



RECERTIFICATION HANDBOOK

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PHR-CA[®] • SPHR-CA[®]

HR CERTIFICATION
INSTITUTE

COMMIT TO A HIGHER STANDARD

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CONGRATULATIONS ON YOUR CERTIFICATION!

When you became certified—whether it was last month, last year or three or more years ago—you demonstrated your support of the HR profession, as well as your personal commitment to excellence in the field. Your journey, however, has just begun.

Recertification demonstrates your continued dedication to stay up-to-date with the rapidly changing HR profession. To retain the PHR®, SPHR®, GPHR®, PHR-CA® or SPHR-CA® designations, the HR Certification Institute requires all certified HR professionals to recertify every three years by accumulating 60 credit hours through continuing education, instruction/teaching, on-the-job experience, research and publishing, leadership activities or professional membership in a national HR association. For SPHR-certified professionals, 15 of the 60 hours must be in strategic business management; for GPHR-certified professionals, 30 hours must be in international HR management. For those holding a PHR-CA or SPHR-CA, 15 of the 60 hours must be California-specific.

Each certified HR professional has his or her own online recertification file. You can use this file to keep track of all your recertification activities as you accumulate them.

This handbook is for those recertifying their designations through continuing education. Certified HR professionals have the option of recertifying by exam as well. (See p. 16 for more details.)

We hope you find the information in this handbook helpful in your efforts to maintain your certification.

CONTACT INFORMATION

If after reviewing this handbook you have additional questions, please contact the HR Certification Institute at:

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Each certified HR professional has his or her own online recertification file. You can use this file to keep track of all your recertification activities.

Recertification Through Continuing Education

WHY RECERTIFY?

HR professionals know that their field constantly evolves. In order to be a strategic partner in your organization's success, you must stay abreast of changing laws, best practices and innovative labor strategies, which help to ensure that your organization and its employees are working at peak performance. HR professionals who have proven their mastery of the field by obtaining an HR certification show their continued commitment to the profession by recertifying their designation every three years.

NEEDS ASSESSMENT

All newly certified professionals are encouraged—though not required—to conduct a needs assessment at the start of each certification cycle to chart their professional development needs for recertification. To assist newly certified professionals with this, the HR Certification Institute provides passing candidates with a breakdown of their scores by functional area.

Because needs assessments can take many different forms (from a formal written analysis to constructive feedback from a supervisor or mentor, for example), the HR Certification Institute does not require any particular needs assessment tool; therefore, those recertifying need not provide documentation of a needs assessment.

RECERTIFICATION REQUIREMENTS

Sixty credit hours must be accumulated during the three-year certification cycle. Credit hours can be obtained through continuing education, instruction/teaching, on-the-job experience, research and publishing, leadership, and professional membership in a national HR association. In some cases, the HR Certification Institute may not award all of the credit hours for the activities reported on your application. If your application falls short of the required hours, we will give you an opportunity to submit additional credits, provided those additional hours occurred during the certification cycle in question.

SUBMITTING DOCUMENTATION

If you are submitting a paper application, it is not necessary to send your supporting documentation. However, we randomly audit recertification applications, so whether applying via paper application or online, you should retain all supporting documentation for at least six months after successful recertification.

SPHR-CERTIFIED

Of the required 60 recertification credit hours, 15 hours of strategic business management activities must be submitted by those holding an SPHR designation. The HR Certification Institute defines strategic business management as an activity that can be tied directly to the Strategic Business Management section of the PHR/SPHR Body of Knowledge *or* an activity that directly affected the achievement of one of your organization's strategic goals for that year. For more information on what is considered a strategic business management activity, please see "Strategic Business Management Credit Hours" (p. 10).

GPHR-CERTIFIED

Those holding a GPHR designation must submit 60 hours of continuing education activities to recertify. Thirty of the 60 recertification credit hours must be in international HR management, as identified in the GPHR Body of Knowledge, which can be found on our web site at www.hrci.org.

PHR-CA AND SPHR-CA CERTIFIED

Of the required 60 recertification credits, 15 hours of California-specific activities must be submitted by those holding a PHR-CA or SPHR-CA, as defined by the California HR Body of Knowledge, which can also be found at www.hrci.org.

MULTIPLE DESIGNATION HOLDERS

If you hold more than one certification, please review the section titled "Recertifying Multiple Designations" (p. 18) for more details.

DEFINING 'HR-RELATED'

All recertification activities must be HR-related. Activities that are focused on personal development—e.g., "How to Reduce Stress," "Developing Your Network for Success," "Personal Dynamics"—are not eligible for recertification credit. In general, if the activity can be tied to the body of knowledge of that certification and adds to a person's knowledge of the HR field, recertification credit is awarded. Sometimes there is a fine line between what is acceptable for recertification credit and what is not. (The PHR/SPHR, GPHR and California certification bodies of knowledge—also known as the "exam content"—can be found online at www.hrci.org.) When submitting your recertification application, you must demonstrate how the activity is HR-related. Additionally, it is helpful to refer to specific areas of the HR body of knowledge in your activity descriptions. In some cases, if it is not obvious to the reviewer that an activity is HR-related, the activity could be rejected or you may be asked to provide additional information, thus slowing down the recertification application process.

In general, if the activity can be tied to the body of knowledge of that certification and adds to a person's knowledge of the HR field, recertification credit is awarded.

PRE-APPROVED ACTIVITIES

Many organizations take advantage of the HR Certification Institute's pre-approved programs. Certified HR professionals participating in activities that have been pre-approved will receive a program ID number from the host organization and should include this number on the recertification application. For those using their online recertification file, once the program ID is entered with the start and end dates, the information about that activity will self-populate the record and the activity will be automatically approved for credit. Activities do not have to be pre-approved in order to be considered for recertification credit unless the activity is held in conjunction with a chapter or business meeting.

To find a listing of pre-approved activities, go to the Directory of Approved Events at the HR Certification Institute web site.

CALCULATING RECERTIFICATION CREDIT

In order to receive recertification credit, activities must be at least one hour in length as well as HR-related. To determine the number of recertification credit hours for each activity:

1. Calculate the full length of the activity, including the time you spent in registration, meals, breaks, etc. (Note: Credit is not awarded for the time spent on “pre-work” or homework.)
2. Subtract all noneducational time, including time spent in registration, meals, breaks, etc.
3. Ensure that the activity is tied to the HR body of knowledge.

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.

CONTINUING EDUCATION UNITS, CONTINUING LEGAL EDUCATION, COLLEGE AND UNIVERSITY COURSES

The HR Certification Institute recognizes 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 for every 10 hours of classroom time. For example, a program awarded 1.2 CEUs using IACET criteria is equivalent to 12 classroom hours. PHR, SPHR, GPHR, PHR-CA and SPHR-CA certificants then would be awarded 12 recertification credit hours. If the program does not show that the CEUs were established using IACET guidelines, recertification credits are awarded on an hour-for-hour basis.

