

SHRM CERTIFICATION
HANDBOOK
SHRM-CPSM | SHRM-SCPSM

2016

shrmcertification.org



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: shrmcertification@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 closure information, visit prometric.com/sitestatus.

For more information

shrmcertification.org

Questions

E-mail: shrmcertification@shrm.org

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

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Welcome

Congratulations on choosing to pursue the SHRM Certified Professional (SHRM-CPSM) or SHRM Senior Certified Professional (SHRM-SCPSM)—the next-generation credential 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 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 a more strategic leadership position and perform more effectively as they earn a credential recognized worldwide for its focus on behavioral competencies as well as technical 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.
- » The application and testing process.
- » Options for test preparation.
- » Recertification requirements.

Please 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.

*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.

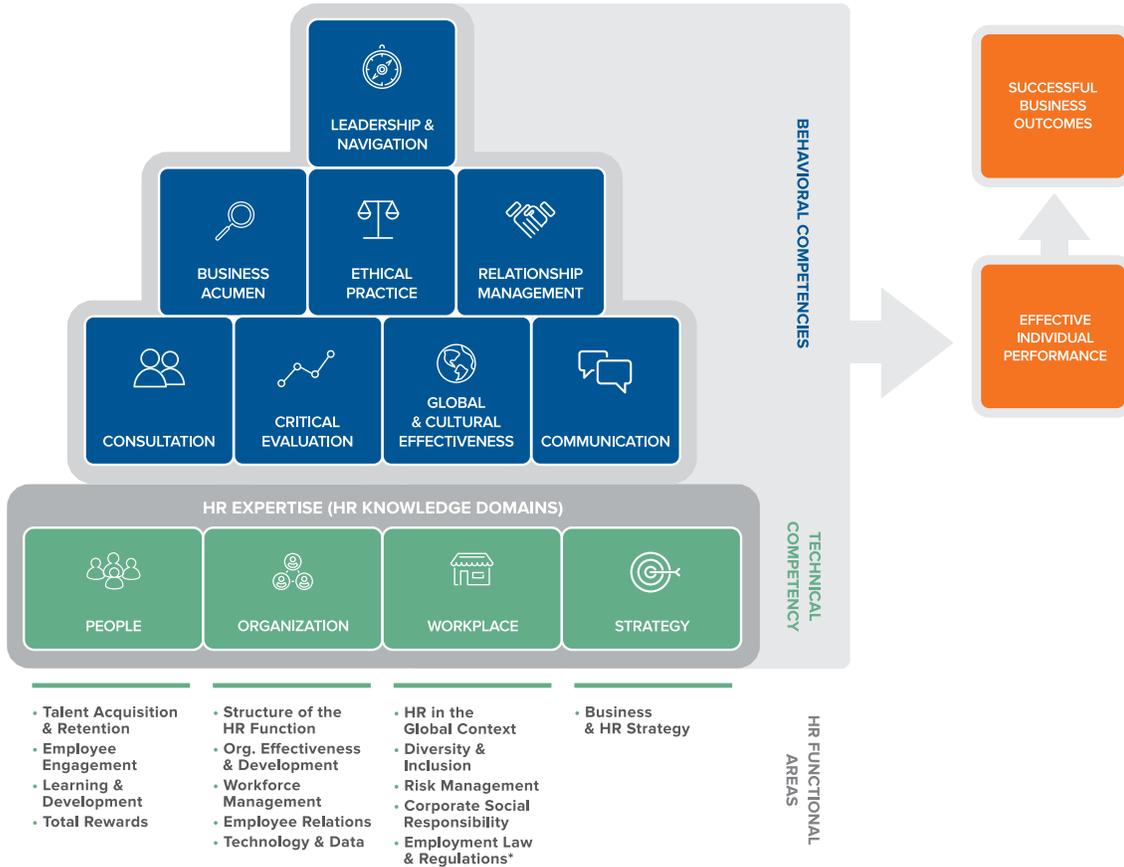
SHRM also works to advance the HR profession as a whole, ensuring that as business evolves, HR evolves to meet business needs. Increasingly, business leaders understand that effective people management is a strategic imperative. As a result, employers expect that HR professionals will demonstrate, in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

