

HR CERTIFICATION INSTITUTE

**2014 RECERTIFICATION
HANDBOOK POLICIES
AND PROCEDURES**

Congratulations on earning your HR certification!

When you became certified, you showed your commitment to the HR profession.

Your journey, however, has just begun.

Holding an HR Certification Institute credential requires that you actively demonstrate your dedication to remaining up-to-date with the rapidly changing HR profession through continued professional development and recertification. To keep your Professional in Human Resources (PHR®), Senior Professional in Human Resources (SPHR®), Global Professional in Human Resources (GPHR®), California Certification (PHR-CA® or SPHR-CA®), Human Resource Business Professional (HRBPSM) and/or Human Resource Management Professional (HRMPSM) designation, the HR Certification Institute requires all certified HR professionals to recertify every three years, either by testing again or by accumulating 60 credit hours of education and HR experience. Among the choices for earning credit hours are the following:

- » HR-related continuing education
- » Instruction/teaching
- » On-the-job experience
- » Research and publishing
- » Leadership
- » Professional membership in a national or international HR association

As a certified HR professional, you have an online profile on the HR Certification Institute's website. You can use this profile to keep track of your recertification activities as you accumulate them. To access your online recertification profile, please visit our website, www.hrci.org and login using your email address and password.

We recommend that as you enter your activities into your profile, you upload documentation that demonstrates you have completed an activity. Completing this step as you enter activities will make your recertification plan a reference tool to store your certificates of completion and documentation and will make participation in our audit process streamlined and simple. While we do not require that you send documents to prove you have completed an activity when you submit your application, the HR Certification Institute conducts random audits of recertification applications. We highly recommend that you keep all supporting documents for reference until the audit has been completed on your application. Should you be selected for an audit, you will be notified immediately after submitting your recertification application of your need to participate.

This handbook has information on how you can recertify by taking part in HR-related continuing education and activities. You can also recertify by retaking the exam.

We hope you find the information in this handbook helpful.

CONTACT INFORMATION

If you still have questions after you have reviewed this handbook, please contact the HR Certification Institute:

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WHY RECERTIFY?

Recertification is an essential part of an accredited certification process. It keeps certified HR professionals updated on developments in their profession and ensures that the knowledge they demonstrated by passing the exam remains current. It is what distinguishes professional certification from other types of learning and development activities.

When you recertify every three years, you show your continuing competence and commitment to the HR profession. There are many ways to meet your recertification requirements, some of which you may already be doing! This handbook will provide resources for you to learn about the types of activities that can help you meet recertification requirements.

CERTIFICATION CYCLE

You must recertify your designation every three years. Effective February 1, 2014, your three-year certification cycle end date will coincide with your birth month. Therefore, your initial certification cycle (occurring after February 1, 2014) may be slightly longer than three years.

Here are some examples:

- » If you took your exam and passed on 1/16/2013, and your birth month is July; you would be due to recertify on or by 7/31/2016. Thereafter, you would recertify every three years by July 31.
- » If the month in which you are due to recertify (for example, June 2014) is the same as your birth month listed in our records (for example, June 2014), your cycle date will remain the same.
- » If the month in which you are due to recertify (for example, June 2014) occurs earlier in the year than your birth month listed in our records (for example, December 2014), your cycle date will be extended to the end of your birth month, later that same year (in this example, December 31, 2014).
- » If the month in which you are due to recertify (for example, June 2014) occurs later in the year than your birth month listed in our records (for example, January 2014), your cycle end date will be extended to the end of your birth month in the following year (in this example, January 31, 2015).

Your certification cycle date appears on your certificate and in your online profile.

You must earn your recertification credit hours during the current certification cycle. You can begin earning recertification credit hours immediately after you have passed the exam, but you will have to wait eight weeks after you have received your exam results to be able to add information to your online recertification application. If you have already recertified,

you can begin adding information to your online file the day after your certification cycle ends. For example, if your recertification end date is December 31, you may start earning recertification credit toward the next certification cycle on January 1. However, you will not be able to record these activities on your recertification application until your previous recertification application has been approved.

You may submit your application for recertification at any time after you have been certified at least one year and have accumulated 60 credit hours. However, your certification cycle will always begin the day after the previous cycle ended. Additionally, if you recertify early, you may not carry activities forward to the next certification cycle. For example, if your certification dates are December 2009 to December 2012, and you submit your recertification application in June 2012, any activities you take part in from July 2012 through 2012 will NOT count towards your next certification cycle.

NOTE: You will be asked to provide a "Program ID" number for activities submitted on your recertification application. Not all activities have a Program ID number. If you do not have a program ID number, select "self-reported activity" and record the program information there. Also, we encourage you to log in your activities as soon as you complete them. However, please note that recorded activities are not reviewed until you have 60 hours minimum logged into the application and pay the recertification fee. You do not need to send documentation of completed activities with your application. You will be asked to provide this information only if you are audited.

RECERTIFICATION NOTIFICATION

As a professional courtesy, the HR Certification Institute will send you reminder emails before the end of your certification cycle. We will send the reminders to the email address in your online profile, so you should make sure you update this file if your address changes. Please visit www.hrci.org and login to your online recertification file to update your information. We will not change your certification cycle or the submission requirements because you did not receive email reminders.

NEEDS ASSESSMENT

At the start of each certification cycle, we encourage you to consider which activities and experience will best help you develop your professional skills. To make that easier for you, the HR Certification Institute provides a report of exam results by functional area. In addition to the breakdown of your test scores, we also have other resources at our website, www.hrci.org.

DEFINING 'HR-RELATED'

In general, if an activity can be tied to the body of knowledge for that certification and it adds to a person's knowledge of

the HR field, we award recertification credit. You can find the GPHR, HRBP, HRMP, PHR, PHR-CA, SPHR and SPHR-CA certification bodies of knowledge online at www.hrci.org. All recertification activities must be HR-related. Activities that focus on personal development are not eligible for recertification credit. Examples of personal development courses or activities are “How to Reduce Stress,” “Developing Your Network for Success” and “Time Management.” When you submit your recertification application, you must show how the activity is HR-related if it is an activity that has not already been pre-approved by the HR Certification Institute. Additionally, when you describe your activities, you should relate them to the HR body of knowledge. In some cases, the HR Certification Institute reviewer may not accept the activity if it does not seem to be HR-related. We may also contact you and ask you to give us more information about an activity.

