

Chapter 1

Human Resource Certification

Welcome to your guide for certifying as a human resource (HR) professional. Whether you are just starting your HR career or looking to advance, earning a certification can make a big difference. Certifications, like the aPHR (Associate Professional in Human Resources) and aPHRi (for international HR), show that you have the skills and knowledge needed to succeed in HR. They also make you stand out to employers who are looking for qualified professionals to join their teams.

HR plays an important role in supporting both employees and businesses. HR professionals manage everything from hiring and training to handling employee benefits and legal issues. By getting certified, you prove that you understand these responsibilities and are ready to take on the challenges that come with them.

This study guide will help you on your journey to becoming a certified HR professional. It covers the most important topics you need to know for certification exams, such as compliance, employee relations, recruitment, compensation, and much more. We'll also provide practice questions, study tips, and test-taking strategies to ensure you feel confident when exam day arrives.

Throughout the chapters, you'll find clear explanations of key concepts and terms, examples of real-world HR situations, and content mapped to the exam objectives.

HR Certification Institute and the Certification Exams

Exam content refers to the specific topics and areas of knowledge that are covered on the certification exams. Each exam is tailored to the level of certification, meaning the content will vary depending on whether you're taking an entry-level exam like the aPHR or an advanced exam like the Senior Professional in Human Resources (SPHR).

The HR Certification Institute (HRCI) follows a detailed process to create the content for its certification exams. The goal is to make

sure the exams are up-to-date and relevant to real-world HR work. There are several steps to how HRCI prepares the exam content, and these are covered next.

Job Analysis HRCI begins by conducting a job analysis, which involves studying the roles and responsibilities of HR professionals at different levels. This helps identify the skills and knowledge HR professionals need to succeed in their jobs. Input from HR experts around the world is used to ensure the analysis reflects the current trends and practices in HR.

Developing the Exam Blueprint Based on the job analysis, HRCI creates an exam blueprint. This blueprint outlines the key areas or topics that will be covered on the exam. It ensures that the exam focuses on what HR professionals need to know and do in their everyday work.

Subject Matter Experts HRCI works with subject matter experts (SMEs) who are experienced HR professionals to write and review exam questions. These experts ensure the questions are accurate and align with the knowledge and skills identified in the exam blueprint.

Question Testing Before a question becomes part of the exam, it goes through a testing phase to make sure it is clear and measures the intended knowledge. HRCI tests these questions to ensure accuracy and fairness. The aPHR exam, for example, consists of 125 total questions; 100 scored questions, and 25 field test questions that do not count toward the final score. The questions are indistinguishable from each other, but the field test questions are used to gather data on potential new exam items.

Ongoing Updates HRCI updates the exam content approximately every five years to reflect changes in the HR field, including new laws, technology, and best practices. This ensures that HR professionals are tested on the most current and relevant information. The last updates to the aPHR and aPHRi were in 2023.

Associate Professional in Human Resources (aPHR) Content

The aPHR exam is considered an entry-level certification for individuals new to the HR career field or transitioning from another career and covers several fundamental functions of an operational HR department. The exam content includes the following:

- Functional Area 01 | Talent Acquisition (19%)
- Functional Area 02 | Learning & Development (15%)
- Functional Area 03 | Compensation & Benefits (17%)

- Functional Area 04 | Employee Relations (24%)
- Functional Area 05 | Compliance & Risk Management (25%)

As you can see, almost half of the aPHR exam content will be testing your knowledge in functional areas 4 and 5. This is important to understand when building a study plan as part of your preparation activities.

Associate Professional in Human Resources International (aPHRi) Content

The aPHRi exam is the international version for non-US-based test takers and also an entry level certification. It covers several fundamental functions of an operational HR department in an international setting. The exam content includes the following:

- Functional Area 01 | HR Operations (33%)
- Functional Area 02 | Recruitment and Selection (22%)
- Functional Area 03 | Compensation and Benefits (15%)
- Functional Area 04 | Human Resource Development and Retention (10%)
- Functional Area 05 | Employee Relations, Health, and Safety (20%)

The aPHRi exam not only tests knowledge but also includes tasks that are directly related to the practical application of that knowledge. These tasks reflect real-world HR responsibilities and are tied to the various topics covered in the exam.