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

The SHRM Body of Competency & Knowledge™

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

SHRM Body of Competency & Knowledge™



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

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



The Value of SHRM Certification

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

- » SHRM-CP and SHRM-SCP are based on a single, comprehensive SHRM BoCK and are relevant worldwide, giving professionals the recognition and flexibility to use their knowledge, skills and competencies anywhere their careers take them.
- » SHRM-CP and SHRM-SCP are based on in-depth research focused on—and backed by—global employers and business leaders. They reflect what HR practitioners need to know to be leaders in their organizations and in the HR profession.
- » SHRM-CP and SHRM-SCP test behavioral competencies as well as the application of HR technical knowledge, to ensure that professionals have the ability to demonstrate what they know—and what they can do with what they know—in a variety of situations.
- » SHRM-CP and SHRM-SCP are based on the current HR landscape. These certifications are 100% focused on the competencies and technical knowledge all HR professionals need to lead in today's business environment.
- » SHRM-CP and SHRM-SCP recognize diversity in the HR profession. The eligibility requirements minimize barriers to participation and reflect current HR roles. The exam windows provide accessibility and flexibility for all eligible professionals worldwide. In addition, the exam is affordable, making certification attainable by more professionals.
- » Employers filling key HR roles seek SHRM-certified professionals to ensure new hires are proficient in vital knowledge and behavior that drives workplace success. This shows that employers recognize the value in hiring professionals with these credentials and believe it will help their organization drive better business results.

The SHRM Certification Commission

The SHRM Certification Commission serves as a governance body and 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 and business expertise from industries and organizations around the world. During regular operations, Commission members and the Commission Chair serve two-year terms.

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.

FOR MORE INFORMATION ABOUT THE SHRM CERTIFICATION COMMISSION, PLEASE VISIT

shrmcertification.org/certificationcommission 

Applying for the Exam

Exam Eligibility Criteria

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

CREDENTIAL	Less than a Bachelor's Degree*		Bachelor's Degree		Graduate Degree	
	HR-RELATED 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.

THE FOLLOWING GENERAL ELIGIBILITY CRITERIA ALSO APPLY

- » HR-related experience relates to work in any of the 15 Functional Areas 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.
- » 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 that 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.
- » SHRM membership is not required.

HR-Related Degrees

GRADUATE (OR GLOBAL EQUIVALENT)

HR-related degrees may include but are not limited to the following:

- » MA in Human Resource Management (HRM)
- » MS in Human Resources (HR)
- » MA or MS in Industrial and Organizational Psychology
- » MA in Management (MAM) with HR concentration
- » MBA with concentration in HRM
- » Organizational Leadership or Leadership Development with HR concentration
- » Human Capital Development
- » Organizational Behavior
- » Labor Relations
- » Industrial Relations

BACHELOR'S (OR GLOBAL EQUIVALENT)

HR-related degrees may include but are not limited to the following:

- » BA or BS in HRM
- » BA or BS in Management with concentration in HR
- » BA or BS in Business Administration with concentration in HRM
- » Bachelor of Business Administration with emphasis in HR
- » Organizational Behavior
- » Industrial Relations
- » Organizational Development
- » Management and Leadership

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 eight courses that cover the fundamentals in HR (i.e., Principles of HRM; Compensation & Benefits; Organizational Development; Recruitment & Selection; Employment Law; Training & Development; Employee Relations; Performance Management). A qualifying certificate program typically lasts 18 months.

Outside the U.S.

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

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

HR-related master's programs may include the following:

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

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

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

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 page 6, *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 certification is designed for HR professionals who are engaged primarily in an operational role—implementing policies, serving as the HR point of contact for staff and stakeholders, and/or performing day-to-day HR functions. If this is your focus, the SHRM-CP is likely your best option.

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

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

FOR ADDITIONAL INFORMATION, E-MAIL
certification@shrm.org 

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 the exam between the applications accepted starting date and the regular application deadline. Candidates who apply after the regular application deadline and before the late application deadline will incur a nonrefundable late application fee of \$75. Applications submitted after the late application deadline date will not be accepted.

