

2020

Recertification Policies and Procedures Handbook

Foundational



Professional



Strategic



Effective: February 1, 2019

All policies and procedures in this Handbook are effective as of the Effective Date indicated above and supersede previous policies and procedures.

This Handbook outlines the requirements and processes for renewing an HRCI certification.

Certificants must follow all applicable procedures to renew their certification(s).

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A Message From Our CEO



Welcome!

The HR Certification Institute® (HRCI®) community is made up of dedicated HR professionals – just like you – who are the best and brightest in our profession.

Since its establishment, HRCI was founded on a commitment to credentialing excellence through providing a suite of certifications for HR and non-HR professionals and is constantly introducing innovative ways to better serve the global HR practitioner.

Maintaining your earned designation means you are serious about your HR or management career and continue to make a difference in your organization.

In this Handbook, you will find an overview of the HRCI re-certification process. Thank you for being a champion of people and organizations and for maintaining your HRCI certification as an important part of your HR career journey.



Amy S. Dufrane, Ed.D., SPHR, CAE

HRCI was established in 1976 as an internationally recognized certifying organization for the HR profession. More than 500,000 professionals from over 120 countries have earned certifications from HRCI. Our certifications represent a high level of professional achievement and are valued by employers and organizations across the globe.

Impartiality Statement

HRCI and its management adhere to principles of impartiality to ensure that its certification and other activities are undertaken fairly and objectively. HRCI is intentionally structured to segregate responsibilities within the organization in order to facilitate this commitment and to continually monitor processes to that end. Any complaint or indication of concern over impartiality is taken seriously and acted on for immediate resolution.

Nondiscrimination Statement

We do not discriminate based on race, color, national origin, sex, gender, gender identity, age, religion, marital status, sexual orientation or any other status that is protected by applicable U.S. laws.

Terms and Conditions

As part of the certification program application process, you must acknowledge that you have both read and understood the following key items:

1. Global Privacy Policy
2. Use of Information Policy
3. Code of Ethical and Professional Responsibility
4. Certification Policies and Procedures Handbook

In addition, you must agree to the following statements:

- I agree to inform HR Certification Institute, without delay, of matters that can affect my capability to continue to fulfill the certification requirements.
- In the event of suspension of my certification, due to not recertifying within the 3-year cycle, I will refrain from any use and/or further promotion of myself as certified once the credential is suspended.
- In the event of withdrawal or revocation of my certification, I will refrain from using or referencing such certified status in professional and social media venues.
- I will comply with the relevant provisions of the certification. I will only make claims regarding certification that are within the scope for which the certification has been granted.
- I will not use the certification in such a manner as to bring the certification body into disrepute, and will not make any statement regarding the certification which HRCI considers misleading or unauthorized.
- I will discontinue the use of all claims to certification that contain any reference to HRCI or the certification upon being in suspension or the withdrawal of such certification issued by HRCI.
- I will not use my certification status or the certificate credentials in a misleading manner.
- I certify that I will not provide, receive, or release any confidential examination information and/or materials (including, but not limited to: recording, copying, disclosing, sharing, publishing, or otherwise transmitting exam information by any means and for any purpose) or participate in fraudulent test-taking practices.

Accreditation

The aPHR™, PHR®, PHRca®, PHRi™, SPHR®, SPHRi™, and GPHR® are all accredited by the National Commission for Certifying Agencies (NCCA). NCCA is an independent, third-party organization that accredits more than 300 programs from 120 organizations in a variety of professions and industries. The recently introduced aPHRi™ is designed to meet the high-quality standards established by NCCA. Certification programs must demonstrate compliance with rigorous standards that represent the best practices in the professional certification industry to earn and maintain accreditation status.

For more information on NCCA accreditation, visit www.credentialingexcellence.org.

Additionally, the PHRi and SPHRi are both accredited by the International Accreditation Service (IAS). IAS is an independent, third-party organization that accredits certification programs that have demonstrated compliance with the internationally recognized ISO/IEC 17024 standard.

For more information on IAS accreditation, visit www.iasonline.org/services/personnel-certification-bodies

Questions or Comments?

Thank you for being certified by HR Certification Institute. The recertification process is a critical component of maintaining professional certification, and HR Certification Institute is here to support you during this process. If you have questions or comments, please feel free to contact us:

Email: info@hrci.org

Phone (US toll free): +1.866.898.4724 | +1.571.551.6700

Website: www.hrci.org

Recertification

Earning your HRCI certification was the initial step in committing yourself to the HR profession, but the journey doesn't stop there! Your on-going success depends on your dedication to performance excellence. HR Certification Institute's (HRCI) recertification enables you to demonstrate that continued dedication and helps you stay on top of the rapidly changing HR profession.

Holding an HRCI credential requires that you actively demonstrate continued competence to stay up to date with changes in the HR profession through continued professional development and recertification. To keep your HRCI certification active, you are required to recertify every three (3) years. This can be done either by accumulating the required HR-related recertification credit hours through Professional Development or Professional Achievement or by testing again to re-earn that credential.

To recertify by exam, the exam must be taken before the individual's recertification cycle end date. Otherwise, the certification will be considered a new one. If the exam is not passed, a person may still recertify via continuing education, as long as it is done by the end of the suspended period.

This handbook will guide you through the recertification policies and processes.

HR-Related Activities

All your recertification activities must be HR-related to qualify. In general, if an activity can be tied to the specific [HRCI Exam Content Outline](#) associated with your designation and adds to a professional's knowledge of the HR field, it will be awarded recertification credit. When you submit your recertification application, you must show how the activities are all HR-related.

Activities that focus on personal development are not eligible or accepted for recertification credit. Examples of personal development courses or activities are "How to Reduce Stress," "Developing Your Network for Success," and "Time Management."

If an activity has not been pre-approved by HRCI, through its [Approved Provider Program](#), you must be prepared to explain how it is related to your HR responsibilities. When describing such activities, you should always relate them to the relevant Exam Content Outline associated with your credential(s).

On occasion, an HRCI Reviewer may not accept the activity if it does not seem to be HR-related. In that case, we will contact you and ask for more information to better understand if such activity is appropriate for the requested recertification credit.

