
PHRi™ Exam Content Outline

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PHRi Exam Weighting by Functional Area:

Functional Area 01| Talent Acquisition (19%)

Functional Area 02 | HR Administration and Shared Services (19%)

Functional Area 03| Management and Development (19%)

Functional Area 04| Compensation, Benefits, and Work Experience (17%)

Functional Area 05| Employee Relations and Risk Management (16%)

Functional Area 06| HR Information Management (10%)

Functional Area 01| Talent Acquisition (19%)

Actions needed to make sure an organization has employees with the right skills in the right positions at the right time.

Responsibilities:

01 Create job description in partnership with the hiring manager to ensure that requirements are accurate and up-to-date

02 Recommend and implement most efficient and cost effective sourcing strategies for hiring managers (e.g., agencies, job boards, internal postings, social media, job fairs, college recruitment)

03 Work with hiring managers to facilitate interviews by evaluating all sourced and submitted applications

04 Partner with hiring manager to determine preferred candidate(s), communicate job offer, and ensure acceptance

Knowledge of:

01 The job analysis process and organization needs

02 Job evaluation and job descriptions

03 Existing best recruitment practices, platforms, sourcing, channels, and labor market

04 Existing best recruitment practices and trends (utilizing different platforms or channels to source talent)

05 Current market situation and talent pool availability (internal and external)

06 Interview and assessment methods

07 Job requirements

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08 How to measuring recruiting effectiveness e.g., time-to-fill, cost-per-hire)

09 Applicant tracking systems and/or methods

10 General compensation and benefits administration methods (e.g., market reference ranges/ pay tiers, compa-ratio, and fringe benefits)

11 Verbal and written offer/contract techniques

Functional Area 02| HR Administration and Shared Services (19%)

Activities that support employees and managers by responding to requests for information and gathering and storing information in a manner that ensures integrity and accurate retrieval.

Responsibilities:

01 Respond to employee inquires and requests as first point of contact in order to provide positive employee experience

02 Maintain personnel files and records to ensure accuracy and data integrity

03 Administer leave management programs for all employees by tracking time off requests and hours worked in order to maintain compliance and ensure alignment with appropriate pay policies

04 Process employee status changes and life events, such as payroll changes, terminators, transfers, promotions, birth of a child

05 coordinate new hire activities by working with various teams and hiring managers to ensure successful employee integration

06 Initiate employee off boarding process by completing tasks to effectively separate the employee

07 Support organization-wide communication initiatives which provide updates and results in order to keep employees engaged

08 Maintain organizational charts to match organization requirements

Knowledge of:

01 Organization policies, procedures, ongoing programs, and other engagement activities

02 Record keeping requirements

03 Regulations related to handling sensitive personal data

04 Leave management policies and process

05 Statutory leave of absence requirements (e.g., holidays, paid leave, maternity)

06 Benefits tracking systems

07 Organization benefits and compensation policies and processes

08 statutory requirement related to benefits

09 HR Information Systems (HRIS) platforms

Unit 2: HR Planning and Employment

- 10 Onboarding process and logistical arrangements
- 11 Employment lifecycle
- 12 Legal requirements to onboard new employees
- 13 Organization values history, organizational structure
- 14 Off boarding process and logistical arrangements
- 15 Legal requirements to separate employees
- 16 Upcoming updates, changes, organization news
- 17 Employee demographics in order to effectively communicate with all employees
- 18 Various organizational structure

Functional Area 03 Talent Management and Development (19%)

Processes that support effective talent management, employee engagement and development.

Responsibilities

- 01 Administer measurement tools to determine success of organizational development programs
- 02 Maintain a process for creating new, and revising existing, job profile and competencies
- 03 Support succession planning program to identify and develop high potential employees for key and leadership positions
- 04 Administer organization supported activities to enhance employee participation and engagement
- 05 Execute organization's performance management strategy by completing appropriate steps in order to achieve organizational goals and objectives
- 06 Support employee development by administering learning and development programs to achieve desired outcomes by the organization

Knowledge of:

- 01 Best practice survey methods
- 02 Job analysis
- 03 Principles of employment
- 04 Market trends
- 05 Learning and development tools and methodologies
- 06 Coaching and mentoring methods
- 07 Organizational structure
- 08 Qualitative/quantitative survey and reporting methods
- 09 Corporate culture and policies

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10 Emerging HR trends and the impact on the workplace

11 Organization's performance management strategies and methodologies

12 Adult learning theories and best practices

13 Organization's development strategy

Functional Area 04 | Compensation, Benefits, and work Experience (17%)

Total reward systems that support recruitment, retention, and organization of employees and improve organizational results.