PRE-APPROVED PROGRAMS

Many organizations submit their programs and educational events to the HR Certification Institute for pre-approval. The Pre-Approval Program lets you know in advance that the program you complete will count toward recertification credit. You will also know how many credit hours you will earn. When you participate in pre-approved programs, you will receive a program ID number from the host organization. You must include this number on the recertification application. If you are using your online recertification file, once you type in the program ID and the start and end dates, your online file will automatically show the completed program and give you credit for taking part in it.

Organizations with programs that have been pre-approved are permitted to use our “Pre-Approved” seal in their on-site marketing materials and on certificates of completion. The “Pre-Approved” seal does not mean the HR Certification Institute recommends the program. The “Pre-Approved” seal only means the program has met our criteria to be pre-approved for recertification credit.

Once a program is pre-approved, we will add it to the Searchable Directory of Pre-Approved Programs. The Searchable Directory is available once you have signed in and accessed your recertification information. From your recertification application, select the blue “add activity” link under the Continuing Education section, and you can search for upcoming programs by keyword, dates or activity type.

If you experience an issue when entering a pre-approved program ID number, please contact the host organization that provided the number to you. The HR Certification Institute does not provide program ID numbers to individuals who contact us.

NOTE: You may use any HR-related continuing education program toward recertification, regardless of whether the program has been pre-approved. The only continuing education programs that must be pre-approved in order to receive credit are professional HR association chapter meetings that include educational content.

SPECIFIED CREDIT HOUR REQUIREMENTS

RECERTIFICATION REQUIREMENTS – THROUGH CONTINUING PROFESSIONAL DEVELOPMENT

GPHR-CERTIFIED

If you hold a GPHR designation, 15 hours of the required 60 recertification credit hours must be in Global HR Management. The HR Certification Institute defines Global HR Management as an activity that can be tied directly to a section of the GPHR Body of Knowledge, which you can find on our web site at www.hrci.org.

HRMP- OR SPHR-CERTIFIED

If you hold an HRMP or SPHR designation, at least 15 hours (Business credits) of the 60 you earn must add to the knowledge of your organization and how it operates. Refer to the “HR as a Business Leader” functional area of the HRMP Body of Knowledge, or the “Business Management and Strategy” area of the PHR/SPHR bodies of knowledge for the types of activities that meet this requirement. You will find them online at www.hrci.org. Programs that have been pre-approved for Business credit have met this requirement. For more information, please see “Specified Credit Hours” on page 9 of this handbook.

NOTE: If you hold both the SPHR and HRMP credentials concurrently, you only have to meet the 15 Business hours requirement a single time to satisfy the specified credit requirement.

CALIFORNIA (PHR-CA/SPHR-CA) CERTIFIED

If you have a PHR-CA or SPHR-CA designation, 15 hours of the required 60 recertification credit hours must be California-specific activities, as defined by the California HR Body of Knowledge, which you can find at www.hrci.org.

MULTIPLE DESIGNATION HOLDERS

If you hold more than one certification, please review the section titled “Holding Multiple Designations” on page 12 for more details.

RECERTIFICATION CATEGORIES

You must accumulate 60 credit hours during the three-year certification cycle. You can obtain credit hours through any combination of the following activities:

CREDIT HOURS	(MAXIMUM)
1. Continuing Education* (<i>Courses, seminars, conferences, are examples.</i>)	60
2. Instruction (<i>Teaching HR-related subjects</i>)	20
3. On-The-Job Experience (<i>A first-time work experience</i>)	20
4. Research and Publishing (<i>Primary research on HR-related topics</i>)	20
5. Leadership (<i>HR expertise outside the workplace</i>)	10
6. Professional Membership (<i>National or international HR-related associations</i>)	10

* A maximum of 20 hours can be awarded for passive learning activities such as webcasts, podcasts, audiocasts and videoconferences.

CONTINUING EDUCATION

You can earn all 60 required credit hours in the Continuing Education category, if you wish. However, there are some limits on specific activities within this category. The following information describes what is allowed and what is not allowed.

COLLEGE AND UNIVERSITY COURSES

The HR Certification Institute accepts continuing education units (CEUs) awarded through the International Association for Continuing Education and Training (IACET). IACET guidelines state that an agency can award one CEU (comparable to one semester credit hour) for every 10 hours of classroom time.

For example, a course awarded three CEUs using IACET criteria is equivalent to 30 classroom hours. GPHR, HRBP, HRMP, PHR, PHR-CA, SPHR and SPHR-CA 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. You may earn hour-for-hour credit for all classroom contact hours.

If you audit (meaning, you attend the classes, 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.

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 the recertification team at recertification@hrci.org.

NOTE: To receive recertification credits for college/university coursework, you must pass the course with a grade of “C” or better.

CONFERENCES AND SEMINARS

These are the rules for calculating credit by attending a conference:

- » Each concurrent HR-related session is awarded credit on an hour-for-hour basis. For example, a 75-minute session equals 1.25 (one and one-quarter hour) recertification credit hours.
- » Sessions must be at least one hour in duration to be eligible for credit.
- » Credit may be given for a general (plenary) session if the presentation is at least one-hour long and is specifically HR-related.
- » Activities held while a meal is being served must be at least 1.50 hours in duration in order to be eligible for one hour of credit.
- » Typically, six credit hours are awarded for attending all conference educational sessions during a one-day conference.
- » Additional credit hours may be awarded for pre-conference workshops if you give additional information about them on your recertification application.

If a conference has been pre-approved by the HR Certification Institute, the conference programs may list the specific type of recertification credit (such as Business), as well as list the sessions that have NOT been approved for credit (such as personal development courses). If the program does not specifically name the type of credit, the session will count toward HR credit.

In order to claim a specific type of recertification credit — for example “Business” — list each conference session you attended separately on your application.

