification documentation on an applicant's behalf; rather, the applicant is responsible for providing all requested documentation.

Applicants whose applications are selected for review will be notified by email and will have 10 business days to submit all required documentation. Applicants must satisfy verification requirements before they are permitted to continue with the certification process. Failure to comply with the verification request in a timely manner and/or falsification or misrepresentation of

requested information will result in denial of the application and forfeiture of all fees, in addition to having any future applications automatically selected for review.

Application Denials

An application will be denied for the following reasons:

» Failure to meet the minimum eligibility requirements.

» Submission of an incomplete application.

» Failure to comply with the verification review process.

» Falsification or misrepresentation of application information.

» Violation of policies and/or procedures outlined in any of the SHRM policy documents or agreements.

Application denials will result in forfeiture of all fees.

Application Appeals

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

» Be in writing;

» Be accompanied by evidence or other pertinent information refuting the decision;

» Be sent no later than 10 business days after notification of the denial; and

» Be sent via email to **shrmcertification@shrm.org**.

Scheduling Exam Appointments

Applicants must complete the full application process (i.e., apply, pay, satisfy all verification requirements if applicable, and receive approval to test) to be considered a candidate for SHRM certification testing. Once this happens, the candidate will receive an Authorization to Test (ATT) letter via email with instructions on how to schedule an exam appointment with Prometric, SHRM's test delivery vendor. Upon receipt of this letter, candidates are encouraged to select their testing option (in-person or via remote proctoring, if available) and schedule their appointment right away to secure their preferred testing option, date, time, and location if testing at a testing center. Candidates who wait until the last minute run the risk of missing out on their preference. **If a candidate delays scheduling an appointment and is unable to schedule an appointment, all fees will be forfeited.**

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

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

» Their full name exactly as it appears on the ATT letter, which should match the unexpired government-issued photo ID that will be used as proof of identity at the testing center.

» The Eligibility ID number as listed at the top of the ATT letter.

» A daytime phone number.

» The exam sponsor (SHRM).

» The exam for which registration is requested (SHRM-CP or SHRM-SCP).

Candidates will receive an email 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 reschedule missed appointments.

Testing Options: You have the option of taking your SHRM-CP or SHRM-SCP exam in person at an authorized testing center or from home through live remote proctoring.* In-person testers pass at a higher rate than remote testers. Both options are administered by Prometric, our test administration partner. Learn more at **shrm.org/certification/testingoptions**.

*Note: Live remote proctoring is not available outside the U.S.

Name Change and Profile Updates

Candidates must make sure all profile information is kept up-to-date. This includes name, email, phone number, mailing address, etc. Candidates are encouraged to access their online account on a regular basis at **shrm.org/certification/portal**.

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

Minor Name Changes—A candidate whose confirmation notice or ATT letter contains minor errors (e.g., wrong middle initial, missing hyphen) should notify SHRM through the online portal at least 10 business days before the scheduled exam appointment. It is not necessary to obtain a new ATT letter if you have a minor name change, provided you have notified SHRM of the issue via the required process.

Exam Level Changes

A candidate may request an exam level change (SHRM-CP to SHRM-SCP or SHRM-SCP to SHRM-CP) once during an exam window. Note: If changing from a CP exam to an SCP exam, the candidate must pay the fee difference between the two exams. If changing from an SCP exam to a CP exam, the candidate will receive a refund of the difference between the exams. Member/nonmember status at the time of initial application will apply. The exam level change request must be submitted at least 20 business days before the scheduled exam date. If an exam appointment has already been scheduled, it must first be canceled with Prometric. After the exam appointment has been canceled, the candidate can then move forward with changing the exam level and scheduling the new appointment.

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

Rescheduling Exam Appointments

Candidates are permitted to reschedule their exam appointment, provided their request is submitted within an acceptable time frame. Please be aware that certain stipulations may apply. Guidelines for exam rescheduling are shown in the table below.

TIME FRAME	RESCHEDULE	STIPULATIONS
Requests submitted 30 or more calendar days before original appointment	Yes	Candidate must pay $35 Prometric cancellation fee.
Requests submitted five to 29 calendar days before original appointment	Yes	Candidate must pay $53 Prometric cancellation fee.
Requests submitted less than five calendar days before original appointment	No	Candidate is considered a no-show and forfeits all fees.

