



2019 **SHRM** RECERTIFICATION PROVIDER PROGRAM GUIDE

shrmcertification.org/recertificationproviderguide



Introduction

A continued commitment to lifelong learning is a critical component of the SHRM Certified Professional (SHRM-CP®) and SHRM Senior Certified Professional (SHRM-SCP®). Recertification is a way for certified HR professionals to demonstrate that they are staying current, advancing their HR Competencies and developing their skills in HR Knowledge.

SHRM-CP or SHRM-SCP credential-holders continue to build their skills and capabilities by earning professional development credits (PDCs) for qualified activities that relate to the SHRM Body of Competency and Knowledge™ (SHRM BoCK™). They must earn 60 PDCs within a 3-year recertification period that ends on the last day of the credential-holder's birth month, or retake the certification exam, in order to maintain their credentialed status. (Refer to the **Recertification Handbook** at shrmcertification.org/recertificationhandbook for more details.)



Benefits of SHRM Recertification Provider Status

SHRM has established the SHRM Recertification Provider Program to give organizations that offer education, training and/or other HR-related Competency and Knowledge programming the opportunity to award PDCs, without pre-approval by SHRM. Once approved, a SHRM Recertification Provider may award PDCs for a 2-year cycle/term.

Key benefits to being a SHRM Recertification Provider include being able to:

- » Award PDCs for individual HR programs, without pre-approval from SHRM, during a 2-year SHRM Recertification Provider status period.
- » Publicize yourself as a SHRM Recertification Provider.
- » Use the SHRM Recertification Provider seal on materials.
- » Include program offerings in a searchable database.
- » Be listed in a directory of SHRM Recertification Providers.

In addition, being identified as a SHRM Recertification Provider eliminates the guesswork for credential-holders, who will know by your status that your program qualifies for recertification credits. Qualified activities may include conferences, college/university courses, seminars, workshops, videoconferences, webcasts, e-learning and other programs.

Qualifications

Applicants for SHRM Recertification Provider status must meet the following qualifications, which ensure that sound learning principles are incorporated into program offerings:

- 1 Provider must designate a single contact person who will be responsible for entering relevant educational activities into the online SHRM program database. A generic e-mail address should be used if shared administrative access is needed.
- 2 Provider must have the resources, facilities and administrative support to effectively deliver HR-related Competency and/or Knowledge programming.
- 3 Provider must offer appropriate high-quality programming, developed and presented by appropriate subject matter experts.
- 4 Programming should address the HR Competencies and/or Knowledge Domains needed for effective job performance, as outlined in the SHRM BoCK (refer to the **SHRM BoCK** at shrmcertification.org/shrmbock).
- 5 Each program offering must describe both learning objectives and Competencies/Knowledge areas to be taught, with specific references to the SHRM BoCK.
- 6 Each presenter/instructor/speaker must have proven expertise in the field and the ability to facilitate learning.
- 7 Provider must have a participant evaluation process in place and utilize feedback to ensure continuous improvement in program content and quality.
- 8 Provider must have been in operation for at least one year.
- 9 Provider must have offered training in HR Competencies and/or Knowledge Domains for at least one year.

Application Process

An organization applying for SHRM Recertification Provider status:

- ❶ Must apply by completing an online application at **shrmcertification.org/providers/enroll**.^{*} During the application process, all applicable fees must be submitted as well as documentation of an existing program.^{**}
- ❷ Will be notified via e-mail to its designated contact person when the application has been reviewed and approved or denied.
 - » A provider whose application is denied will be advised of the reason for the denial and of any opportunity for resubmission (see **Denial & Termination**).
 - » A provider whose application is approved will be advised of specific SHRM Recertification Provider status program information, including but not limited to the start and end dates of the 2-year SHRM Recertification Provider status period.
- ❸ Must enter into the online SHRM program database all required information for each individual program offering, prior to the date the program occurs.
- ❹ Must identify a single contact person responsible for entering relevant program information into the online SHRM program database.