VIDEOCONFERENCES, DVDS, AUDIOTAPES, WEBCASTS AND PODCASTS (MAXIMUM OF 20 CREDIT HOURS AWARDED)

Videoconferences, DVDs, audiotapes, webcasts and podcasts are accepted on an hour-for-hour basis for all educational time. They are considered passive learning activities (no active participation by the learner is required). Therefore, the maximum recertification credit hours you can accumulate over the three-year period is 20 hours.

E-LEARNING/ONLINE COURSES

E-Learning/online courses, which are training courses conducted on the web, are accepted on an hour-for-hour basis with no credit-hour limit. E-Learning activities are interactive and include an assessment at the end of the online session.

Note that if you are participating in SHRM's ebook program, there is a credit hour limit of 20 credit hours that can be earned per certification cycle. For more information about their program, please go to their website: www.shrm.org.

PROFESSIONAL HR CHAPTER MEETINGS

Continuing education events held as part of professional HR chapter meetings will count toward recertification credit only if the HR Certification Institute has pre-approved the activity. If the HR Certification Institute pre-approves a meeting, the program will have a program ID that you can use when reporting your recertification activities on your application.

CALCULATING RECERTIFICATION CREDIT

To receive recertification credit, activities must be HR-related and at least one hour in length.

To determine the number of recertification credit hours for each activity:

1. Make sure the activity is related to the HR body of knowledge.
2. Calculate only the time spent on the educational activity. Do not add time spent on activities such as meals, breaks, registration or pre-work. (Note: We do not award credit for the time you spend on "pre-work" or homework.)
3. Recertification credit hours are calculated to the nearest quarter hour. For example, if a one-day program has five hours and 20 minutes of actual educational time, the number of recertification credit hours awarded would be rounded to 5.25.

Please refer to the website for additional information, http://www.hrci.org/calculating_credit/.

CONTINUING EDUCATION

HR-related conferences or seminars	Up to 60
HR-related videoconferences, audiotapes, webcasts, webinars or podcasts	Up to 20
HR-related e-Learning or online courses with active learner participation	Up to 60
Chapter educational meetings	Up to 60
HR-related college or university courses	Up to 60

INSTRUCTION/TEACHING

(MAXIMUM OF 20 CREDIT HOURS AWARDED)

Have you ever presented an HR-related workshop or training session at your company or for another organization? Instruction and teaching is a recertification category that is often overlooked. Teaching a sexual harassment prevention workshop and leading performance management training are examples of activities that can earn you up to 20 credit hours for the first time you perform these activities.

In this category, you can earn recertification credit by meeting the following criteria:

- » Credit is awarded only for the first time you teach the program. If you teach the same workshop again to different audiences, you will not receive credit again.
- » Instruction must include a formal presentation made within your organization or as an instructor of a course, workshop, seminar or conference session.
- » The presentation must be at least one hour in length.
- » We consider the time you spend preparing for the workshop by awarding 30 minutes of credit time for each hour that you teach (this time is automatically calculated upon entry in your recertification application). For example, if you give a two-hour presentation, you will receive a total of three recertification credit hours.

Twenty credit hours are awarded for teaching a semester-long, HR-related college-level course.

Presentations that communicate company policy (for example, introducing a new leave policy, presenting new health care benefits or conducting orientation programs) do not earn recertification credit in this category.

INSTRUCTION/TEACHING

HR-related college or university course (Instructor)*	Up to 20
Lead or teach an HR-related business program for your company (<i>company-specific programs such as orientations are not awarded credit</i>)*	Up to 20
Teach an HR-related workshop, seminar or conference session*	Up to 20

* Credit is awarded only for the first time the presentation or instruction occurs.

ON-THE-JOB EXPERIENCE

(MAXIMUM 20 CREDIT HOURS AWARDED)

Have you taken on a new responsibility in your job? On-the-job experience is another often overlooked category for gaining credit hours. Recertification credit can be earned for a first-time work experience if that activity adds to your understanding of the HR body of knowledge. In other words, if the experience requires you to learn new things about the HR profession, then you can earn recertification credit. If you spend more than 20 hours on a single product or on multiple work products, you should ask for the maximum of 20 credit hours allowed in this category. When you complete the application, describe the new HR-related knowledge you gained from the experience.

Below are some examples of first-time on-the-job projects that can be awarded recertification credit:

- » Research, design and implement a new compensation plan or performance management system.
- » Prepare and present an environmental scan as part of a strategic planning session.
- » Lead a change management initiative within your organization.
- » Research and implement a Human Resource Information System (HRIS).
- » Represent your organization in labor negotiations.
- » Develop the mission, vision and values statements for your organization.

For any first-time work experience, it is likely you will spend more time researching, designing and implementing the new work product than the maximum number of hours available in this category. Simply list the multiple experiences and their duration and dates and request the maximum number of hours.

However, if you are submitting only one new on-the-job experience, calculate the number of hours you spent on the experience or product and request that amount, not to exceed 20 hours.

ON-THE-JOB EXPERIENCE	
HR-related on-the-job experience*	Up to 20

*Credit is awarded only for the first time you complete a new activity.

RESEARCH AND PUBLISHING

(MAXIMUM OF 20 CREDIT HOURS AWARDED)

Recertification credit can be earned by conducting primary research on an HR-related topic if the research results are published in a scholarly HR journal or publication.

If the article you write is published in a chapter newsletter, you will not earn credit hours. If you independently write an article and it is published in a journal or periodical, you can earn 20 credit hours. If you make a significant contribution to a published text, such as a textbook, you can earn 20 credit hours. You can earn 10 hours if you co-author or edit an article. If you develop an HR video, you can earn 10 credit hours. A research project that you complete at work and is published would count only under the Research and Publishing category not also under the On-the-Job category; credit can only be claimed once.

If you create and publish fact-based blog posts on subjects related to the HR field, you are eligible for recertification credit, using the following criteria:

- » Posts must be 700 words or more on an HR-related subject.
- » Posts must contain facts or data and cannot be an editorial or opinion piece.
- » Posts must be published on a site that is open to the public.
- » You must provide links to the posts in your recertification application.