Candidates who wish to reschedule their exam appointment must do so directly with Prometric. To reschedule:

» Within the U.S.: Visit **prometric.com/shrm** or call 888.736.0134

» International: Refer to **Appendix B: Regional Testing Centers** page for the appropriate phone number.

» Candidates with an approved testing accommodation should call 800.967.1139.

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

ADA Notifications: 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) or a comparable provision for non-U.S.-based candidates. If you need to reschedule for this reason, please contact us at **shrmcertification@shrm.org** for more information.

Exam Transfer

Candidates may request a transfer to the next testing window **one time only** per exam application, for a fee of $150. A Prometric cancellation fee, payable to Prometric, may also apply. **All fees are due at the time the request is submitted.**

This option is available to candidates under the following circumstances:

» Candidates with an exam appointment must submit their request no later than five business days before their scheduled appointment. The exam appointment must be canceled by the candidate before the request can be processed. Refer to the **Exam Appointment Cancellations** section for policy details and instructions.

» Candidates without an exam appointment may request a transfer up to the first day of the current testing window. **Requests submitted after the testing window begins will not be granted to anyone without an exam appointment.**

Candidates who receive a transfer but who are unable to test during the next testing window will forfeit all fees, except in the case of a medical or personal emergency. Under these circumstances, supporting documentation must be provided. See the **Medical or Personal Emergencies** section for additional policy details.

ADA or Comparable non-U.S. Guideline Notification: Relevant exceptions to this exam transfer policy may be made as required for candidates who must transfer their exams due to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA) for U.S. residents or the international equivalent for residents outside the U.S. If you need to transfer your exam for this reason, please contact us at **shrmcertification@shrm.org** for more information.

Exam Appointment Cancellations

Candidates who wish to cancel their exam appointment must do so directly with Prometric. Those with a scheduled exam appointment who wish to transfer must cancel their appointment before submitting their request to transfer.

Cancellations submitted less than 30 days but no later than five days before the scheduled exam appointment will be charged a $53 cancellation fee. Cancellations **less than five calendar days before the scheduled appointment** are not permitted; and will therefore be denied.

To cancel an appointment, contact Prometric:

» Within the U.S.: Visit **prometric.com/shrm** or call 888.736.0134. International candidates should refer to **Appendix B: Regional Testing Contact Centers** for the correct phone number. To cancel an exam appointment with an approved testing accommodation, call 888.736.0134.

ADA or Comparable non-U.S. Guideline Notification: Relevant exceptions to this exam cancellations 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) for U.S residents or the international equivalent for residents outside the U.S. If you have experienced a personal or medical emergency as a result of this reason, please contact us at **shrmcertification@shrm.org** for more information.

Medical or Personal Emergencies

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

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

Candidates who experience medical or personal emergencies within five days prior to a scheduled exam appointment may transfer or request a hardship refund (see the **Exam Transfer** and **Refunds** sections). Requests must be made within the five-day period. Supporting documentation as to the nature of the medical or personal emergency must be provided at the time of the request. Requests will be reviewed on a case-by-case basis.

ADA or Comparable non-U.S. Guideline Notification: Relevant exceptions to this medical or personal emergencies policy may be made as required for candidates who experience a medical or personal emergency related to their own documented medical condition that constitutes a qualified disability under the Americans with Disabilities Act (ADA) for U.S residents or the international equivalent for residents outside the U.S. If you have experienced a personal or medical emergency as a result of this reason, please contact us at **shrmcertification@shrm.org** for more information.

Refunds

All SHRM certification fees are nonrefundable. In the case of a medical or personal emergency (see the **Medical or Personal Emergencies** section for details) please contact **shrmcertification@shrm.org** for more information.

No-Shows

No-show candidates forfeit all exam fees. No refunds or transfers will be granted. No-shows are candidates who:

» Fail to schedule an exam appointment with Prometric, SHRM's test delivery vendor;

» Cancel the exam appointment less than five business days before the scheduled date;

» Don't appear for the exam on the scheduled appointment date;

» Arrive for their scheduled appointment time more than 30 minutes after their appointment time; or

» Arrive at the testing center without proper identification.