Certification Cycle Dates

- Your recertification account will be created once HRCI receives and uploads your official exam results.
- Your certification cycle will end on the last day of your birth month. Depending on when you earn your certification, your initial certification cycle could be longer than three years.
- The earliest you may submit your recertification application is 12 months after the cycle start date and only after the recertification requirements for the designation have been entered in your profile.
- Recertification credits must be earned during your current three-year recertification cycle.
- Your subsequent 3-year recertification cycle will always begin the day after the previous cycle ended.
- Your certification cycle dates may be found in your online profile “My Re-certification Application” and your digital badge.
- If you recertify early, you may not carry activities forward to the next certification cycle.
- When an HRCI-certified professional earns an additional HRCI designation, the cycle dates for the latter are synchronized into the cycle dates for the first one earned. The end date of the new designation will now be the same as the end date of the designation that was earned first. This way, the certificant submits an application to recertify two (or more) designations **only one time** during the 3-year period rather than submitting two separate applications at two different times during the 3-year period.

Here are some examples of how the recertification cycles are determined:

If the month in which you are due to recertify is the same as your birth month, your cycle end-date will remain the same.

Test Date	5/16/18
3 Year Cycle	5/31/2021
Birth Month	May
Birthday Rule adjustment	5/31/2021

If the month in which you are due to recertify occurs earlier in the year than your birth month, your cycle end-date will be extended to the end of your birth month, later that same year.

Test Date	5/16/18
3 year Cycle	5/31/2021
Birth Month	July
Birthday Rule adjustment	7/31/2021

If the month in which you are due to recertify occurs later in the year than your birth month, your cycle end-date will be extended to the end of your birth month in the following year.

Test Date	5/16/18
3 year Cycle	5/31/2021
Birth Month	March
Birthday Rule Adjustment	3/31/2022

Recertification Credits and Cycles for Multiple Designations

Prorating Specified Credit Hours for Multiple Designations

If you earn a second designation in the middle of your current certification cycle, the end date of the second certification will be synchronized to the end of your initial certification cycle that coincides with your birth month. Additionally, if required, the specified credit hours needed to recertify the second designation will be prorated. After the initial recertification period is complete, all credentials will remain on the same recertification cycle.

If you are earning prorated credit hours, you must still earn the specified credit hours on that prorated basis. The section below explains this process further and gives helpful example:

- For instance, if you earn the GPHR designation after the PHR, SPHR, or SPHRi, the requirement to obtain 15 global recertification credit hours over a three-year period would be adjusted on a biannual basis (for example, 2.5 global HR recertification credit hours every six months) for the first certification cycle.
- Or, if you earn the SPHR or SPHRi designation after the GPHR, the requirement to obtain 15 business credit hours over a three-year recertification period would be adjusted on a biannual basis (for example, 2.5 business recertification credit hours every six months) for the first certification cycle.

In some cases, one continuing education activity may count toward specified credit hours for more than one certification. For example, a five-hour seminar on global demographic workforce trends could count toward meeting the specified credit hours requirement for both the GPHR and SPHR designations. However, those five hours can only be counted once toward the overall requirement of earning 60 credit hours.

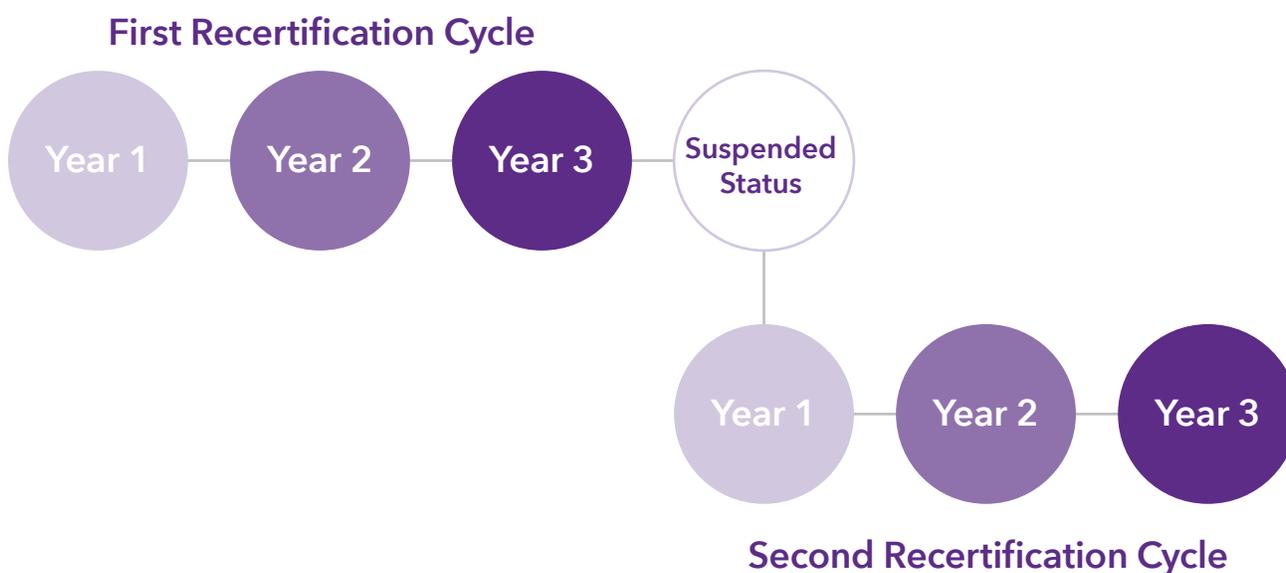
Your prorated specified recertification credit hours will be available in your online profile along with your certification cycle dates.

Suspended Status

It is your primary responsibility to keep your certification active by complying with all recertification requirements on or before your cycle end date. Your certification cycle end date occurs at the end of your birthday month and is displayed in your online profile and on the digital badge. HRCI will send periodic email reminders of recertification end dates and available opportunities to earn recertification credit hours. To receive these emails, make sure to keep your contact information current. **NOTE-Failure to receive any such reminders and/or e-mails are not grounds for missing your cycle end date AND not recertifying on time.**

Applications for recertification received the same day as the cycle end date, by 11:59PM, Eastern Time, are considered on-time submissions. If you fail to submit your application by the last day of your cycle, your credential(s) will be placed in Suspended status for up to 12 months.

