

COMMONLY ASKED QUESTIONS

(Updated as of October 1, 2012)

CERTIFICATION

Q1: WHAT IS HR CERTIFICATION?

A: Certification is achieved by:

- Meeting work and education eligibility requirements
- Passing an experience-based exam
- Using credentials after your name to show certification status

Certification is maintained by:

- Meeting recertification requirements every 3 years.

Q2: WHY IS CERTIFICATION IMPORTANT?

A: HR certification is a career-long commitment demonstrating to your peers and your organization that you are dedicated to staying current in the ever-changing field of human resources. To maintain the credentials, certificants are required to recertify their designation every three years (3) through HR-related activities.

To the individual: HR certification sets HR professionals apart from those who are not certified and demonstrates mastery of the HR body of knowledge.

To the organization: Statistics show that almost 70 percent of a company's expenses are HR-related. HR certification provides organizations with the peace of mind that their staff is staying on top of current HR laws, regulations and best practices.

Q3: CAN YOU BRIEFLY EXPLAIN THE DIFFERENCE BETWEEN THESE NEW CREDENTIALS AND THE PHR®, SPHR®, AND GPHR®?

A: The HRBPSM and HRMPSM are intended for HR practitioners outside of the US. The HRBP is similar to the PHR®, but without the focus on US employment laws. The HRMP is similar to the SPHR®, but without the focus on US employment laws. Neither exam addresses cross-border HR issues, which is the main focus of the GPHR®.

Q4: I HOLD A CERTIFICATION FROM MY OWN COUNTRY. WHY WOULD I ALSO WANT TO ATTAIN THE HRBPSM OR HRMPSM?

A: The HRBP and the HRMP are intended to complement local and national HR certifications. The HRBP and HRMP certifications focus on globally-relevant HR concepts that are common across geographic locations.

More than 80 individuals from around the world defined the concepts to be tested (Body of Knowledge) and wrote and reviewed the test questions. Nearly 1,400 additional HR professionals provided input via email surveys.

The exams were developed this way to define a common Body of Knowledge for the HR profession around the world.

Holding the HRBP or the HRMP credential demonstrates that you have the knowledge and critical thinking skills necessary to perform successfully, regardless of where you are located, and to understand the issues that your organization may be dealing with around the globe.

The continuing education activities that you participate in with your local or national HR association may also count towards eligibility or recertification requirements for the HRBP and HRMP.

Q5: HAVE THESE NEW CREDENTIALS BEEN TESTED?

A: Yes. Prior to the formal introduction, the Institute conducted an exclusive pilot program in order to conduct psychometric analysis and validation of the exams. Successful participants received the HRBP and HRMP credential. The initial cohort of both the HRMP and HRBP credential-holders is comprised of a distinguished group of global HR professionals from a broad range of experience levels, organizations, industries, and geographic locations.

Q6: WHAT WAS THE PASSING RATE FOR THESE NEW CREDENTIALS IN THE PILOT GROUP?

A: For the HRBP the passing rate was 60%. For the HRMP the passing rate was 63%.

Q7: HOW MANY HOLDERS CURRENTLY CARRY THESE CREDENTIALS?

A: There are currently 229 HRBP certified Professionals and 344 HRMP certified professionals. You can find their names at www.hrci.org/global

PREPARATION

Q1: WHAT IS COVERED ON THE EXAM?

A: The HRBP and HRMP bodies of knowledge are posted at www.hrci.org/global

Q2: HOW DO I KNOW FOR WHICH EXAM I SHOULD REGISTER?

A: The HRBP is designed for the HR professional whose daily work includes HR operations (such as recruiting, compensation, benefits, and administration). The HRMP is designed for senior-level HR professionals who are involved in strategy and policymaking activities.

Both credentials were developed to validate core human resource knowledge and skills and demonstrated mastery of generally accepted principles, independent of geographic region, from professionals practicing HR globally. Refer to the eligibility requirements (below) and the bodies of knowledge (above) for further guidance.

Register for the exam that covers the responsibilities and knowledge that best describe your on-the-job experience.

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Q3: HOW DO I PREPARE FOR THE EXAM?

A: The HR Certification Institute does not require or recommend any one particular preparation method, school or organization. Listed below are suggestions that candidates have most frequently recommended that have helped them to be successful.

• EXPERIENCED BASED EXAMS

Our exams are primarily experience-based. Bring your experience with you to the exam. However, remember that the exams are based on generally accepted HR principles (not only the way that your company does things!).

• LEARNING STYLES

Start by asking the question: How do you learn best? Organize your preparation accordingly to your learning style.

