

**WorldatWork**<sup>®</sup>  
Total Rewards Association

**2024**

**CERTIFICATION**  
*handbook*

## Contents

WELCOME FROM DR. SCOTT CAWOOD.....	4
ABOUT WORLDATEWORK.....	5
INTRODUCTION .....	5
STATEMENT OF IMPARTIALITY .....	5
STATEMENT OF NON-DISCRIMINATION .....	5
WORLDATEWORK CERTIFICATIONS .....	6
CERTIFIED COMPENSATION PROFESSIONAL   CCP® .....	6
GLOBAL REMUNERATION PROFESSIONAL   GRP® .....	7
CERTIFIED BENEFITS PROFESSIONAL   CBP® .....	7
CERTIFIED EXECUTIVE COMPENSATION PROFESSIONAL   CECF® .....	8
REASONABLE ACCOMMODATIONS.....	11
LANGUAGE.....	12
PSI ON-DEMAND (RECORD AND REVIEW) AND PSI TEST CENTER SCHEDULING .....	12
PSI ON-DEMAND EXAM AND PSI ONSITE (TEST CENTER) SECURITY .....	25
ATTAINMENT OF CERTIFICATION .....	28
LIABILITY RELEASE .....	28
DISMISSAL.....	28
EXAMINATION IRREGULARITIES.....	28

<b>HANDLING OF TESTS .....</b>	<b>29</b>
<b>CANDIDATE PROFILE ACCOUNT/TRANSCRIPT .....</b>	<b>29</b>
<b>RETESTING: CANDIDATE FAILS .....</b>	<b>29</b>
<b>EXAM RESULT APPEAL POLICY &amp; PROCESS .....</b>	<b>29</b>
<b>APPROPRIATE USE OF THE CERTIFICATION.....</b>	<b>30</b>
<b>RECERTIFICATION .....</b>	<b>30</b>
<b>RECERTIFICATION PROCESS.....</b>	<b>30</b>
<b>RECERTIFICATION CATEGORIES .....</b>	<b>31</b>
<b>PRESENTING .....</b>	<b>31</b>
<b>WRITING .....</b>	<b>31</b>
<b>PROJECTS .....</b>	<b>31</b>
<b>RECERTIFICATION REVIEW AND AUDIT .....</b>	<b>33</b>
<b>CANDIDATE CONFIDENTIALITY AGREEMENT.....</b>	<b>34</b>

# 2024 Certification Handbook

## Welcome from Dr. Scott Cawood

WorldatWork's Chief Executive Officer

If this is your first educational certification program with WorldatWork: *welcome!* If, like many members of our community, you are pursuing another certification and designation or you are in the recertification process: *welcome back!* Whether you are continuing or starting your education journey with our member-driven, global association, we are excited that you have chosen WorldatWork to further your education, skills, and knowledge as a practitioner.



Some data to inspire and guide you:

- 96 percent of WorldatWork's learners who have undertaken our certification programs believe they are more effective at work
- 94 percent of people who have pursued WorldatWork certifications report feeling more confident about their roles due to their certification; 93 percent believe their strategic thinking has been improved
- 90 percent of hiring managers for compensation roles prefer candidates with WorldatWork credentials
- Practitioners with WorldatWork's CCP credentials earn boosts in their compensation that are as much as three times higher than without having the credentials
- WorldatWork serves people in 168 countries around the world

As an association, we're very focused on the responsibility of being the world leader in compensation and rewards education. We earn the trust of practitioners and organizations through our unwavering focus and commitment to providing content and experiences that are impactful and relevant. We maintain their trust through our consistent learning processes as well as our efforts to continually provide new educational programs and products that help people achieve their professional goals. Your decision to pursue WorldatWork certification reflects a desire to lead and innovate in our profession. To build a world of productive, committed, and inspired workforces means that you will help shape not only our future, but that of individuals and organizations around the globe.

Congratulations on making a choice to further impact our profession and grow your career. We're here to support you each step of the way. Don't hesitate to be in touch with our team should you have any questions or observations during your educational journey.

In service,

A handwritten signature in black ink, appearing to be 'Scott Cawood'.

Dr. Scott Cawood, CCP, GRP, CSCP, CBP  
CEO, WorldatWork

## **About WorldatWork**

WorldatWork is the leading global nonprofit organization for professionals who are engaged in the important practice of cultivating inspired, engaged, productive, and committed employees in effective and rewarding workplaces. WorldatWork serves Rewards and HR professionals working throughout the world in organizations of all sizes and in every industry.

## **Introduction**

This Certification Handbook is a collection of policies to guide certification candidates in obtaining and maintaining their WorldatWork credentials. While WorldatWork membership is not a requirement of certification, membership provides valuable opportunities to keep your certification active and to give back to the profession.

This handbook and the policies contained herein, are subject to change by WorldatWork with or without previous notice. Questions should be directed to WorldatWork's Customer Experience Team at 877.951.9191 in the U.S and Canada and +1 480.951.9191 outside the U.S. and Canada.

## **Statement of Impartiality**

At WorldatWork, we are dedicated to providing an unbiased platform for knowledge exchange, fostering innovation, and promoting inclusivity in advancing Total Rewards practices. We offer equal opportunities for learning and engagement, without endorsing or favoring any specific products, services, or companies. Our commitment to maintaining a neutral perspective ensures the avoidance of conflicts of interest.

## **Statement of Non-Discrimination**

WorldatWork values diversity and realizes that our differences make us stronger.

WorldatWork is an equal opportunity company and does not discriminate against any person based on race, color, religion, sex, national origin, age, sexual orientation, veteran status or disability.

WorldatWork has expressed support and commitment to the principles of diversity and equal opportunity. Our eligibility criteria for our examination and certification programs are applied equally to all individuals. WorldatWork's credentialing program does not discriminate based on race, color, religion, creed, age, sex, sexual orientation, gender identity, national origin or ancestry, marital status, veteran status, union affiliation, or status as a qualified individual with a disability, in accordance with applicable laws.

WorldatWork does not tolerate any unlawful discrimination and any such conduct is prohibited. WorldatWork is committed to ensuring that our company reflects the world's diverse population.

## WorldatWork Certifications

WorldatWork offers a number of different credentials. Specific descriptions are as follows:

### Certified Compensation Professional | CCP®

This certification is perfect for entry to mid-level rewards and compensation professionals interested in single-country compensation programs and best practices.

This certification is comprised of ten multiple-choice exams. With successful completion of each exam (a score of 75% or higher), the CCP® designation is awarded. The ten separate exams are offered for the following domain/topic areas:

Domain	Number of Questions
Total Rewards Management	94
Regulatory Environments for Compensation Programs	96
Business Acumen for Compensation Professionals	78
Quantitative Principles in Compensation Management	79
Job Analysis, Documentation, and Evaluation	84
Base Pay Administration and Pay for Performance	87
Market Pricing: Conducting a Competitive Pay Analysis	90
Variable Pay – Improving Performance with Variable Pay	92
Accounting and Finance for the HR Professional	87
Strategic Communication in Total Rewards Management	68

## Global Remuneration Professional | GRP®

This certification is perfect for entry to mid-level rewards and compensation professionals interested in understanding multi-national compensation programs. Insights and knowledge gained will help you manage compensation globally. This certification is comprised of ten multiple-choice exams. With successful completion of each exam (a score of 75% or higher), the GRP® designation is awarded. The ten exams are offered for the following domain/topic areas:

Domain	Number of Questions
<b>Total Rewards Management</b>	94
<b>Business Acumen for Compensation Professionals</b>	78
<b>Quantitative Principles in Compensation Management</b>	79
<b>Job Analysis, Documentation, and Evaluation</b>	84
<b>Base Pay Administration and Pay for Performance</b>	87
<b>Market Pricing: Conducting a Competitive Pay Analysis</b>	90
<b>Variable Pay – Improving Performance with Variable Pay</b>	92
<b>International Remuneration – An Overview of Global Rewards</b>	90
<b>International Finance Reporting Standards for Compensation Professionals</b>	89
<b>Strategic Communication in Total Rewards Management</b>	68

## Certified Benefits Professional | CBP®

This certification is well suited to entry- to mid-level HR professionals interested in learning about benefits design and management. It provides the knowledge and skills to develop benefits programs that integrate with business strategy.