Once your designation is in suspension, a \$100 USD Suspended Fee is automatically added to the fees due when you submit the application for review.



While your credential(s) are in Suspended status:

- You cannot use or represent yourself as certified;
- Your name will not appear in our Directory of Certified Professionals; and
- HRCI will not be able to verify your credentials to your current or potential employers.

To regain use of the designation, you must successfully recertify to resume using the designation or apply, qualify, and successfully pass that corresponding exam type.

Expired Status

Failure to recertify during the 12-month Suspended Status period will result in the credential being **irrevocably** Expired. Once any credential is in the expired status, you must reapply, qualify, and successfully pass the current edition of the exam to regain the use of such credential(s).

HRCI does not grant credential extensions. On a case-by-case basis, we will review hardship cases with extenuating circumstances (i.e. serious health conditions, proof of termination of employment, etc.) if you submit the adequate and timely documentations when requested by HRCI. To inquire about such exception, please send an e-mail describing your hardship to the recertification team at info@hrci.org. including documentation of such hardship (lay-off, unemployment payment, etc.) Once you provide the requested documentation, it will be reviewed and a determination will be sent via e-mail to inform you of HRCI's decision.

Emeritus Status

HRCI's Emeritus status allows currently certified HR professionals whose status is still active (not suspended or expired) to continue to use their designation(s) after they retire from the HR profession. This means that the certificant will no longer have to recertify every 3-years going forward.

⚠ Please consider the Emeritus Status carefully before you apply and request this change. If you are awarded the Emeritus Status and later decide to re-enter the HR profession, you will forfeit the Emeritus Status and must re-apply and re-take the qualifying HRCI exam to regain the designation(s) you previously had. To apply, please complete the [Emeritus application](#).

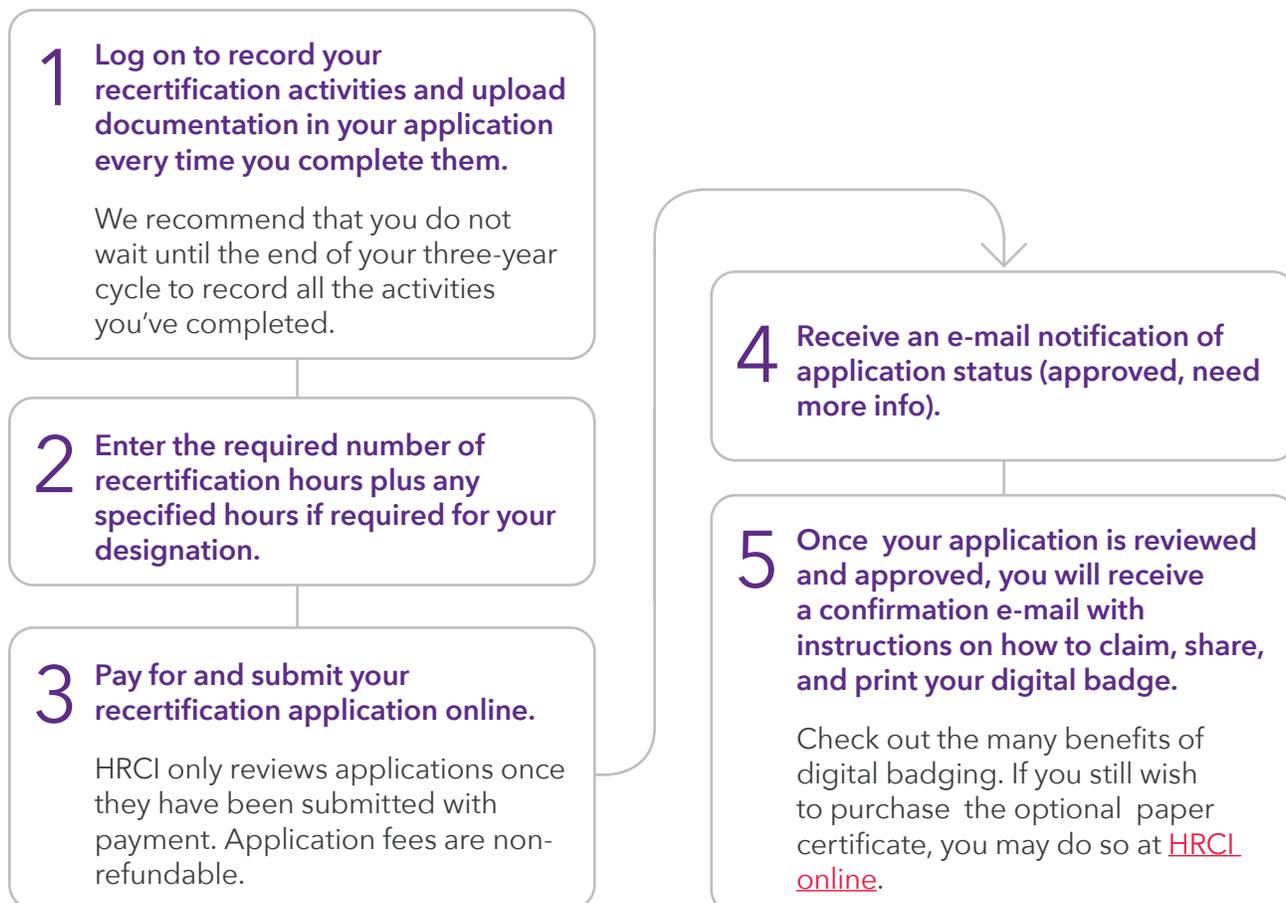
⚠ Life Certification

Prior to 1996, HR Certification Institute granted Life Certification to certified HR professionals who had successfully completed two sequential recertification cycles. In 1996, HR Certification Institute's Board of Directors discontinued this option, recognizing that a constantly changing profession requires continual professional development.

If you hold a Life Certification and then earn another designation, you will have to recertify by completing the required credit hours (including any specified credit hours) for the additional designation.

