



SHRM CERTIFICATION PROGRAM

2020 RECERTIFICATION PROVIDER PROGRAM GUIDE

shrmcertification.org/recertificationproviderguide



Introduction

A commitment to lifelong learning is a critical component of the SHRM Certification program and is required for SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®) credential-holders in order to maintain their credential. Credential-holders must demonstrate that they are staying current in the field and advancing their knowledge, skills and abilities in the profession by recertifying their SHRM Certification credential every three years. Recertification can be accomplished by earning 60 professional development credits (PDCs) or by retesting within a certified individual's 3-year recertification cycle.

Activities eligible for PDCs include seminars, workshops, college/university courses and conferences in instructor-led, virtual or self-paced formats. For additional information about SHRM Recertification, click here: [SHRM Recertification Requirements Handbook](#).

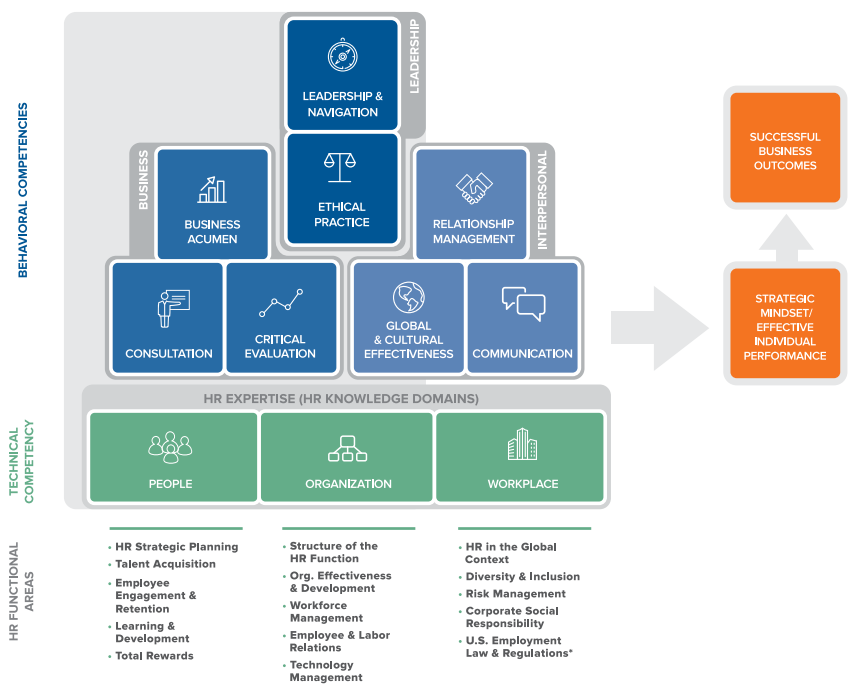
The SHRM Recertification Provider Program was established by SHRM to give participating members the opportunity to award PDCs for the HR knowledge and behavioral competency programming they offer to SHRM-certified professionals working to maintain their SHRM-CP or SHRM-SCP credential.

All programs offered as part of the SHRM Recertification Provider Program must align with one or more components outlined in the SHRM Body of Competency and Knowledge™ (SHRM BoCK™). The SHRM BoCK is the foundation for SHRM certification and its related components, such as the SHRM-CP and SHRM-SCP exams, the SHRM Learning System® for SHRM-CP/SHRM-SCP, the SHRM Recertification process and the SHRM Recertification Provider Program.

The SHRM BoCK describes the behavioral competencies and HR technical knowledge domains that HR professionals need for strategic focus and effective job performance. The incorporation of competencies into the SHRM BoCK provides SHRM certification-holders with a greater range of possibilities for earning PDCs.

Click on the link for additional information about the [SHRM BoCK](#).

SHRM Body of Competency & Knowledge™



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

The Benefits of Becoming a SHRM Recertification Provider

1. Award PDCs for individual HR programs without preapproval from SHRM.
2. Promote your programs using the SHRM Recertification Provider seal.
3. Have your business and programs listed in the [SHRM Recertification Provider Directory](#) and [SHRM Preapproved Activities Database](#), searchable to over 100,000 SHRM-certified professionals.