EXAM WINDOWS	APPLICATIONS ACCEPTED	REGULAR APPLICATION DEADLINE	LATE APPLICATION DEADLINE
May 1-July 15, 2016	Jan. 4, 2016	Mar. 25, 2016	Apr. 15, 2016
Dec. 1, 2016 - Feb. 15, 2017	May 16, 2016	Oct. 21, 2016	Nov. 11, 2016

Please note: The exam application deadlines close on Mar. 25, Apr. 15, Oct. 21 and Nov. 11 at 11:59 PM, ET.

Scheduling Exam Appointments

The SHRM-CP and SHRM-SCP certification exams are administered by computer by SHRM’s test delivery vendor, Prometric, at more than 8,000 testing centers in 160 countries.

Once you have received your Authorization to Test (ATT) letter, schedule your exam appointment right away. To obtain your preferred test date, time and location, do not delay. Schedule your appointment online at prometric.com/shrm or by phone at 888.736.0134. 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.
- » The Eligibility ID number as listed at the top of the ATT letter.
- » A daytime phone number.
- » Exam sponsor (SHRM).
- » The exam for which registration is requested (SHRM-CP or SHRM-SCP).

Candidates will receive an e-mail confirming their exam appointment and confirmation number. The confirmation number is different from the Eligibility ID and will be required to confirm, reschedule or cancel an exam appointment.

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

Fees

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

Payment Methods

The SHRM Certification program accepts Visa MasterCard, American Express, money order, checks, ACHs or wire transfers.

Payments must be in U.S. currency and made payable to the Society for Human Resource Management (SHRM). ACHs and wire transfers should be sent to the specific bank account designated by SHRM.

All payments should be accompanied by proper documentation.

ACH/Wire

Please contact:

shrmcertification@shrm.org,
800.283.7476, option 3 (U.S. only) or
+1.703.548.3440, option 3 (International)

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

CorporateCertifications@shrm.org

Applying for the Exam

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

1	Visit shrmcertification.org .
2	Create a user account. Enter your name as it appears on your government-issued identification.
3	During an open registration window, select SHRM-CP or SHRM-SCP certification exam.
4	Complete the application form with your eligibility, job and demographic information.
5	Sign affirmation statement agreeing to abide by: <ul style="list-style-type: none"> » SHRM Code of Ethics » SHRM Privacy Policy » Policies and procedures outlined in this Certification Handbook
6	Submit payment for your exam.
7	Upon verification and/or 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 the felonies represent sufficient grounds for denial of the application.

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 requested supporting documentation to verify their years of HR experience and degree obtained (if applicable). Failure to comply with the audit, and/or falsification or misrepresentation of requested information, will result in denial of the application and/or revocation of the authorization to test. Candidates subject to audit will be notified by e-mail and will have 10 business days to respond. Failure to comply with the audit will result in forfeiting all fees.

Appeals Provisions

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

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

Data Confidentiality

Candidate performance on the exams shall remain confidential unless otherwise stipulated by the examinee or as required by law. SHRM reserves the right to disclose the name of individuals holding certifications to the public. SHRM will not disclose the names of individuals who do not pass the exams. Specific details about candidates or their exam performance shall remain confidential unless otherwise stipulated by the examinee or as required by law. All certificants will be listed in the SHRM Online Certified Directory available at shrmcertification.org/directory. SHRM may also make public any certificant's name against whom disciplinary action has been taken and the reason for that action.

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

Changing Registration Information or Exam Level

Address Changes

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

Name Changes

If, after submitting an application but before taking the exam, a candidate has a legal name change, the candidate should go to the online portal and submit a name change request at least 10 business days before the scheduled exam appointment, and must provide proper and appropriate supporting documentation clearly indicating the new name in full. The updated name must match the name on the applicant's unexpired government-issued ID that will be used for admission to the exam.

A candidate whose confirmation notice or ATT letter contains minor errors (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 change, provided you have notified SHRM of the issues 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, the request must be submitted at least 10 business days before that date. An exam level change cancels the scheduled exam appointment so the candidate is required to schedule a new exam appointment. If the exam window has already opened, the same time and location for the new exam appointment is not guaranteed.

To request an exam level change, visit shrmcertification.org/contact, specifying which exam you wish to take. Candidates requesting to change from SHRM-CP to SHRM-SCP should review their application to ensure that they meet the appropriate eligibility requirements for the SHRM-SCP. If those requirements are met, SHRM will verify the exam level change request with a new ATT letter.