Recertification Application Processing

Each certificant with an active HR Certification Institute credential has an online recertification profile which may be accessed at <https://www.hrci.org/recertification/submit-recertification-application>.



Incomplete Applications

During the review process, we may contact you for additional information or clarification. We will grant you a reasonable time frame – **not to exceed 8 weeks** – to comply and respond so as not to delay your recertification renewal. The recertification process stays on hold and there are no additional fees associated with such requests and the review can only continue once you fully comply.

To avoid incomplete submissions, it is best to fully describe your activities, including how they are HR-related and aligned with the relevant HRCI Exam Content Outline(s). We encourage you to consistently upload any relevant documents, and follow the directions given within the application.

Recertification Audit

HRCI randomly audits applications to ensure certificants comply with the recertification requirements and to protect the quality and integrity of our certification programs. If your application is selected for an audit, HRCI will immediately notify you with instructions on how to proceed.

To assist you in a random audit, it is best practice that you fully describe your activities and how they are HR-related and in alignment with HRCI's Exam Content Outline(s). We encourage you to consistently upload any relevant documents, and follow the directions given within the application. Once your application is selected for an audit, it is considered incomplete until you submit and document all activities you had listed in your application.

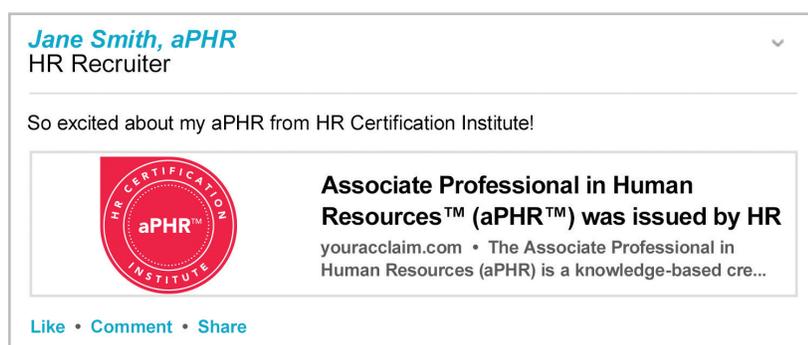
HR Certification Institute will assist you in successfully completing the audit process. Please follow these steps when entering audit documentation:

- 1 Log in to your recertification application.**
- 2 Find the activity and add the document and necessary information.**
- 3 Follow the instructions and steps within the application. As an example, click on the "Submit Audit Docs" button to proceed.**
- 4 In that section, upload documents and then click the submit button**
- 5 To complete the entry please select "Yes" in the "I attest" box located at the bottom of the page.**
- 6 Repeat this process to attach documentation for at least 60 hours of submitted activities.**
- 7 Once you have submitted all the required credit hours of documentation, click "Submit for Audit." Please allow up to 14 business days to hear back on your Recertification audit submittals.**

Digital Badges

When a candidate recertifies, HRCI will send information on how to claim the digital badge. The digital badge is the official documentation of having earned an HRCI credential. It can be claimed to display your achievements and capabilities on social media, emails, personal websites and resumes. Additionally, you can print a printable PDF version of this digital certificate. A digital badge protects the integrity of a professional’s credentials by providing a link to verified data from HRCI that cannot be falsified. HRCI digital badges allow the credentialed professional to provide employers with easy, valid verification of earned credentials, while positioning the professional at the forefront of this new technology for communicating professional skills.

LinkedIn Example



Optional Paper Certificate

In addition to the free digital badge, if a certificant still wishes to have a traditional paper certificate, HRCI works with a fulfillment vendor to provide this option. To purchase* this optional paper certificate, please visit the online store at www.hrci.org.

Once ordered, the certificate will be sent using a traceable delivery service.

**Fees are subject to change at any time and without prior notice. Please refer to www.hrci.org for the most current information about fees.*

! Request for Reconsideration (Appeal)

A request for reconsideration of a recertification decision allows an individual to appeal an adverse non-disciplinary decision made as part of the recertification processes.

A request must be made using the [Request for Reconsideration \(Appeal\) Form](#) and submitted within ten (10) business days of receiving the adverse determination. The written request must include date of determination, details of the circumstances, the reason for the appeal (including relevant supporting materials not previously submitted), and individual's email address, postal address, and a phone number at which the individual can be reached.

The request will be reviewed by an HRCI Director in combination with any additional information relevant to the appeal within ten (10) business days of receipt of the request.

HRCI will notify the individual of the decision within five (5) business days of the determination. The determination will be final. There shall be no subsequent discriminatory action against the appellant.

! Name Changes

Once you create your HRCI profile and submit your application, you must contact HRCI if there is a mistake or your name legally changes.

To change a legal name, complete and submit the [Name Change Request form](#).

Category /Sub-category

Rules/Exceptions/Audit Requirements

Professional Development

An individual may earn all recertification credits in the Professional Development category. There are no credit limits for pre- approved or instructor-led programs. This includes classroom, e-learning, and web-based programs.

Maximums

None except for Self-Directed Learning which has a limit of 30 credit hours. Self-Directed categories are HRCI pre-approved books and experiences where the recertification applicant was mentored by a peer.

Pre-Approved Program:

You can earn credits from programs offered by HRCI Approved Provider Organizations. By attending such pre-approved HR programs, you can use the credits earned toward your recertification. All pre-approved programs can be viewed at:

<http://www.hrci.org/recertification/pre-approved-activity-search>.

Business Rules

- The HRCI pre-approved program ID can only be obtained when you attend/complete a program and is only distributed by the host organization. HRCI cannot provide you this ID number directly.
- Once you enter the program ID, the corresponding credit type and hours will auto populate into your recertification application.
- It is important that the program ID and **event dates exactly match the pre-approved date(s)** and conditions under which they were awarded to the organization.
- Specified credit (business, global, and California) may also be earned through pre-approved programs.

No Maximums

Exceptions: For conference submission:

- For conferences, you can only use the pre-approval program ID to claim general HR credits.
- Do not use a pre-approved code when reporting specified credits (Business, Global, California). Instead, you must self-report these as individual sessions under the Continuing Education (Instructor Led) Category.