Exam Composition

The SHRM-CP and SHRM-SCP exams each consist of 134 multiple-choice questions, of which 80 are stand-alone knowledge-based questions and 54 are situational judgment items.

Knowledge items are designed to assess an examinee's understanding or application of factual information and are focused on two knowledge item types based on the content of the SHRM BASK. Knowledge Items (KIs) cover key concept topics in the HR Knowledge Domains, while Foundational Knowledge Items (FKIs) cover key concept topics in the Behavioral Competency Clusters. Examinees receive credit for selecting the correct answer to a given question; otherwise, no credit is awarded.

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

Both exams also include 24 unscored **field-test items**. Field testing allows SHRM to gather data on a question's effectiveness before it is included on future exams as a scored item. The field-test items on the SHRM-CP and SHRM-SCP exams are randomly mixed throughout the exam so that candidates will not be able to distinguish them from scored items.

BEHAVIORAL COMPETENCY CLUSTERS	ITEM TYPE
Leadership (17%)	Situational Judgment (40%) Foundational Knowledge (10%)
Business (16.5%)	
Interpersonal (16.5%)	

HR KNOWLEDGE DOMAINS	ITEM TYPE
People (18%)	HR-Specific Knowledge (50%)
Organization (18%)	
Workplace (14%)	

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

Sample Questions

SHRM provides **sample questions** for both the SHRM-CP and SHRM-SCP exams. The sample questions are designed specifically to help candidates become acquainted with how questions may be presented on SHRM's exams and contain both situational judgment and knowledge item types.

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

Exam Administration

The exams are delivered by computer in traditional test centers and via remote proctoring through Prometric's **ProProctor™ remote assessment platform**.

BREAKDOWN OF TESTING TIME	
Confidentiality Reminder	2 minutes
Introduction and Tutorial	10 minutes
Exam – Section 1	Up to 1 hour and 50 minutes (110 minutes)
Exam – Section 2	Up to 1 hour and 50 minutes (110 minutes)
Survey	8 minutes

For each section, a countdown timer will appear on the screen. Each section is separate and independently timed; unused minutes in Section 1 are not added to the allotted number of minutes in Section 2. After an exam section is complete and you move on to the next section, you cannot return to the previous section.

Test Administration Platform

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

Preparation Resources

SHRM recommends that candidates review the SHRM BASK® first, paying particular attention to the exam specifications and proficiency indicators that distinguish the exams. Candidates should study all aspects and content, including the Glossary and the SHRM BASK Resource List. Download a free copy of the **SHRM BASK.**

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

For additional practice and exam insights, *Ace Your SHRM Certification Exam* is a study guide available through the SHRMStore, offering preparation guidance for success on the SHRM-CP or SHRM-SCP exam in addition to 50 recently administered exam questions for practice.

Additionally, the **SHRM-CP** and **SHRM-SCP** Exam Workbooks, each containing 70 unique recently administered exam questions at both levels, round out SHRM's certification study aids with additional insights tailored to the SHRM-CP or SHRM-SCP exam, respectively.

The study guide is included with the SHRM Learning System in a digital format, and is available separately on the **SHRMStore.** The workbooks are only available through the SHRMStore.

Visit **shrm.org/certification/prepare** to access the materials listed above, including links to complimentary webinars about how to prepare for the SHRM certification exams and interpret your results report.

TESTING IDENTIFICATION REQUIREMENTS AND RULES

The SHRM certification exams are administered in highly secure testing centers or remotely through Prometric's remote proctoring system. All candidates are required to provide proof of identity with an unexpired, original government-issued photo ID with signature (primary ID).

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

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

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

Examples of Acceptable Names on Required ID

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

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

Testing rules/guidelines include but are not limited to the following. The rules apply to both test center and remote testing formats except where indicated.

» Candidates must present an unexpired, original government-issued ID with a photo and signature. The name and photo on the ID must be an exact match to the name on the candidate's ATT letter or they will not be permitted to test.

» **Test Center Only**—Lockers will be provided for candidates to store their purses, mobile phones, jackets, food, drinks, and medical supplies.

» The use of audible beepers, mobile phones, or memory-capable devices is prohibited.