If the activity has been awarded CEUs through another organization (for example, continuing legal education [CLE] units), use the following guidelines for HR-related activities:

- One CLE = one recertification credit hour
- One semester credit-hour course (15 weeks) at an accredited college or university = 15 recertification credit hours
- One quarter credit-hour course (12 weeks) at an accredited college or university = 12 recertification credit hours
- One audited college course = 10 recertification credit hours

Certified HR professionals may participate in online accelerated courses through a college or university. To calculate credit hours for these courses, follow the credit hours awarded by the college or university. For example, a one-credit-hour online course through a semester-based college or university would earn 15 recertification credit hours. Similarly, a one-credit-hour online accelerated course through a quarter-based college or university would earn 12 recertification credit hours.

Note: To receive recertification credits for college/university coursework, a passing grade must be received.

CONFERENCES AND SEMINARS

Credit for each concurrent session attended at an HR conference is awarded on an hour-for-hour basis, excluding meals and breaks. For example, a 75-minute session equals 1.25 recertification credit hours. Credit may be given for general (plenary) sessions if the speech is at least one hour and is specifically HR-related. Activities held in conjunction with a meal do not count toward recertification credit. Typically, 12 credit hours are awarded for attending all conference educational sessions during a three-day HR-related conference. Additional credit hours may be awarded for such things as preconference workshops if additional information is provided on the application.

In general, six hours are awarded for a day-long seminar. In order to calculate the number of credit hours you will receive for a particular

Activities do not have to be pre-approved in order to be considered for recertification credit unless the activity is held in conjunction with a chapter or business meeting.

seminar, add the time spent in educational sessions and then subtract the time spent on meals, breaks, exhibit-hall times, etc.

SHRM's on-site conference programs will include a page listing the seminars that have been approved for specific recertification credit (such as strategic business management) as well as sessions that have not been approved for credit (such as personal development courses). If a session is not specifically called out on this listing, the session will count toward general credit. Note that if a session is approved for specific credit, it can also be reported under the "general" listing on the application. Those seeking specific credit hours must list each session attended separately on the application; those seeking general credit for the conference should add up all the hours of all sessions attended and submit it as one activity on the application.

Certified HR professionals with a June 30 certification end date may use the SHRM Annual Conference & Exposition for their existing certification period or for their next recertification cycle (but not both).

VIDEOCONFERENCES, AUDIOTAPES, WEBCASTS AND PODCASTS

(20-credit-hour maximum)

Videoconferences, audiotapes, webcasts and podcasts are accepted on an hour-for-hour basis for all educational time. The maximum amount of recertification credit hours that can be accumulated through videoconferences, audiotapes, webcasts and podcasts is 20 recertification credit hours over a three-year period.

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. Unlike videoconferences, audiotapes and webcasts, which are considered passive activities, e-Learning activities are interactive and the user is typically given an assessment at the end of the online session.

CHAPTER MEETINGS

Continuing education events held in conjunction with professional HR association chapter meetings will count toward recertification credit only if the activity has been pre-approved by the HR Certification Institute. All pre-approved chapter meetings will be issued a program ID, which attendees should use when reporting their recertification activities.

CONTINUING EDUCATION

(60-credit-hour maximum)

You can earn the entire 60 credit hours in the continuing education category; however, there are some limits on specific activities reported in this category (e.g., videoconferences, audiotapes, webcasts and podcasts). Recertification credit is awarded on an hour-for-hour basis for all educational time in HR-related continuing education events. Recertification credit is not awarded for time spent in registration, meals, breaks, exhibit halls, pre-work, etc. For more information about calculating recertification credit hours, please review the section titled "Calculating Recertification Credit" (p. 6).

INSTRUCTION/TEACHING

(20-credit-hour maximum)

Instruction and teaching is an often overlooked recertification category. In this category, recertification credit can be earned for teaching an HR-related course. Have you ever lead an HR-related workshop or training session at your office or outside of your job? Teaching a sexual harassment workshop or leading a performance management seminar are two examples of activities that can earn you up to 20 credit hours for the first time you perform these activities. Presentations that communicate company policy (e.g., unveiling a new leave policy, presenting new health care benefits or conducting orientation programs) would not earn recertification credit in this category.

Typically, 12 credit hours are awarded for attending all conference educational sessions during a three-day HR-related conference.

Instruction may include a formal presentation made within your organization or as an instructor of a course, workshop, seminar or session at a conference. Credit is awarded only for the first time the presentation is made, so the same presentation made to several different audiences is awarded recertification credit hours only for the first presentation.

Preparation time is taken into consideration under this category by awarding 1.5 credit hours for every hour of the presentation. For example, a one-hour presentation would be awarded 1.5 recertification credit hours. Twenty credit hours are awarded for teaching a semester-long, HR-related college-level course.

ON-THE-JOB EXPERIENCE

(20-credit-hour maximum)

On-the-job experience is another often overlooked category. 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 has a “value-added” feature in the final work product that requires a certified HR professional to learn new things, then recertification credit can be earned. If you spend a substantial amount of time on the work product (in excess of the maximum allowed) or if you are listing multiple projects, request the maximum allowed in the category. It is important that you include in the description how the experience added to your HR knowledge.

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

- Research and design of a benefits plan.
- Research, design and implementation of a diversity program.
- Research, design and implementation of a performance management system.
- Research and implementation of an HRIS system.
- Participation in labor negotiations.
- Development of an employee handbook.

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

If, however, you are submitting only one new on-the-job experience, calculate the number of hours spent on the experience or product and request that amount (keeping in mind the maximum).

RESEARCH AND PUBLISHING

(20-credit-hour maximum)

Recertification credit can be earned by conducting primary research on an HR-related topic and by writing and publishing the results of that research in a scholarly HR journal or publication.

Articles published in a chapter newsletter are not eligible for credit. Articles written solely by you and published in a journal or periodical would earn 20 hours. Significant contribution to a published text, such as a textbook, would earn 20 hours. Co-authored or edited works would earn 10 credit hours. The development of an HR video would earn 10 hours. Research projects done at work cannot be counted in this category. Research and publishing activities must be conducted outside of your organization. SHRM research articles authored solely by you would earn one hour for each article authored for a maximum of three credit hours during a three-year recertification period.

LEADERSHIP

(10-credit-hour maximum)

The HR Certification Institute awards recertification credit in the leadership category for those who support the HR profession by contributing their HR expertise in areas outside of their workplace. This category recognizes the importance

of “giving back” to the profession and promoting excellence, as well as contributing one’s professional knowledge to the community. The maximum number of recertification credit hours that can be accumulated in this category over a three-year period is 10 hours. Strategic business management, international and California certification credits are not awarded in this category.