Each post can be awarded 0.50 credit hours, with a maximum of 2.0 hours per year and 6.0 hours for each three-year certification cycle.

RESEARCH/PUBLISHING	
HR-related article published in a journal or periodical	Up to 20
HR-related substantial contribution to an published text	Up to 20
Co-authored or edited HR-related text	Up to 10
HR-related blog entry (<i>fact-based</i>) (<i>each post is awarded 0.50 credit hours</i>) Up to 6 during 3 year cycle	Up to 2 per year
HR-related video	10
Peer reviewed research article (<i>Authored solely by certified HR professional</i>) (<i>each article is awarded 1.0 credit hours</i>)	Up to 3

LEADERSHIP

(MAXIMUM OF 10 CREDIT HOURS)

The HR Certification Institute awards recertification credit in the leadership category to people who support the HR profession by contributing their HR expertise to organizations outside of their workplace. This category recognizes the importance of sharing your professional knowledge with the HR community. You can earn a maximum of 10 recertification credit hours in this category over the three-year period. Leadership activities are eligible only for HR recertification

credit hours. Examples of activities that could earn leadership credit hours include working within a national or international HR-related association, chairing an HR committee within a local Chamber of Commerce, lobbying local or national elected officials in support of HR legislation or using your HR expertise to help a volunteer organization.

Mentoring a less-experienced HR professional is another way to acquire recertification credit. To qualify, the mentoring must be part of an established program with formal guidelines. Mentors have to meet all of the program requirements and be a mentor for at least six months to receive credit.

Recertification credit is not awarded for leadership activities that do not have a direct relationship to Human Resources — for example, volunteering at a local elementary school for a career day, leading a local children’s club or serving on the board of a homeowners’ association.

Recertification credit can also be earned for participating in HR-related surveys. You can earn up to three credit hours per certification cycle. Note that you can only claim credit on the amount of time you spent completing your survey responses. When entering this in your recertification application, please cite the survey(s) in which you participated. Examples of surveys that would qualify for credit could include salary or benefits surveys.

As in all categories, we recommend that you upload and save the documents that prove you participated in an activity.

LEADERSHIP	
Officer positions on boards (five hours per year)	Up to 10
Committee chair (five hours per year)	Up to 10
Committee member (three hours per year)	Up to 9
Mentoring (five hours per year)	Up to 10
Writing letters to Congress or state legislature (Must be HR-related; 0.25 per letter; letters must be on different issues.) (one hour per year)	Up to 3
Participation in focus group for development of public policy position (one hour per one hour of focus group)	Up to 3
Peer reviewer for HR-related research articles (0.25 per article)(one hour per year)	Up to 3
Serving on a peer review board for national HR-related magazine or publication (three hours per year)	Up to 10
Serving as an active member of an HR Certification Institute’s Exam Development Panel for one full year (five hours per two-day panel meeting)	Up to 10

LEADERSHIP	
Participation in a published HR survey report	Up to 3

PROFESSIONAL MEMBERSHIP

(MAXIMUM OF 10 CREDIT HOURS AWARDED)

You can earn recertification credit for being a member of a national or international HR-related professional association or society, but not for being a member of a local chapter or association. Examples of national or international HR-related professional associations or societies include (but are not limited to): the Japan HR Society (JHRS), the Australian Human Resources Institute (AHRI), the Mexican Association in Human Resources (AMEDIRH), the Chartered Institute of Personnel Development (CIPD), the Society for Human Resource Management (SHRM) or World at Work. Three credit hours are awarded for an entire year of membership. If you have been a member for less than a year, 0.25 credit hours per month are awarded. You can gain only HR credit for your professional membership.

For example, if you were a SHRM National Member for two months (January and February) you could claim 0.50 hours of HR credit.

When entering your hours in this category, you can only claim credit for the time your professional membership occurred concurrent with your recertification cycle.

PROFESSIONAL MEMBERSHIP	
Member of HR-related national/international association or society (three hours per year)	Up to 10

SPECIFIED CREDIT HOURS

BUSINESS CREDIT HOURS (HRMP OR SPHR ONLY)

WHY ARE BUSINESS CREDITS REQUIRED?

To be viewed as a credible business leader, senior-level HR practitioners must understand the nature of their organization’s operations and the environment in which it operates. CEOs consistently mention this as the major area in which HR professionals need further development. According to CEO perspectives: How HR can take on a bigger role in driving growth, a 2012 Economist Intelligence Unit report, “The head of HR needs to exhibit an understanding of the wider commercial business, thereby shedding its image of knowledge limited to the narrower, HR elements.” This is why 15 credits of the 60 required for certificants who hold the SPHR and/ or HRMP designations must involve activities that improve their knowledge of the operations of their organization and its industry.

NOTE: If you hold an HRMP and SPHR credential concurrently, you only have to meet the 15-credit Business requirement a single time to satisfy the specified credit requirement. The remaining 45 hours of recertification credit may be earned in any credit type or category for any type of HR-related activity.

WHAT QUALIFIES FOR BUSINESS CREDIT?

This knowledge can be gained in a number of ways. To begin, look at the “Business Management and Strategy” (for SPHR) or “HR as a Business Leader” (for HRMP) functional areas of the respective bodies of knowledge. These are the types of activities that will increase your knowledge of your organization’s operations. Here are some examples of how credit can be earned in various categories:

ON-THE-JOB (FIRST-TIME WORK EXPERIENCE):

- » Did you participate in the development of your organization’s strategic plan? This is an excellent way to gain knowledge of overall operations.
- » Did you contribute to defining the mission, vision, values of the organization? This requires you to understand the very core of the organization’s purpose.
- » Did you have input into the organization’s budget? Not just developing the HR budget, but incorporating it into, and understanding, the budget at the organizational level.

- » Did you develop metrics such as Key Performance Indicators or leadership competencies that are applied organization-wide? This requires you to understand what is mission-critical for the organization going forward.

There are many other examples of on-the-job activities that would qualify. Think of those that required you to be part of a cross-functional team or partner with other business leaders in your organization – those are likely the ones that will meet this requirement.