Associated Tasks

Since the aPHRi is a knowledge-based exam, candidates are responsible for the five knowledge areas described previously. What follows is a list of tasks an individual certified with the aPHRi credential would likely be expected to perform early in an HR career.

aPHRi Tasks

- 01.** Access, collect, and provide information and data to support HR-related decisions (for example: recruiting, employee relations, training, safety, budgeting, needs analysis, off-boarding, termination)
- 02.** Comply with all applicable laws and regulations
- 03.** Coordinate and communicate with external providers of HR services (for example: recruiters, employee recognition services)
- 04.** Maintain employee data in HRIS or system of record

- 05.** Maintain, file, and process HR forms (for example: notices, announcements, new hire forms, salary forms, performance, termination paperwork)
- 06.** Prepare HR-related documents (for example: reports, presentations, organizational charts)
- 07.** Provide internal customer service by answering or referring HR-related questions from employees as the first level of support
- 08.** Communicate information about HR policies and procedures
- 09.** Communicate the organization's core values, vision, mission, culture, and ethical behaviors
- 10.** Identify risk in the workplace
- 11.** Minimize risk by conducting audits (for example: workers' compensation, employee records)
- 12.** Document and update essential job functions with the support of managers
- 13.** Post job listings (for example: company website, social media, job boards)
- 14.** Manage applicant databases (for example: enter data, access records, update records)
- 15.** Screen applicants for managers to interview
- 16.** Answer questions from job applicants
- 17.** Coordinate interview logistics
- 18.** Interview job candidates
- 19.** Arrange for tests and assessments of applicants
- 20.** Coordinate the employment offer (for example: start date, salary, benefits)
- 21.** Administer post-offer employment activities (for example: execute employment agreements, work authorization, coordinate relocation, immigration)
- 22.** Communicate compensation and benefits programs and systems
- 23.** Coordinate activities to support employee benefits programs (for example: health and fitness, pension schemes)
- 24.** Coordinate payroll-related information (for example: new hires, adjustments, paid time off, terminations)
- 25.** Process claims from employees (for example: workers' compensation, insurance benefits)
- 26.** Resolve routine employee compensation and benefits issues
- 27.** Conduct orientation and onboarding for new hires, rehires, and transfers
- 28.** Coordinate training sessions (for example: logistics, materials, tracking, registration, evaluation)
- 29.** Conduct employee training programs (for example: safety regulations, emergency preparedness, basic presentation skills, time management skills)
- 30.** Coordinate the logistics for employee relations programs (for example: recognition, special events, diversity programs)
- 31.** Monitor completion of performance reviews and development plans

These tasks are designed to test how well candidates can apply their knowledge in practical situations they might encounter as HR professionals in an international setting and are covered in Chapters 7 through 11. The combination of knowledge and task-based questions ensures that aPHRi-certified individuals are prepared to take on real responsibilities in global HR roles.

When applying for the aPHRi exam, you will have an additional question related to your knowledge of local employment laws. The criteria may be met by holding another HR certification (such as the PHR or the GPHR), holding a bachelor's degree or global equivalent in an HR field, or having successfully completed a course in employment law. Refer to the *Certification Handbook* for a complete list of how you can confirm this step in your knowledge.



HRCI's *Certification Policies and Procedures Handbook* (aPHR, aPHRi, PHR, PHRca, SPHR, GPHR, PHRi, and SPHRi) contains the most current listing of the HRCI exam requirements. Because the exams are built around these policies and procedures, we strongly urge those preparing for the test to review the handbook and familiarize themselves with the test specs for each functional area prior to reading the related chapter. The HRCI website (www.hrci.org) provides information on downloading or ordering this free publication.

Acronyms

For both exams, you should know your acronyms! See Table 1.1 for a list of the more common acronyms in HR. For aPHR candidates, you should also know your labor law acronyms. These are shown in Table 1.2.