Rescheduling Exam Appointments

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

A candidate may reschedule an exam appointment at no charge more than 30 days before the originally scheduled appointment. A candidate may reschedule an exam appointment within the same window. Exam registrations cannot be transferred from one exam window to the next.

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

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 based on a request for testing accommodations, call 800.967.1139.

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

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

Medical or Personal Emergencies

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

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

Candidates with medical or personal emergencies within five days prior to a scheduled exam appointment may request a partial refund of 50% of the exam fee. A Refund Request (see *Appendix A: Forms*) must be submitted to SHRM via e-mail to 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. 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 SHRM's test delivery vendor, Prometric, and who do not request a refund within 30 days after closure of the exam window.

No-show candidates forfeit all exam fees.

Reasonable Accommodations for Testing

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

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

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

Refunds

Refunds are provided to exam candidates as follows:

- » Candidates who withdraw from the exam on or before the late application deadline date will receive a full refund of their exam fees, minus the nonrefundable application processing fee.
- » Candidates who withdraw from the exam after the late application deadline date, but no later than five business days before the scheduled exam appointment, will receive a partial refund of 50% of the exam fee, minus the nonrefundable application processing fee.
- » Candidates who cannot take the exam because of medical or personal emergencies 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.

REFUND POLICY	DEADLINE DATE	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
Withdrawal from exam	After late application deadline but no later than 5 business days prior to the scheduled exam date	50% of exam fee less \$50 non-refundable application fee	\$125 for SHRM members; \$175 for nonmembers
Medical or personal emergencies	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 nor request a refund. 	No refund	No refund

Preparing for the Exam

SHRM recommends that candidates planning to seek SHRM certification review the SHRM BoCK, paying particular attention to the exam specifications and score weighting in each subject area. Candidates less familiar with certain topics, especially areas covered by a significant proportion of test questions, are advised to allow for additional study time.

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

Exam Duration & Format

The SHRM Certification exams are administered by computer by SHRM's test delivery vendor, Prometric, at more than 8,000 testing centers in 160 countries. Candidates for the SHRM-CP exam will have up to 3 hours and 40 minutes to answer a total of 160 questions, of which approximately 110 will be knowledge items and 50 will be situational judgment items. Candidates for the SHRM-SCP exam will have up to 3 hours and 40 minutes to answer a total of 180 questions, of which approximately 110 will be knowledge items and 70 will be situational judgment items. Note that both exams include some "field test" items that do not count toward a candidate's final score (see page 15).

BREAKDOWN OF TESTING-TIME	
Introduction & Instructions	12 minutes
Exam Questions	3 hours and 40 minutes
Survey	8 minutes

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

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



Certification Preparation

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

FOR MORE INFORMATION, VISIT
shrmcertification.org/learning 

Content Outlines for the Exams

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

- » Knowledge items, which cover the four Knowledge Domains (People, Organization, Workplace and Strategy) associated with the SHRM BoCK’s Technical Knowledge competency; and
- » Situational judgment items, assesses the candidate’s judgment and decision-making skills associated with situations calling for proficiency in the behavioral competencies.

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

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

Situational judgment items assess candidates’ 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. Because more than one strategy may be effective for addressing actual work-related scenarios, examinees will receive full credit for choosing the best possible answer, or partial credit for choosing the second-best possible answer. Incorrect answers, which reflect ineffective strategies, will receive no credit.

“Field Test” Questions

Field test items make up a small part of the exam but will not be counted as part of a candidate’s score. Field testing gathers data on a question’s effectiveness before it can be included on future exams as a scored item. Examinees’ answers to field test items will not count toward any part of their exam scores.

The field test items on the SHRM-CP and SHRM-SCP exams are interspersed randomly so that candidates will not be able to distinguish them from scored items. This process facilitates SHRM’s efforts to continuously assess and improve all aspects of SHRM exams.

Score Weighting for Each Subject Area

SUBJECT AREA	SHRM-CP EXAM	SHRM-SCP EXAM
Behavioral Competencies	35%	50%
Technical Knowledge	65%	50%
» People	20%	10%
» Organization	20%	10%
» Workplace	15%	10%
» Strategy	10%	20%

Sample Exam Questions

Examples of Knowledge Items

Why is succession planning important for organizational durability and endurance?