CONTINUING EDUCATION:

- » Industry-specific courses that increase your knowledge of the environment in which your organization operates – this includes attendance at industry (not HR) conferences.
- » Business topics such as Finance for the Non-Financial Manager, Marketing Strategies, Technology Developments, etc. that teach you about other business disciplines. These can be either seminars or university- or graduate-level courses that you complete during your cycle.
- » Courses that instruct you on performing business-related tasks or utilizing tools such as Strategic Planning, Business Analytics, Budgeting.

TRAINING/INSTRUCTION:

- » Developing/providing training on one of the topics listed above.
- » Delivering a presentation at an industry conference.

BUSINESS MANAGEMENT AND STRATEGY EXAMPLES

Here are two examples of how HR professionals used an on-the-job activity to qualify for specified credit in “Business.”

1. In my last role as an HR manager for a field site, I was the HR representative on a major change project. The project was to move all of our manufacturing processes to Sweden, transfer all marketing and sales activities to another site, act as the point person for communications and retention, as well as consult and coach the local management team and employees toward successful completion of the project. I worked side by side with the senior business-development person who was the project manager for this initiative and was involved in all decisions in regard to personnel issues. The goal of the initiative was to streamline the operations, development and commercial organizations, minimize impact on customers and save the company approximately \$5 million over a long-term period. The project was completed during a nine-month period. This activity ties directly to Business Management and Strategy Responsibility Statement #07 in the SPHR Body of Knowledge. (07 Develop and execute strategies for managing organizational change that balance the expectations and needs of the organization, its employees and other stakeholders.) OR #11 in the HRMP Body of Knowledge. (11 Align the organization’s employees, plans and programs with the company’s business strategy.)

2. Developed quarterly review program, which gave team members goals, target improvements and position expectations specifically designed to reinforce strategic change. Worked with owners and executives of the organization to identify strategic plan for companywide organizational growth. Implementation of this plan resulted in 30-percent growth in revenue in 2010, 40-percent growth in 2011 and 50-percent growth in 2012 and continued increased profitability, which will allow the organization to expand beyond current locations and/or services. Business Management and Strategy Responsibility Statements #06 (06 Develop and utilize business metrics to measure the achievement of the organization’s strategic goals and objectives [for example: key performance indicators, balanced scorecard]) and #07 (07 Develop and execute strategies for managing organizational change that balance the expectations and needs of the organization, its employees and other stakeholders) in the SPHR Body of Knowledge. OR #1 in the HRMP Body of Knowledge. (01 Participate actively in the development of the organization’s strategy.)

RESEARCH AND PUBLISHING:

- » Authoring or co-authoring a published article on your industry or your organization's operations.

Each certified HR professional should explain how the activity that he or she is submitting for business credit:

- » Relates to the operations of his or her organization, and
- » Has equipped him or her to make a greater contribution to organizational success.

You should submit your explanation in the text box that is provided for the activity description in your online recertification application.

Remember, if an activity is HR-related, it will usually qualify for recertification credit in the HR (or general) category. The 15 hours of Business credit MUST be business-related.

GLOBAL CREDIT HOURS

Passing the GPHR exam demonstrates that you have mastered the global HR body of knowledge. When you recertify your GPHR designation, you keep your knowledge current and help your organization maintain its competitive advantage. For GPHR-certified professionals, 15 hours of the 60 recertification credit hours must be in Global HR management, which is identified in the GPHR Body of Knowledge. You can receive credit hours for continuing education, instruction/teaching, on-the-job experience and research and publishing.

To qualify for "global" credit hours, a continuing education program or activity must have a cross-border or global focus. For example, if the topic of the program is organizational ethics, the course should emphasize how to develop an ethics policy in different locations and cultures.

Another example of a course that would earn credit is a course that instructs an HR professional in how to do business in a new country or region. Creating an ethics policy for a global organization could be a first-time work experience that would count for global credit.

You may earn the remaining 45 hours of recertification credit in any category for any type of HR-related activity.

NOTE: Global credit hour requirements are only for GPHR credential holders.

CALIFORNIA (PHR-CA/SPHR-CA) CREDIT HOURS

When you earn the PHR-CA® or SPHR-CA® designation, this demonstrates your mastery of the California (PHR-CA/SPHR-CA) HR Body of Knowledge. Fifteen hours of the 60 recertification hours must be California-specific, as identified in the California HR Body of Knowledge. You can receive

credit hours through four of the six recertification categories: continuing education, instruction/teaching, on-the-job experience or research and publishing.

If you can link an HR activity directly to one or more sections of the California (PHR-CA/SPHR-CA) HR Body of Knowledge, we generally consider the activity to be California-specific. The activity must focus primarily on the unique employment laws of the state rather than federal employment regulations. Examples of acceptable activities include: California legal updates given by law firms and a first-time work experience involving employment law specific to the State of California.

You may earn the remaining 45 hours of recertification credit in any category for any type of HR-related activity.

NOTE: California credit hour requirements are only for PHR-CA or SPHR-CA credential holders.

RECERTIFICATION BY RE-EXAMINATION

Most certified HR professionals prefer to recertify through continuing professional development. Some professionals, however, prefer to recertify by retaking the exam.

NOTE: If you live in a country that is subject to economic sanctions imposed by the U.S. Government, you **MUST** recertify by exam at a test site that is not located in a country under embargo.

Candidates who recertify by examination must:

- » take the exam before their certification cycle ends.
- » recertify only at their current certification level.
- » wait 12 months from their certification start date to apply to take the exam.

NOTE: Those holding multiple designations must meet recertification requirements for each of the designations that they wish to retain.

The HR Certification Institute reviews all recertification-by-examination applications. If you recertify by examination, you must follow the same exam application policies, procedures and fees as first-time exam takers. Please refer to the *Certification Handbook* for this information or visit our web site at www.hrci.org.

You must meet the current eligibility requirements at the time you apply to be recertified by exam.

LIFE CERTIFICATION

Prior to 1996, the HR Certification Institute granted Life Certification to certified HR professionals who had successfully recertified their designation at least twice. In 1996, the 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 later earn another designation, you will have to recertify by completing 60 recertification credit hours (including any specified credit hours). If you hold a Life Certification and then later obtain the California certification, you are only required to get 15 California-specific credit hours to recertify.