Types of Providers

- » **General** – Third-party organizations that wish to award PDCs for professional development activities/events provided to SHRM Certification credential-holders. General providers must pay a fee to participate and renew every two years.
- » **SHRM Chapters, State Councils or SHRM Global Forums** – SHRM-affiliated organizations that wish to award PDCs for professional development activities/events provided to SHRM Certification credential-holders. SHRM chapters, state councils and global forums are provided the opportunity to participate free of charge with an option to auto-renew annually.
- » **SHRM Education Partners (Domestic and International)** – SHRM-approved partner organizations that wish to award PDCs for professional development activities/events provided to SHRM Certification credential-holders. Education Partners are provided the opportunity to participate free of charge with an option to auto-renew as part of their Education Partner contracting process.
- » **SHRM Academically Aligned Institutions** – Colleges and universities with approved HR programs that are aligned with SHRM's HR curriculum that wish to award PDCs for professional development activities/events provided to SHRM Certification credential-holders. Aligned institutions are provided the opportunity to participate free of charge with an option to auto-renew as part of their alignment renewal process.



Qualifications

GENERAL	SHRM CHAPTERS, STATE COUNCILS AND GLOBAL FORUMS	SHRM EDUCATION PARTNERS	SHRM ACADEMICALLY ALIGNED INSTITUTIONS
Must have been in operation offering HR programming for at least one year.	Must be a SHRM chapter, state council or global forum in good standing.*	Must maintain SHRM Education Partner status.	Must maintain SHRM academic-alignment status.
Must offer HR programming that is aligned to the SHRM BoCK.			
Programming must be high quality and developed/presented by subject matter experts who know how to design and facilitate learning.			
Must have the resources to appropriately support effective program delivery and evaluation.			

* Refer to the [Chapter SHAPE Workbook](#) or the [State Council SHAPE Workbook](#) for information about good-standing requirements.

Registration

All Providers must agree to abide by all program requirements and the SHRM Recertification provider Program Terms and Conditions.

GENERAL PROVIDERS

Go to shrmcertification.org/providers/apply and complete and submit the online application. As part of the application process, applicants must:

- » Submit an example of an existing program that substantiates previous delivery of HR-related programming.
- » Provide the name and e-mail address of a primary contact for the program. This individual will be responsible for entering program information into the SHRM database and receiving and responding to program-related correspondence.
- » Agree to abide by all program requirements.
- » Remit the application fee.

Fees - \$500 for two years (includes \$100 nonrefundable processing fee)

The review process takes up to 15 business days to complete. Incomplete applications may take longer. All notifications will be sent to the primary contact on record.

Send inquiries to recertificationprovider@shrm.org or call 703.535.6250 (select option 3).

SHRM CHAPTER, STATE COUNCIL AND GLOBAL FORUM PROVIDERS

Contact Mark McKenna at Mark.McKenna@shrm.org. Account setup may take up to 10 business days to complete.

SHRM EDUCATION PARTNER PROVIDERS

Contact Jonnie Huynh at recertificationprovider@shrm.org. Account setup may take up to 10 business days to complete.

SHRM ACADEMICALLY ALIGNED INSTITUTIONS

Contact Demetrius Norman at alignment@shrm.org. Account setup may take up to 10 business days to complete.

Program Guidelines

SHRM Recertification Providers are required to comply with the following guidelines:

- 1 Provide the name and e-mail address of a primary contact and program administrator and keep this information current.
- 2 Enter the required information for each individual program into the SHRM online database.
 - * IMPORTANT – Programs must be entered before they occur. Retroactive programs cannot be entered.
- 3 Use the following methodology to award the appropriate number of PDCs to individual program offerings:
 - a. Award credit based on the actual educational time spent in the program (lunch and break time should not be included).
 - b. A minimum of one educational hour is required for a continuing education activity to qualify for at least one PDC.
 - c. PDCs beyond one hour are calculated in 15-minute increments. Each 15-minute increment = .25, or a quarter of one hour.
 - d. Examples:
 - » 1-hour educational program = 1 PDC
 - » 1-hour-and-15-minute program = 1.25 PDCs
 - » 3-hour e-learning course = 3 PDCs
- 4 Include a process for determining attendee participation for passive-format programming (e.g., webinars, videoconferences, self-directed e-learning).
- 5 Adhere to [SHRM Recertification Provider seal usage guidelines](#).
- 6 Provide program participants with documentation that verifies their attendance, displays the dates attended and shows the number of PDCs assigned to the activity/event.
- 7 Retain program documentation, including attendance verification information, for a minimum of three years.
- 8 Comply with SHRM-conducted verification review requests.
- 9 Comply with all renewal or auto-renewal policies, processes and procedures.

Program Renewal or Auto-Renewal Process

SHRM Recertification Providers are required to renew their participation in the program or are subject to auto-renewal, depending on their provider type. An overview of requirements by type is listed in the table below. A renewal/auto-renewal e-mail will be sent to the primary point of contact and the program administrator approximately 90 days prior to the end of the provider’s term.