Activities typically awarded leadership credit include those within a national or international HR-related association (such as SHRM), chairing an HR committee within a local Chamber of Commerce or using one’s HR expertise to further a volunteer organization’s mission. Mentoring a less-experienced HR professional is another way to acquire recertification credit. To qualify, a mentoring program must be formal and measurable, such as through the SHRM Mentoring Program or a chapter mentoring program. A

one-year mentoring relationship can qualify for five recertification hours. Internal corporate mentoring, while still valuable to budding HR practitioners, does not qualify for recertification credit.

Recertification credit is not awarded for leadership activities that do not have a direct HR link—for example, leading a local Girl Scouts or Boy Scouts troop or serving on the board of a homeowners’ association.

Listed on the next page are some examples of leadership activities that may earn recertification credit hours.

Recertification credit in the leadership category is also awarded to individuals who complete a survey that results in one of the survey reports that SHRM publishes—general survey reports, customized benchmarking reports and LINE®

	RECERTIFICATION CREDITS PER YEAR	RECERTIFICATION CREDITS MAXIMUM (3 YEARS)
Officer positions on boards	5	10
Committee chair	5	10
Committee member	3	9
Mentoring	5	10
Writing letters to Congress or state legislature <i>(Must be HR-related; .25 per letter; letters must be on different issues.)</i>	1 hour per year maximum	3
Participation in focus group for development of public policy position	1 per 1 hour of focus group	3
Peer reviewer for SHRM research articles <i>(.25 per article)</i>	1 hour per year maximum	3
Serving on a peer review board for national HR-related magazine or publication	3	10
Serving as an active member of an HR Certification Institute Exam Development Panel for one full year	5 hours per panel meeting	10
Participation in a published SHRM survey report	1	3

reports. Individuals would be able to get one recertification credit hour per year for a maximum of three credit hours during their three-year recertification cycle.

As in all categories, recertification candidates are advised to retain proof of participation should an audit be conducted.

PROFESSIONAL MEMBERSHIP

(10-credit-hour maximum)

Recertification credit is available to members of a national or international HR-related professional association or society. Membership in a local chapter or association will not be awarded recertification hours.

Examples of national or international HR-related professional associations or societies include (but are not limited to) SHRM, the American Society for Training and Development (ASTD) and WorldatWork.

Three hours per year are awarded for national SHRM membership—and two hours per year for other national associations and societies—for a maximum of 10 credit hours during the certification cycle. Strategic business management, international and California certification credits are not awarded in this category.

STRATEGIC BUSINESS MANAGEMENT CREDIT HOURS

WHY ARE STRATEGIC BUSINESS MANAGEMENT CREDITS REQUIRED?

As the human resource profession evolves, business leaders have turned to their senior HR professionals to quantify and justify their investments in the human capital needed to ensure a successful and sustainable organization. It is therefore imperative that senior HR professionals understand how the organization's HR strategies and goals align with the overall strategies and goals of the organization.

Every five years, the HR Certification Institute conducts a practice analysis study of the HR profession to ensure that the bodies of knowledge used to create our exams reflect the knowledge needed to be a successful HR professional. It is essential that senior HR professionals not only understand how traditional HR disciplines contribute to an organization's success but that they also understand the other business disciplines.

WHAT IS STRATEGIC BUSINESS MANAGEMENT?

The strategic business management domain of the PHR/SPHR Body of Knowledge encompasses those HR responsibilities that fall *outside* of the traditional human resources function. Generally, if the subject matter is contained in one of the five other domains of this body of knowledge (workforce planning & employment, human resource development, total rewards, employee and labor relations, and risk management), it belongs there and *not* in the strategic business management domain.

Continuing education in strategic business management is designed to encourage HR professionals to learn more about “the business” in order to be able to make a greater contribution to organizational success. Therefore, if the main focus of the continuing education activity is business-related (e.g., educating the HR professional in relevant aspects of finance, marketing, information technology, etc.), it is considered strategic business management. Similarly, information related to the general business environment, such as industry practices and developments, technological developments, economic environment, and labor pool/demographic trends, would also qualify. Courses with the primary focus on strategic planning, budgeting, corporate social responsibility, corporate governance/ethics and due diligence for mergers and acquisitions are other examples.

Another component of strategic business management is the alignment of HR goals with organizational goals. Therefore, if the primary focus of an activity is aligning human capital activities with the business plan, it crosses into the strategic business management domain. Some

In the following two examples of how to submit an on-the-job activity and tie it to the body of knowledge, the certified HR professional tied the activities to the strategic business management domain of the PHR/SPHR Body of Knowledge.

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 Strategic Business Management Responsibility Statement #07 in the body of knowledge.
2. Participated in strategic change within organization to achieve maximum profitability. 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% growth in revenue in 2003, 40% growth in 2004 and 50% growth in 2005, and continued increased profitability, which will allow the organization to expand beyond current locations and/or services. This activity ties directly to Strategic Business Management Responsibility Statements #06 or #07 in the body of knowledge.

examples include developing metrics to measure HR's contributions, integrating technology into HR applications and establishing leadership development systems tied to organizational goals.

It is important to note that taking a "strategic approach" to an issue or developing a "strategy" does not qualify as an activity for strategic business management credit. Additionally, if a course is designated as strategic business management, it does not mean that it is necessarily a "senior-level" presentation or one that is more important than another. It does mean that the primary focus of the course is tied to overall organizational operations and the subject matter goes beyond traditional "HR-related" topics.

Because the HR Certification Institute receives a lot of questions about what activities qualify for strategic business management credit hours, we thought it might be helpful to provide the pointers found below.

It is highly recommended that certified HR professionals cite the specific functional responsibility area (01-18 under the "Strategic Business Management" section of the PHR/SPHR Body of

Knowledge) when providing a description of the activity in the recertification application. This exercise alone can frequently help you determine if an activity is strategic in nature.

When filling out your application, make sure to include enough detail in your activity description for the application reviewer to make a determination on whether the activity meets the requirement of being strategic. The title of an activity or course often does not provide enough detail to make a decision.

Strategic business management responsibilities are defined as "developing, contributing to and supporting the organization's mission, vision, values, strategic goals and objectives; formulating policies; guiding and leading the change process; and evaluating HR's contributions to organizational effectiveness."

Here are some questions to ask yourself when deciding whether an activity should be submitted as "strategic business management."

- Did the activity influence a major organizational change and did that affect the bottom line?

Generally, if the subject matter is contained in one of the five other domains of the PHR/SPHR Body of Knowledge, it belongs there and not in the strategic business management domain.

Generally, strategic business management activities are those that help to develop, contribute to and support the organization's mission, vision, values, strategic goals and objectives.

- Did the activity influence leadership training, change management following a major transition or set ethical standards for your organization?
- How did you measure the business impact and the ROI for your organization?
- Was the activity grassroots or legislative in nature?
- If you developed a program that encouraged your company or its employees to give back to the community, how did it contribute to your organization's strategic goals and objectives?