HOLDING MULTIPLE DESIGNATIONS

While you can hold multiple designations at the same time, you cannot hold both the PHR and the SPHR levels at the same time. This is because these two certifications share the same body of knowledge. While both exams assess different aspects of Human Resources — with the PHR being more operational and the SPHR more strategic — the person who holds the SPHR designation has demonstrated mastery of both levels. Therefore, an individual may NOT hold both a PHR and an SPHR. Also, recertification activities completed for the PHR will NOT count toward the new SPHR, because a new certification cycle date is assigned when the SPHR is earned.

If you are PHR- or SPHR-certified, you can earn an additional certification specific to the State of California. The California certification (PHR-CA/SPHR-CA) adds to the PHR and SPHR Body of Knowledge. Therefore, you cannot hold ONLY the California certification. If HR professionals who have the PHR and SPHR designation do not recertify their PHR or SPHR designations, they will lose their California certification when their PHR or SPHR certification expires. Similarly, PHR and SPHR certificants who opt to recertify by exam — rather than through continuing education — will need to meet recertification requirements for the California certification through California HR-related activities or by retaking that exam. Finally, anyone with a suspended PHR or SPHR will not be allowed to take the California (PHR-CA/SPHR-CA) certification exam.

For all of the other certifications (GPHR, HRBP and HRMP), the HR Certification Institute conducted independent practice analysis studies that resulted in separate and distinct bodies of knowledge. HR professionals may hold any of these certifications separately or in combination with each other or with the PHR or SPHR. HR professionals need to decide for themselves which of these certifications relate to their HR experience and bring value to their current and future career goals.

RECERTIFICATION CREDITS AND CYCLES FOR MULTIPLE DESIGNATIONS

A total of 60 recertification credit hours are required whether you hold a single, or 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, which is your birth month. Additionally, the specified credit hours required to recertify the second designation will be prorated. After the initial recertification period is complete, the beginning and end dates of all concurrent designations will be synchronized.

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 examples.

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, it contributes only five hours towards the overall requirement of earning 60 credit hours.

PHR-CA TO SPHR-CA

If a certified HR professional has the PHR-CA and then passes the SPHR exam, he or she will be given a new certification cycle. The California certification cycle date will be extended and synchronized with the end date of SPHR.

PRORATING CREDIT HOURS FOR MULTIPLE DESIGNATIONS

If a certified HR professional earns a second designation, the credit hours for the second designation are prorated on a biannual basis. For instance, if the GPHR designation is obtained after the PHR, SPHR or HRMP, the requirement to obtain 15 global recertification credit hours over a three-year period would be adjusted (for example, 2.5 global HR recertification credit hours every six months) for the first certification cycle. If the SPHR or HRMP designation is obtained after the GPHR, the requirement to obtain 15 Business recertification credit hours over a three-year period would be adjusted on a biannual basis (for example, 2.5 Business recertification credit hours every six months) for the first certification cycle. There are no specified credit hours required for the PHR or HRBP designations.

Your prorated specified recertification credit hours and certification cycle dates will be available in your online profile within eight weeks of receiving your exam results.

COMPLETING AND SUBMITTING THE APPLICATION

You should be aware of your certification cycles and submit a completed application before your certification cycle ends. We highly recommend that you recertify early so that you have time to submit new activities in the event that previously submitted activities are not accepted for credit.

Each person holding an HR Certification Institute credential has an online recertification application, which allows you to record your activities and upload documentation as you complete them. When you have earned the necessary 60 hours, you may pay for and submit your recertification application online. We will not review these activities until you have submitted and paid for your application. You may report activities during the first 12 months of the certification cycle. However, you must wait until 12 months have passed before you submit and pay for your application. Submitting your recertification application early does not affect the beginning or end dates of your next certification cycle.

RECERTIFICATION APPLICATION FEE

The recertification application fee is 150 USD for a single certification, if paid by your certification cycle end date. Make this payment when you submit your application. The application fee is nonrefundable, even if we do not approve your application. If you submit your PHR recertification application and then take and pass the SPHR, your recertification fee will not be refunded. If you complete the application online, you must pay the fee when you submit your application. You can pay the online application fee with Visa, MasterCard or American Express credit cards.

To pay with a check, please submit all your recertification activities online and then complete the Recertification Payment Form. You may find this form at www.hrci.org/certification-handbooks/forms. This form may also be found on page 16 of this handbook.

Please do not send cash. Include your name and home telephone number (including area code) on your check.

RECERTIFICATION FEES FOR MULTIPLE DESIGNATION HOLDERS

The cost to recertify more than one designation is 150 USD for the first designation and 50 USD for each additional designation. For example, the total cost for a candidate who is recertifying the GPHR designation and the PHR or SPHR designation is 200 USD. If you hold a GPHR, PHR and California certification, the fee to recertify is 250 USD. If a PHR or SPHR is Life Certified and obtains a California certification, the fee to recertify is 150 USD. Multiple designation holders must meet all other recertification requirements, policies and procedures outlined in this handbook.

NUMBER OF DESIGNATIONS	COST (USD)
One Designation	150 USD
Two Designations	200 USD
Three Designations	250 USD
Four Designations	300 USD
Five Designations	350 USD

All fees are subject to change without notice.

SUSPENDED STATUS

You have the primary responsibility for keeping your certification current. Since the HR Certification Institute sends periodic reminders of recertification end dates, please keep your email address current. However, failure to receive reminders is not grounds for missing your cycle end date. Your certification cycle end dates are also displayed in both your online profile and on your certificate.

Applications for recertification that are received online or postmarked the same day as the end date of the certification cycle 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.

While your credential(s) are in Suspended status, you will not be able to represent yourself as certified. Your name will not appear in our Directory of Certified Professionals, and the Institute will not be able to verify your credentials to your current or potential employers. However, once you successfully recertify, they will be reinstated.

You will be able to submit your Recertification Application during this 12-month period and retain your credential(s) by paying a fee of 100 USD (in addition the regular recertification fee). You will also be able to earn additional credits during this time towards the requirement of 60 credit hours.