TABLE 1.1 Human Resource Acronyms

Acronym	Term	Definition
ATS	Applicant Tracking System	A software used by HR departments to manage the recruitment process and track job applications
BFOQ	Bona Fide Occupational Qualification	A legal exception that allows employers to base hiring decisions on certain characteristics (like gender or religion) when they are essential for performing a specific job
DEI	Diversity, Equity and Inclusion	Initiatives that aim to create a more diverse, fair, and inclusive workplace environment

(Continued)

TABLE 1.1 Human Resource Acronyms (*Continued*)

Acronym	Term	Definition
EE	Employee	Refers to anyone who works for an employer under a contract of employment
EEO	Equal Employment Opportunity	Policies that ensure all employees are treated fairly and equally in the workplace, regardless of race, gender, or other characteristics
FTE	Full-Time Equivalent	A unit used to measure the number of full-time employees or the equivalent hours worked by part-time employees
HRCI	Human Resource Certification Institute	An organization that provides globally recognized certifications for HR professionals, validating their expertise and knowledge in various HR disciplines
HRIS	Human Resource Information System	A software system used to manage and track employee data, payroll, and other HR tasks
HRM	Human Resource Management	The practice of recruiting, hiring, training, and managing employees in an organization
JD	Job Description	A document that outlines the responsibilities, qualifications, and duties of a specific job role
KPIs	Key Performance Indicator	A measurable value that shows how effectively an employee, team, or organization is achieving specific goals or objectives
KSAOs	Knowledge, Skills, Abilities and Other	A framework used in HR to evaluate a candidate's qualifications for a job
ROI	Return on Investment	A metric used to evaluate the financial return or benefit gained from an investment compared to its cost

TABLE 1.2 aPHR Labor Law Terms

Acronym	Term	Definition
ADA	Americans with Disabilities Act	A law that prohibits discrimination against individuals with disabilities in all areas of public life, including employment
ADEA	Age Discrimination in Employment Act	A law that prohibits employment discrimination against individuals 40 years of age or older
COBRA	Consolidated Omnibus Budget Reconciliation Act	A law that allows employees to continue their health insurance coverage after leaving a job
EEOC	Equal Employment Opportunity Commission	A federal agency responsible for enforcing laws against workplace discrimination
EPA	Equal Pay Act	A law that mandates equal pay for equal work, regardless of gender
ERISA	Employee Retirement Income Security Act	A law that sets standards for pension and health plans to protect individuals in these plans
FLSA	Fair Labor Standards Act	A US law that sets minimum wage, overtime pay, and child labor standards
FMLA	Family Medical Leave Act	A law that allows eligible employees to take unpaid leave for family or medical reasons without losing their job protection
GINA	Genetic Information Nondiscrimination Act	A law that prohibits discrimination based on genetic information in health insurance and employment
HIPAA	Health Insurance Portability and Accountability Act	A law that protects the privacy and security of individuals' health information
IRCA	Immigration Reform and Control Act	A law that prohibits employers from hiring illegal immigrants and requires verification of employment eligibility
LMRDA	Labor-Management Reporting and Disclosure Act	A law that regulates labor unions' internal affairs and union officers' relationships with members, ensuring transparency, democracy, and financial accountability within unions

(Continued)

TABLE 1.2 aPHR Labor Law Terms (*Continued*)

Acronym	Term	Definition
NLRA	National Labor Relations Act	A law that protects the rights of employees to organize, form unions, engage in collective bargaining, and take part in strikes and other collective activities
NLRB	National Labor Relations Board	An independent federal agency that enforces the National Labor Relations Act, overseeing labor disputes, union elections, and investigating unfair labor practices
OSHA	Occupational Safety and Health Administration	A federal agency that sets and enforces standards to ensure safe and healthy working conditions
PDA	Pregnancy Discrimination Act	A law that prohibits discrimination based on pregnancy, childbirth, or related medical conditions
SCA	Service Contract Act	A law that sets wage and labor standards for employees working on contracts with the federal government
USERRA	Uniformed Services Employment and Reemployment Rights Act	A law that protects the employment rights of military service members upon their return from duty
VEVRAA	Vietnam Era Veterans' Readjustment Assistance Act	A law that requires federal contractors and subcontractors to provide equal employment opportunities to veterans, particularly those who served during the Vietnam era
WARN	Worker Adjustment and Retraining Notification Act	A law that requires employers to provide advance notice of significant layoffs or plant closings

Eligibility Requirements

The aPHR and aPHRi exams are strictly knowledge-based credentials, and thus, no previous HR work experience is required.