This certification is comprised of seven multiple-choice exams. With successful completion of each exam (a score of 75% or higher), the CBP® designation is awarded. The seven exams are offered for the following domain/topic areas:

Total Rewards Management	94
Regulatory Environments for Benefits Programs	93
Benefits Outsourcing – Selecting, Contracting and Managing Service Partners	91
Retirement Plans – Design Considerations and Administration	100
Health and Welfare Plans – Plan Types and Administration	99
Health and Welfare Plans – Strategic Planning and Design	76
Strategic Communication in Total Rewards Management	68

### Certified Executive Compensation Professional | CECP®

WorldatWork recommends that certification candidates for the CECP® exam have at least three years of experience with executive compensation.

The certification exam is a single competency-based exam based on WorldatWork’s Executive Compensation Body of Knowledge. Candidates preparing for the CECP® examination should review the Body of Knowledge (BOK) found on the WorldatWork website. The BOK represents the complete set of knowledge and skills required for professionals working in the executive compensation field. Set as the industry standard, the BOK was identified by WorldatWork via a formal practice analysis completed by hundreds of practitioners. The CECP® examination covers all topic areas addressed in the Body of Knowledge.

CECP Exam Blueprint	
Domain	% of Exam Questions
Strategic Management of Executive Compensation	6%
Design Executive Compensation Plans	65%
Administer Executive Compensation Programs	22%
Evaluate Executive Compensation Programs	7%

The Body of Knowledge is comprised of four main knowledge domains consisting of 85 total tasks representing common skills, knowledge and abilities of the executive compensation professional.



## Certified Sales Compensation Professional | CSCP®

WorldatWork recommends that certification candidates for the CSCP® exam have at least two to three years of experience with sales compensation.

The certification exam is a single competency-based exam based on WorldatWork’s Sales Compensation Body of Knowledge. Candidates preparing for the CSCP® examination should review the Body of Knowledge (BOK) found on the WorldatWork website. The BOK represents the complete set of knowledge and skills required for professionals working in the sales compensation field. Set as the industry standard, the BOK was identified by WorldatWork via a formal practice analysis completed by hundreds of practitioners. The CSCP® examination covers all topic areas addressed in the Body of Knowledge.

CSCP Exam Blueprint	
Domain	% of Exam Questions
Strategic Alignment of Sales Compensation	20%
Design Sales Jobs and Compensation Plans	25%
Communicate Sales Compensation	15%
Manage and Administer Sales Compensation Programs	15%
Evaluate and Improve Sales Compensation Plan Effectiveness	20%
Governance	5%

The Body of Knowledge is comprised of six main knowledge domains consisting of 72 tasks representing the common knowledge, skills and abilities of the fully competent sales compensation professional.

### Certification Eligibility Criteria

WorldatWork offers open access to all of its credentials. There are no mandatory prerequisites to take a certification examination. While no specific courses are required to sit for the examination, candidates should consider it beneficial to enroll and complete one or more of the certification courses offered by WorldatWork. Practice exams are also available for our CECP® and CSCP® certifications. Successful exam results remain active for up to 8 years. If a certification designation is not completed within 8 years (for CCP, CBP, GRP) then the candidate will need to retake the current examination.

## Examination Fees

Current fees can be located at [www.worldatwork.org](http://www.worldatwork.org). The fee includes one attempt at the examination. Note that all pricing is subject to change without notice.

Type	Member	Non-member	Global Partners Pricing	Details
<b>Courses and Exams for CBP®, CCP®, GRP® Classroom, Virtual or E-Learning</b>	\$1,350*	\$1,929*	Contact Sponsor	Purchase includes course materials and exam.
<b>Exam Only</b>	\$875	\$1,250		
<b>CECP® and CSCP® Exams</b>	\$995	\$1375		
<b>CECP® and CSCP® Practice Exams</b>	\$50	\$50		

\*Price is per course and exam

**Cancellation.** All cancellation/transfer requests must be submitted via e-mail to our Customer Experience Team.

**Classroom and Virtual Classroom.** Please refer to the table below on cancellation eligibility or at <https://worldatwork.org/policies>. Course fees become nonrefundable and nontransferable once you access the course online portal.

Cancellation Email Receipt	Cancellation Eligibility
<b>More than 30 calendar days before the course start date.</b>	Receive a full refund, account credit, or transfer to another course or learner.
<b>15-30 calendar days before the course start date.</b>	Receive account credit or transfer to another course or learner.
<b>14 or fewer calendar days before the course start date.</b>	Fees are not refundable or transferrable.

**E-learning.** Course fees become nonrefundable and nontransferable 30 days after purchase or once you access the course online portal.

**Exams.** Exam fees become nonrefundable and nontransferable 30 days after purchase.

**Payment.** Prepayment is required on all orders. WorldatWork accepts payment in U.S. dollars by check, or credit card (Discover [U.S.], American Express, MasterCard or Visa, wire transfer). Make checks payable to WorldatWork.

**Taxes.** All products are subject to state and local tax as applicable.

**Account Credit.** Credit on the account is valid for two years. Credits not used within two years are deemed to be a contribution to ongoing WorldatWork research and related programs that support the profession.

**Variability.** Information, registration, policies, prices, and fees are subject to change without notice.

**Non-refundable items.** The following products are nonrefundable: hardcopy books, downloaded books, printed course materials.

### **Reasonable Accommodations**

WorldatWork, and its testing provider, PSI, are interested in ensuring that no individual with a disability is deprived of the opportunity to take the examination solely by reason of that disability. The following WorldatWork standard accommodations can be requested directly with PSI during the scheduling process (regardless of whether the exam is administered online or in-person). The following is a list of standard accommodations that can be requested at the time of scheduling.

- Communication Aids – such as hearing aid/cochlear implant, vocal cord magnifiers
- Diabetic Supplies
- Double Time
- Food/Drink
- Medical Devices/medication
- Mobility Devices
- Private Room
- Reader (live)
- Screen magnifier
- Screen reader
- Scribe/Recorder
- Service Animal
- Sign Language Interpreter
- Specialized equipment – such as adjustable height desk/chairs, specific keyboards, whiteboards
- Time and a half

Additional accommodations are available upon request with WorldatWork's Customer Experience Team at 877.951.9191 in the U.S and Canada and +1 480.951.9191 outside of the U.S. and Canada.