- A. Helps grow and expand the company by leveraging its talent
- B. Prepares organization for global competitive advantage
- C. Strengthens the organization for change in response to market influences
- D. Strategically prepares the organization to replace key employees

Rationale: Succession planning helps companies retain knowledge and experience base by identifying and developing high potential employees to fill key leadership positions. Therefore Option D is the correct answer (as it aligns with the standardly accepted definition of succession planning).

Options A, B and C do not define succession planning, but rather other activities in which HR may or may not be directly involved or accountable.

What measures the average time lost per absent employee during a year?

- A. Incidence rate
- B. Severity rate
- C. Inactivity rate
- D. Separation rate

Rationale: Option B is correct; the severity rate is the average time lost per absent employee during a specific period.

Option A is incorrect; the incidence rate is the number of absences per 100 employees each day.

Option C is incorrect; the inactivity rate is the percent of time lost to absenteeism.

Option D is incorrect; the separation rate reflects the departures from the organization (not absences).

Examples of Situational Judgment Items

Scenario 1 – Jan’s compensation team is trying to integrate a centralized compensation model across multiple offices. Employees are having trouble understanding what the changes in compensation mean to them, and the eastern office location does not want to be a part of the centralized model because they believe that changes to compensation and bonuses will drive employees away. The organization is also dealing with other companies trying to recruit their best employees by offering them higher salaries and more perks, so they cannot afford any additional turnover.

Which of the following is the best move to socialize the eastern office into the new compensation program?

- A. Propose that the average compensation rate in the organization be the baseline for the eastern office’s new compensation rate
- B. Suggest that upper management meet with the eastern office about the need to align their compensation with the centralized model
- C. Research the maximum proportion of total salary that bonuses should account for by industry
- D. Conduct a market analysis of compensation rates in the eastern region for comparison to the eastern office rate

Rationale:

D is the best option because it demonstrates an understanding of the competitive environment and the impact that can have on the organization.

B is the next best option because it aims to foster collaboration, but remains a suggestion.

A and C are unacceptable options because they are not mindful of cost of living differences between regions

What is the best way for Jan to respond to other organizations recruiting their employees?

- A. Execute on your company’s vision to be an employer of choice by creating a document summarizing all of the benefits of working in your organization
- B. Solicit solutions from managers who are experiencing the greatest losses
- C. Conduct a compensation analysis to benchmark against the market, implementing appropriate responses to further your company’s mission to be an employer of choice
- D. Hold a meeting with top-level executives to discuss the need to increase salaries to remain competitive

Rationale:

C is the best option because it demonstrates an understanding of the industry and competitive environment within which the organization operates.

B is the second best option because gathering information and investigating the issue can result in strategy development.

A and D are unacceptable because they do not address the root cause of the issue.

What is the best way to handle the confusion regarding changes to the compensation model?

- A. Create a presentation that can be used by HR managers across the organization to communicate changes in compensation and bonuses
- B. Encourage senior leadership to make a public effort to promote the new compensation model
- C. Meet with managers at all regional offices to develop a strategy to announce the new compensation model
- D. Send an email to the staff including frequently asked questions about the new compensation model

Rationale:

A is the best option because it provides proactive communication on critical information to stakeholders.

D is the second best option because it provides clear and concise information to employees to clarify ambiguity.

B and C are unacceptable because they do not efficiently deliver information.

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 government-issued photo identification with signature, such as a driver's license, a passport or military ID. The name and photo on the primary or secondary ID must exactly match the name on the candidate's Authorization to Test (ATT) letter.