It is also important to understand what is *not* considered to be a strategic business management activity. Here are some examples:

- Courses that instruct professionals on how to do their jobs; for instance, communications techniques, customer service or time management.
- Conventional HR-related seminars and workshops. (These will typically qualify for general recertification credit hours but not strategic business management.)
- Participating in, rather than developing, community-related activities.
- Community involvement unrelated to your organization's mission (e.g., being a Girl Scout Leader).
- Implementing an initiative that others have developed.
- Establishing or initiating standard HR programs, such as performance review policies or a health care provider selection.
- Activities that bring your organization into compliance with established labor laws and/or regulations.

TYING STRATEGIC BUSINESS MANAGEMENT ACTIVITIES TO THE BODY OF KNOWLEDGE

Remember, your recertification application should clearly demonstrate why each activity should be awarded strategic business management hours. The more detailed a description you give that supports your case, the more likely it will be awarded strategic business management credits. If it is determined that your activity does not meet the definition of "strategic business management," it may still count toward general

recertification credit hours. You may e-mail specific questions to recertification@hrci.org. Please allow 2-4 business days for a response.

Here are the responsibility areas found in the PHR/SPHR Body of Knowledge and some examples of what would fulfill the strategic business management requirement.

01 Interpret information related to the organization's operations from internal sources, including financial/accounting, business development, marketing, sales, operations and information technology, in order to contribute to the development of the organization's strategic plan.

This responsibility area recognizes that to be effective strategic partners, HR professionals must know the "business of business" and how it relates to the HR function and the organization's strategic goals. Types of continuing education experiences that may count toward the strategic business management requirement might include upper-level business writing courses (e.g., writing business contracts, technical writing or writing business-development plans), marketing workshops, finance for nonfinancial managers, and seminars that discuss emerging trends in the workplace (for example, labor supply shifts, innovative benefits options or research on employee engagement).

Programs specific to the certified HR professional's industry (e.g., health care) may earn strategic business management recertification credit hours if the program provides broad-based knowledge that will lead to a greater understanding of the field. You should be prepared to demonstrate in writing why an industry-specific program (for example, "Challenges in the Health Care Industry") added to your strategic business management skills and enhanced the human resource management function. Programs that teach specific industry-related skills would generally not be considered strategic (for example, "Medical Claims Processing").

02 Interpret information from external sources related to the general business environment, industry practices and developments,

technological developments, economic environment, labor pool, and legal and regulatory environment, in order to contribute to the development of the organization's strategic plan.

This responsibility area recognizes that strategic-minded HR professionals should be able to take work-related information from various resources, synthesize it and apply it to their own work settings to assist in developing the organization's long-term plan. An example of an applicable "recertification" experience that would count under the strategic business management area would be the research and development of an environmental scan for presentation during an organization's strategic-planning meeting. Another example might be the establishment of a formal process whereby the HR function regularly informs executives of industry trends and discusses how these trends may affect the organization. Another example might be attending a seminar or workshop on how to make forecasts or one that focuses on future demographic changes. In all of these examples, it is essential that you can produce documentation should an audit be conducted.

03 Participate as a contributing partner in the organization's strategic-planning process.

You would receive credit for first-time participation as an active partner in a strategic-planning process within your organization.

04 Establish strategic relationships with key individuals in the organization to influence organizational decision-making.

You should be able to demonstrate how you have worked with your organization's leadership to affect measurable changes to the overall culture and how those changes affected the organization's policies and practices. Examples would include executive coaching or providing leadership training.

05 Establish relationships/alliances with key individuals in the community and in professional capacities to assist in meeting the organization's strategic goals and objectives.

You would receive strategic business management credit for HR-related work that includes an

organizational social-responsibility component such as a welfare-to-work or school-to-work program, philanthropic activities or alliances with community-based organizations. Recertification credit would not be awarded for merely participating in company-sponsored activities. You must be prepared to demonstrate your involvement in conceptualizing, selling and/or leading the program, and the program must be aligned with organizational goals.

06 Develop and utilize metrics to evaluate HR's contributions to the achievement of the organization's strategic goals and objectives.

This responsibility area acknowledges that it is not enough to introduce new programs and initiatives within an organization, but it is also important to constantly evaluate their return on investment. Recertification credit would be awarded for designing and implementing such programs or for participating in workshops to learn how to measure HR's contribution to organizational effectiveness and the bottom line.

07 Develop and execute strategies for managing organizational change that balance the expectations and needs of the organization, its employees and all other stakeholders.

Demonstrated on-the-job leadership in change management following a major organizational transition (such as change in ownership, restructuring or re-engineering) would qualify for strategic business management recertification credit hours. Additionally, strategic business management credits would be awarded for learning more about one's industry, organizational operations, projected needs based on one's industry, and how to best serve the organization's customers—in order to identify and implement needed changes. Using a tool such as the SHRM Human Capital Benchmarking Study can help identify an organization's human capital strengths and weaknesses and create a framework for managing change and encouraging employees toward continuous improvement. In order to receive credit, you would need to provide a description of how you used the tool and what organizational changes occurred as a result.

Your recertification application should clearly demonstrate why each activity should be awarded strategic business management credit hours.

08 Develop and align the organization's human-capital management plan with its strategic plan.

Credit would be considered for demonstrating first-time, on-the-job experience in developing organizational policy based on your organization's specific needs, such as instituting a phased retirement program or developing a comprehensive talent-management strategy. You must describe the link between the HR initiative and the specific organizational strategy it supports.

09 Facilitate the development and communication of the organization's core values and ethical behaviors.

Strategic business management recertification credits related to this responsibility area include personal participation in leadership training, development of your organization's code of ethics or integration of the organization's mission, vision and values into a formal program to be implemented organizationwide.

10 Reinforce the organization's core values and behavioral expectations through modeling, communication and coaching.

Providing training in ethical behaviors, incorporating organizational values and ethical behaviors into performance management programs, and establishing a methodology to identify and reward valued behaviors are examples of activities that could be submitted under this responsibility area.

11 Develop and manage the HR budget in a manner consistent with the organization's strategic goals, objectives and values.

This responsibility area recognizes that to be leaders, HR professionals must have knowledge of budget development and review. HR professionals who may need additional training in this area would earn strategic business management recertification credits for continuing education in finance for nonfinancial managers, budget development and project management (as it relates to HR).

12 Provide information for the development and monitoring of the organization's overall budget.

Continuing education in areas such as forecasting or the development of metrics to measure human capital would qualify for strategic business management credit. In addition, participating in the development of a formal system to provide ongoing needed human-capital data to the finance or budgeting function could be submitted as a first-time work experience under this responsibility area.