## Language

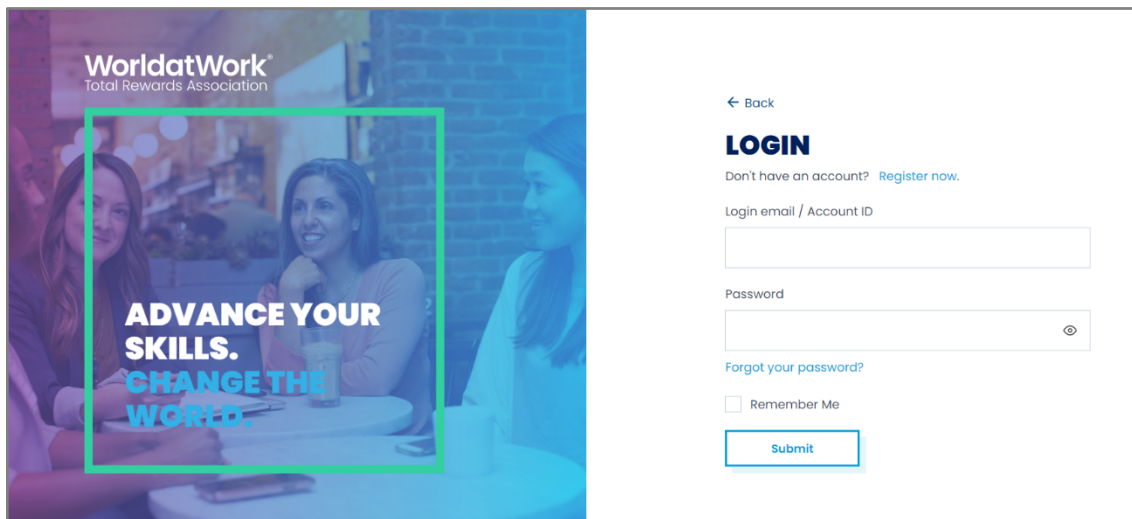
Examinations are offered primarily in U.S. English. Examinations in Arabic, Portuguese, Russian, and Spanish may be available in locations outside the United States of America.

## Exam Delivery

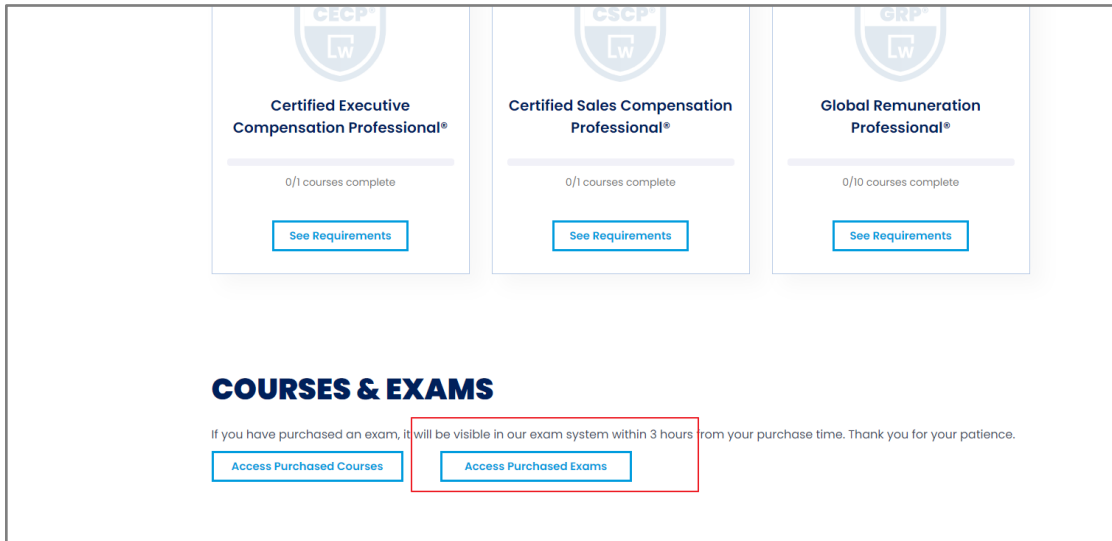
WorldatWork offers certification proctored examinations on-demand (record and review) through a third-party provider, PSI. If needed, exams may be offered in person at any of PSI Test Center around the globe.

## PSI On-Demand (Record and Review) and PSI Test Center scheduling

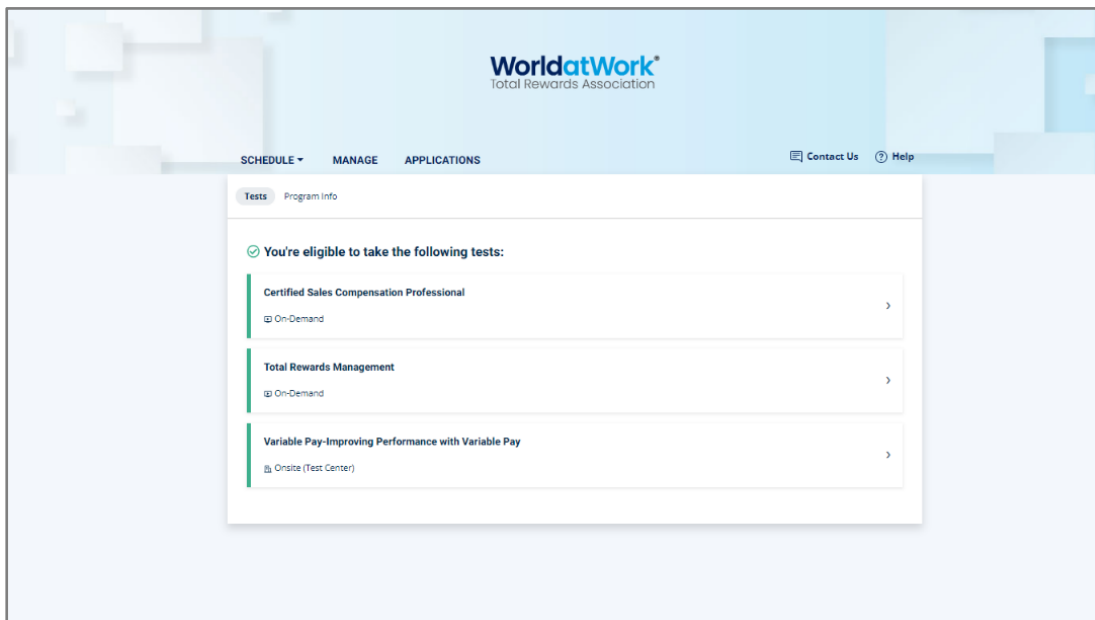
1. Candidates will purchase their exam from WorldatWork. The purchase can be made through the WorldatWork website, Customer Experience, or through various WorldatWork partners.
2. Once an exam is purchased, you will proceed to the WorldatWork Learner Dashboard by following this link: <https://worldatwork.org/profile>. Here you will enter your WorldatWork username and password and click on “Submit” Button.