Recertification

To maintain the aPHR or aPHRi certification, you must recertify every three years. Here are the two primary ways to meet the recertification requirements:

1. Earn 45 Recertification Credits

You need to earn 45 HR-related recertification credits during the three-year certification cycle. These credits can come from various professional development activities:

- Continuing education (like attending HR workshops, webinars, or conferences)
- On-the-job experience (practicing HR tasks in your workplace)
- Research and publishing (writing HR-related articles or papers)
- Community service (volunteering in HR roles or related fields)

The activities must be related to HR and align with the competencies in the HRCI certification framework.

2. Retake the Exam

If you prefer not to earn recertification credits, you can retake the aPHR or aPHRi exam before your three-year certification period ends. Passing the exam again will automatically renew your certification.

Staying certified ensures that you remain knowledgeable about HR trends and best practices while demonstrating your ongoing commitment to professional development. Be sure to take a look at HRCI's Recertification Policies and Procedures Handbook for the most up-to-date recertification information. It can be found at www.hrci.org/docs/default-source/document-control-2023/2023-hrci-recertification-handbook.pdf.

The Exam

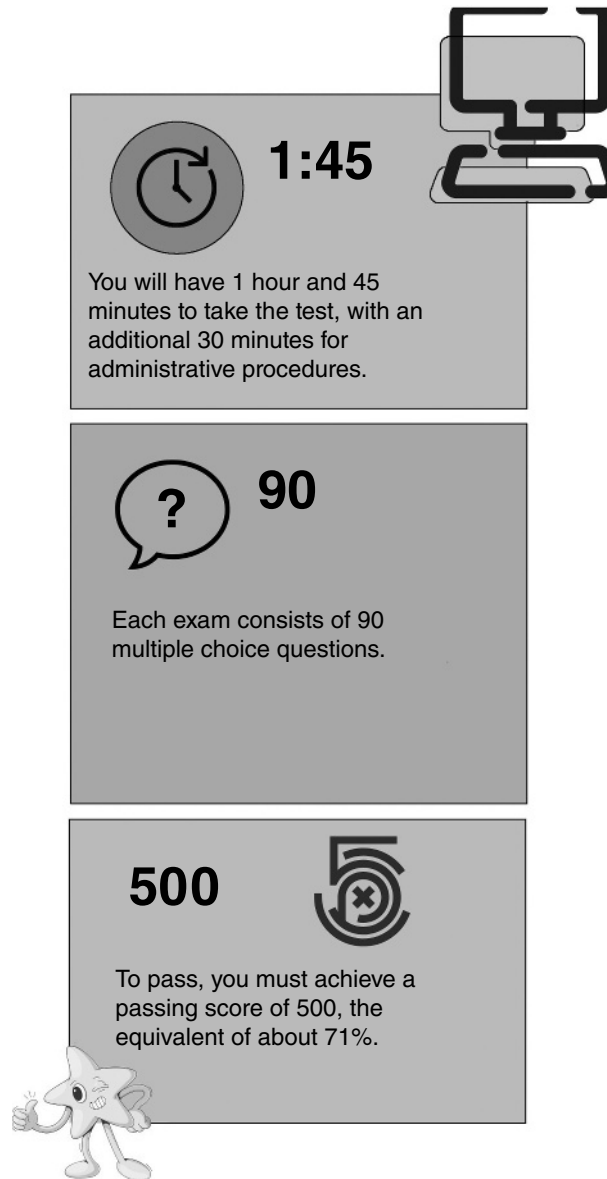
Many professionals who choose to sit for certification report having varying degrees of test-taking anxiety. Understanding as much as you can about how the test is administered and structured is one practical way to be as prepared as possible before test day. Figure 1.1 gives you a snapshot of both the aPHR and aPHRi exam basics.

The aPHR and aPHRi exams cover similar content areas, but the aPHRi focuses more on international HR. Here's a summary of the different types of questions you might find on these exams:

■ Knowledge-based Questions

These questions test your understanding of core HR concepts, laws, and processes. You will need to recall specific information about HR policies, laws, and procedures. For example, "What is the main purpose of the Family and Medical Leave Act (FMLA)?"

