# 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.**

**What if I miss my exam window?**

If you miss the 14-day window, you will need to re-enroll in the certification program.

**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 one hour. 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. Weblock 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 Weblock browser.*

**What is the Weblock 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)

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**What if I do not pass the exam?**

If you do not pass the exam, you will need to wait 90-days before you can attempt the retake exam. We will send you an email reminder once your 90-day wait period has ended. There is no limit to the number of attempts for either exam.

**Please note that the retake exam fee is required for each attempt.*