3. Select **Access Purchased Exams** link.

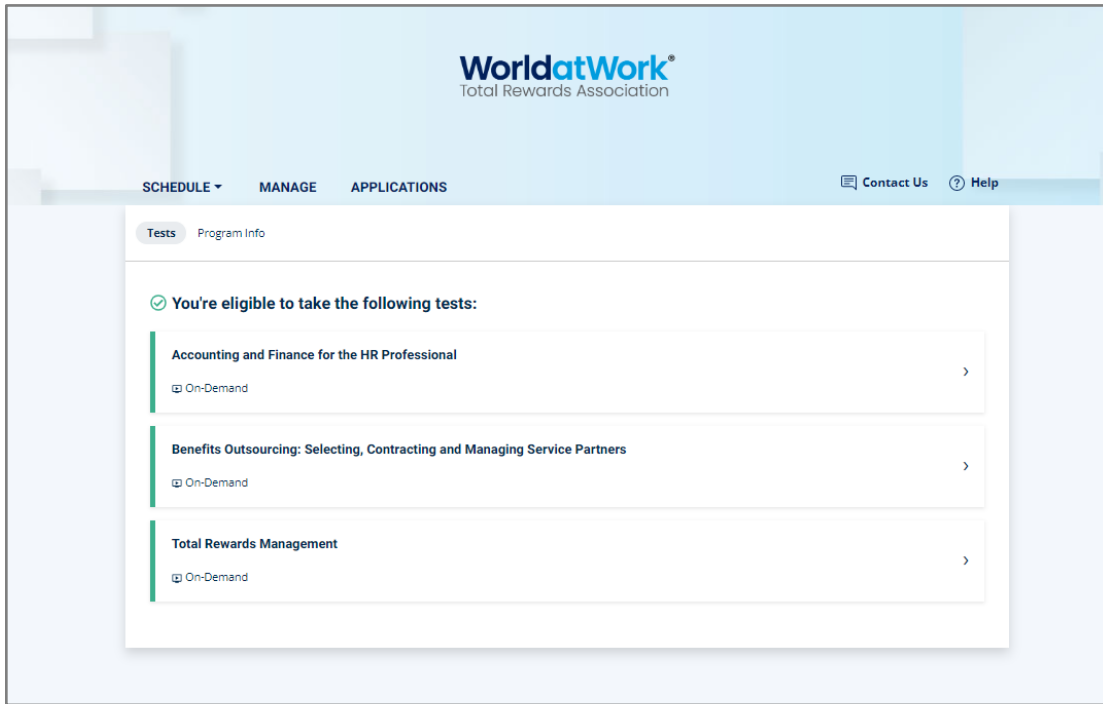


4. The candidate will navigate to PSI dashboard page <https://test-takers.psiexams.com/watw> program Info Page (important: it can take up to three hours after purchase for the exam to appear in PSI). Candidates must select **Schedule** button or **TESTS** button to view the eligible exams to schedule.

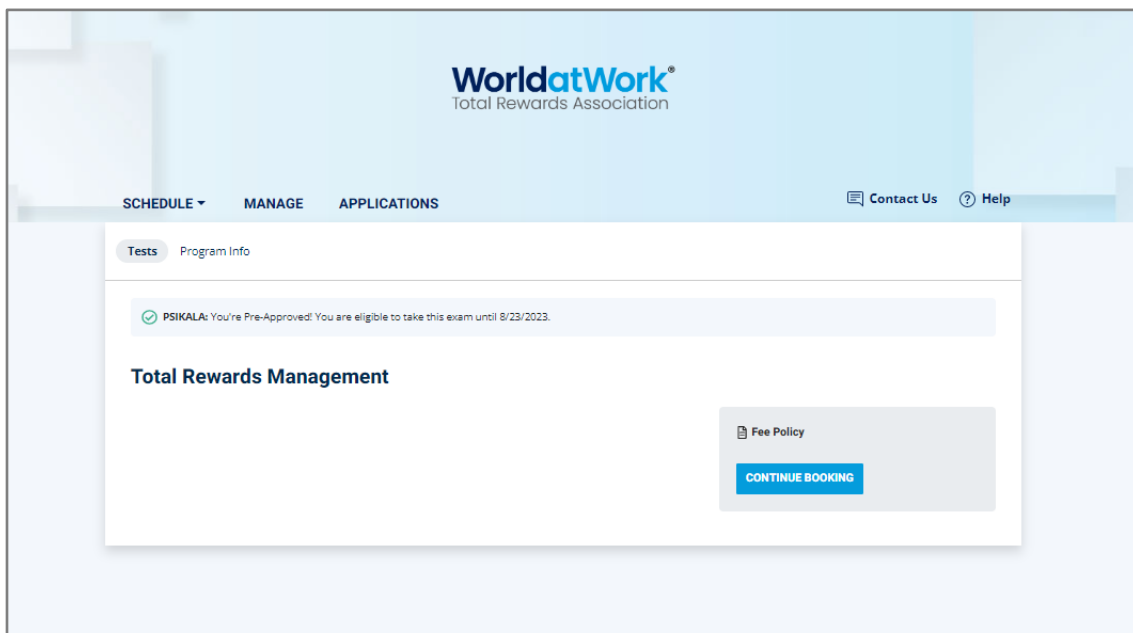


## On-Demand mode

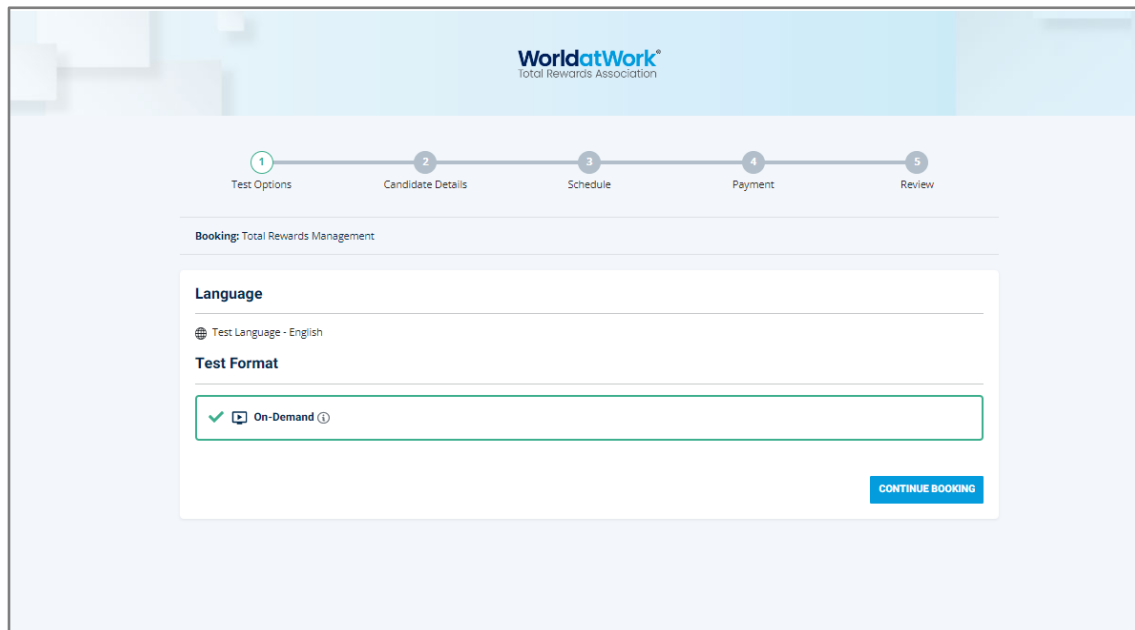
5. Candidates will choose On-Demand mode exam.