PROVIDER TYPE	TERM	REQUIREMENTS
General	2 years	<ul style="list-style-type: none"> » Must submit renewal application (includes reaffirming adherence to program standards and guidelines), update or confirm primary contact and program administrator information, and submit appropriate fees. » Process must be completed before the end of the term. » Failure to complete the renewal process in the appropriate time frame will result in the termination of the organization’s SHRM Recertification Provider status.
Chapters, State Councils or SHRM Global Forums	1 year	Auto-renewed. Must reaffirm adherence to program standards and guidelines and update or confirm primary contact and program administrator information.
Education Partners	As part of the Education Partner contract renewal process	Auto-renewed. Must reaffirm adherence to program standards and guidelines and update or confirm primary contact and program administrator information.
SHRM Academically Aligned Institutions	As part of the alignment renewal process	Auto-renewed. Must reaffirm adherence to program standards and guidelines and update or confirm primary contact and program administrator information.

Compliance and Verification

SHRM has a responsibility to maintain and protect the integrity of the SHRM Recertification Provider Program and to ensure the quality of programming offered to SHRM Certification credential-holders. To this end, SHRM reserves the right to do the following:

- » Award SHRM Recertification Provider status only to those who meet the qualifications of the program.
- » Continually verify program compliance through an internally administered verification process.
- » Monitor proper use of the SHRM Recertification Provider seal.

As part of the verification process, SHRM will randomly select a percentage of SHRM Recertification Provider programming for review. Providers will be asked to provide supporting documentation to demonstrate program compliance. Failure to comply with the verification review request may result in the suspension and ultimate termination of the provider's SHRM Recertification Provider status.

Denial or Termination of Status

SHRM is committed to working with each SHRM Recertification Provider applicant to ensure a smooth application process. In the event an applicant is denied SHRM Recertification Provider status, an appeal of the decision may be made in writing within 30 days. Send all appeal requests to recertificationprovider@shrm.org. If the denial is upheld, the applicant must wait one year from the original date of submission to reapply.

In the event a SHRM Recertification Provider is not in compliance with program standards or procedures, SHRM will work with the provider to rectify the situation. After being notified of the infraction, the provider will have 30 days to correct the situation and to provide verification of compliance. Failure to comply within the 30-day time frame may result in suspension or termination of SHRM Recertification Provider status. Breaches of an ethical nature will result in the permanent revocation of SHRM Recertification Provider status and could also result in additional disciplinary action if the provider is a SHRM member.

Legal Restrictions

The U.S. Treasury Department Office of Foreign Assets 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 SHRM Recertification Providers, 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 located in or ordinarily a resident of one of the following countries, the SHRM Recertification Provider must screen the individual against the OFAC Specially Designated Nationals (SDN) List prior to conducting the course(s): Albania, Belarus, Bosnia and Herzegovina, Burundi, Central African Republic, Croatia, Cuba, Democratic Republic of Congo, Iran, Iraq, Kosovo, Lebanon, Libya, Macedonia, Mali, Montenegro, Nicaragua, North Korea, Russia, Serbia, Somalia, South Sudan, Sudan, Syria, Turkey, Ukraine (including the Crimea region), 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.

Acceptable Topics for Educational Programming

The following are examples of subject areas related 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 score cards 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

SHRM Recertification Provider Resources

The following resources are available to support SHRM Recertification Provider efforts. Please contact us at recertificationprovider@shrm.org if you have questions or need additional information.

- » [SHRM Recertification Provider Application Instructions](#)
- » [SHRM Recertification Provider Guide Policy Agreement](#)
- » [SHRM Body of Competency and Knowledge \(SHRM BoCK\) Guide](#)
- » [SHRM BoCK Checklist](#)
- » [SHRM Recertification Provider Seal Usage Guidelines](#)

NOTE: All SHRM Recertification Provider seal artwork is available to registered providers upon request by contacting recertificationprovider@shrm.org.

- » [SHRM Recertification Provider Activity Submission Instructions](#)
- » [Sample Certificate of Completion](#)
- » [Sample Program Evaluation](#)

ADDITIONAL RESOURCES

- » [SHRM Recertification Requirements Handbook](#)
- » [Road to SHRM Recertification Brochure](#)

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 preapproval 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: 800.283.7476, option 3

WHAT IS SHRM?



SHRM, the Society for Human Resource Management, creates better workplaces where employers and employees thrive together. As the voice of all things work, workers and the workplace, SHRM is the foremost expert, convener and thought leader on issues impacting today's evolving workplaces. With 300,000+ HR and business executive members in 165 countries, SHRM impacts the lives of more than 115 million workers and families globally. [Learn more at SHRM.org](http://SHRM.org) and on [Twitter @SHRM](https://twitter.com/SHRM).