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

The following are acceptable forms of secondary identification:

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

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

Examples of Acceptable Names on Required ID

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

Trained proctors will supervise the Prometric testing centers. Irregularities observed or suspected by the proctors, or identified by subsequent statistical analysis of your answers on the exam, may result in your removal from participation in the test or invalidation of your score. Irregularities include, 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:

- » You must present an unexpired government-issued ID with a photo and signature to be admitted to the exam.
- » Arrive at the testing center at least 30 minutes before your scheduled exam appointment time to check in. Late arrivals will not be admitted.
- » Note-taking and the use of audible beepers, mobile phones or memory-capable devices are prohibited in the testing room.
- » You will be asked to empty and turn out your pockets.
- » Candidates will be wanded or must go through a metal detector during the check-in process.
- » No breaks are scheduled during the exam. Candidates who have to leave the testing room to take a break will not be given extra time on the exams.
- » Candidates may not leave the testing center during a break.
- » Accessing your mobile phone or study materials after your arrival at the testing center or during breaks is prohibited.
- » Smoking is prohibited at the testing center and during breaks.
- » Religious headwear may be worn into the testing room; however, it may be subject to inspection by a Test Center Administrator (TCA) before entry into the testing room is permitted.
- » All exams are monitored and may be recorded in both audio and video format.
- » Prometric will provide lockers for exam candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.
- » If a candidate wears a sweater into the testing room it may not be taken off. If it is taken off, it will need to be placed in the candidate’s locker.

Inclement Weather & Local or National Emergencies

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

Should there be a site closure or relocation, candidates will be notified by e-mail and voice recording.



Test Results

How the Exam Is Scored

The SHRM certification exams are designed to distinguish candidates with high proficiency in key competencies and 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 early to mid-career HR professionals. The SHRM-SCP standard is the level of competency and knowledge that can be reasonably expected of senior-level HR professionals.

All candidates will receive a Candidate Performance Report with diagnostic information about their performance on each domain covered on the exam. This information will help candidates who do not pass the exam decide how to prepare should they retake the exam.

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 for setting performance standards for certification, licensure and admissions tests. 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 pass/fail at the testing center upon completion of the exam. Approximately six to eight weeks after closure of the exam window, candidates will receive an e-mail directing them to retrieve their official results from the “My Results” tab in their portal. To protect confidentiality, results will not be provided by e-mail, phone or fax.

Candidates who pass the exam will receive an official congratulatory letter, credential 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 4 to 6 weeks after the official letter. If you have a mailing address outside the U.S., please expect 8 to 10 weeks for receipt of your certificate packet.

Information About Your Score

All candidates will receive a Candidate Performance Report with their final exam result and diagnostic information about their performance on each of the tested domains. This information will help candidates who do not pass the exam decide how to prepare should they retake the exam (see *Retaking the Test*).

In addition to focusing domain-specific feedback on the Candidate Performance Report, a candidate should refer back to the SHRM BoCK to obtain more information about the specific areas that are part of that domain. Candidates will also want to consider the type of HR experience they have (is it more specialized in a specific HR area or not) as this may help guide additional consideration as to where to concentrate future studying efforts.

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. Requests must be 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.

Retaking the Test

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

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, loss or damage. To request a copy, e-mail certification@shrm.org.

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

To ensure certificants are recognized for their accomplishments in a way that allows them to fully showcase their ongoing professional commitment to HR in today's digital world, SHRM provides certificants with the opportunity to obtain a digital badge, enabling secure electronic verification of credentials.

Information about acquiring the digital badge will be sent via e-mail shortly after becoming certified.

Once certified, a SHRM credential-holder can post their newly-obtained digital badge to social networks such as LinkedIn and Facebook. Adding the badge to a digital resume or e-mail signature allows potential employers to instantly verify a certificant's credential without the need for time-consuming reference checks.



Using Your Credentials

Professionals who have met the certification standards defined by SHRM and 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 web pages (e.g., LinkedIn or Facebook), in bylines for articles or blog posts, and in e-mail signatures.

Holders of the SHRM-SCP credential should note that it supersedes the SHRM-CP designation.

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 • College/university courses • e-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 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 • Research, writing and publishing 	30 PDCs

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



Appendix A

Forms

SHRM-CP & SHRM-SCP EXAM APPLICATION

TESTING ACCOMMODATIONS REQUEST

EXAM CANCELLATION/REFUND REQUEST

2016 SHRM-CP & SHRM-SCP Exam Application (Mail-in)

ARE YOU A SHRM MEMBER? YES NO

SHRM MEMBER #

PREFIX (OPTIONAL)

SUFFIX (OPTIONAL)

*FIRST NAME

*MIDDLE NAME (OPTIONAL)

*LAST NAME

E-MAIL

BIRTH DATE (MM/DD/YYYY)

PHONE NUMBER (PROVIDE AT LEAST ONE) HOME WORK MOBILE

PRIMARY MAILING ADDRESS (Credential certificate will be mailed to this address.)