6. Check exam name and click on **CONTINUE BOOKING**.

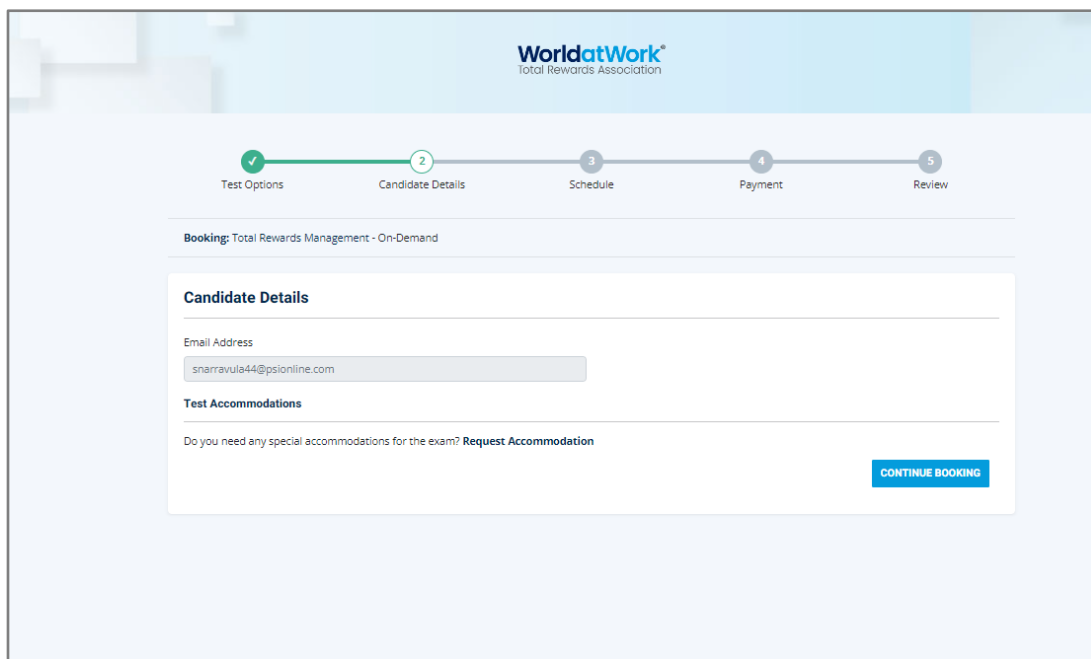


7. Verify test delivery mode and click on **CONTINUE BOOKING**.



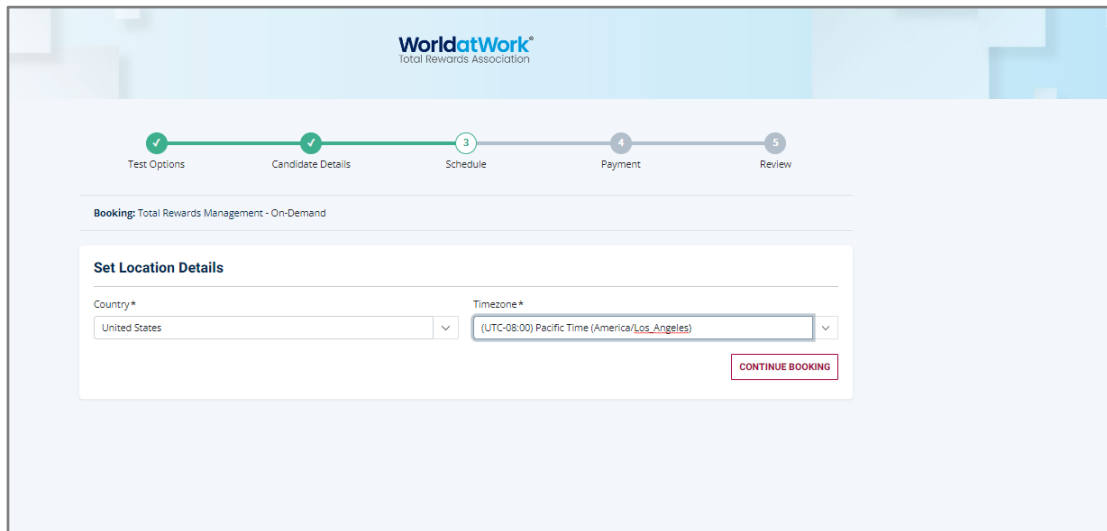
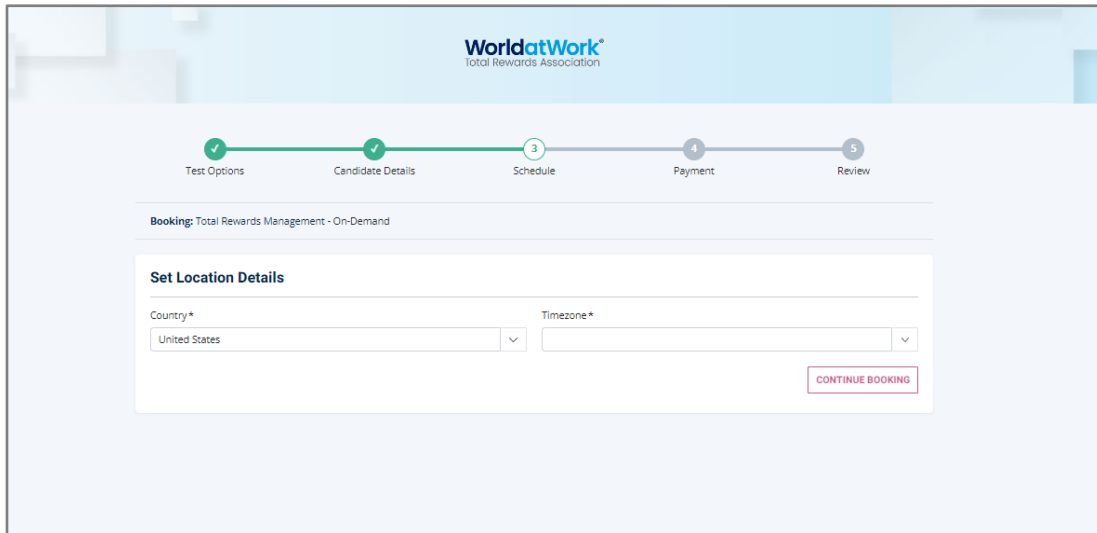
The screenshot shows the 'WorldatWork Total Rewards Association' logo at the top. Below it is a progress bar with five steps: 1. Test Options, 2. Candidate Details, 3. Schedule, 4. Payment, and 5. Review. Step 1 is highlighted with a green circle and a checkmark. Below the progress bar, the text 'Booking: Total Rewards Management' is displayed. The main content area is titled 'Language' and 'Test Format'. Under 'Language', it says 'Test Language - English'. Under 'Test Format', there is a dropdown menu with 'On-Demand' selected, indicated by a green checkmark and a help icon. A blue 'CONTINUE BOOKING' button is located at the bottom right of the form.