^{}A satellite office of any organization or education and/or training provider must apply independently to be a SHRM Recertification Provider.*

*^{**}Applicants who have an existing SHRM Certification portal account should e-mail **recertificationprovider@shrm.org** for application access.*

Program Guidelines

SHRM Recertification Providers must adhere to the following program guidelines:

- ❶ Award PDCs for its individual program offerings.
- ❷ Use SHRM methodology to award the appropriate number of PDCs for individual offerings. Credit is awarded based on the actual educational time spent in the program. A minimum of 1 educational hour is required for a continuing education activity to qualify for PDC credit.

PDCs are calculated in 15-minute increments. Each 15-minute increment = .25, or a quarter, of one hour.

Examples:

 - » 1-hour educational program = 1 PDC
 - » 1-hour-and-15-minute concurrent conference session = 1.25 PDCs
 - » 3-hour e-learning course = 3 PDCs
- ❸ Enter into the online SHRM program database all required information for each individual program offering. Programs must be entered before they occur. Retroactive programs cannot be entered.
- ❹ Include a process for determining attendee participation for passive-format programs (e.g., webinars, videoconferences, self-directed e-learning).
- ❺ Ensure that qualifying programs are at least one hour (e.g., 45-minute presentation with 15-minute Q&A period). Individual conference sessions or sessions at a one- or multi-day seminar must follow this same format to qualify.
- ❻ Adhere to SHRM Recertification Provider seal usage guidelines when using the SHRM Recertification Provider seal on any publications (refer to the **SHRM Recertification Provider Seal Guide** at **shrmcertification.org/recertificationprovidersealguide** for seal usage details), and add one of the following statements:
 - » FULL STATEMENT: “[Organization Name] is recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for [XX] PDCs. For more information about certification or recertification, please visit **shrmcertification.org**.”
 - » ABBREVIATED STATEMENT: “This program is valid for [XX] PDCs toward SHRM-CP and SHRM-SCP recertification.”
- ❼ Provide program participants with verification of attendance (e.g., certificate of completion, e-mail notification, materials distributed onsite) that also shows the number of PDCs assigned to the educational activity and the date(s) attended.
- ❽ Comply with any verification requests conducted by SHRM and retain program documentation for a minimum of three years (see **Compliance & Verification**).
- ❾ Contact SHRM if the person responsible for entering program information into the SHRM database changes.
- ❿ Retain attendance verification information for a 3-year period.

Fees

\$500 for two years. (Includes \$100 nonrefundable application processing fee.)

Renewal

A reminder e-mail notification will be sent to a SHRM Recertification Provider approximately 90 days prior to the end of the 2-year SHRM Recertification Provider status period. The provider must submit its renewal application and appropriate fees before the end of the period.

Compliance & Verification

SHRM has a responsibility to maintain and protect the integrity of the SHRM Recertification Provider Program and the quality of educational offerings of SHRM Recertification Providers. Therefore, SHRM reserves the right to:

- ❶ Award SHRM Recertification Provider status only if all qualifications are met.
- ❷ Monitor program submissions as part of the SHRM verification process.
- ❸ Regularly select a random percentage of SHRM Recertification Providers for verification.
- ❹ Monitor proper use of the SHRM Recertification Provider seal.
- ❺ Request supporting documentation for specific programs from a SHRM Recertification Provider chosen for verification.
Examples:
 - » Course Details (e.g., event agenda, course syllabi)
 - » SHRM BoCK Alignment
 - » Presenter's Biography
 - » Educational Hours = PDCs awarded
 - » Course Evaluation
- ❻ Terminate SHRM Recertification Provider status if there is evidence of the provider's failure to uphold SHRM education criteria or comply with program guidelines (see **Denial & Termination**).

Denial & Termination

SHRM aims to work with each SHRM Recertification Provider applicant to ensure a smooth application process. In the event a provider applicant is denied SHRM Recertification Provider status, an appeal of the decision may be made within 30 days. If the denial is upheld at the end of the appeals process, the applicant must wait one year from the original date of submission to reapply.

SHRM's goal is to help rectify any application issues. In the event a SHRM Recertification Provider applicant is not in compliance with program standards or procedures and is denied SHRM Recertification Provider status, it will be notified by SHRM staff. The provider will have 30 days within which to comply with any conditions identified and to provide verification of corrective action taken. Failure to comply by the end of the 30-day probationary period may result in suspension or revocation of SHRM Recertification Provider status.