» Jewelry other than wedding and engagement rings is prohibited. Eyeglasses, permitted jewelry, and other accessories will be inspected.

» Religious headwear may be worn; however, it may be subject to inspection before testing is permitted.

» Candidates will be asked to empty and turn out their pockets.

» **Test Center Only**—Candidates will be "wanded" or asked to go through a metal detector during the check-in process.

» **Remote Testing Only**—Candidates will be required to provide a 360° view of their workstation and/or testing area.

» **Test Center Only**—There are no scheduled breaks during the exam; however, candidates may choose to leave the testing room for this purpose. Please note that the exam clock will continue to run during this time. Candidates may not leave the testing facility during this time. Smoking at the test center is prohibited.

» **Remote Testing Only**—One 15-minute optional break is permitted at any time during the exam session. However, please note that the exam clock will continue to run during this time.

» Accessing mobile phones or study materials after arriving at the testing center, during the testing session, or during breaks is prohibited.

» All exams are monitored and may be recorded in both audio and video format.

» Other exams will be administered at the same time as the SHRM certification exams, and examinees may hear ambient noises, such as typing, coughing, or people entering and exiting the testing room, that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones and/or earplugs may be requested to minimize impact.

Testing Irregularities

SHRM reserves the right to investigate behavior by any candidate that may be considered detrimental to a fair and secure testing process or that impacts the testing environment, security, validity, or integrity of the exam. If a candidate is suspected of a testing irregularity or any violation of the policies and procedures set forth in this Handbook, it will be reported to SHRM. Test center staff have the authority to stop a candidate's exam at any time if a testing irregularity or violation of testing rules is suspected or detected.

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

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

» Giving or receiving assistance.

» Using prohibited aids (e.g., desktop timers, watches, calculators, or other electronics).

» Impersonating an examinee or engaging someone else to take the examination for you.

» Presenting false identification or identification that has been altered or tampered with for purposes of starting an examination.

» Attempting by any means to duplicate, record, or memorize test content, answers, or any other exam materials.

» Failing to follow the instructions of test center staff, or rules of the test center.

» Verbally or physically harassing or threatening test center staff, SHRM staff or other examinees.

» Violating testing rules.

» Violating state, federal, or local laws, regulations, or policies.

» Being under the influence of alcohol or drugs during an exam.

» Soliciting, discussing, or disclosing exam content, or otherwise violating the terms of the **SHRM Certification Candidate Agreement.**

» Providing false or misleading information about the exam, the score received, testing history, or certification status to any person or institution.

Inclement Weather and Local or National Emergencies

If there is severe weather or a local or national emergency near the testing center, candidates should go to **prometric.com/closures** for updates on closures or delays. International candidates should refer to **Appendix B: Regional Testing Contact Centers** for the correct phone number. Examinees will not be assessed a rescheduling fee if Prometric cancels an exam due to severe weather or a local or national emergency. Should there be a site closure or relocation, notification will be sent by email and a recorded message by telephone.

TEST RESULTS

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

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

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

Candidates will receive a preliminary pass/did not pass decision at the testing center upon completion of the exam. Approximately two to three weeks after testing, candidates will receive an email directing them to retrieve their official results from the My Resources tab in their certification portal. To protect confidentiality, results are not provided by email, phone, or fax.

Score Information

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

Candidates will receive a Candidate Score and Feedback Report, which contains their official score and a diagnostic graph providing information about their performance on the three Behavioral Competency Clusters and the three HR Knowledge Domains. This information is provided to help new certification-holders select professional development activities for recertification, in addition to providing guidance to unsuccessful examinees who choose to retake the exam at a future time. See Appendix A for a **Sample Candidate Score and Feedback Report**.

Note: Candidates who pass the exam will also receive a digital copy of their certificate of achievement.