8. Before proceeding to next step, please verify details.



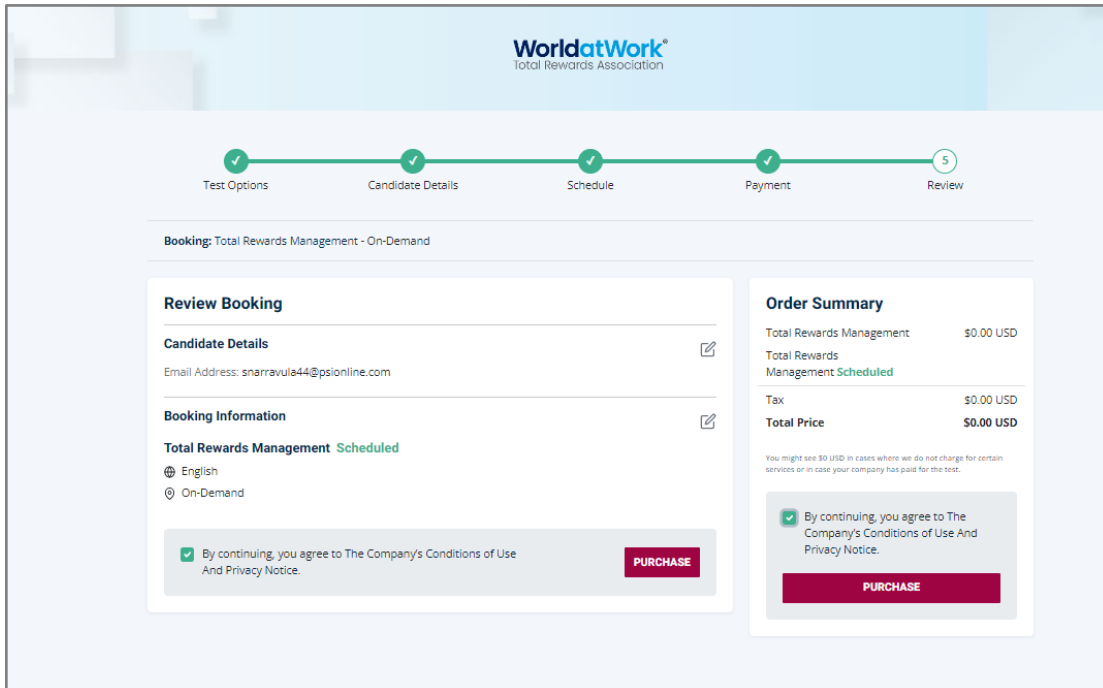
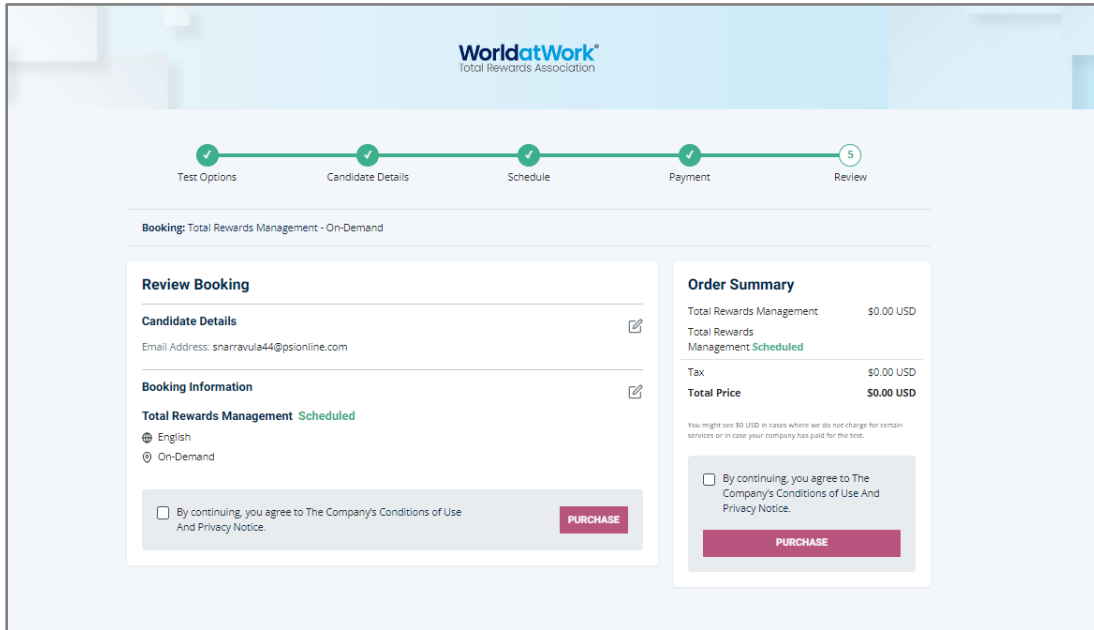
The screenshot shows the 'WorldatWork Total Rewards Association' logo at the top. Below it is a progress bar with five steps: 1. Test Options, 2. Candidate Details, 3. Schedule, 4. Payment, and 5. Review. Step 1 is highlighted with a green checkmark, and step 2 is highlighted with a green circle. Below the progress bar, the text 'Booking: Total Rewards Management - On-Demand' is displayed. The main content area is titled 'Candidate Details'. Under 'Candidate Details', there is a field for 'Email Address' with the value 'snaravula44@psionline.com' entered. Below this, there is a section for 'Test Accommodations' with the text 'Do you need any special accommodations for the exam? Request Accommodation'. A blue 'CONTINUE BOOKING' button is located at the bottom right of the form.

9. To select session, select **COUNTRY** and **Time Zone**.





10. Please review delivery mode and booked date details before selecting the check box and click on **PURCHASE** Button. Note that Purchase is used here but the candidate will not be charged again for the exam. A zero amount will come up in the order summary.



11. Once your booking is confirmed, select **DONE**.

The screenshot shows the 'Success! Booking Confirmed!' page on the WorldatWork Total Rewards Association website. At the top, a progress bar indicates five steps: Test Options, Candidate Details, Schedule, Payment, and Review, all of which are marked as complete with green checkmarks. Below the progress bar, there are three buttons: 'DONE' (highlighted in blue), 'PRINT', and 'BOOK ANOTHER TEST'. The main content area is divided into two columns. The left column contains 'Candidate Details' (Email Address: snarravula44@psionline.com), 'Booking Information', and 'Total Rewards Management' (English, On-Demand). The right column contains an 'Order Summary' table with the following items: Total Rewards Management (\$0.00 USD), Total Rewards Management Pending, Tax (\$0.00 USD), and Total Price (\$0.00 USD). A small disclaimer at the bottom of the order summary states: 'You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.'

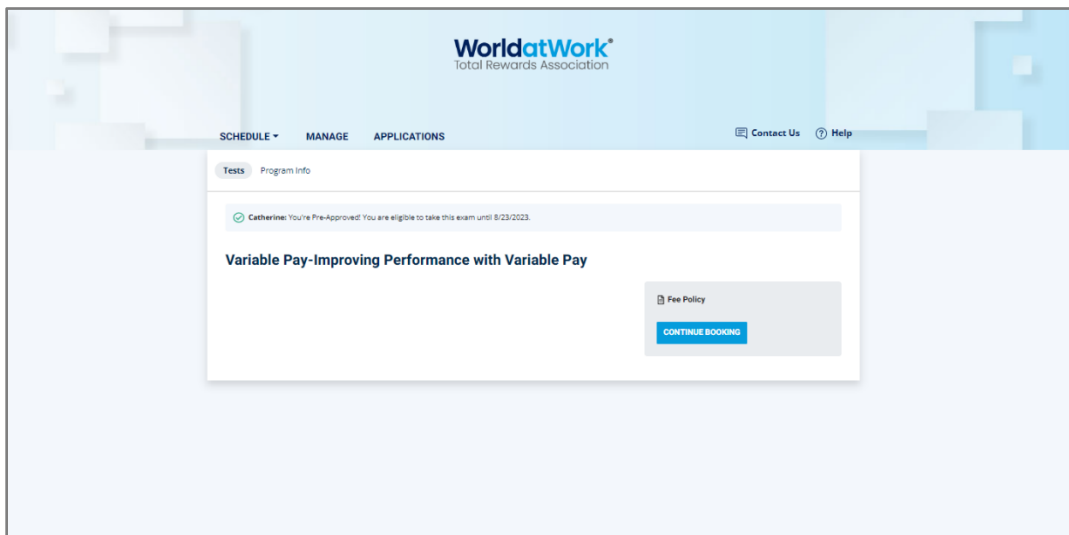
The screenshot shows the 'Manage' page for a booking on the WorldatWork Total Rewards Association website. The navigation bar includes 'SCHEDULE', 'MANAGE' (active), and 'APPLICATIONS'. There are links for 'Contact Us' and 'Help'. The main content area is titled 'Bookings: ?' and displays a card for 'Total Rewards Management'. The card shows 'Total Rewards Management' with 'On-Demand' selected. Below this, there is a 'Launch' button. At the bottom of the card, there are links for 'Print Receipt', 'Test Instructions', and 'More Information'. A red message at the bottom of the card states: 'Re-booking is not allowed for this booking.' To the right of this message are two buttons: 'CANCEL BOOKING' and 'RE-BOOK'.