• EFFORT PAYS OFF

Investing more time on preparation most often pays off. Those that report studying more are more likely to be successful than those who study less.

• CRITICAL THINKING

It is not about memorization. Be careful that a few preparation resources might make you feel that it is all about memorization. Be critical and ask questions to ensure your understanding during the preparation process.

• BE FAMILIAR WITH THE TESTING CENTER

Being familiar with the testing environment minimizes any surprises on test day. Visit www.prometric.com and select "Prepare for Test Day" before your testing appointment.

• MULTIPLE RESOURCES

Use a variety of resources while preparing for the exam. There is no single best preparation method.

Using multiple resources ensures that you understand the generally accepted HR principles.

• RESOURCES

Listed below are available options.

RESOURCES	DETAILS
HRBP SM AND HRMP SM BODIES OF KNOWLEDGE	<ul style="list-style-type: none"> Review the body of knowledge for the exam you plan to take. The content includes the specific tasks and knowledge statements covered on the exam. Available at www.hrci.org/global Assess yourself against the bodies of knowledge Establish Learning Plan based on your assessment
CREDENTIAL READINESS ASSESSMENT (CRA)	<ul style="list-style-type: none"> Learn about your strengths and areas of improvements Have a feeling for the exam format Update your Learning Plan
CERTIFICATION RESOURCE GUIDE	<ul style="list-style-type: none"> Available to registered applicants at www.hrci.org/global Includes sample exam questions, answers and explanations
GLOBAL HR COMMUNITY ON LINKEDIN	<ul style="list-style-type: none"> Join the group at http://linkd.in/Pc39VO Connect with others who are currently HRBP or HRMP certified Get familiar with the format of the question through systematic question challenges
BOOKS	<ul style="list-style-type: none"> Read and review "must read" books for HR professionals (for example, books from authors such as: Ulrich, Senge, Porter, Bennis, Schein, Handy, Mintzberg, Hofstede, Prahalad, Ohmae etc.)
INTERNET	<ul style="list-style-type: none"> Follow "must read" online resources (for example McKinsey, BCG, Deloitte). Keep up to date on HR by reading materials/content/research developed by HR professional associations e.g. JHRS, IHRCI, AMEDIRH etc.
EXPERIENTIAL LEARNING	<ul style="list-style-type: none"> Shadow/interview HR colleagues in areas where you could improve. Create informal/formal mentoring relationships. Use the HRBP and HRMP Bodies of Knowledge to guide you in these conversations.
STUDY GROUPS/ SOCIAL NETWORKS	<ul style="list-style-type: none"> Search for social network groups (for example online groups on LinkedIn or offline). Contact your local professional association.
SHRM LEARNING SYSTEM	<ul style="list-style-type: none"> The Society of Human Resource Management (SHRM) has developed preparation materials for the new credentials. The SHRM Learning System has been designed by subject matter experts, and includes learning modules based on global components of the HR Certification Institute HRBP and HRMP Bodies of Knowledge. To learn more about SHRM learning system, please visit www.shrm.org
MENTORING	<ul style="list-style-type: none"> Reach out to participants of the pilot group at the Global HR Community on LinkedIn
COURSES/ CERTIFICATE PROGRAMS	<ul style="list-style-type: none"> Based on the HRBP and HRMP Bodies of Knowledge, check with universities, training centers, professional associations, and consulting firms in your area for courses on the specific HR topics where you need additional knowledge. Search online for providers of certification preparation courses.

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REGISTRATION

Q1: WHEN AND WHERE WILL THE EXAM BE ADMINISTERED?

A: The testing period is March 1–31 and September 1–30. The exam will be available in more than 250+ Prometric testing locations globally. For the list of locations, please check if your country has Prometric testing location for the HR Certification Institute's exams at <https://securereg3.prometric.com/Welcome.aspx>

Q2: WILL THE NEW CREDENTIALS BE OFFERED IN THE US?

A: No. The new credentials will be available though in US territories such as Puerto Rico, Guam, US Virgin Islands.

Q3: WILL THE PHR AND SPHR STILL BE AVAILABLE TO HR PROFESSIONALS THAT DO NOT RESIDE IN THE US?

A: Yes. Existing credentials like the PHR and SPHR will still be available, if desired, for global HR practitioners. However, please review the specific Body of Knowledge to determine which exam is best for you.

Q4: HOW MUCH WILL THE EXAMS COST?

A: HRBP 275 USD
250 USD (association member pricing)

HRMP 375 USD
350 USD (association member pricing)

All prices include 75 USD non-refundable administrative fee.