Data Confidentiality

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

Score Validity and the Right to Cancel Scores

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

Request for a Results Review

SHRM performs extensive and rigorous quality control procedures to ensure the accuracy of examination results. After receiving their Candidate Score and Feedback Report, candidates who do not achieve a passing result and/or believe there was a scoring error or impropriety may appeal by requesting a results review. If a results review is requested, the only information issued to the requesting candidate after the fee is paid and after the review is completed will be a scaled score and a pass/did not pass decision. (Detailed item information will not be provided.) Note that because SHRM quality control efforts include extensive efforts to calibrate results before the exams are administered (i.e., pre-equating scores

based on the overall psychometric parameters of the exam), changes to results because of a results review rarely occur, and none have occurred in the last eight years. Therefore, consider your request carefully before paying the required fee for this review.

Results review requests are available for a $100 fee. A link to the request form will be made available to candidates who do not pass the exam each testing window. The link will be located in the portal under the My Resources tab. Requests will be accepted up to 30 days after distribution of the official exam results. Exam results reviews will be sent approximately 30 days after receipt of the request.

Exam Item Challenge

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

An exam item challenge request must be submitted within five calendar days of the date the examinee took the exam. Only examinees may challenge test items. If a question is found to be flawed, neither SHRM nor the candidate can assume that the examinee would have answered it correctly if it had not been flawed; therefore, the exam score will not be changed.

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

Retaking the Test

Candidates who are unsuccessful on the exam may take it again during a future exam window. **Testing for the same exam in the same window is prohibited.** Candidates who wish to retest are required to apply as a new candidate in the next window or a future testing window, which includes remittance of the full examination fee. There is no limit to the number of times a candidate can reapply and test.

Violations and Investigations

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

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

1. Provide current contact information, including but not limited to current email address, current backup email address, current mailing address, current phone number, and current backup phone number, to completely and fully participate in the investigation;

2. Fully cooperate with the investigation;

3. Truthfully and completely answer all questions asked by SHRM or its designee;

4. Accept, read, acknowledge, and respond to any correspondence sent via email or certified mail, return receipt requested;

5. Disclose to SHRM or its designee all knowledge that could potentially relate to the investigation;

6. Produce all documents, data, and materials requested by SHRM or its designee;

7. Submit to an in-person interview conducted by or on behalf of SHRM if requested; and

8. Immediately cease using the SHRM-CP or SHRM-SCP designation until further notice as directed to do so.

If, following an investigation, SHRM reasonably concludes that the candidate or certification-holder has violated the **SHRM Certification Candidate Agreement** or the **SHRM Bylaws & Code of Ethics**, SHRM reserves the right to pursue any of the listed sanctions. In addition, a candidate's or certification-holder's refusal to cooperate with an investigation, or the presentation of false or misleading information in relation to the investigation, shall constitute a serious and material breach of the **SHRM Certification Candidate Agreement** and the **SHRM Bylaws & Code of Ethics** and shall serve as a separate and independent basis for SHRM to act against the candidate or certification-holder as described.

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

» Issue a report of the factual findings of the investigation to legitimately interested parties, including but not limited to the individual's employer;

» Pursue a civil lawsuit against the individual and/or refer the matter for criminal prosecution by state and/or federal authorities or any government agency with jurisdiction;

» Invalidate or cancel an individual's scores, before or after the scores are reported, without a refund;

» Revoke, suspend, or decline to grant eligibility for any SHRM certification;

» Revoke, suspend, or decline to grant any SHRM certification; and

» Ban the individual from holding a SHRM certification or applying to take a SHRM certification exam for a fixed period or permanently.

EARNING THE CERTIFICATION

Candidates who pass the exam will receive a digital copy of a certificate of achievement with their exam results as shown on the Candidate Score and Feedback Report. They will also be provided with the opportunity to order a framed certificate and other collateral pieces through SHRM's third-party awards provider.

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

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

Certification-holders should protect the integrity of their SHRM certification by adhering to the following guidance:

» New certification-holders may use the certification designation letters right away.

» When using the certification with their name, certification-holders must place the SHRM certification designation immediately after their name or postgraduate degree (e.g., Ph.D.).

» Certification-holders may use their certification in promotional text (e.g., "Jane Smith has satisfied the requirements for SHRM-CP certification as prescribed by SHRM and is now a SHRM-CP certified human resource professional.").

» Always use all capital letters (SHRM-CP, SHRM-SCP).

» Never use periods between the letters.

» Do not abbreviate the certification (e.g., CP or SCP).

» If the certification has expired, immediately discontinue using the designation.