## For PSI Test Center scheduling

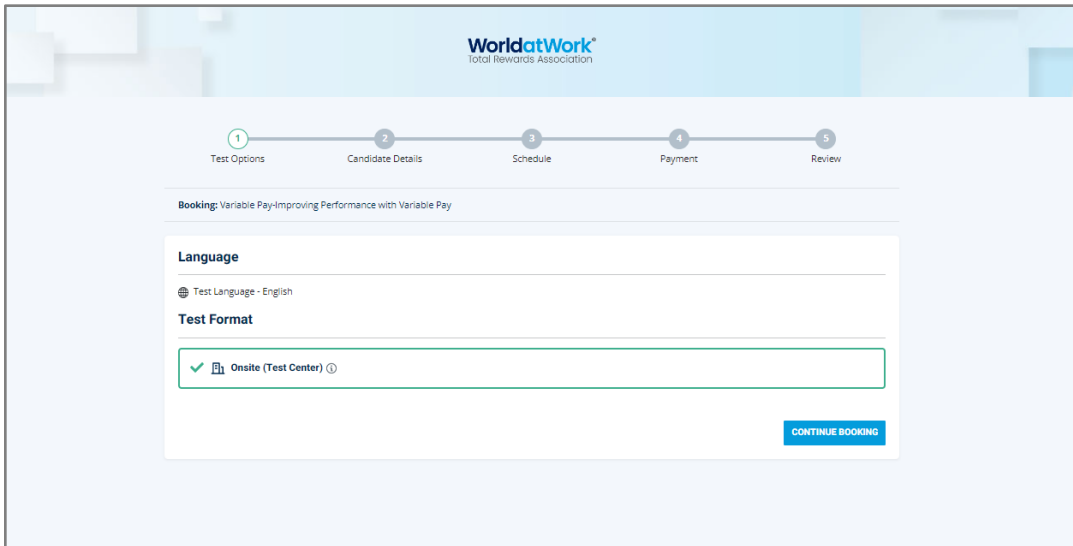
1. Candidates may request to take an exam at a PSI Test Center with PSI support. This is requested as an “other” type of accommodation. Candidates with other accommodations, will be redirected to WorldatWork’s Customer Experience Team at 877.951.9191 in the U.S and Canada and +1 480.951.9191 outside the U.S. and Canada.
2. Once WorldatWork confirms and approves the in-person exam, PSI support will reach out to the candidate to take the request forward. PSI support will schedule the test ON BEHALF of the candidate.
3. Once the in-person test center has been scheduled with PSI, the candidate will receive the booking confirmation email.
4. For rebooking or cancellation, candidates will reach out to PSI customer care.

## Test Center mode:

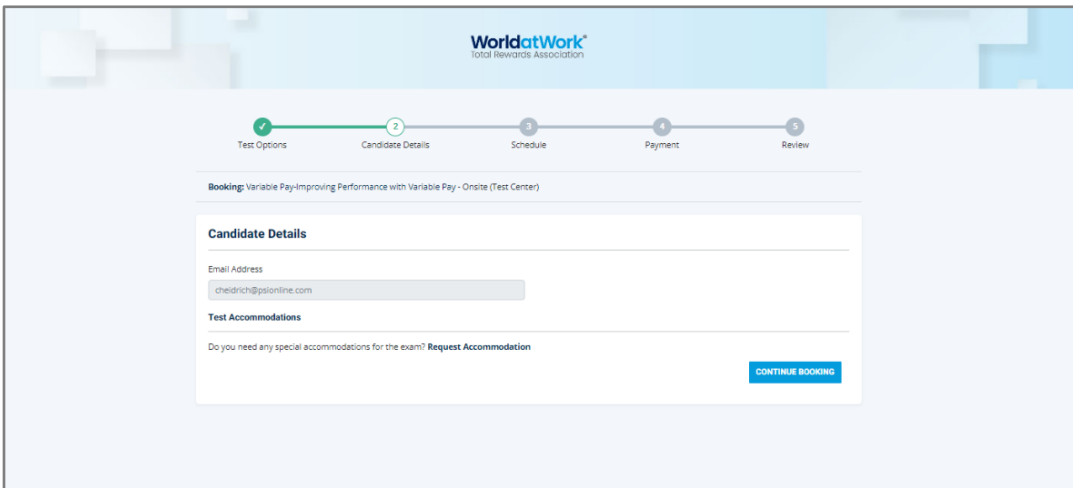
1. Check Exam Name and click on **CONTINUE BOOKING**.



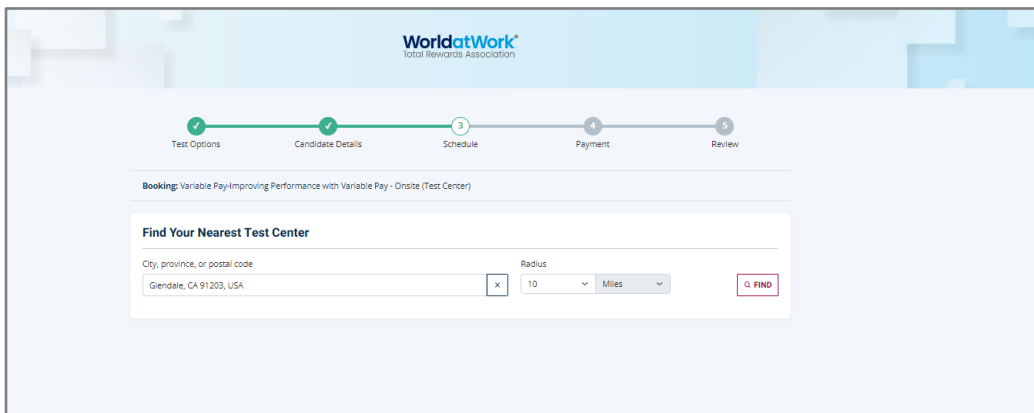
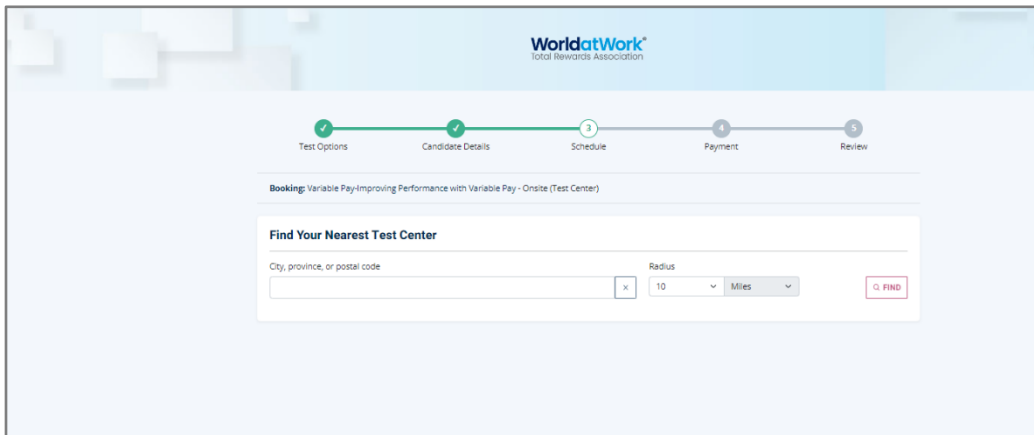
2. Verify test delivery mode and Click on **CONTINUE BOOKING**.