FIGURE 1.1 The aPHR and aPHRi exams at a glance



- **Application Questions**

These questions assess how well you can apply HR knowledge to practical situations. You will have to demonstrate an understanding of the steps to take in real-world HR situations. For example, “An employee requests leave under the FMLA. Which of the following actions should HR take first?”

- **Scenario-based Questions**

Less common than the knowledge and application questions, a scenario involves a hypothetical situation, and you will need to decide the best course of action based on HR knowledge. These questions test problem-solving skills and your ability to handle workplace issues. For example, “A manager reports that an employee is frequently late. How should HR address this performance issue?”

- **International HR Questions (for aPHRi)**

These focus on global HR practices, such as staffing international offices or understanding labor laws in different countries. This section will challenge your knowledge of international HR policies and practices. For example, “Which staffing approach hires host-country nationals to manage foreign operations?”

- **Compliance and Legal Questions**

These questions test your knowledge of labor laws and regulations, such as those related to hiring, discrimination, and employee rights. You’ll need to know US labor laws (aPHR) or international regulations (aPHRi). For example, “Which law prohibits discrimination based on race, color, religion, sex, or national origin?”



Remember, there are plenty of opportunities within this book and online to practice for the exam. At the end of each chapter are 20 review questions, the introduction has a short assessment test, and the online resources have practice exams. You don’t want to memorize the answers, but rather, get familiar with breaking down the exam question to understand what is being asked: knowledge, application or problem-solving scenarios.

Applying for the Exam

Before you can sit for the exams, you have to be approved to test. Applying for the aPHR and aPHRi exams is a simple process. Here’s a step-by-step guide:

1. **Create an HRCI Account:** Go to the HRCI website and create an account.
2. **Complete the Application:** On the HRCI website, fill out the online application form with your personal details, exam type (aPHR or aPHRi), and payment information. Make sure all your information is correct.

3. **Submit the Required Documents:** You will need to upload an unexpired government-issued photo ID. Double-check that the name on your ID matches the name on your application exactly.
4. **Pay the Exam Fee:** There's an exam fee for both the aPHR and aPHRi, which you can pay during the application process. You'll also need to pay an additional application fee. As of 2024, the application fee is \$100, and the exam fee is \$300.
5. **Schedule Your Exam:** After your application is approved, you will receive an email with instructions to schedule your exam at a testing center or take it online. Pick a date and time that works for you, and also gives you plenty of time to prepare.

Once you receive your approval-to-test letter, it is time to get prepared!

Preparing for the Exam

Careful planning and preparation for the exams help you feel more confident and reduce stress on test day. By studying ahead of time and reviewing key topics, you'll increase your chances of passing and earning your certification. Here are some things you can do to be as ready as possible on exam day.

Understand the Exam Content Start by reviewing the exam content outline. Understand which topics will be covered. For example, you might need to study areas like recruitment, employee relations, labor laws, or international HR practices. Focus on key areas by identifying which areas you are already comfortable with and which ones need more work. This can be done by taking a practice exam and noting where you scored highest and where you scored lowest.

Take Practice Tests Take practice exams to get familiar with the types of questions you'll see on the real test. These will help you figure out which areas you need to improve. Use flashcards to memorize important terms, laws, and concepts. Both of these resources are offered online as part of your purchase of this study guide. Find them at www.wiley.com/go/sybextestprep.

Create a Study Schedule Set daily goals and break your study time into small, manageable chunks each day. Instead of cramming, study a little each day leading up to the exam. Make sure to spend more time on topics that are difficult for you while also reviewing what you already know. Consider exam weights as well. For example, almost 50% of the aPHRi exam includes content from Compliance and Risk Management and Employee Relations, so plan to spend extra study time on these topics. Similarly, more than 50% of the aPHR exam comes from HR Operations and Recruitment and Selection, making these key areas for those preparing for that exam.

Join Study Groups Joining a study group can be a good way to stay motivated. You can quiz each other and talk through difficult concepts. Don't be afraid to ask questions if you don't understand something. Another method is to research and take turns teaching the concepts to each other, which is a great way to both learn and share knowledge.