Responsibilities

01 Provide total rewards/compensation statements by organizing data to deliver to employees

02 Prepare compensation analysis for recommendation in order to acquire and retain talent

03 Manage organization recognition and or rewards programs(s) to foster employee engagement and enhance employee experience

04 Ensure employees are aware of benefits and compensation for internal comprehension and appreciation

05 Recommend and support strategic initiatives to enhance Employee Value Proposition (EVP), culture, and brand

06 Ensure equality in total rewards by using job evaluations and salary structure in compliance with organization requirements

Knowledge of:

01 Benefits, compensation strategy and the connection to human capital strategy

02 Methods to align and benchmark compensation

03 Employee engagement principles and theories to enhance employee experience

04 Benefits and compensation programs in extensive detail

05 Employee value proposition and its effect on employee engagement, talent acquisition, and retention

06 Current market data obtained through market studies and salary surveys

07 Pay structure techniques

Functional Area 05 | Employee Relations and Risk Management (16%)

Policies and practices that ensure workplace safety, legal compliance and employee satisfaction.

Responsibilities:

01 Develop and communicate safety incident investigation to ensure compliance with safety guidelines

Unit 2: HR Planning and Employment

02 Advise managers and supervisors on proper corrective practices in order to ensure fair and consistent administration of corrective actions

03 Administer and educate business units on employee handbook and organization policies in order to ensure internal comprehension

04 Support internal and external HR compliance audit process to ensure organization readiness

05 Coordinate workplace security protocols and disaster recovery communicate plans to ensure workplace safety and business continuity

06 Maintain and execute employee grievance procedures by ensuring that each case is properly handled for the purposes of a healthy working environment

Knowledge of:

01 Regional safety laws and guidelines

02 process management

03 Specific employment laws and guidelines

04 Corrective action methods

05 Legal best practices

07 Internal and external audit procedures

08 Proper documentation methods and systems

09 Recordkeeping best practices

10 Business continuity plan development

11 Process mapping and workflow development

12 Local labor compliance and regulations

13 Investigations practices

Functional Area 06 | HR Information Management (10%)

Processes that help the organization access and use human resource technology.

Responsibilities:

01 Identify processes to be automated in HRIS by mapping and validating with users to be sure they are properly implemented

02 Obtain user requirements to design various processes and ensure alignment with organizational standard operating procedures

03 Generate reports and determine metrics as required by users to support business initiatives

04 Provide support for systems change management efforts by facilitating change to ensure user acceptance

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- 05 Design training materials and user manuals to ensure users comprehend and utilize systems capabilities
- 06 Maintain security by monitoring user access rights to ensure compliance and data integrity
- 07 Execute regular review and audit of HRIS data to ensure accuracy and appropriate integration with other organization systems in order to achieve effective reporting, compliance, and personal data output
- 08 Provide support for problems reported by users in collaboration with technical support team to ensure that HRIS operates smoothly and satisfies requirements
- 09 Propose improvements to the system by identifying gaps in current automation to ensure effective and efficient operation of the organization

Knowledge of:

- 01 Existing business processes within areas of expertise
- 02 Organizational policies and procedures
- 03 Gap analysis
- 04 Effective data reporting
- 05 Existing HRIS, reporting tools, and other systems
- 06 Change management tools and techniques
- 07 Different communication techniques
- 08 Knowledge management technique and practices
- 09 Organization structure and responsibilities
- 10 Job profiles to ensure proper access to users
- 11 Ongoing processes the system performs
- 12 Organization HRIS/tools/procedures
- 13 Trends and root causes of problems
- 14 Existing processes in the organization
- 15 User and customer requirements
- 16 Business