However, the time spent in Suspended status will not change your cycle dates. Therefore, it will shorten your next certification cycle as indicated below:

First Recertification Cycle			Suspended Status
Year 1	Year 2	Year 3	
			Year 1 Year 2 Year 3
			Second Recertification Cycle

It is therefore to your benefit to remain in Suspended status for as short a time as possible.

If you fail to recertify by the end of the 12-month period during which your credential(s) are in Suspended status, your status will be changed to Expired. Once your credential(s) expire, you will need to reapply and successfully pass the current edition of the exam(s) to regain the use of your credential(s).

Although we will no longer allow for Extensions, we will review hardship cases with extenuating circumstances (i.e. serious health conditions, termination of employment, etc.). In hardship cases, individuals may be permitted to use their credential(s) while in Suspended status by paying the 100 USD fee at the time of approval.

If you would like to inquire about your own hardship request, please send a description of your hardship to the recertification team at recertification@hrci.org.

Once you have submitted your request, you will receive a response from our recertification manager.

APPLICATION PROCESSING

Once you submit your online application, you will receive an email letting you know that we received it. We will contact you again after we have reviewed your application. If your application is incomplete, we will email you with a request for more information. If your application is complete and we approve it, we will send you a notification email and a new certificate. Your new certificate will display your next certification start and end dates.

Please allow up to eight weeks from the time we receive your application for us to review and then notify you about your application.

INCOMPLETE APPLICATIONS

When we are reviewing your application, we may contact you for more information. When we ask for more information, we will give you a deadline for when you must respond. If you do not meet this deadline, your application may not be approved.

If we ask you for more information, we will not ask you to pay any additional fees. If you fully describe your activities, we are less likely to ask you for additional information. We highly recommend that you fully describe your activities and show how they relate to the relevant HR body of knowledge.

RECERTIFICATION AUDIT PROCEDURES

A certain percentage of recertification applications are randomly selected for audit upon submission. If you are selected for our audit, you will be notified immediately when you submit your recertification application for review. The HR Certification Institute is required to conduct a random audit

program to ensure the quality and integrity of our certification programs.

We recommend that as you enter your activities into your application throughout your cycle, you upload documentation that demonstrates you have completed an activity. Completing this step as you enter activities will make your recertification plan a reference tool to store your certificates of completion and documentation and will make participation in our audit process streamlined and simple. Since the audit selection process is completely random, you should keep all supporting documents for reference until the audit of your applications has been completed. Should your application be selected for an audit, it will not be considered complete until documentation of all activities listed has been provided.

Further information and instructions will be provided to you at the time your application is selected for audit. The HR Certification Institute will work with you to facilitate the audit process.

ADDRESS/EMAIL CHANGES

We send most of our recertification reminders and the Certified Mail e-newsletter in emails, so please be sure we have the correct email address for you. To make changes to your street address or email address, log into your online profile and click on the edit primary contact information icon (located in the section under the profile picture on the left-hand side of the page) and update any information needed. Remember to check the primary box when changing your information, to ensure all communications from HRCI will be sent to the updated address(es) in your profile.

NAME CHANGES

The only way to process a name change in your online profile is to follow the steps below. Only the HR Certification Institute has the access needed to change your name in our online system. For security reasons, we require that you send us legal documents to allow us to make a name change. These legal documents include a driver's license, marriage license or other legal notification. Once we have made the name change, we will shred any legal documents you have sent us.

Send your request for a name change in writing to the HR Certification Institute and include the following:

- » The name under which you became certified
- » Your home address
- » Your email address
- » Your certification cycle
- » Your new name as you would like it to appear in our records (must be consistent with the legal documents you have sent)

- » Any legal document or documents attesting to the name change

You may email your request to info@hrci.org or mail it to:

HR Certification Institute
1800 Duke Street
Alexandria, Virginia 22314, USA.

We will not reissue a new certificate with your new name during a certification cycle unless you complete the “Additional Certificate Request Form.” However, we will add your new name to your online profile and use your new name on future certificates. If you submit your name change request and documents at the time you are recertifying, your new certificate will have your new name.

DUPLICATE/REPLACEMENT CERTIFICATES

You may request duplicate or replacement certificates. To request a duplicate or replacement certificate, complete the “Additional Certificate Request Form” with a 25 USD payment. You may pay with Visa, MasterCard or American Express credit cards or with a check made payable to the HR Certification Institute. Your name must appear on all checks.

Mail your request to:

HR Certification Institute
P.O. Box 79932
Baltimore, Maryland, 21279-0932 USA

EMERITUS STATUS

Emeritus status allows currently certified HR professionals to continue to use their designation(s) after they retire from the HR profession without having to recertify. GPHR, HRBP, HRMP, PHR, PHR-CA, SPHR and SPHR-CA-certified HR professionals may request emeritus status if they are age 60 or older and are retiring from the HR profession. They may be retiring from work that includes consulting, private and public-sector HR work and/or part-time teaching at a college or university. Those who plan to continue doing part-time HR work — perhaps as a consultant or as a lecturer — are not considered retired and are not eligible for emeritus status.

To request emeritus status, please mail the HR Certification Institute a letter saying you plan to retire, the name of your organization and the date you plan to retire. Include proof of your age, for example a copy of your driver's license. Include in the letter your name, email address, designation(s), certification cycle(s) and retirement date. There is a one-time processing fee of 100 USD, and payment can be made via Visa, MasterCard or American Express credit cards or with a check made payable to the HR Certification Institute.

Please consider this status carefully before you request it. Certified HR professionals awarded emeritus status who later

decide to re-enter the HR profession will have their emeritus status removed and will have to retake the exam.

Anyone granted emeritus status will receive a new certificate indicating this retired status.

QUESTIONS OR COMMENTS?

Thank you for being certified by the HR Certification Institute. The recertification process is a critical component of maintaining professional certification, and the HR Certification Institute is here to support you during this process.