Legal Restrictions

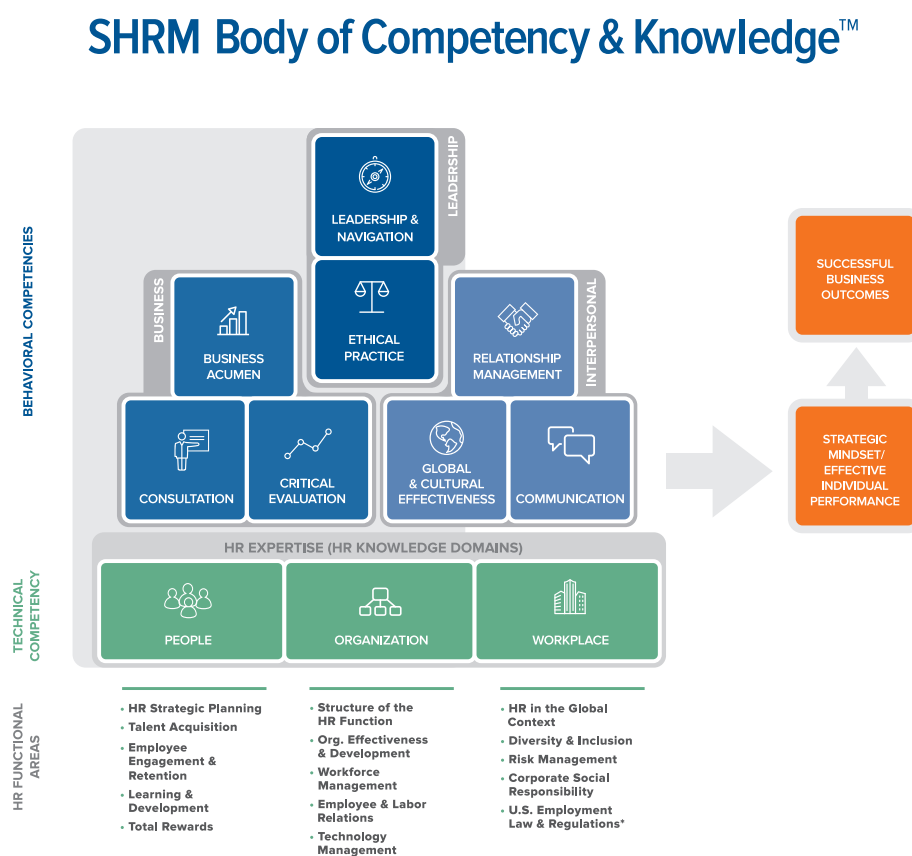
The U.S. Treasury Department Office of Foreign Asset Control (OFAC) is responsible for the enforcement of U.S. economic sanctions. These sanctions make it illegal for SHRM or anyone on SHRM's behalf, such as a SHRM Recertification Provider, to offer SHRM courses or other SHRM materials that are approved for SHRM professional development credits (PDCs) to any individual who is prohibited from receiving them. For this reason, if any individual registers for a course, and desires to obtain SHRM PDCs for his/her attendance, and the individual is currently or ordinarily a resident of one of the following countries, the SHRM Recertification Provider must screen the individual against the OFAC Specially Designated National (SDN) List prior to conducting the course(s): Albania, the Balkans (Serbia, Macedonia, Kosovo), Belarus, Bosnia and Herzegovina, Burundi, Central African Republic, Croatia, Cuba, Democratic Republic of the Congo, Iran, Iraq, Lebanon, Libya, Montenegro, North Korea, Russia, Somalia, Sudan, South Sudan, Syria, Ukraine, Venezuela, Yemen and Zimbabwe. In the event an individual is listed on the SDN List, the SHRM Recertification Provider agrees that it will not permit such individual to receive PDCs or any certificate stating that the individual is eligible to claim SHRM PDCs for participation in the course(s). SHRM Recertification Providers agree to promptly comply with any changes or additions to the above-listed countries or requirements upon notification by SHRM.