13 Monitor the legislative and regulatory environment for proposed changes and their potential impact on the organization, taking appropriate proactive steps to support, modify or oppose the proposed changes.

Strategic business management recertification credits would be awarded for participating at the state or federal level to influence the outcome of workplace legislation or legislation that would affect your industry. This would include providing testimony to or meeting with legislators. The HR Certification Institute awards one recertification credit hour (with a maximum of three hours per recertification cycle) in this category for testifying to Congress or a state legislative body (if you are doing so as a representative of your organization or industry). These activities would be reported under the "on-the-job" category. Participating in "Legal Updates" or other activities once legislation has already been passed would not qualify for strategic credit.

14 Develop policies and procedures to support corporate governance initiatives (for example, board of directors training, whistleblower protection, code of conduct).

Continuing education in the requirements of the Sarbanes-Oxley Act or others designed to support sound corporate governance practices would qualify for strategic business management credit. In addition, developing and communicating programs such as the organization's whistleblower protection policy or a code of conduct applicable to the board of directors could be submitted for first-time work experience credit under this responsibility area.

15 Participate in enterprise risk management by examining HR policies to evaluate their potential risks to the organization.

This responsibility involves auditing the HR function, identifying risks and developing a follow-up plan to mitigate those risks. You would receive strategic business management credit for the first time you conducted such an audit and took follow-up action based on the results. Additionally, a formal continuing education program on conducting a comprehensive audit of the HR function would qualify.

16 Identify and evaluate alternatives and recommend strategies for vendor selection and/or outsourcing (for example, HRIS, benefits, payroll).

This category recognizes the value of HR's ability to improve its performance through the reasoned use of third-party providers. In order to make an informed decision on how to best perform HR functions, the HR professional must be able to analyze possible courses of action and make recommendations based on sound business reasons. The ability to prepare and evaluate a Request for Proposal (RFP)—as well as marketing and implementing the selected approach—is included in this responsibility. To qualify for strategic business management credit, you must have been directly involved in the recommendation and implementation process. Merely changing providers for an existing program or system or upgrading service would not meet the definition of a strategic business management activity.

17 Participate in strategic decision-making and due-diligence activities related to organizational structure and design (for example, corporate restructuring, mergers and acquisitions, offshoring, divestitures).

First-time work experience participating in due diligence and/or integration planning, participating in corporate re-engineering or restructuring, or helping to make the decision to outsource certain functions of the business are examples of activities that could be submitted for strategic business management credit under this responsibility area. You must describe your

direct involvement in the decision-making and strategizing; carrying out an activity that has been determined by others, such as a workforce redeployment, would not qualify for strategic business management credit, although it may be granted general credit as first-time work experience in another functional area. In addition, formal training to improve the HR professional's ability to contribute in this area (e.g., "Understanding the Merger and Acquisition Process") could qualify.

18 Determine strategic application of integrated technical tools and systems (for example, HRIS, performance management tools, applicant tracking, compensation tools, employee self-service technologies).

An example of a strategic business management activity under this responsibility area would be the development of an integrated HRIS system resulting in more relevant information being provided to stakeholders throughout the organization on a timelier basis requiring less manpower. Another example would be an automated performance management system that feeds information directly into compensation and budgeting systems, thereby reducing cycle time and improving the completion rate of multiple processes. You must be able to describe the benefit derived by the organization from the integrated systems. To qualify for strategic business management credit, you must have been directly involved in the process of recommendation and design, not simply as a user of the new system.

INTERNATIONAL CREDIT HOURS

Passing the GPHR exam demonstrates mastery of the international HR body of knowledge. This is just the first step, however. The international HR field is constantly changing and challenges HR professionals to stay abreast of key issues and increased workplace demands. Recertification is the means by which certified HR professionals demonstrate staying current and maintaining their professional edge.

For GPHR-certified professionals, 30 of the 60 recertification credit hours must be in international HR management (as identified in the GPHR Body of Knowledge). Credit hours can be obtained through continuing education, instruction/teaching, on-the-job experience, and research and publishing.

In order to qualify as “international” credit hours, a continuing education program must have a cross-border or global focus. So, for example, if the topic of the program is organizational ethics, the course should include analyzing the challenges of developing an ethics policy in multiple locations considering differences in culture and values.

The remaining 30 hours of recertification credit may be earned in any category for any type of HR-related activity.

CALIFORNIA CREDIT HOURS

Obtaining a PHR-CA or SPHR-CA demonstrates a mastery of the California HR Body of Knowledge. To maintain this certification, 15 of the 60 recertification hours must be California-specific (as identified in the California HR Body of Knowledge). Credit hours can be obtained through four of the six recertification categories: continuing education, instruction/teaching, on-the-job experience, or research and publishing.

If an HR activity can be directly linked to one or more sections of the California HR Body of Knowledge, it is generally considered California-specific. The activity must focus primarily on the unique employment laws of the state rather than federal employment regulations. Examples include CA legal updates given by law firms and a first-time work experience involving employment law specific to the state.

RECERTIFICATION BY EXAMINATION

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

Recertification-by-examination candidates must:

- Take the exam before their certification cycle ends. Those holding multiple designations must retake all exams to remain certified. See page 18 for more information.
- Recertify only at their current certification level.
- Wait at least 12 months from their beginning certification date before taking the exam.

The HR Certification Institute reviews all recertification-by-examination applications. Recertification-by-examination candidates are subject to 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.

Beginning in 2011, the eligibility requirements for the PHR, SPHR and GPHR will change. Once the change is implemented, those choosing to recertify by exam must meet the new requirements to retake the exam. Please see the table on the following page for these changes.

PHR ELIGIBILITY	SPHR ELIGIBILITY	GPHR ELIGIBILITY
<ul style="list-style-type: none"> • 1 year of demonstrated professional (exempt-level) HR experience with a master’s degree or higher • 2 years of demonstrated professional (exempt-level) HR experience with a bachelor’s degree • 4 years of demonstrated professional (exempt-level) HR experience with less than a bachelor’s degree 	<ul style="list-style-type: none"> • 4 years of demonstrated professional (exempt-level) HR experience with a master’s degree or higher • 5 years of demonstrated professional (exempt-level) HR experience with a bachelor’s degree • 7 years of demonstrated professional (exempt-level) HR experience with less than a bachelor’s degree 	<ul style="list-style-type: none"> • 2 years of demonstrated global professional (exempt-level) HR experience with a master’s degree or higher • 3 years of demonstrated professional (exempt-level) HR experience (with 2 of the 3 being global HR experience) with a bachelor’s degree • 4 years of demonstrated professional (exempt-level) HR experience (with 2 of the 4 being global HR experience) with less than a bachelor’s degree

LIFE CERTIFICATION

Prior to 1996, the HR Certification Institute granted Life Certification to certificants who had successfully recertified their designation at least twice. In 1996, the HR Certification Institute’s Board of Directors discontinued this option in recognition that a constantly changing profession requires continual professional development.