Practice Test-taking Strategies Always read each question fully before answering. Don't rush. If you're not sure of the answer, try to eliminate obviously wrong choices. This increases your chances of picking the right one. Practice finishing practice exams within the time limit so that you don't run out of time during the actual test.



Make sure to answer every question! Unanswered questions are marked as “incorrect,” so if you get stuck, take your best guess instead of leaving it blank. Mark it for review at the end of the test if time remains.

On Test Day

The aPHR and aPHRi exams are administered as a computer-based test (CBT) by Pearson VUE. This approach provides candidates with greater flexibility in scheduling the test and has other benefits as well. Regardless of the exam you take, there are several best practices to consider for a successful exam day.

Arrive Early Plan to get to the test center at least 30 minutes early. This gives you enough time to check in without feeling rushed. It's better to be super early and sit in your car for a bit rather than fight through the stress of unexpected road delays (or if you are like one of the authors, getting lost), so plan accordingly.

Bring Proper ID Make sure to bring an unexpired government-issued photo ID, like your driver's license or passport, with a signature, and your test admission letter. The name on your ID must match your exam application exactly.

Expect to Be Searched Exam centers are extremely vigilant to prevent unauthorized materials and electronic devices from entering the testing area. You will likely be asked to turn pockets inside out, lock up phones and digital watches, earbuds, or any other device. Hats and other clothing that could conceal training aids will be required to be stored in lockers. If you must leave the testing area to use the bathroom or during a break, you will be required to be searched again and identify yourself to the test proctor.

Dress in Layers You will be sitting for an hour and 45 minutes to take the exam. To ensure a comfortable testing experience, it's advisable to dress comfortably in layers. This approach allows you to adjust your attire according to the testing room's temperature, which can vary. Keep in mind that while light jackets and sweaters are permitted, other outerwear such as heavy coats or hoodies with pockets may not be allowed.

Be Kind to Yourself Get enough sleep, especially the night before the exam. Being well-rested helps you focus better. Eat a healthy meal before your test. Avoid too much sugar or caffeine, which can make you jittery. You will be able to use the restroom during your exam, but the clock does not stop while you are away from the computer.

Stay Positive Stay positive, and remember that you’ve prepared for this! Take deep breaths and stay calm during the exam. If you don’t know an answer, don’t panic. Make your best guess, mark it to come back to later, and move on to the next question. Sometimes, the answer to a question you’re unsure about might be found in another question, so stay calm and keep looking for clues.

Check the Rules Ahead of Time Review the testing center’s rules before you go so that you’re aware of any specific guidelines for what is allowed. If you aren’t sure, visit the testing centers website or give them a call. Figure 1.2 gives a snapshot of a few permitted and nonpermitted items.

In certain geographic locations, a live-proctored, virtual, online exam administration is also available, where you can schedule your test 24 hours a day, 7 days a week and 365 days a year.

FIGURE 1.2 Permitted and nonpermitted testing room items

✓ Allowed	✗ Prohibited
 Tissues & Cough Drops These items are considered comfort aids and do not require prior approval.	 Bags or Purses Bags and purses are not allowed in the testing room and must be stored in the designated secure area.
 Eyeglassess Ensure they are free from any obstructions or cases, as these will be inspected prior to the test.	 Papers and Pens Candidates are typically provided with an erasable whiteboard and a marker for note-taking during the exam.
 Medical Devices Essential medical devices, like insulin pumps or inhalers, are allowed in the testing room but must be declared and inspected prior to the exam.	 Electronic Devices Electronic devices such as cell phones, tablets, and smartwatches are not permitted and must be stored securely outside the testing area.

The testing center will provide you with ear plugs or noise-cancelling headphones upon request.



For a complete list of Pearson VUE’s guidelines go to:
www.pearsonvue.com

The Aftermath

The great thing about CBTs is that you'll get a preliminary result before you leave the test site. If you're testing at a physical exam center, you'll see your results right away, and the official results will be available online within a few business days. If you're testing through an online proctor, you won't get your results immediately but will receive them by email within 24–48 hours. Here's a tip: you can usually log into your HRCI account (the one you used to register) and check your results within about an hour after finishing the test.



As of December 31, 2023, the aPHR exam had a pass rate of 71% and the aPHRi exam had a higher pass rate of 89%.