NOTE: If you enter a pre-approved ID that results in an error message please enter this activity under the, "Professional Development; Continuing Education (Instructor Led)" Category.

Audit Documentation

Certificate or letter of attendance, registration form, receipt, or email confirmation are all acceptable forms of documentation.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Instructor-Led Continuing Education

Courses that are led by an instructor whether live or recorded and have expected learning outcomes for participants.

These credits can be earned by completing a course offered by:

- a college or university,
- attending a non-pre-approved program or conference that adds to your HR knowledge,
- participating in E-learning, online training, in-house work training, or
- attending a professional HR association hosted program.

Business Rules

- Programs must be HR-related and be at least 45 minutes long (30 minutes of content and 15 minutes of Q&A).
- Credit may be recorded in quarter-hour increments such as 1.25 for a program that is 1 hour, 15 minutes in length.
- Pre-conference workshops may be awarded additional credit if a separate registration is required.
- Exam preparatory courses to attain a general HR certification (HRCI or SHRM) cannot be awarded recertification credits.
- For each college credit hour earned, 10 recertification credits can be awarded.
- For a three-credit semester course, 30 recertification credit hours will be awarded.
- To receive recertification credit for a college or university course, a grade of "C" must be earned.

College and University Courses

HR Certification Institute accepts continuing education units (CEUs) awarded through the International Association for Continuing Education and Training (IACET).

- If you audit a course (meaning you attend the class but are not responsible for completing coursework) an HR-related college or university course, you can claim a maximum of 10 recertification credit hours on your recertification application.
- To receive recertification credits for college/university coursework, you must pass the course with a grade of "C" or better.

Specified credit (business, global, and California) may be earned through continuing education/instructor-led courses.

No Maximum

Conferences and Seminars:

Credit may be given for a general (plenary) session if the presentation is at least one-hour long and is specifically HR-related.

- Typically, a maximum of eight credit hours per one-day conference are awarded for attending all conference educational sessions.
- Additional credit hours may be awarded for any HR-related activities if you provide/upload additional information and documentation about them on your recertification application.

Specified credit (business, global, and California) may be earned through continuing education/instructor-led courses and must be self-reported.

If you have additional questions about how to determine how much credit you can potentially earn for taking a college or university course, please contact our client relations team at info@hrci.org.

Examples of College and University Courses

- A course awarded three (3) CEUs using IACET criteria is equivalent to 30 classroom hours.
- aPHR, PHR, PHRca, SPHR, GPHR, PHRi, and SPHRi certified HR professionals would receive 30 recertification credit hours for one course.
- If you can provide documentation demonstrating your course contained more contact hours than the IACET guidelines allow, please upload documentation (like a detailed syllabus) to illustrate the requested number of hours.

Audit Documentation

Certificate or letter of attendance, registration form, course syllabus, unofficial transcript, grade report, or other course material are all acceptable forms of documentation.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Self-Directed Learning

HR-related activities that have no formal structure or instructor, but which facilitate a better understanding of one or more aspects of the profession.

Pre-approved Facilitated Book Discussion

Books published by HRCI will have a pre-approved ID associated with them. The typical credit awarded is no more than 2.5 recertification credits per book.

For a book to be awarded credit through a facilitated book discussion, a book must be submitted by the facilitator for pre-approval through HRCI's Approved Provider (AP) program. The following criteria must be met for the submitted book to receive pre-approval:

- Book must be on an HR-related subject that aligns with knowledge or a responsibility listed in one of HRCI's Exam Content Outlines.
- There must be an official facilitator for each book club discussion who is responsible for submitting the book to HRCI for pre-approval credit.
- The facilitated book discussion must meet at least once for a minimum of one hour.
- Specified credit (business, global, or California) may be earned.

Maximums: 30 hours/credits

Credit can be recorded in quarter-hour increments such as 1.25 for a program that is one hour and fifteen minutes in length. Specific applications to HR knowledge must be demonstrated upon submission of activity.

Policy

Credit will only be awarded on an hour-for-hour basis if you are a mentee or are being coached.

Specifically, you are in a situation where you are the mentee and have a mentor/coach, OR You have read an HRCI preapproved book.

Audit Documentation

Notes and specific learnings from the activity or a letter from a mentor or coach verifying time are acceptable forms of documentation.

Professional Achievement (B)

Subcategories of Professional Achievement Activities:

- A. Instruction
- B. On-the-Job Activity Leadership
- C. Research and Publishing
- D. HR Membership (12-Hour Maximum)

Maximums; 40 Hours/credits

The 40 hours may come from one subcategory (except for membership) or any combination of the five subcategories.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Subcategory A: Instruction

Presenting on an HR topic using different resources. You can earn credit for making a formal HR-related presentation such as: A Workshop; In-House Training; External Training; A College/University Course Book; An industry specific required reading that is HR-relevant; A podcast/webcast/webinar

Upload any proof/syllabus/e-mail related to one of these categories.

Business Rules

Presentations/podcast/webcast/webinar must be at least 60 minutes in length and HR-related. To account for course preparation time, instructors earn two recertification credit hours for each hour of presentation time. Credit will only be awarded the first time a presentation is given. Presentations that communicate company policies do not earn credit.

Audit Documentation

A copy of the presentation, syllabus/agenda, or the book discussion questions are all acceptable forms of documentation.

HRCI Pre-approved Books: a facilitator of a pre-approved book discussion may earn credit for the discussion portion. For example, leading a discussion about the impact of a book on HR practices.

Specified credits: business, global, or California credits may be earned through this category.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Subcategory B: On-the-Job Activity

Work-related activities that lead to new HR learning. Earn credit for an HR activity that adds to your HR knowledge gained through work experience:

- **Never Done:** If the HR activity is something that you have never done before, credit will be earned for first-time on-the-job activities.
- **Done Before:** If the overall HR experience is something you have done before, credit will be earned only if something has been added or changed that requires you to learn something new.

Business Rules

Hour-for-hour credit is awarded up to the maximum amount in the Professional Achievement Category. If you spend more than 40 hours on a single project, then submit for the maximum amount of 40 hours. A template that includes the following information will be required upon submission:

- Title and description of the activity.
- Description of length of time spent on the activity.
- Indication as to which of the Exam Content Outlines areas the activity related. Description of specific role in the project.