Those holding a Life Certification who later obtain the GPHR will be required to recertify by completing 60 recertification credit hours (30 of which must be in international HR management). Those holding a Life Certification who later obtain the California certification will only be required to obtain 15 California-specific credit hours to recertify.

To determine the HR body of knowledge, the HR Certification Institute conducts a practice analysis study every five years to define what HR generalists need to know.

An HR professional who has successfully passed the SPHR exam has demonstrated knowledge at the PHR and the SPHR levels, because the knowledge demonstrated for the PHR must precede the knowledge acquired for a senior-level practitioner. While both exams assess different aspects of HR (the PHR being more operational versus the more strategic SPHR), the holder of the SPHR designation has demonstrated mastery of both levels. Consequently, the SPHR supersedes the PHR.

The GPHR exam was developed from the international HR body of knowledge as determined through a practice analysis study separate from the PHR/SPHR practice analysis study. While there is much in common with the PHR/SPHR Body of Knowledge, the differences are significant enough to determine a distinct, international HR body of knowledge. HR professionals who achieve the GPHR designation have demonstrated their mastery of this separately defined international HR body of knowledge. It is possible, therefore, to hold the GPHR independent of the PHR or SPHR designation, or concurrently with one of those designations.

Individuals who are PHR- or SPHR-certified can become certified with a state-specific certification in California. The PHR-CA and SPHR-CA are designed to augment those existing designations

and, therefore, cannot be held alone. PHRs and SPHRs who choose not to recertify their primary certification will lose their California certification as well. Similarly, PHRs and SPHRs who opt to recertify by exam—rather than through continuing education—will need to retake the California certification exam as well. Finally, those with a lapsed PHR or SPHR will not be eligible to take the California certification.

RECERTIFICATION CREDITS AND CYCLES FOR MULTIPLE DESIGNATIONS

Sixty recertification credit hours are required for one or multiple designation holders. If you obtain a second designation in the middle of your current certification cycle, the end date of the second certification will be synchronized to the end date of the first certification obtained and the required hours will be prorated as explained on the next page. After the initial recertification period is complete, the beginning and end dates of all designations will be synchronized.

Of the 60 recertification credit hours, specified credit hours must still be obtained during that three-year period (e.g., 15 recertification credit hours in strategic business management for

SPHR-certified professionals, 15 hours of recertification credit in California-related HR practices for holders of a PHR-CA or SPHR-CA and 30 recertification credit hours in international HR for GPHR-certified professionals). In some cases, one continuing education activity may count toward more than one certification. For example, a seminar on international trends in compensation could count toward specified credit hours for both the GPHR and SPHR designations.

designations are prorated on a biannual basis. For instance, if the GPHR designation is obtained after the PHR or SPHR, the requirement to obtain 30 international recertification credit hours over a three-year period would be adjusted on a biannual basis (e.g., five international HR recertification credit hours every six months) for the first certification cycle. If the SPHR designation is obtained after the GPHR, the requirement to obtain 15 strategic business management recertification credit hours over a three-year period would be adjusted on a biannual basis (e.g., 2.5 strategic business management recertification credit hours every six months) for the first certification cycle. There are no specified credit hours required for the PHR designation. Please see the table below for further clarification.

PRORATING CREDIT HOURS FOR MULTIPLE DESIGNATIONS

If a certified HR professional earns a second designation, the credit hours for the second

PRORATING CREDIT HOURS FOR MULTIPLE DESIGNATIONS				
First Designation Obtained	PHR	PHR	PHR	SPHR
Exam date	12/15/2008	12/15/2008	12/15/2008	12/15/2008
Recertification cycle	12/15/2008–12/31/2011	12/15/2008–12/31/2011	12/15/2008–12/31/2011	12/15/2008–12/31/2011
Credit-hour requirements	60.0 (General)	60.0 (General)	60.0 (General)	45.0 (General) 15.0 (Strategic)
Following Designation Obtained	SPHR	GPHR	CA	GPHR
Exam date	6/15/2009	1/15/2010	6/15/2009	12/15/2009
Recertification cycle	6/15/2009–6/30/2012	1/15/2010–12/31/2011	6/15/2009–12/31/2011	12/15/2009–2/31/2011
Credit-hour requirements	45.0 (General) 15.0 (Strategic)	40.0 (General) 20.0 (International)	47.5 (General) 12.5 (California)	25.0 (General) 15.0 (Strategic) 20.0 (International)
Following Designation Obtained	CA	SPHR	GPHR	CA
Exam date	6/15/2010	6/15/2010	1/15/2010	1/15/2010
Recertification cycle	6/15/2010–6/30/2012	6/15/2010–12/31/2011	1/15/2010–12/31/2011	1/15/2010–12/31/2011
Credit-hour requirements	35.0 (General) 15.0 (Strategic) 10.0 (California)	32.5 (General) 20.0 (International) 7.5 (Strategic)	27.5 (General) 12.5 (California) 20.0 (International)	15.0 (General) 15.0 (Strategic) 20.0 (International) 10.0 (California)
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 starting on the date of passing the SPHR exam. CA cycle date will be extended and synchronized with the end date of SPHR.				

RECERTIFICATION FEES FOR MULTIPLE DESIGNATION HOLDERS

The cost to recertify more than one designation is US\$100 for the first designation and US\$25 for each additional designation. The total cost for a candidate who is recertifying the GPHR designation and the PHR or SPHR designation is US\$125. If you hold a GPHR, PHR and California certification, the fee to recertify is US\$150. If a PHR or SPHR is Life Certified and obtains a California certification, the fee to recertify is US\$100. These fees are subject to change without notice. Paper applications submitted without the proper fees will be returned unprocessed.

Multiple designation holders are subject to all other recertification requirements, policies and procedures outlined in this handbook.

COMPLETING AND SUBMITTING THE APPLICATION

You may submit your recertification activities online using your personal recertification file or by mail using a paper application. Your recertification application should clearly demonstrate that the activities are HR-related. The more detailed a description you give to support your case, the more likely the activity will be awarded recertification credit.

RECERTIFYING ONLINE

Each person holding an HR Certification Institute credential has his or her own online recertification file in which to record continuing education activities. This online file allows you to record your activities as they are accumulated. When you have obtained the necessary 60 hours, you may pay for and submit your application online. We will not review any online activities until the application has been submitted and paid for. **Please note that submitting your recertification application early does not affect the beginning or end dates of your next certification cycle.**

SUBMITTING ACTIVITIES ELECTRONICALLY

Following are step-by-step instructions for accessing your personal online record and submitting your recertification activities. We also offer a Virtual Recertification Tour, which demonstrates how to use our online system. To access the tour, go to www.hrci.org.

