SHRM Recertification Provider Program
Policies & Procedures

I. **Eligibility Policies**

a. **Organization Type**
Organizations must offer HR or HR-related education and training. Eligible applicants include:

i. **SHRM Affiliate Organizations** (Chapters, State Councils and Global Forums) in good standing as defined by the SHRM Affiliate Standards.

ii. **Academic institutions** (Domestic and International) that are accredited and offer undergraduate or graduate degree programs aligned with SHRM's academic curriculum.

iii. **SHRM Education Partners** approved to deliver SHRM educational content.

iv. **Public or Private Sector Companies** that are legally recognized business entities or government units, incorporated for at least one year, and in good standing.

b. **Content Alignment** – all programs must align with the SHRM Body of Applied Skills and Knowledge® (SHRM BASK®).

c. **Non-Discrimination** – Providers must not discriminate based on race, gender, religion, age, disability, or other protected characteristics.

d. **Conflict of Interest** – Applicants must disclose potential conflicts of interest, particularly if involved with other SHRM departments or entities.

e. **OFAC Restrictions** – SHRM complies with the U.S. Treasury's OFAC regulations. Organizations and individuals under OFAC sanctions are ineligible. SHRM may screen applicants and deny or revoke approval if a match is found.

II. **Application and Approval Procedures**

a. **Application Submission** – Applicants must submit a completed application and all required documentation in English.

i. **Business Name Consistency** – The business name on the application must match the business license. If a name change occurs during the approved cycle, the organization may continue to operate under the original name until the end of its current term. However, if the organization chooses to renew, it must submit a new application under the updated name.

ii. **Changes in Ownership or Legal Structure** – If a provider undergoes a merger, acquisition, or change in legal structure, SHRM must be notified immediately. SHRM will review the change to determine continued eligibility in the program. If the new entity no longer meets program criteria, it will be given the opportunity to reapply.

iii. **Satellite and Decentralized Locations** – Each business location must apply separately. Approval applies only to the specific entity, not to a parent organization or network.

b. **Review Process** – SHRM will review completed applications within 15 business days of receipt. Incomplete applications will not be reviewed.

c. **Approval Notification** – Approved applicants will receive a formal acceptance letter and a digital provider badge valid for their approved term.

d. **Rejection and Appeals** – Denied applicants may appeal in writing within 30 days with supporting documentation.

e. **Application Changes or Cancellations** – Changes or cancellations must be submitted within 48 hours of submission. Contact: RecertificationProvider@shrm.org or (800) 283-7476, ext. 3 for assistance.

III. **Program Standards and Content Policies**

a. **Copyright Compliance** All program materials must comply with copyright laws. Providers are responsible for securing the right to use, reproduce, or distribute any third-party content. SHRM may request proof and revoke approval in case of infringement.

b. **Educational Integrity** – Programs must include clear learning objectives, measurable outcomes, and relevant HR or HR-related content.

c. **Instructor Qualifications** – Instructors must demonstrate subject-matter expertise through credentials or professional experience.

d. **Content Accuracy** – All content must be current, evidence-based, and professionally developed.

IV. Credit Assignment Procedures

a. **PDC Calculation** – 0.25 PDCs are awarded per 15 minutes of instructional time (1 PDC per hour). Breaks and non-instructional time are excluded.

b. **Minimum Duration** – Events must be at least 1 hour to qualify.

V. Marketing and Branding Policies

a. **Digital Badge Use** – Only approved Providers may use the official SHRM digital badge and must use the badge in accordance with the prescribed Recertification Provider Mark Usage Guidelines. The badge may not be sublicensed or used by third parties.

b. **Digital Badge Use Statement** – Approved Providers displaying the SHRM digital badge must include the following statement:

   i. "[**Organization Name**] **is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities**."

c. **Misrepresentation** – Providers may not imply a relationship or endorsement beyond the Recertification Provider designation.

d. **Promotional Language** – Provider marketing materials must use SHRM-approved language that accurately represents the relationship with SHRM. Providers should use SHRM-approved language to appropriately represent the designation such as:

   i. "Eligible for SHRM PDCs"

   ii. "Qualifies for SHRM PDCs"

   iii. "Recognized for SHRM PDCs"

   iv. "Valid for SHRM PDCs"

VI. Attendance and Participation Verification

a. **Attendance Records** – Maintain attendance records for at least three years.

b. **Evaluation Forms** – Participants must complete evaluations to receive PDCs. Feedback should be used to improve future programs.

c. **Certificate Distribution** – Certificates must include the participant's name, activity ID, program title, date, and number of PDCs awarded.

VII. Program Administration

1. **Designated Program Administrator** – Each Provider must designate a program administrator responsible for entering educational activities, maintaining records, and serving as SHRM's primary point of contact. If the administrator leaves the role, the Provider must promptly notify SHRM and assign a replacement.

2. **Program Upkeep** – Providers must ensure accurate reporting, timely updates to training materials, and prompt responses to SHRM. Best practices in planning, engagement, evaluation, and recordkeeping are expected.

VIII. Quality Assurance and Monitoring

- **a. Audit Rights** – SHRM may audit Provider activities at any time, including program content, attendance records, marketing materials, compliance with branding standards, and activity code use.
- **b. End of Term Review** – Providers must complete a self-assessment and renewal application at term end.
- **c. Participant Feedback** – Providers must have a process in place to address participant complaints, concerns or feedback.

IX. Renewal and Reporting Procedures

- **a. Annual Renewal** – Providers must renew in accordance with their term schedule and submit updated organizational and program information at that time.
- **b. Activity Reporting** – Each activity must be reported with delivery dates and participant numbers including a count of SHRM certification holder attendees.
- **c. Data Accuracy** – All information must be accurate. Falsified data may result in revocation.

X. Fee Payments and Refunds

- **a. Application Fees** – An application fee is required at the time of submission. This fee includes a non-refundable portion designated for administrative processing and initial review.
- **b. Renewal Fees** – A renewal fee is required to maintain Provider status.
- **c. Payment Methods** – Fees must be paid through SHRM's online system. Alternate methods may be approved on a case-by-case basis.
- **d. Refunds** – Refunds are only issued for:
  - i. Application withdrawal within 48 hours of submission.
  - ii. Application denial.
  - iii. Duplicate payment or technical error.

  Refunds exclude the non-refundable administrative processing process.

XI. Code of Conduct

- **a. Professionalism** – Providers must act ethically and uphold program integrity.
- **b. Legal Compliance** – Providers must follow all applicable local, state, and federal laws.
- **c. Violations** – Non-compliance may lead to probation, suspension, or removal from the program.

XII. Termination and Suspension

- **a. Voluntary Withdrawal** – Providers may withdraw at any time with 30 days' written notice to SHRM.
- **b. Involuntary Removal** – SHRM may cancel a Provider's status for any reason, in its sole discretion, including but not limited to Provider's policy violations, misrepresentation, or non-compliance.
- **c. Reinstatement** – Removed Providers may reapply after one year.

XIII. Policy Updates and Amendments

SHRM may update these policies as needed. Providers will be notified of any changes and can access the latest version on the SHRM website and in the My Resources section of their provider account.

XIV. Contact and Support

For questions or support, contact: RecertificationProvider@shrm.org or (800) 283-7476, ext. 3