Q5: WILL THERE BE ANY INCENTIVE FOR PILOT PARTICIPANTS?

A: Yes, pilot participants will not need to pay the administrative fee (75 USD) if you retake the exam the next time it is offered. The waiver of the administrative fee will only be valid for the exam period March 2013.

Q6: WILL THERE BE ANY INCENTIVE FOR ASSOCIATION MEMBERS?

A: Yes, members of associations who are part of the Institute's alliance program [www.hrci.org] will have 25 USD incentive. To have access to this benefit, please select your association on the registration form when you apply for the exam.

Q7: HOW SHOULD I ENTER MY NAME ON THE REGISTRATION FORM?

A: Candidates must enter their names (First and Last) on the registration form exactly as written on a valid, unexpired government-issued photo ID with a signature, such as a driver's license with a photograph or a passport.

Q8: HOW MANY QUALIFYING WORK EXPERIENCE SECTIONS DO I NEED TO FILL ON THE REGISTRATION FORM?

A: You need to complete as many sections as needed to meet the eligibility requirement for the exam (total years of qualifying work experience).

Q9: CAN I HOLD BOTH THE HRBP AND HRMP AT THE SAME TIME?

A: Yes, you may hold both credentials simultaneously if you meet the eligibility criteria.

Q10: WHAT ARE THE ELIGIBILITY REQUIREMENTS FOR THE NEW EXAMS?

A: Please note that these are the MINIMUM requirements you must meet to be eligible to take the exam(s).

HRBP Eligibility

- A minimum of 1 year of professional-level experience in an HR position with a Master's degree or global equivalent
- A minimum of 2 years of professional-level experience in an HR position with a bachelor's degree or global equivalent
- A minimum of 4 years of professional-level experience in an HR position with less than a bachelor's degree

HRMP Eligibility

- A minimum of 4 years of professional-level experience in an HR position with a Master's degree or global equivalent
- A minimum of 5 years of professional-level experience in an HR position with a bachelor's degree or global equivalent
- A minimum of 7 years of professional-level experience in an HR position with less than a bachelor's degree

Candidates taking the HRMP exam (only) must also demonstrate their knowledge of employment laws to be eligible. This may be demonstrated in several ways:

1. Holding a local or national HR certification that includes employment law
2. Holding a college or university-level degree in HR
3. Successfully completing a college or university-level class in employment law
4. Successfully completing a certificate (training) program in employment law* (May be in-person or virtual; minimum 5 hours of instruction time; comprehensive coverage of employment law; "legal updates" do not qualify)

Q11: CAN I DEMONSTRATE MY KNOWLEDGE OF EMPLOYMENT LAW BASED ON MY JOB DUTIES?

A: No, because there is no consistent way to measure the knowledge gained on-the-job, the requirement must be met through successful completion of training or examination.

Q12: REGARDING THE KNOWLEDGE OF EMPLOYMENT LAW - WOULD HAVING TAUGHT A UNIVERSITY HR LEVEL COURSE WHICH INCLUDES EMPLOYMENT LAW QUALIFY?

A: We may request to see a course description but generally yes.

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Q13: I HAVE TAKEN A SHORT COURSE BUT THERE WAS NO EXAM. I WAS GIVEN A CERTIFICATE. WILL THAT BE ACCEPTABLE TO YOU?

A: A training program which provides a certificate of completion will generally suffice. The program must provide an overview of all aspects of employment law (not just one) and have a minimum of 5 hours of instruction time. If you wish to have a particular course pre-approved, you may email a course description to global@hrci.org.

Q14: WHAT IS THE CREDENTIAL READINESS ASSESSMENT (CRA)?

A: This document will assess your readiness to take the HRBP or HRMP exam. The assessment is in two parts. One part will ask you questions about your on-the-job HR experience. The other part will provide sample exam questions like those you will see on the real exam.

The CRA can be taken on your home or office computer and will require a two to three hour period approximately to complete. You may complete it anytime after you are deemed eligible to test. You must complete it before you can register for an exam appointment. There is NO minimum score required in order to register and it will have no effect on the score you receive on the actual exam. It is intended to inform you about your areas of strength and weakness and to give you an idea of how much preparation you may need to be successful. After you receive the results of the CRA, you may register for either of the next two testing periods.

Q15: IS THERE A DEADLINE WHERE I SHOULD COMPLETE THE CRA?