SHRM Body of Competency & Knowledge (SHRM BoCK)

SHRM-CP and SHRM-SCP credential-holders qualify for recertification credits by participating in professional development activities that relate to the SHRM BoCK. The SHRM BoCK describes the behavioral competencies and HR knowledge that HR professionals need for strategic focus and effective job performance. **Figure 1** provides an overview of the SHRM BoCK.

The SHRM BoCK greatly expands the scope of professional development activities that will qualify for recertification credit. By including Competencies in the SHRM BoCK, many educational programs not directly tied to human resource management will qualify for PDCs. For example, leadership programs build proficiency in the *Leadership & Navigation* Competency, courses in statistics expand capabilities in the *Critical Evaluation* Competency, and business education offerings promote the *Business Acumen* Competency. All would be eligible for PDCs. Broadening the scope of eligible recertification activities will help individual HR professionals strengthen their core skills, while contributing to a stronger HR profession.

Figure 1: The SHRM Body of Competency & Knowledge



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

Acceptable Topics for Educational Programming

The following is an **illustrative** list of examples of subject areas relating to the SHRM BoCK that may be awarded PDCs:

Competencies



Leadership & Navigation

- Improving negotiation effectiveness
- Leading change



Business Acumen

- Advancing business acumen
- Understanding organizational metrics



Consultation

- Effective consultation
- Applying creative problem solving



Global & Cultural Effectiveness

- Cross-culture and cross-border issues
- Global strategic leadership



Ethical Practice

- Business ethics
- Dealing with unethical behavior or conflicts of interest



Relationship Management

- Customer relationship management
- Managing internal and external relationships



Critical Evaluation

- Critical thinking
- Data analysis



Communication

- Communicating up, down and across the organization
- Constructive feedback for developmental opportunities

HR Knowledge

People

- Goal-setting approaches
- Quality assurance techniques
- Strategic management considerations
- SWOT and environmental scan techniques
- Talent management
- Recruitment and selection techniques
- Retention techniques
- Job analysis
- Employee engagement
- Compensation and benefits
- Conflict management
- HR metrics
- Change management
- Training and development
- Remuneration data analysis
- Understanding external labor market factors

Organization

- Balanced scorecards philosophy
- Motivational theories
- Organizational behavior theories
- HR organizational structure and design
- Understanding individual differences and perceptions
- Needs assessment techniques
- Succession planning
- Employee relations
- HRIS
- Data analytic techniques

Workplace

- Global mindset techniques
- Visa and work permit considerations
- Managing international assignments
- Emotional intelligence
- Glass-ceiling prevention
- High- and low-context cultures
- Drug prevention
- Duty of care
- Safety auditing techniques
- Terrorism prevention and responses
- Privacy concerns
- Corporate citizenship and governance programs and legislation
- Legal update

Ineligible Programming

The following is a list of examples of offerings/course titles that do not relate to the SHRM BoCK:

- Marketing skills techniques
- Specific software tools
- Basic office skills
- Time management

In addition, the following activities do not qualify for PDCs, regardless of topic:

- Programs that are less than 1 hour long.
- Time spent in exhibit hall at a conference.
- Presentations on the certification or recertification process.

SHRM has established the SHRM Recertification Provider Program to allow chapters, state councils, colleges, universities, education and/or training providers, and other organizations to award PDCs for their programming, without pre-approval by SHRM. This removes the guesswork over which activities meet recertification requirements.

To find out how your organization can become a SHRM Recertification Provider, please e-mail recertificationprovider@shrm.org or visit shrmcertification.org for more information.



FOR MORE INFORMATION:
shrmcertification.org/providers

QUESTIONS:
E-mail: recertificationprovider@shrm.org
Phone: +1.703.535.6250

WHAT IS SHRM?



The Society for Human Resource Management (SHRM) is the world's largest HR professional society, representing 300,000 members in more than 165 countries. For nearly seven decades, the Society has been the leading provider of resources serving the needs of HR professionals and advancing the practice of human resource management. SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China, India and United Arab Emirates. [Visit us at shrm.org](http://shrm.org).