To access your online profile:

1. Log on to the HR Certification Institute web site at www.hrci.org.
2. On the login screen, enter your 12-digit User ID number and password. If you do not know your User ID number or password, you may request that this information be sent to you via e-mail (hrciid@hrci.org) or you may call our Customer Relations department.

You may submit your recertification activities online using your personal recertification file.

Visit our Virtual Recertification Tour, which demonstrates how to use our online system. To access the tour, go to www.hrci.org.

3. Once you have accessed your online profile, be sure to check that your contact information is correct. To update your contact information, click on the “Update Profile” link. Please note that we will send all materials to the address and e-mail listed under “Primary Address;” if you would prefer to make your “Alternate Address” the “Primary Address,” press the “Switch Primary/Alternate” button next to the “Primary Address” field. Also be sure to indicate your “Privacy” and “Communication” preferences at the bottom of your profile page.

To report or add activities, click on the “Report or Add New Recertification Activities” link on the front page of your online profile. This links to the “Continuing Education Reporting Summary” page where each of the six recertification credit categories is represented. To add an activity to a category, click on the “Add/Review” link. If you’re recertifying as an SPHR, GPHR, PHR-CA or SPHR-CA, be sure to record the specified credit hours related to your designation in the “Apply Toward” field. Make sure to click “Submit” after recording each activity to save your activity in your online profile.

Felony Conviction Statement -- In compliance with the accreditation that the HR Certification Institute received from the National Commission for Certifying Agencies (NCCA) in 2008, we ask that you answer a felony (serious crime) conviction statement.

PAPER APPLICATIONS

The HR Certification Institute strongly urges you to submit your application online using your personal online recertification file. This method of storing and submitting your recertification activities is more efficient; you will receive notification once the application has been received. We do not provide receipts for paper application submissions. In addition, we recommend making a copy of your application before submitting it.

If you prefer to submit your recertification activities using the paper application, you may download a copy of the application from the HR Certification Institute web site.

CERTIFICATION CYCLE

You must recertify your designation every three years. Your certification cycle begins in the month in which you first become certified. For example, if you originally became certified in December 2008, you would be due to recertify three years from that date (December 2011).

Certification cycles are listed on your certificate and noted in your online profile.

Recertification credit hours must be accumulated during the three-year certification cycle. Any unused recertification credits cannot be carried to the next certification cycle.

Newly certified HR professionals can begin to accrue recertification credit hours immediately after the exam. For example, a candidate who took the exam on May 1 could accrue recertification credits on May 2. Note, however, that the newly certified professional’s online recertification file will not be available for data input until approximately four weeks after an HR professional’s exam date. For those who have already completed a certification cycle, the new recertification period begins immediately after the recertification end date. For example, if your recertification end date is Dec. 31, you may start accruing recertification credit toward the next certification cycle on Jan. 1.

You may apply for recertification as soon as you have accumulated your 60 credit hours; however, your certification cycle will always begin where the previous cycle ended. In addition, those who recertify early may not carry activities forward to their next certification cycle. For example, if your recertification dates are December 2008 to December 2011 and you submit your recertification application in June 2011, you may not report activities that take place between July 2011 and December 2011 on your next recertification application.

RECERTIFICATION NOTIFICATION AND APPLICATION SUBMISSION

You should keep track of your certification cycles and submit a completed application on or before your certification cycle end date. It is highly recommended that you recertify early because if one or more of your submitted activities is not approved, you will have time to submit additional activities before your certification cycle end date.

As a professional courtesy, the HR Certification Institute will send reminder e-mails to all certified HR professionals before the end of their certification cycle. We will send the reminders to the e-mail address in your online profile, so it is important to make sure you update this file if your address changes. Certification cycles and submission requirements will not be changed because you did not receive e-mail reminders.

RECERTIFICATION APPLICATION FEE

The recertification application fee is US\$100 and is due at the time of submission. **The application fee is nonrefundable, regardless of whether the application is approved. If you submit your PHR recertification application and then take and pass the SPHR, your recertification fee will not be refunded.** This fee is subject to change without notice. Online applications require that a fee be paid at the time of submission. Paper applications submitted without the proper fees will be returned unprocessed.

Online application fees can be paid by Visa, MasterCard or American Express. Paper application fees can be paid by the credit cards mentioned above or by company/organizational check, money order or cashier's check made payable to the HR Certification Institute. Please do not send cash. Your name and home telephone number (including area code) must appear on all payments made by check.

APPLICATION PROCESSING

Those submitting an online application will receive an immediate receipt via e-mail verifying that the application has been received. **The HR Certification Institute cannot verify receipt of paper applications.** If sending a paper application, we recommend sending it by certified mail to verify receipt.

All candidates will be contacted once their application has been reviewed. Those whose application has been approved will receive a new certificate. Your new certificate will show your next certification begin and end dates.

Please allow four to six weeks from the time we receive your application for review and notification. Applications submitted near a deadline (e.g., June 30 or Dec. 31) may take six to eight weeks to review due to the higher volume of recertification applications received.

INCOMPLETE APPLICATIONS

During the application review process, we may contact you for additional information or clarification on the submitted activities. Applicants will be given a deadline by which a response is due. Failure to meet this deadline may result in the application not being approved.

If you are asked to provide additional information, you will not be required to pay an additional fee. To avoid being contacted for additional information, activity descriptions should be as detailed and thorough as possible. In addition, it is recommended that you tie your description activity to the HR body of knowledge.

RECERTIFICATION AUDIT PROCEDURES

To maintain the integrity of the program and to ensure compliance when recertifying through continuing education, the HR Certification Institute randomly audits candidate applications for as long as six months after an individual

Your certification cycle will always begin where the previous cycle ended.

If you are asked to provide additional information, you will not be required to pay an additional fee.

receives notification of successful PHR, SPHR, GPHR, PHR-CA or SPHR-CA recertification.

It is not necessary to submit supporting documentation when applying for recertification. However, candidates whose applications are chosen for audit will be asked to submit supporting documentation for all activities listed on the submitted recertification application. You should therefore maintain documentation of your activities six months after your cycle end date.

Even if an application has been approved, we may—during the audit process—request clarification for submitted activities. In such cases, you will be contacted and asked to submit additional information. This occurs on a case-by-case basis.

If in reviewing this additional information it is decided that these activities should not have been awarded credit, you will need to provide additional activities that took place during the certification cycle to maintain the designation. If you are unable to provide any additional activities and are significantly short of the 60-credit-hour minimum requirement, the designation may be revoked.

LATE APPLICATION SUBMISSION POLICY

You are expected to submit your application on or before your certification cycle end date. Applications received online or postmarked the same day as the end date are considered on-time submissions. Recertification applications submitted one to six months after the certification cycle end date will incur a US\$25 late fee (in addition to the regular recertification application submission fee). Recertification applications submitted seven to 12 months after the certification cycle end date will incur a US\$50 late fee (in addition to the regular recertification application submission fee).