A: Yes. To get the most benefit from the CRA, you should complete it as soon as possible after receiving your login instructions to the CRA system. You will be required to complete the CRA to register for an exam appointment. For this first registration period, October 29, 2012-January 9, 2013, the CRA must be completed by January 31, 2013 and a testing

period selected by February 15, 2013.

Q15: WHAT IF I DON'T TAKE THE CRA WITHIN THE TIMELINE ABOVE?

A: You will not be able to take the exam.

Q16: HOW DO I TAKE THE CRA? WILL I RECEIVE AN ACCESS CODE? IF SO, WHEN AND HOW?

A: You should receive an email approximately 5 business days after your application has been set to eligible with your login/password for the online system where you will be able to take the CRA. If you don't receive this email, please contact global@hrci.org

Q17: WHAT IF AFTER TAKING THE CRA I REALIZE THAT I WANT TO CHANGE THE EXAM OR WITHDRAW FROM THE PROCESS?

A: If a candidate wants to change the exam type, he would need to complete the Exam Type Change Form and pay all applicable fees. A new CRA login email will be sent once the change has been processed. If a candidate wants to withdraw, he would need to complete the Cancellation/Refund Request for the appropriate refund amount.

Q18: DOES THE CRA COUNT AT ALL IN THE CERTIFICATION RESULTS?

A: No. Your results based on your responses on the CRA will have no effect on the score you receive on the certification exam.

Q19: WHAT IS THE ATT LETTER AND WHEN/HOW WILL I RECEIVE IT?

A: The Authorization To Test Letter is the document that provides detailed instruction on how to select an exam appointment, date, and location through Prometric. It contains valuable information related to test sites, cancellations, rescheduling, and no shows. The ATT letter will be available 5 business days after the CRA has been taken.

Q20: HOW DO I SCHEDULE THE EXAM?

A: A candidate would follow the instructions on the ATT letter to schedule the exam.

PAYMENT PROCESS

Q1: HOW CAN I PAY FOR THE EXAM?

A: Major Credit Cards (Visa, MasterCard or American Express) will be accepted. If you have any questions, please send a message to global@hrci.org

CHANGES, REFUNDS AND CANCELLATIONS

Q1: I WAS DEEMED INELIGIBLE, WILL I RECEIVE A REFUND? IF SO, HOW MUCH?

A: Yes, if a candidate is deemed ineligible, a refund for 100% of the exam fee will be refunded to the original method of payment.

Q2: I WANT TO WITHDRAW, WILL I RECEIVE A REFUND?

A: A candidate would receive 50% of the exam fee if the application is withdrawn.

Q3: WHAT IS THE EXAM APPLICATION CANCELLATION POLICY?

A: The administrative fees are non-refundable. A 50% refund of the exam may be given if an exam appointment is not scheduled or canceled within three days of the exam.

Q4: CAN THE EXAM DATE BE RESCHEDULED FOR ANY REASON? HOW CAN I POSTPONE THE EXAM?

A: An exam appointment may be rescheduled within the same testing period; however, an 85 USD reschedule fee will be charged by Prometric if it occurs once the testing period has opened.

The exam cannot be transferred or postponed. If a candidate cannot test in the testing period in which he selected an appointment, then he should cancel his application for a 50% refund of the exam fee.

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(Updated as of October 1, 2012)

Q5: I MEET THE REQUIREMENTS OF BOTH HRBP AND HRMP. I HAD EARLIER REGISTERED FOR HRBP. CAN I SWITCH MY EXAM TO HRMP OR VICE VERSA?

A: A candidate may change the exam type by completing the Exam Type Change Form (www.hrci.org/global) and paying the applicable fees. Once the change has been processed, a new email with the CRA login will be sent.

Q6: CAN I CHANGE LOCATIONS OF EXAM FROM THE ONE I ALREADY CONFIRMED? HOW FAR IN ADVANCE SHOULD WE CONFIRM THE NEED TO RELOCATE TEST SITE?

A: A change may be made to the exam time, date, and/or location if done at least three business days prior to the current exam appointment. An 85 USD reschedule fee may apply if done once the testing period has opened.

Q7: WHAT IF I WANT TO CANCEL THE EXAM BEFORE SCHEDULING IT? WILL THERE BE A REFUND?

A: If a candidate doesn't take the CRA and withdraws, the refund is 50% of the exam fee.

If a candidate is determined to be ineligible and cannot take the CRA or exam, the refund is 100% of the exam fee.

If a candidate applies, takes the CRA, and then decides not to take the exam, the refund is 50% of the exam fee as long as an exam appointment has been canceled at least three business days prior to the appointment.