Both the aPHR and aPHRi exams are scored on a scale from 100 to 700, with a passing score set at 500. This means you need to achieve a scaled score of 500 or higher to pass either exam.

The scoring process involves converting your raw score—the total number of questions you answer correctly—to this scaled score. This conversion accounts for slight variations in difficulty across different exam forms, ensuring fairness for all candidates. To reach a scaled score of 500, you typically need to answer approximately 71% of the scored questions correctly.



In the aPHR and aPHRi exams, each comprising 90 multiple-choice questions, only 65 questions are scored while 25 serve as pretest questions. This design allows the exam administrators to evaluate the effectiveness and clarity of new questions for future exams without impacting your final score. These pretest questions are distributed randomly throughout the exam and are indistinguishable from the scored questions. By including them, the examiners can assess the performance of these questions across a diverse candidate pool, ensuring they meet the standards required for future assessments.

A Passing Score

Congratulations, you've passed! Many people feel a mix of excitement and relief now that the stress and sleepless nights are over. Now it's time to share your success! You can claim a digital badge that shows off your new certification. This badge can be used on social media and other platforms with digital signatures. HRCI will send you an email with instructions on how to claim it. You can also order a paper copy of your certificate from HRCI's online store.

A Non-passing Score

If you don't pass the exam, you'll get a report that highlights the areas where you didn't perform as well. This can help guide your study for the next attempt. It's a good idea to retake the test as soon as the 90-day waiting period is over so that the material is still fresh in your mind. If you were close to the passing score of 500, don't give up—get back in there and try again. Think about how far you came during the preparation period, and know that with a bit more preparation, you will be successful!



Second Chance Insurance

If you are really anxious about your ability to pass this exam on the first try, purchase the second chance insurance offered by HRCI. This insurance allows candidates to pre-purchase the ability to retake an exam if they are unsuccessful the first time. The \$250 insurance must be purchased when you first apply to take the exam, and it is nonrefundable. HRCI often runs promos throughout each year offering free second chance insurance, and these are great times to sign up for your exam.

Summary

Choosing to take an HR certification exam like the aPHR or aPHRi is a strong step in committing to HR as a profession and demonstrating a commitment to life-long learning in this career field. The exam content is available from HRCI and so the information is available to understand what exactly the tests cover. It is important to remember that even though these are entry level exams, there are some minimum requirements and registration that is needed prior to sitting the exams. The first few chapters in the book are focused on the aPHR exam and content while the back half of the book covers the aPHRi. While the two exams are separate and distinct, there are concepts to HR that are universal and overlap and so candidates are encouraged to at least browse the other sections that do not pertain to the exam you are planning to take. In both cases, after successful completion of the exam, a new certificate holder will be required to recertify every three years through completion of continuing education units or retaking the exam.

Deciding to invest time in learning about HR and growing your career is a powerful commitment to yourself. The knowledge and skills you gain are invaluable, regardless of the outcome of the aPHR or aPHRi exam. The test may measure what you've learned, but it does not define your abilities or your potential. Every hour you spend learning and expanding your expertise is a step toward becoming the professional you aspire to be.

Testing can be stressful, but there are steps you can take to be prepared to sit in the testing room and complete the exam. The pointers and tips in the book help to be mentally prepared for a rigorous test. Using all of the available tools associated with this book,

including practice tests and chapter questions, will help in the preparation. The good news is that the unofficial results of the test are shown to the test taker at the end of the test and do not require lengthy waits to learn the test outcome. In cases where an applicant does not pass, there are options for a follow-up test that can be obtained. Good luck in your testing journey, and we hope this book helps with that endeavor.

Exam Essentials

Know about the exam process, including registration, and what can be brought into the testing center. While most of the exam essentials in this book talk about HR-related topics, for this chapter, it is more important to be knowledgeable about the process of taking the exam. Having a plan and understanding how the exam process works is helpful to new test takers.

Understand the tasks individuals should be expected to perform (aPHRi only). The tasks listed in the chapter are all the expected duties of a new HR professional. You are likely to find these in any entry-level HR position description or job posting. Knowing how to do these tasks will set an applicant apart from other applicants and also provide context for many of the knowledge points in the exam content outline.