Those who do not submit a recertification application within 12 months after their end cycle date will be considered expired and no longer

certified. The HR Certification Institute will notify you if your certification expires. **Those with an expired certification must cease using the designation(s) immediately. To become certified again, you must retake the exam.**

EXTENSIONS

Occasionally, extenuating circumstances—such as prolonged unemployment or the serious illness of a close family member—may prevent certified HR professionals from meeting the required 60 hours of continuing education experience over a three-year period. One-year extensions of certification cycle end dates can be requested in such circumstances. The extension can be taken only once during your recertification career and must be approved at least three months before the certification cycle end date. The fee to request an extension is US \$100.

This fee is nonrefundable, regardless of whether the extension is granted. In addition, you may choose to recertify by examination on or before the certification cycle end date.

Examples of who may be eligible for an extension:

- Those who have been out of work for at least one year of the three-year certification cycle due to being laid off or child birth/child care.
- Those who have spent a significant amount of time caring for a seriously ill family member or who have suffered serious illness themselves.
- Those who are being deployed to active duty in one of the armed forces for at least a one-year assignment.

Those who have not accrued the required 60 recertification credit hours by their cycle end date—and have not experienced extenuating circumstances or have not submitted a recertification application on or before the cycle end date—are not eligible for an extension.

If the extension is approved, the certification cycle end date will be extended for one year, allowing enough time to accumulate the necessary

continuing education credits. At the end of that period, you will be required to submit a completed recertification application demonstrating that you have successfully met the continuing education requirements. The full recertification application fee is due at that time. Upon successful recertification, the new three-year certification cycle will begin at the end of the extension period.

To request the extension, the following materials must be submitted at least three months before the end date:

- A written request for extension providing a description of the extenuating circumstances.
- Documentation of the extenuating circumstances. This may include a letter from a physician, notice of termination or receipt of unemployment benefits.
- The extension request fee of US\$100.
- A completed recertification application demonstrating the efforts made to meet recertification requirements to date.

Those not approved for an extension must submit a completed recertification application by the original cycle end date or their certification will expire.

NAME CHANGES

You cannot change your name in your online profile. To correct minor errors in your name (e.g., incorrect middle initial, missing hyphen), please e-mail us at info@hrci.org to inform us of the correction.

For security reasons, legal documentation (such as a driver's license, marriage license or other legal notification) is required to change your name due to a legal name change.

Requests must be made in writing to the HR Certification Institute and include:

- User ID number.
- Name under which you became certified.
- Home address.

- Certification cycle.
- New name as you would like it to appear in our records (must be consistent with legal documentation provided).
- Legal documentation attesting to the name change.

Requests may be faxed to us at (703) 535-6474 or mailed to the HR Certification Institute, 1800 Duke St., Alexandria, VA 22314.

We will not reissue a new certificate for name-change requests submitted during a certification cycle unless a replacement certificate is requested (see below). Your new name, however, will be changed in the online profile and will appear on future certificates. Those submitting name-change requests and documentation at the time of recertification will have their new name reflected on their new certificate.

DUPLICATE/REPLACEMENT CERTIFICATES

Duplicate or replacement certificates may be requested. Formal name changes require appropriate legal documentation (see "Name Changes" above). Duplicate or replacement certificate requests must be made in writing and include a US\$25 duplicate/replacement certificate processing fee.

Payment may be made by Visa, MasterCard, American Express or check made payable to the HR Certification Institute. Your name must appear on all checks.

Duplicate/replacement certificate requests must include:

- User ID number.
- Name under which you became certified.
- Home address.
- Certification cycle.
- New name as you would like it to appear in our records (if applicable).
- Legal documentation attesting to the name change (if applicable).

Requests may be faxed to (703) 535-6474 or mailed to the HR Certification Institute, 1800 Duke St., Alexandria, VA 22314.

ADDRESS/E-MAIL CHANGES

To make changes to your mailing or e-mail address, log in to your online profile and click the “Update Profile” link on the left-hand side of the page. We will send recertification reminders and the Certified Mail e-newsletter to the e-mail address on file. If you do not have web access, you may fax this information to (703) 535-6474 or mail it to the HR Certification Institute, 1800 Duke St., Alexandria, VA 22314.

EMERITUS STATUS

Emeritus status allows certified HR professionals to continue to use their designation(s) upon retirement from the profession without having to recertify. PHR, SPHR, GPHR, PHR-CA and

SPHR-CA certificants may request emeritus status if they are age 55 or older and are retiring from the HR profession (including consulting, private and public-sector HR work and part-time teaching at a college or university). Those who intend to continue part-time HR work (perhaps as a consultant or lecturer) are not considered retired and are not eligible for emeritus status.

To request emeritus status, please send the HR Certification Institute a written notice of your intent to retire and include documentation of age (a copy of one’s driver’s license is sufficient). The letter (which may be mailed or faxed) must include your name, User ID number, designation(s) and certification cycle(s), and retirement date.

This status should be considered carefully. PHR, SPHR, GPHR, PHR-CA and SPHR-CA certificants awarded emeritus status who later decide to re-enter the HR profession will have their emeritus status rescinded and will be required to retake the exam.

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

The HR Certification Institute's Pre-Approval Program

The HR Certification Institute offers two programs for providers of HR-related continuing education—the Approved-for-Credit and the Approved Provider programs.

Organizations with programs that have been awarded pre-approved recertification credit are permitted to use a “Pre-Approved” seal in their marketing and on-site materials and, if issued, certificates of completion. In close proximity to the seal, the following statement should appear:

“This program, ORG-PROGRAM-XXXX, has been pre-approved for XX recertification credit hours toward XXXX recertification through the HR Certification Institute. Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit www.hrci.org.”

The Pre-Approval Program eliminates the guesswork when taking continuing education workshops, conferences, seminars or courses by allowing attendees to know before they register if the activity will count toward recertification credit and, if so, how many recertification credit hours will be awarded. All pre-approved programs are issued a program ID from the HR Certification Institute, which certified HR professionals are instructed to include in their recertification applications.

Approved Providers have undergone a more extensive application process and are permitted to

determine the HR-relatedness of their continuing education activities and to assign general, strategic business management or international recertification credit based on the HR Certification Institute's published guidelines. Approved Providers are issued “The HR Certification Institute Approved Provider” seal and may use it in marketing materials in close proximity to the HR-related continuing education event.

The use of the “Pre-Approved” seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that the program has met our criteria to be pre-approved for recertification credit.

Candidates can use any HR-related continuing education activity toward recertification, regardless of whether the program has been pre-approved. The only continuing education activities that must be pre-approved in order to receive credit are professional HR association chapter meetings.

For more information about the HR Certification Institute Approved-for-Credit and Approved Provider programs, please visit our web site at www.hrci.org.



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