RANDOM AUDIT

Q1: IF I AM AUDITED, WHAT DOCUMENTS DO I NEED TO PROVIDE?

A: To maintain the integrity of the program, the HR Certification Institute randomly audits candidate exam applications to ensure compliance with eligibility requirements. If selected for audit, candidates will need to complete an audit form and provide evidence of their: highest level of education and HR experience. Candidates must submit their electronic copy of transcripts or diplomas (copies don't need to be certified). Local language is acceptable. They also need to document their professional HR work experience to satisfy the eligibility requirements. Candidates taking the HRMP exam (only) must demonstrate their knowledge of local employment laws by providing documentation that this requirement has been met.

Q2: IF I APPLIED FOR HRMP AND AM AUDITED HOW DO I DEMONSTRATE MY KNOWLEDGE OF LOCAL EMPLOYMENT LAWS?

A: Candidates taking the HRMP exam (only) must also demonstrate their knowledge of employment laws to be eligible. This may be demonstrated in several ways:

- Holding a local or national HR certification that includes employment law
- Holding a college or university-level degree in HR
- Successfully completing a college or university-level class in employment law
- Successfully completing a certificate (training) program in employment law (May be in-person or virtual; minimum 5 hours of instruction time; comprehensive coverage of employment law; "legal updates" do not qualify)

Candidates who are selected for audit must provide electronic copies of official documents (for example transcripts, diplomas or certificates. The documents do not need to be notarized).

EXAM DAY

Q1: WILL THE EXAM BE IN ENGLISH?

A: Yes.

Q4: HOW MANY QUESTIONS WILL THERE BE? AND HOW LONG WILL IT TAKE?

A: There are 170 questions on the HRBP exam and you will have up to three hours and fifteen minutes to complete it. There are 130 questions on the HRMP and you will have up to two and one half hours to complete it. You will be given up to an additional 30 minutes for computer instructions and post-exam survey.

Q5: WHAT SHOULD I BRING FOR THE EXAM DAY?

A: Candidates need to present on the exam day a valid, unexpired government-issued photo ID with a signature, such as a driver's license with a photograph or a passport. If you are taking the exam in a different country than the one in which you reside, a passport is required.

Q6: IS THE EXAM COMPUTER-BASED? WHAT IS THE STRUCTURE OF THE EXAM?

A: Yes, the exams are given on computers at Prometric test centers. The exams are in a multiple choice format. You will select the best answer from four choices. This is the same format that you will experience when you complete the CRA.

Q7: SINCE THIS IS A "GLOBAL" EXAM, MAY WE EXPECT THAT THE QUESTIONS ARE MORE GENERAL/BEST PRACTICE-BASED RATHER THAN BASED ON NATIONAL REGULATIONS?

A: Yes that is correct. Questions will not focus on country-specific regulations.

Q8: WILL THERE BE NEGATIVE POINTS FOR WRONG ANSWERS?

A: No. There is no penalty or negative point for selecting the wrong answers. Therefore, you should try to answer all questions even if you are not sure of an answer.

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AFTER THE EXAM

Q1: WHEN WILL THE PASS MARK BE COMMUNICATED TO PARTICIPANTS?

A: Score reports will be issued 6 weeks from the end of the testing period.

RECERTIFICATION

Q1: HOW DO I RECERTIFY?

A: You may recertify by:

- Accumulating 60 credit hours of HR-related activities such as:
 - o Continuing education (for example college and university courses; conferences and seminars; workshops; e-learning courses; videos and webcasts)
 - o Instruction/ Teaching
 - o On-the-Job (first-time work experience)
 - o Research and Publishing
 - o Leadership (i.e., “giving back” to the profession by contributing your professional knowledge to the community)
 - o Professional Membership

- Taking the exam again.

Q2: I AM ALREADY CERTIFIED (PHR, SPHR OR GPHR). CAN I HOLD MULTIPLE CREDENTIALS?

A: Yes, you do not need to earn more than 60 credit hours in total, even if you hold multiple credentials. However, certain credentials may require you to earn a number of credits in a specific topic area. These details will be provided to you depending on the credentials you earn.

The HR Certification Institute (HRCI), established in 1976, is an internationally recognized, independent certifying organization for the human resource profession. The HR Certification Institute is the global leader in developing rigorous exams to demonstrate mastery and real-world application of forward-thinking HR practices, policies and principles.

Today, more than 120,000 HR professionals worldwide proudly maintain the HR Certification Institute’s credentials as a mark of high professional distinction.

To learn more, visit www.hrci.org

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