The following formats are approved by SHRM:

» SHRM-CP.

» SHRM-SCP.

» SHRM Certified Professional.

» SHRM Senior Certified Professional.

Online Certified Directory

The names of all professionals holding the SHRM-CP and SHRM-SCP certifications are automatically listed in SHRM's **Online Certified Directory**, searchable by first name, last name, and country. The Online Certified Directory facilitates verification of one's certification by employers, clients, and vendors.

Digital Badge

SHRM-CP and SHRM-SCP digital badges allow SHRM certification holders to showcase their certification accomplishment publicly or privately on a variety of platforms. Information on how to access and display the SHRM certification digital badge is sent via email to those who achieve the certification following the release of their official results.

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 email signatures. Once shared, the badge can be clicked, revealing metadata that validates the certification-holder's achievement for employers, peers, clients, and customers.

MAINTAINING YOUR CERTIFICATION

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

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

PDC CATEGORY	DESCRIPTION/EXAMPLES	PDC MAXIMUM (per recertification period)
Advance Your Education	**Instructor-led or self-paced continuing education activities, such as:** • Conferences • Seminars/workshops • College/university courses • Virtual learning • Chapter programs • E-learning • Videoconferences • Webcasts • SHRM-approved books and e-books	No maximum
Advance Your Organization	**Supervisor-endorsed work projects that:** • Meet or support organizational goals and demonstrate or advance your capabilities in one or more of the HR competencies	30 PDCs
Advance Your Profession	**Thought leadership and volunteer activities that contribute to the development of the HR profession and the community, such as:** • Professional membership • Speaking at conferences • Volunteer leadership roles • Research, writing, and publishing	30 PDCs

Note: Recertifying certification-holders may be eligible for an extension in the event of a documented medical condition that constitutes a qualifying disability under the Americans with Disabilities Act (ADA). If you believe you qualify for an extension, please contact us at **shrmcertification@shrm.org**. Note: Requirements may differ for recertifying certification-holders outside of the U.S.

For additional details about recertification, download the SHRM Recertification Handbook at **shrm.org/certification/recertificationhandbook**.

APPENDIX A

Sample Candidate Score and Feedback Report

Eligibility ID: SHRMAPP#   Date: **10 May 2024**

Dear A. Candidate,

Congratulations on passing the SHRM Senior Certified Professional (SHRM-SCP) exam! Your results have been officially confirmed, and you are certified as a SHRM-SCP.

Your official score on the exam was 200 and is shown in yellow on the chart below.

Final status (pass / not pass) for the SHRM-SCP exam is based on overall exam performance and is reported as a standardized scaled score. The range of these scaled scores is 120 to 200. All candidates who pass the exam receive the maximum score (200).

Your Status	Your Scaled Score	
Certified	200	← needed to pass
	190	
	180	
	170	
	160	
	150	
	140	
	130	
	120	

The next chart provides additional feedback on your SHRM-SCP exam performance. You can use this information to plan your future professional activities, particularly as you acquire professional development credits to recertify your SHRM-SCP. The dashed line represents the level of performance that is expected for a SHRM-SCP in each of the three knowledge domains (People, Organization, Workplace) and the three behavioral competency clusters (Interpersonal, Business, Leadership).