Never Done Example, if you need to create a performance appraisal program for your company, you would submit the activities undertaken to accomplish this goal as your documentation for recertification credit. Other examples:

Creating a Handbook; Implementing and HRIS system, Merging & Acquisition; completing an OSHA audit

Done Before Example, you have already implemented a performance appraisal program, but you decide to add a new feature, such as 360-degree feedback. Likewise, change in industry or regulations that necessitated you to revise an HR process would also qualify (ex. Acquired a new plant and had to do an additional OSHA audit, create a new onboarding procedure; etc.). You must learn the details of this approach so that you can present to key stakeholders. These new HR-related learnings would be eligible for recertification credit.

Audit Documentation

A detailed letter from your employer; an example of the work done, e-mail proof, etc. in pdf and uploaded to your recertification record.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Subcategory C: Leadership

Volunteer your HR knowledge and expertise outside of your organization.

Business Rules:

Credit may be earned in the following ways (role must be HR-related):

- Restricted to HRCI Exam Development Panel
- Officer position on a board
- Committee chair
- Committee member
- Mentoring or coaching others*
- Focus group participation
- Human resources Competency Study (HRCS) surveys
- Survey related to HR work or practices

Audit Documentation

Letter from organization that includes a description of the panel, board, or committee and your specific role in the group, exam development panel, or focus group invitation/agenda, mentor guidelines, survey invitation, and proof that survey was completed are all acceptable forms of documentation.

Earn credit by contributing your HR expertise to individuals or organizations (non-compensated time only).

- 3 credits per full meeting day
- 10 credits per year
- 5 credits per year
- 2.5 credits per year
- Awarded hour-for-hour credit
- 1 credit hour of focus group
- 1-3 credits (1 credit for taking the survey & 2 credits if you serve as the designated organizational champion)
- 1 credit per year, maximum

**Only if you were the mentor/coach to someone else. You cannot submit in this category if you were the mentee. That must be reported under, Professional Development, Self-Directed Learning Subcategory.*

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

Category /Sub-category

Rules/Exceptions/Audit Requirements

Subcategory D: Research and Publishing

Earn credit for HR-content professionally published in a journal, article, or book, or for HR-related videos/webinar/Blogs.

Business Rules

Credit on an hour for hour basis may be earned in the following ways for an HR-related publication provided it was published within the recertification cycle you are submitting:

- Authored a professionally-published book can earn up to 40 recertification hours.
- Co-authored or content edited a professionally published book for up to 30 recertification hours.
- Authored an article appearing in a professional publication or academic journal for up to 30 recertification hours.
- Co-authored or content edited an article for up to 20 recertification hours.
- A published PhD dissertation can earn up to 40 recertification credits.
- Created content and produces for an HR-related video/webinar can earn up to 10 recertification hours.

Policy

Earn credit by conducting primary research on an HR-related topic for publication

BLOGS:

- Must be HR-themed and contain 700 words or more.
- Must be open to the public, factual and cannot be an editorial.
- Each blog post is awarded 1 recertification credit.
- Maximums: 2 recertification credits per year for a maximum of 6 for a three-year recertification cycle.
- The link must be provided to the post in the "Description" box when submitting the blog for credit.

Audit Documentation

Summary of publication, documentation of time, letter from publisher are all acceptable forms of documentation.

Subcategory D: HR Membership

Participation in an HR association at the national or local level.

Policy

Earn credit for participation in a national, international, and local HR association.

Business Rules

Must be a member for at least six months to earn one recertification credit.

Maximums: 12 hours/credits

Only 2 credits per year per organization, not to exceed 12 in a 3-year recertification cycle.

Audit Documentation

Membership card, dues receipt, or a letter from the association are all acceptable forms of documentation.

All recertification activities must be HR-related. In general, if an activity can be related to the Exam Content Outline for the certification type an individual has earned and it adds to the certificant's knowledge of the HR field, it is considered "HR-related" and recertification credit will be awarded. Submitted recertification activities are all subject to HRCI's recertification review process.

APPENDIX

Code of Ethical and Professional Responsibility

The HRCI Code of Ethical and Professional Responsibility has been adopted to promote and maintain the highest standards of service and conduct for all persons it has certified to use any of its certification marks, including: aPHR, aPHRi, PHR, SPHR, PHRca, GPHR, PHRi and SPHRi.

HRCI determines who is certified and thus authorized to use the marks. Implicit in the acceptance of this authorization is an obligation not only to comply with the mandates and requirements of all applicable laws and regulations but also to take responsibility to act in an ethical and professionally responsible manner. Adherence to these standards is expected from all who hold an HRCI credential and serves to ensure public confidence in the integrity of these individuals.

Those holding an HRCI credential commit to the following:

Professional Responsibility

As an HRCI certification holder, you are responsible for adding value to the organizations you serve and contributing to the ethical success of those organizations. You accept professional responsibility for your individual decisions and actions. You also are an advocate for the HR profession by engaging in activities that enhance its credibility and value. You will:

- Adhere to the highest standards of ethical and professional behavior.
- Measure the effectiveness of Human Resources in contributing to or achieving organizational goals. Comply with the law.
- Work consistently within the values of the profession. Strive to achieve the highest levels of service, performance and social responsibility.
- Advocate for the appropriate use and appreciation of human beings as employees.
- Advocate openly and within the established forums for debate in order to influence decision-making and results.

Professional Development

As an HRCI certification holder, you must strive to meet the highest standards of competence and commit to strengthen your competencies on a continuous basis. You will:

- Commit to continuous learning, skills development and application of new knowledge related to both HR management and the organizations you serve.
- Contribute to the Exam Content Outline, the evolution of the profession and the growth of individuals through teaching, research and dissemination of knowledge.

Ethical Leadership

As an HRCI certification holder, you are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct. You will:

- Be ethical and act ethically in every professional interaction.
- Question pending individual and group actions, when necessary, to ensure that decisions are ethical and are implemented in an ethical manner.
- Seek expert guidance if ever in doubt about the ethical propriety of a situation.
- Through teaching and mentoring, champion the development of others as ethical leaders in the profession and in organizations.