If you have any questions or comments, please feel free to contact us:

Email: recertification@hrci.org
Phone (US toll free): +1.866.898.4724
Web site: www.hrci.org

RECERTIFICATION FEE PAYMENT FORM

LAST NAME	FIRST NAME	M.I.
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EMAIL ADDRESS (REMINDERS AND NEWS WILL BE SENT TO THIS ADDRESS)

HOME ADDRESS

CITY ()	STATE	ZIP CODE/COUNTRY CODE	COUNTRY
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HOME PHONE NUMBER (PLEASE INCLUDE COUNTRY CODE OR AREA CODE)

CHECK CERTIFICATION:

☐ PHR ☐ SPHR ☐ GPHR ☐ PHR-CA/SPHR-CA ☐ HRBP ☐ HRMP

PAYMENT INFORMATION

CHECK APPLICABLE FEE(S):

<input type="checkbox"/> RECERTIFICATION APPLICATION FEE: 150 USD	<input type="checkbox"/> 5 ADDITIONAL DESIGNATIONS: 250 USD
<input type="checkbox"/> 1 ADDITIONAL DESIGNATION: 50 USD	<input type="checkbox"/> SUSPENDED FEE: 100 USD
<input type="checkbox"/> 2 ADDITIONAL DESIGNATIONS: 100 USD	<input type="checkbox"/> DUPLICATE CERTIFICATE: 25 USD
<input type="checkbox"/> 3 ADDITIONAL DESIGNATIONS: 150 USD	<input type="checkbox"/> EMERITUS STATUS: 100 USD
<input type="checkbox"/> 4 ADDITIONAL DESIGNATIONS: 200 USD	

TOTAL DUE: _____

Fees are subject to change without notice and are nonrefundable. Please make checks, money orders or cashier checks payable to the HR Certification Institute in U.S. dollars (USD). PLEASE DO NOT SEND CASH. To avoid multiple charges on your credit card, please do not send your application more than once.

Mail to: 1800 Duke Street, Alexandria, VA 22314 FAX: (703) 535-6474 · Email: Recertification@hrci.org

☐ CHECK IS ENCLOSED OR CHARGE MY: ☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

CREDIT CARD NUMBER	EXP. DATE SECURITY CODE (3 OR 4 DIGIT ON BACK OF CARD)
--------------------	--

CARDHOLDER NAME	CARDHOLDER SIGNATURE
-----------------	----------------------

FOR INSTITUTE USE ONLY:

DATE RECEIVED:	AMOUNT RECEIVED:
COMP. CK:	PERSONAL CK:
CREDIT CARD:	PROCESSED BY:

ADDITIONAL CERTIFICATE REQUEST FORM

If you legally change your name,* lose your certificate or want another certificate for personal reasons, please fill out the form below. Be sure to keep a copy of the form for your files.

CANDIDATE NAME:

EMAIL ADDRESS (REMINDERS AND NEWS WILL BE SENT TO THIS ADDRESS)

EXAM AND DATE:

*If you have changed your name, appropriate legal documentation will be required. Documentation may include a driver's license, marriage license or other legal notification. Please do not send originals, as they cannot be returned.

PROCESSING FEE: 25 USD

PAYMENT INFORMATION

The HR Certification Institute accepts VISA, MasterCard, American Express, money order, certified/cashier's check or organizational/company check. For fee payment by VISA, MasterCard or American Express, provide the following required information:

CHARGE MY: ☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS

CREDIT CARD NUMBER

EXPIRATION DATE

CARD SECURITY CODE

CARDHOLDER NAME

CARDHOLDER SIGNATURE

BILLING ADDRESS

CITY

STATE

ZIP CODE/COUNTRY CODE

COUNTRY

PLEASE SUBMIT TO:

HR Certification Institute – Exam Applications
P.O. Box 79932
Baltimore, MD 21279-0932
Fax: +1.703.684.6620

CODE OF ETHICAL AND PROFESSIONAL RESPONSIBILITY

OVERVIEW

The HR Certification Institute's 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 recognized and certified to use any of its certification marks: PHR, GPHR, SPHR, PHR-CA, SPHR-CA, HRBP and HRMP.

The HR Certification Institute's Board of Directors 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 HR Certification Institute credential and serves to ensure public confidence in the integrity of these individuals.

Those holding an HR Certification Institute credential commit to the following:

1. PROFESSIONAL RESPONSIBILITY

As an HR Certification Institute certificant, 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 are also 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 HR 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.

2. PROFESSIONAL DEVELOPMENT

As an HR Certification Institute certificant, 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 body of knowledge, the evolution of the profession and the growth of individuals through teaching, research and dissemination of knowledge.

3. ETHICAL LEADERSHIP

As an HR Certification Institute certificant, 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 HR Certification Institute certificant, 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.

5. CONFLICTS OF INTEREST

As an HR Certification Institute certificant, you must maintain a high level of trust with our 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.

6. USE OF INFORMATION

As an HR Certification Institute certificant, 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.

HR CERTIFICATION INSTITUTE

1800 Duke Street
Alexandria, Virginia 22314 USA

Phone: +1.866.898.4724 US Toll Free
+1.703.535.6000

Email: recertification@hrci.org
Web site: www.hrci.org



GLOBAL PRIVACY STATEMENT

Your privacy is important to the HR Certification Institute. We respect your confidentiality. We explicitly will not sell or rent your personal information. This includes name, address, phone number, email address, date of birth, certification status, or other information that identifies an individual personally. We are committed to setting and upholding the highest standards and offer this privacy policy as an extension of this commitment.

INFORMATION SECURITY

The HR Certification Institute is committed to ensuring the security of your personal information. To prevent unauthorized access or disclosure, maintain data accuracy, and ensure the appropriate use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. We have in place reasonable commercial standards of technology and operational security designed to protect all personally identifiable information provided by visitors via HR Certification Institute website(s) from unauthorized third party access.

The PHR, SPHR, GPHR, PHR-CA, SPHR-CA, HRBP and HRMP are trademarks of the HR Certification Institute, registered in the U.S. and other countries. The PHR, SPHR, GPHR, PHR-CA, SPHR-CA, HRBP and HRMP Bodies of Knowledge are copyrighted by the HR Certification Institute.

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