

PSHRA Certification FAQs

What is the difference between taking certificate courses and earning a certification?

Certificate (for example, *Strategies For Public Sector HR Leaders Certificate Program*)

- Result of an educational process
- For newcomers and experienced professionals
- Indicates completion of a course or series of courses with a particular focus
- Course content set through academic process
- Demonstrates knowledge of course content

Certification (for example, *PSHRA-CP or PSHRA SCP*)

- Result of an assessment process
- Typically requires experience
- Indicates mastery/competency measured against a standard – usually by exam
- Standards set through an industry-wide process
- Typically results in a designation to use after one's name (CPA, SPHR, PMP)
- Often has ongoing training requirement (C.E.U.s)

What knowledge areas are assessed by the exam?

Please review the content areas covered by each exam, along with a percentage of how much of the exam is focused on each area.

The PSHRA-CP exam covers:

- Compliance, Documentation and Policy Development - 17%
- Recruitment and Selection Processes - 44%
- Classification and Compensation - 12%
- Employee and Labor Relations and Performance Management - 15%
- Employee Benefits Programs and Plans - 6%
- HR Information Systems and Data Analysis - 6%

The PSHRA-SCP exam covers:

- Public Sector Employee and Labor Relations - 16%
- Leadership, Organizational Development, and Culture - 20%
- Public Sector Talent Acquisition and HR Operations - 18%
- Public Sector Total Rewards - 16%
- Public Sector HRIS Data Analysis and Reporting - 10%
- Public Sector HR Policy Development and Strategic Planning - 20%

What days and times are exams available to take?

PSHRA Certification exams are available 24/7 year-round to take with a proctor excluding December 24th and 25th.

Annually, proctors will not be available starting at 11:59 PM Central on December 23rd through 12:01 AM Central on December 26th.

Do you have any testing facilities?

In order to be as flexible as possible, we have chosen to provide the exam on a 24/7 basis that can be done from home, instead of requiring candidates to travel to a testing facility.

What if I need an accommodation?

For accommodation(s) requests, please fill out our [Certification Exam Accommodations](#) Form.

Is there a course or study guide for the exam?

The new exams are meant to test current knowledge, so there are no study guides or courses associated with these exams.

Taking the Exam

What is my exam window?

Your exam window is 14 days from the time you pay for your exam registration fee. You can register at any time, so we recommend you not register until you are ready to take the exam.

Exam registration fees are non-refundable.

When will I be able to take the exam after registering?

After paying your exam fee, you will be enrolled in the program of your choice and your exam registration will automatically complete within 15-30 minutes. You'll receive an email notifying you that your exam is ready to take and you can immediately connect with your proctor to take the exam.

Please note, that if you choose Pay Later during checkout, your exam registration will not occur until payment is received. *Your 14-day access period will begin from when payment is applied.*

What are the requirements for taking the exam?

To take the exam from home, you will need:

1. Webblock secure browser installed on your computer
2. A computer or laptop with webcam
3. A mobile phone with front-facing camera
4. Your government-issued photo I.D.
5. Optional: You may use scratch paper and pencil during the exam

Chromebooks and iPads are not compatible with the required Webblock browser.

What is the Webblock software?

Weblock is a locked browser for taking tests. It prevents you from printing, copying, visiting other websites, or accessing other applications during a test.

Prior to registering for and logging on to take the exam, please make sure that you download and install Weblock. You will not be able to take the computer-based exam from home if you do not have Weblock installed on your computer.

How to Download Weblock

To download and install Weblock, go to the [Weblock download page](#) and follow the installation instructions before you take your exam.

After installing Weblock, please be sure to use the Try Weblock link to verify your install is working.

What is the live remote proctoring experience like?

For a video representation of what your required test setup should look like and the proctoring policy/rules please [visit MonitorEDU's FAQ page](#).

The first two videos pertain to the PSHRA exam experience:

1. Our Standard 2 Camera Proctoring
2. How to set up your room (standard)

Recertification FAQs

I received my certification prior to 2025, how is my recertification deadline changing?

To provide greater flexibility, we are transitioning from a fixed December 31st renewal date to an anniversary-style renewal date.

This change means that your certification renewal date will now be based on the anniversary of when you initially earned your certification.

We understand that transitioning to this new system may require some adjustments. Therefore, we are providing additional time to recertify in order to accommodate these changes.

As an example, if you obtained your initial certification on August 1, 2023, your new renewal date will be August 1, 2027, instead of December 31, 2026. After this initial renewal, you will continue with our standard three-year renewal cycle, making your subsequent renewal date August 1, 2030.

How will I know my initial certification date?

The date will be available in the new certification portal and will be clearly stated for you in your program details.

When will I be able to pay the renewal for my certification?

Renewing your certification is a three step process:



1. Achieve your 60 points of activity during your recertification window.
2. Sign your recertification agreement.
3. Pay your certification renewal fee.

You can earn your 60 points at any time during your recertification window. The final steps to complete your recertification -- the agreement and paying the renewal fee -- will become available 90 days before your certification expires.

Can I pay my fee prior to the 90 days prior to expiration?

No. Your renewal window will only become available 90 days prior to your certification expiring. For example, if your certification expires on August 1, 2027, you will not be able to pay your renewal until May 2nd, 2027 at the earliest.

You will receive a notification once your renewal window becomes available.

Does when I pay my fee change my subsequent renewal date?

No, your renewal date will always be on your anniversary 3 years from the previous renewal.

Can I roll over any excess points I have earned within my renewal period?

Yes, up to 20 points earned in excess of the 60 points required may be credited to the next renewal period.