Fairness and Justice

As an HRCI certification holder, you are ethically responsible for promoting and fostering fairness and justice for all employees and their organizations. You will:

- Respect the uniqueness and intrinsic worth of every individual.
- Treat people with dignity, respect and compassion to foster a trusting work environment free of harassment, intimidation and unlawful discrimination.
- Ensure that everyone has the opportunity to develop their skills and new competencies.
- Assure an environment of inclusiveness and a commitment to diversity in the organizations you serve. Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all.
- Regardless of personal interests, support decisions made by your organizations that are both ethical and legal.
- Act in a responsible manner and practice sound management in the country or countries in which the organizations you serve operate.

Conflicts of Interest

As an HRCI certification holder, you must maintain a high level of trust with your stakeholders. You must protect the interests of those stakeholders as well as your professional integrity and should not engage in activities that create actual, apparent or potential conflicts of interest. You will:

- Adhere to and advocate the use of published policies on conflicts of interest within your organization.
- Refrain from using your position for personal, material or financial gain or the appearance of such.
- Refrain from giving or seeking preferential treatment in the HR processes.
- Prioritize your obligations to identify conflicts of interest or the appearance thereof. When conflicts arise, you will disclose them to relevant stakeholders.

Use of Information

As an HRCI certification holder, you must consider and protect the rights of individuals, especially in the acquisition and dissemination of information, while ensuring truthful communications and facilitating informed decision-making. You will:

- Acquire and disseminate information through ethical and responsible means.
- Ensure only appropriate information is used in decisions affecting the employment relationship.
- Investigate the accuracy and source of information before allowing it to be used in employment-related decisions.
- Maintain current and accurate HR information.
- Safeguard restricted or confidential information Take appropriate steps to ensure the accuracy and completeness of all communicated information about HR policies and practices.
- Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.

HRCI Complaints and Disciplinary Policy

A. Introduction

1. HR Certification Institute (HRCI) is an independent certifying organization for the human resources profession. As a certifying organization, HRCI evaluates individuals who wish to enter, continue and/or advance in the profession through the certification process. HRCI is governed by the Board of Directors (Board). HR Certification Institute Certification Council (Council) was established in 2016 as a Special Purpose Council within HR Certification Institute. The Council is established

in HR Certification Institute Bylaws, which authorize the Council to have autonomy in decision making regarding the development and administration of HR Certification Institute's certification programs.

2. Those certified by HRCI (referred to as "certificants") have successfully completed the required certification process, which includes meeting certain eligibility requirements and passing a certification examination. HRCI certificants subscribe to a Code of Ethical and Professional Responsibility. By applying for certification or recertification, HR professionals agree that they have read and will comply with the Code of Ethical and Personal Responsibility, the Complaints and Disciplinary Policy and other certification program policies. These disciplinary procedures are not formal legal proceedings, thus many formal rules and practices of a court proceeding are not observed. The rules are intended to afford due process and fairness.
3. Successful candidates are granted certification by HRCI and may hold themselves to the public as such. In order to maintain and enhance the credibility of HRCI certification programs, HRCI has adopted these Administrative Procedures (the "Procedures") to allow consumers and others to bring complaints concerning a certificant's conduct to HRCI. If a violation constitutes grounds for sanctions as set forth below, the Certification Council established by the HRCI Board may reprimand, or revoke the individual's certification.

The grounds for sanctions under these Procedures are as follows:

- a. Violation of established HRCI certification program policies, rules, and requirements;
- b. Fraud or misrepresentation in the application for, or maintenance of, certification;
- c. An irregular event in connection with HRCI examination, including (but not limited to) copying examination materials, causing a disruption in the testing area, and failure to abide by reasonable test administration rules;
- d. Taking the exam for any purpose other than that of becoming credentialed in the area referenced in the title of the exam;
- e. Disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any portion of the exam in any form or by any means, verbal, written, electronic or mechanical, without the prior express written permission of HRCI;
- f. Unauthorized possession or misuse of HRCI credentials, examinations, and other intellectual property, including but not limited to: aPHR, aPHRi, PHR, PHRca, PHRi, SPHR, SPHRi, and GPHR;
- g. Misrepresentation of credential status;
- h. Failure to provide requested information in a timely manner;
- i. Conviction of a felony under federal or state law in a matter related to the practice of, or qualifications for, professional activity.

4. HRCI will ensure that information concerning the complaint process, as developed by the Certification Council, will be available to applicants, certificants, consumers and the public at appropriate locations. These Procedures apply to all complaints or inquiries received about an HRCI certificant.
5. It should be emphasized that actions taken under these Procedures do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made by HRCI regarding the conduct of the certificant in appropriate situations.

Individuals who submit complaints are not entitled to any relief or damages by virtue of these Procedures, although they will receive notice of the actions taken if the submitter agrees in advance and in writing to maintain any such information in confidence.

B. HRCI Certification Council

1. The Certification Council is responsible for development and administration of the HRCI certification programs and for the implementation of these Procedures.
2. The Certification Council Chair is specifically responsible for ensuring that these Procedures are implemented and followed.
3. All Certification Council members, staff, and other individuals engaged in investigations or decisions with respect to any complaint under these Procedures may be indemnified and defended by HRCI from and against liability arising from HRCI-related activities to the extent provided by law.

C. Complaints

1. Complaints must be submitted in writing by an individual or entity. Inquiries or submissions other than complaints may be reviewed and handled by HRCI at its discretion.
2. The complaint must be submitted on the HRCI Code of Ethics Violation Complaint Form and the specific grounds for sanctions as referenced above in Section A.
3. HRCI will not review or further pursue any complaints which:
 - a. Contain unreliable or insufficient information;
 - b. Are patently frivolous or inconsequential;
 - c. Allege general unethical or unprofessional behavior by a certificant;
 - d. Do not expressly reference specific grounds for sanctions;
 - e. In HRCI's sole reasonable discretion may choose not to review or further pursue a complaint based on the date of the violation; or
 - f. In HRCI's sole reasonable discretion, are more appropriately addressed by an administrative, regulatory, or law-making entity.