CITY

STATE/PROVINCE

ZIP/POSTAL CODE

COUNTRY

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

WHICH SHRM CERTIFICATION ARE YOU APPLYING FOR?

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

WHAT IS THE HIGHEST LEVEL OF EDUCATION YOU HAVE ATTAINED?

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

HR-RELATED DEGREES: SPECIFY SPECIALTY

TOTAL YEARS HR EXPERIENCE

CURRENT EMPLOYMENT

NAME OF ORGANIZATION

JOB TITLE

Job Position:

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

OTHER

Primary Job Function:

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

OTHER



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

Business/Industry (optional):

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

Company Size Worldwide (optional):

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

What is your race/ethnic background?

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

OTHER (PLEASE SPECIFY)

PERSONAL DEMOGRAPHICS

What is your gender identification?

- (optional)*
- Male
 - Female
 - Undisclosed

Have you ever been convicted of a felony?

- No
- Yes

IF YES, DESCRIBE YOUR FELONY CONVICTION.

Are you Spanish, Hispanic or Latino?

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

Do you require reasonable accommodations for testing?

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

OTHER

The SHRM Certification program accepts Visa, MasterCard, American Express, money order, checks, ACHs and wire transfers. Payments must be in U.S. currency and made payable to the Society for Human Resource Management (SHRM). ACHs and wire transfers should be sent to the specific bank account designated by SHRM. All payments should be accompanied by proper documentation.

TERMS & CONDITIONS

Please read and agree to the following terms and conditions:

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

PAYMENT

SHRM-CP & SHRM-SCP EXAM			TOTAL
Exam Fee (includes \$50 nonrefundable application processing fee)	SHRM Member: \$300 USD	Nonmember: \$400 USD	\$
*Join SHRM Now! By joining SHRM now, you will receive the discounted SHRM member rate. One-year membership at a special rate of \$180. (Offer valid for new SHRM members only.)		Membership: \$180 USD	\$
Late Fee			
May 1-July 15, 2016 Exam Window (Applications received from March 26 through April 15, 2016)		\$75 USD	\$
December 1, 2016-February 15, 2017 Exam Window (Applications received from October 22 through November 11, 2016)		\$75 USD	\$
TOTAL DUE:			\$

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

PAYMENT TYPE

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

CARD NUMBER

NAME ON CHECK

EXPIRATION DATE

SECURITY CODE (CVV/CVV2)

CHECK NUMBER

SIGNATURE

Send your SHRM Certification application and payment to:

NAME ON CARD

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

BILLING ADDRESS

CITY

STATE/PROVINCE

ZIP/POSTAL CODE

COUNTRY

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

2016 Testing Accommodations Request

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

FIRST NAME	MIDDLE NAME	LAST NAME
------------	-------------	-----------

PRIMARY MAILING ADDRESS

CITY	STATE/PROVINCE	ZIP/POSTAL CODE	COUNTRY
------	----------------	-----------------	---------

PHONE NUMBER	E-MAIL
--------------	--------

EXAM WINDOW

Exam: SHRM-CP SHRM-SCP

A QUALIFIED PROFESSIONAL IS REQUIRED TO COMPLETE THE FOLLOWING:

DOCUMENTATION OF DISABILITY-RELATED NEEDS BY QUALIFIED PROFESSIONAL
A qualified health care professional (i.e., physician, psychologist, psychiatrist) must complete this section to ensure that SHRM is able to provide the appropriate accommodations for taking a multiple choice exam. I have evaluated _____ on _____/_____/_____ in my capacity as a _____ CANDIDATE'S NAME _____

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

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

DESCRIPTION OF DISABILITY

SIGNATURE	TITLE
-----------	-------

DATE	LICENSE# (IF APPLICABLE)
------	--------------------------

Check all that apply:

- | | |
|--|--|
| <input type="checkbox"/> Wheelchair access | <input type="checkbox"/> Reader |
| <input type="checkbox"/> Extended testing time (estimated additional time _____) | <input type="checkbox"/> Separate testing area |
| | <input type="checkbox"/> Recorder |
| | <input type="checkbox"/> Zoom text font size |
| | <input type="checkbox"/> Other testing accommodations (please specify):
_____ |

HOW TO SUBMIT FORM

If you are applying via a paper application, please include this form with your submission to:
#79178
SHRM (Certification Program)
P. O. Box 79178
Baltimore, MD 21279-0178

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



2016 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 \$50 cancellation fee by Prometric.
- » Application processing fees, late fees and exams cancelled within five days of the scheduled exam date are nonrefundable.
- » Once we receive this form and approve the appropriate refund to be processed, you can expect to see your refund within 10 to 14 business days.
- » Exam refund request must be made no later than 30 days after the closure 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:

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

Appendix B

Online Resources

SHRM CERTIFICATION GENERAL INFORMATION	shrmcertification.org
CONTACT SHRM CERTIFICATION	shrmcertification.org/contactus
ELIGIBILITY REQUIREMENTS	shrmcertification.org/eligibility
APPLY FOR SHRM-CP OR SHRM-SCP EXAMS	shrmcertification.org/apply
SHRM BODY OF COMPETENCY AND KNOWLEDGE (SHRM BOCK)	shrmcertification.org/SHRMBOCK
SHRM RECERTIFICATION REQUIREMENTS HANDBOOK	shrmcertification.org/recertificationhandbook
SHRM 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 ACCOMMODATIONS REQUEST	shrmcertification.org/testingaccommodationsform
EXAM CANCELLATION/REFUND REQUEST	shrmcertification.org/examcancellation
PROMETRIC (SHRM'S TEST DELIVERY VENDOR)	prometric.com/shrm

Appendix C

Regional Testing Contact Centers

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

LOCATION	HOURS & TIME ZONE	PRIMARY PHONE NUMBER
North America	Mon-Fri 8:00 a.m.-8:00 p.m. ET	888.736.0134
Australia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
China	Mon-Fri 8:30-19:00 GMT +10:00	+86.10.62799911
Hong Kong	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
India	Mon-Fri 8:30-19:00 GMT +10:00	+91.124.4147700
Indonesia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Japan	Mon-Fri 8:30-19:00 GMT +10:00	+0120.347737
Korea	Mon-Fri 8:30-19:00 GMT +10:00	+1566.0990
Malaysia	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
New Zealand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Philippines	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Singapore	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Taiwan	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Thailand	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333
Europe	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.540
Middle East	Sun-Thurs 8:00-17:00 GMT +2	+31.320.239.530
North Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.530
Sub-Saharan Africa	Mon-Fri 8:30-19:00 GMT +10:00	+31.320.239.59
Other Countries	Mon-Fri 8:30-19:00 GMT +10:00	+603.76283333

Appendix D

Nondiscrimination Policy

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

Appendix E

Legal Restrictions

SHRM must comply with international trade sanctions imposed by the U.S. government. These sanctions prohibit SHRM from providing certain products and services—including exam administration and recertification services—to individuals or organizations located in designated countries, or to a person or organization that is designated on a U.S. government-maintained list. For this reason, individuals who (1) are on any such list maintained by the U.S. government, or (2) are affiliated with governments of those countries that are subject to broad-based government sanctions, or (3) are residents of or are ordinarily residents of countries where U.S. sanctions prohibit SHRM from providing these services, will not be able to take the SHRM Certification exams. Exam applicants from the following countries may be subject to additional screening and, in some cases, may not be allowed to sit for the exam: Balkans (Serbia, Macedonia, Kosovo), Belarus, Burma/Myanmar, Central African Republic, Cuba, Democratic Republic of the Congo, Iran, Iraq, Ivory Coast, Lebanon, Liberia, Libya, North Korea, Somalia, Sudan, South Sudan, Syria, Ukraine, Yemen and Zimbabwe.

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

Founded in 1948, the Society for Human Resource Management (SHRM) is the world's largest HR membership organization devoted to human resource management. Representing more than 275,000 members in over 160 countries, the Society is the leading provider of resources to serve the needs of HR professionals and advance the professional practice of human resource management. SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China, India and United Arab Emirates.