A result in the gray zone represents exam performance at a level consistent with standard proficiency expected of a SHRM-SCP certified professional. Scores in the blue zone represent areas of strength. Scores in the yellow zone represent areas with the greatest potential for improvement. Note that the distance from the dashed line provides an approximate measure of how far above or below your exam performance was when compared to the standard for that area. Percentages in parentheses represent the score weighting for each subject area (i.e., how much of the exam is based on each domain or cluster).
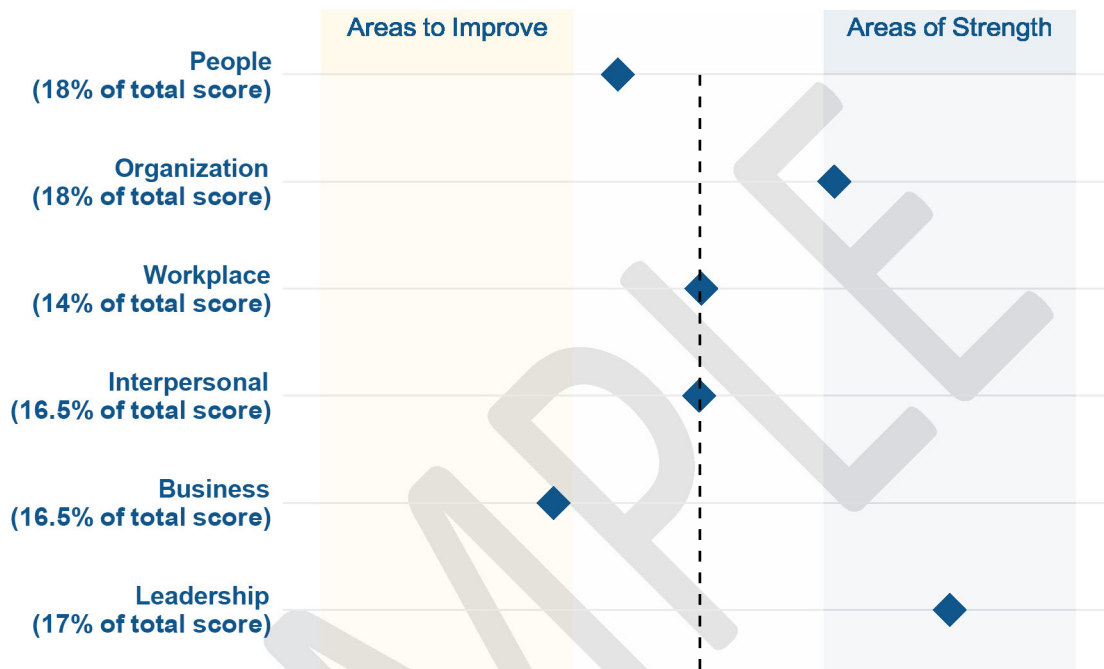
Your SHRM-SCP score and feedback on the different areas of the exam are confidential. We provide these to you for developmental purposes only. Exam score and feedback will not be disclosed by SHRM to anyone without candidate consent, unless required by law enforcement or judicial authorities. If you would like your exam 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 (exam date, score, pass/fail status, etc.) about the exam results that the third party should receive.

Thank you for taking the SHRM-SCP exam and demonstrating your commitment to the HR profession by becoming one of more than **130,000** professionals who currently hold either the SHRM-CP or SHRM-SCP. If you have questions, please contact the SHRM Certification team at certification@shrm.org or via telephone at +1.800.283.SHRM (7476), option 3 or +1.703.548.3440, option 3 (outside the U.S.).

Sincerely,

Michael P. Aitken
Executive Vice President, HR Professional Solutions
Society for Human Resource Management

APPENDIX B

Regional Testing Contact Centers

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

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

APPENDIX C
Legal Restrictions and Processes for OFAC Sanction Countries

SHRM must comply with international trade sanctions imposed by the U.S. government (Office of Foreign Assets Control, or OFAC). These sanctions prohibit SHRM from providing certain products and services—including exam administration and recertification services—to individuals or organizations located in designated countries or to individuals or organizations that are designated on a U.S. government-maintained list. For this reason, the following individuals will not be able to take the SHRM certification exams or be eligible for recertification:

1. Individuals who are on any such list or who work for a company that is on such a list maintained by the U.S. government, or

2. Individuals who themselves are affiliated with, or are employed by organizations that are affiliated with, governments of those countries that are subject to sanctions, or

3. Individuals who are residents of or are ordinarily residents of countries where U.S. sanctions prohibit SHRM from providing these services.

Individuals from countries on the list located **online** may be subject to additional screening and, in some cases, may not be allowed to sit for the exam or to recertify. The list of countries changes regularly. Check the online listing before applying to take a SHRM certification exam.

SHRM is a member-driven catalyst for creating better workplaces where people and businesses thrive together. As the trusted authority on all things work, SHRM is the foremost expert, researcher, advocate, and thought leader on issues and innovations impacting today's evolving workplaces. With nearly 340,000 members in 180 countries, SHRM touches the lives of more than 362 million workers and their families globally. **Discover more at SHRM.org.**