Upon receipt and preliminary review of a submission involving an HRCI certification program or the grounds for sanction, the Sr. Director, Client Relations & Services

("Director") may conclude, in his/her sole discretion that the submission does not constitute an actionable complaint as described above. If not an actionable complaint, the submission is disposed of by notice from the Director to its submitter, if the submitter is identified. All such preliminary dispositions by the Director are reported to the Certification Council in writing in an annual summary. If the Director determines that the submission is a valid and actionable complaint, the Director will contact the accused for any additional information that may be necessary. The individual will have 30 days to submit any and all applicable documentation. This documentation will be presented to the Certification Council for investigation. If no applicable documentation is submitted within the 30 days, the Director may proceed with making a determination. The Director may consult with the CEO and/or legal counsel as needed to make either determination.

4. If a submission is deemed by the Director to be a valid and actionable complaint, the Director shall see that written notice is provided to the certificant whose conduct has been called into question. The certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Director also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by HRCI. The Director will determine if the submission is worthy of an investigation, and if necessary a phone interview will be scheduled. Upon completion of the interview, the Director will decide if the submission will move forward for investigation by the Certification Council.
5. The Director shall make the decisions described above and provide the notices required here under within 60 days of receipt of the complaint.

D. Review of Complaint

1. For each submission involving an alleged violation of the grounds for sanctions that the Director concludes is a valid and actionable complaint, the Certification Council authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.
2. Both the individual submitting the complaint and the certificant who is the subject of the investigation (or his or her employer) may be contacted for additional information with respect to the complaint. The Certification Council may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.
3. All investigations and deliberations of the Certification Council are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held and the parties are not expected to be represented by counsel, although the Certification Council may consult HRCI's counsel.
4. The Certification Council shall undertake all reasonable efforts to ensure that the review process set forth in this section shall be completed within 90 days of the determination to investigate.

5. The Certification Council initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another regulatory, administrative, or other entity engaged in the administration of law.
6. The Certification Council may be assisted in the conduct of its investigation by additional HRCI staff and/or legal counsel. The Certification Council Chair exercises general supervision over all investigations.

E. Determination of Violation

Upon completion of an investigation, the Certification Council may make a determination that there has been a demonstrable and serious violation based on the grounds for sanction. The determination of the disciplinary decision is prepared under the CEO's supervision and is presented to the HRCI Board along with the record of the Certification Council's investigation.

1. If the Certification Council determines that a violation has not occurred, the complaint is dismissed with notice to the certificant and the individual or entity who submitted the complaint. The complaint is included in an annual summary Certification Council report.
2. If the Certification Council determines that a violation has occurred, the council will decide on an appropriate sanction.
3. This determination and the imposition of a sanction are promulgated by written notice to the certificant and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the Council.
4. In certain circumstances, the Certification Council may determine that the certificant who has committed an actionable sanction, should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Certification Council to make such a determination is within their discretionary power. If such an offer is extended, the certificant at issue must submit the required written assurance within 30 days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Certification Council. If the Certification Council accepts the assurance, notice is given to the certificant and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

F. Sanctions

1. Any of the following sanctions may be imposed by the Certification Council upon a certificant whom the Certification Council has determined to have violated the grounds for sanctions, although the disciplinary decision applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:
 - a. Written reprimand to the certificant;
 - b. Suspension of the certificant for a designated period; or

c. Termination of the certificant's certification from HRCI.

The HRCI database and certificant's file will be promptly updated to reflect any certification suspension or termination.

2. Reprimand in the form of a written notice from the Certification Council normally is sent to a certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a certificant who has received two substantiated complaints. Termination normally is imposed on a certificant who has received two substantiated complaints within a two (2) year period, or three (3) or more substantiated complaints. The Certification Council may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.
3. Certificants who have been terminated shall have their certification revoked and may not be considered for HRCI certification in the future. If certification is revoked, any and all certificates or other materials requested by HRCI must be returned promptly to HRCI.

G. Appeal

1. Within 30 days from receipt of notice of a determination by the Certification Council that an individual committed an action resulting in grounds for sanctions, the affected certificant may submit to HRCI in writing a request for an appeal. Upon receipt of a request for appeal, the Chair of the Certification Council will appoint a three (3) person Appeal Panel. Individuals appointed to serve on the Appeal Panel cannot be current members of the HRCI Board of Directors or Certification Council. Appeal Panel members will sign a confidentiality and conflict of interest statement prior to beginning their service on the committee.

This Appeal Panel may review one or more appeals, upon request of the HRCI Certification Council Chair. No HRCI staff may serve on the Appeal Panel; further, no one with any personal involvement or conflict of interest may serve on the Appeal Panel.

2. The Appeal Panel may only review whether the determination by the Certification Council was inappropriate because of:
 - a. material errors of fact, or;
 - b. failure of the Certification Council or HRCI to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the Certification Council's determination as represented by facts known to HRCI are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Except as otherwise set forth herein, legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the HRCI Certification Council and the Appeal Panel. The Certification Council and Appeal Panel may consult HRCI legal counsel.

3. The Appeal Panel conducts and completes the appeal within 90 days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the appellant and of the Appeal Panel. Submissions are made according to whatever schedule is reasonably established by the Appeal Panel.

The decision of the Appeal Panel either affirms or overrules the determination of the Certification Council, but does not address a sanction imposed by the Certification Council. The decision of the Appeal Panel, including a statement of the reasons for the decision, is reported to the HRCI Certification Council in writing. The Appeal Panel decision is binding upon the Certification Council, the certificant who is subject to the sanction, and all other persons.

H. Resignations

If a certificant who is the subject of a complaint voluntarily surrenders his or her HRCI certification(s) at any time during the pendency of a complaint under these Procedures, the complaint will be dismissed without any further action by the Certification Council or an Appeal Board established after an appeal. If this occurs, the information will be retained in HRCI's permanent file for future reference. However, the Certification Council may authorize the Certification Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the person or entity who submitted the complaint are notified of the fact and date of resignation and that Certification Council has dismissed the complaint as a result.



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