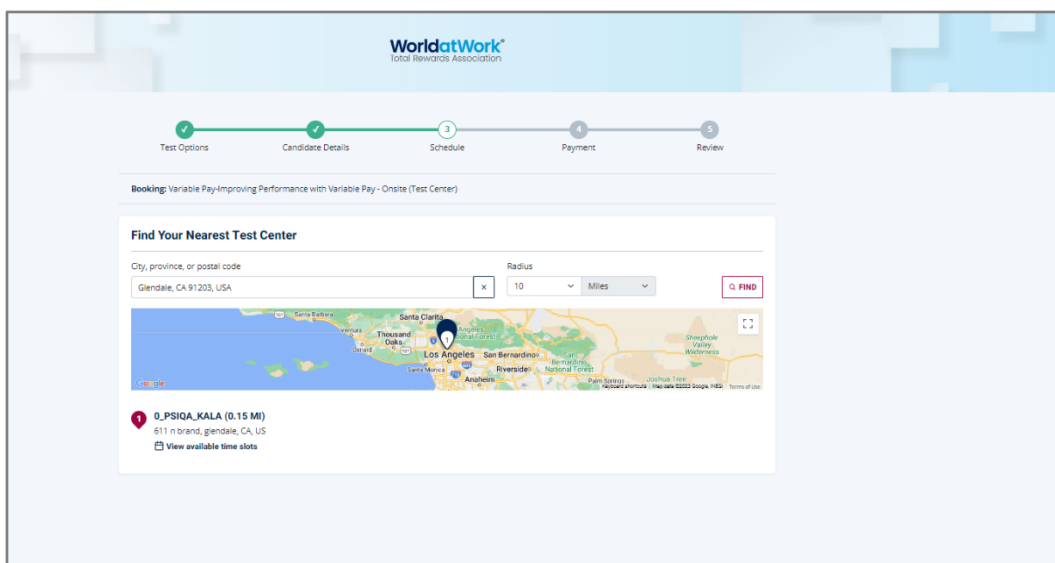
3. Before proceeding to next step please verify details



4. To select Test Center, enter the “City or Postal Code” and select **FIND**.



5. Select test center from the list.



6. Select a date and time to book an appointment.

WorldatWork  
Total Rewards Association

Test Options Candidate Details **Schedule** Payment Review

Booking: Variable Pay-Improving Performance with Variable Pay - Onsite (Test Center)

**Find Your Nearest Test Center**

City, province, or postal code: Glendale, CA 91203, USA Radius: 10 Miles **FIND**

**0\_PSIQA\_KALA (0.15 MI)**  
611 n brand, glendale, CA, US  
[View available time slots](#)

April 2023

MON	TUE	WED	THU	FRI	SAT	SUN
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Time slots available for: Friday April 28

1:15 PM

**BOOK THIS TIME SLOT**

Available Selected

WorldatWork  
Total Rewards Association

Test Options Candidate Details **Schedule** Payment Review

Booking: Variable Pay-Improving Performance with Variable Pay - Onsite (Test Center)

**Find Your Nearest Test Center**

City, province, or postal code: Glendale, CA 91203, USA Radius: 10 Miles **FIND**

**0\_PSIQA\_KALA (0.15 MI)**  
611 n brand, glendale, CA, US  
[View available time slots](#)

April 2023

MON	TUE	WED	THU	FRI	SAT	SUN
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

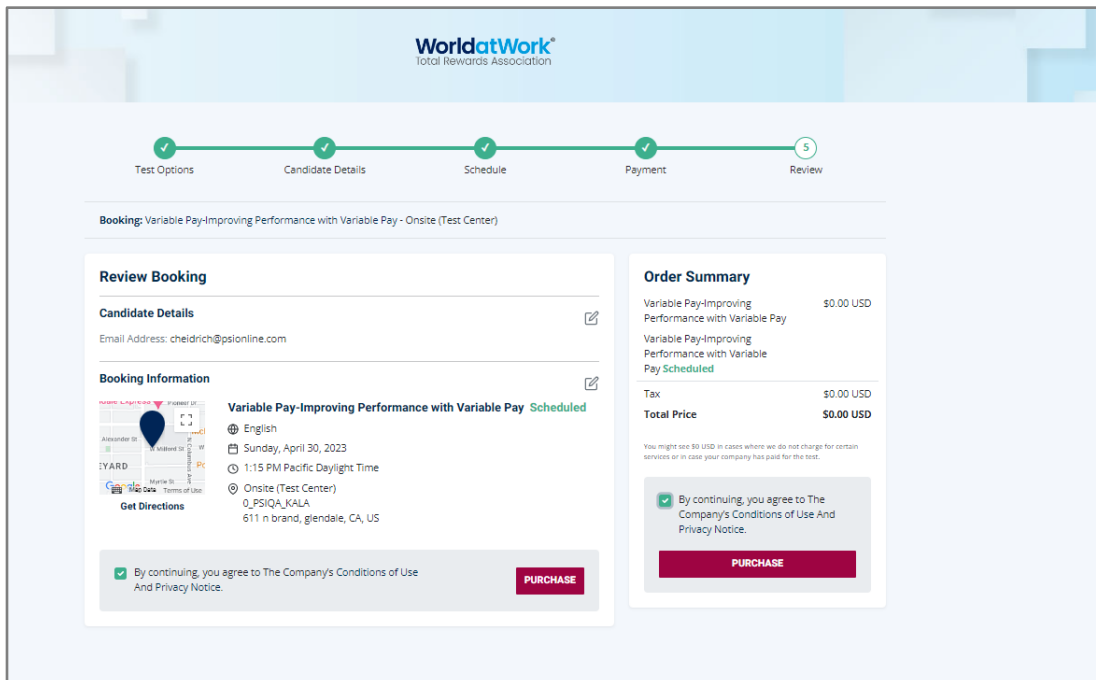
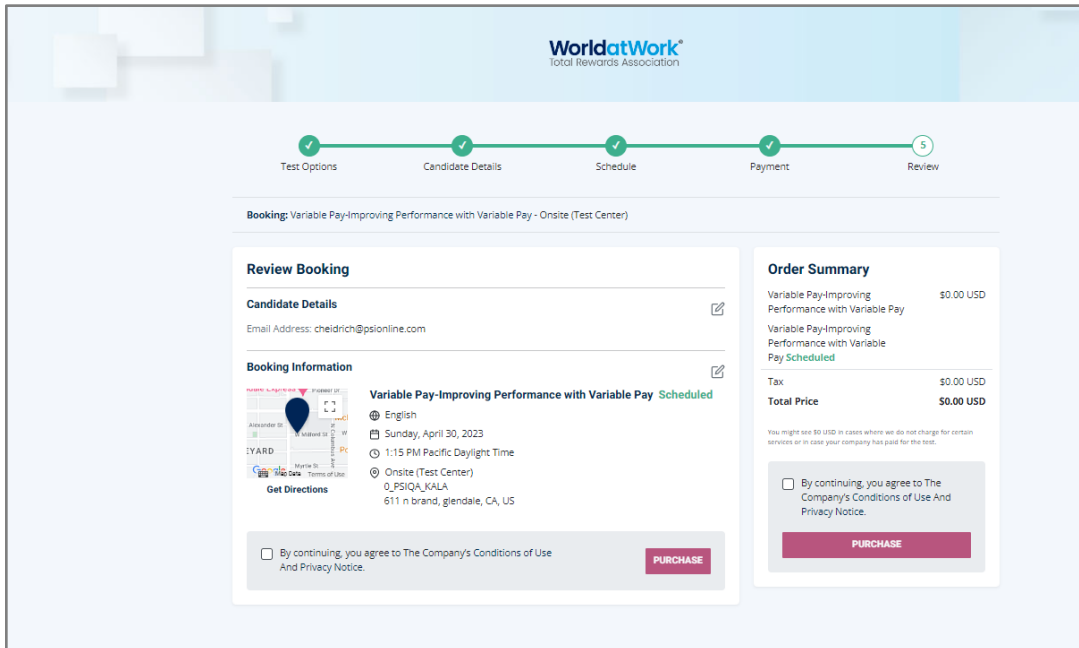
Time slots available for: Sunday April 30

1:15 PM

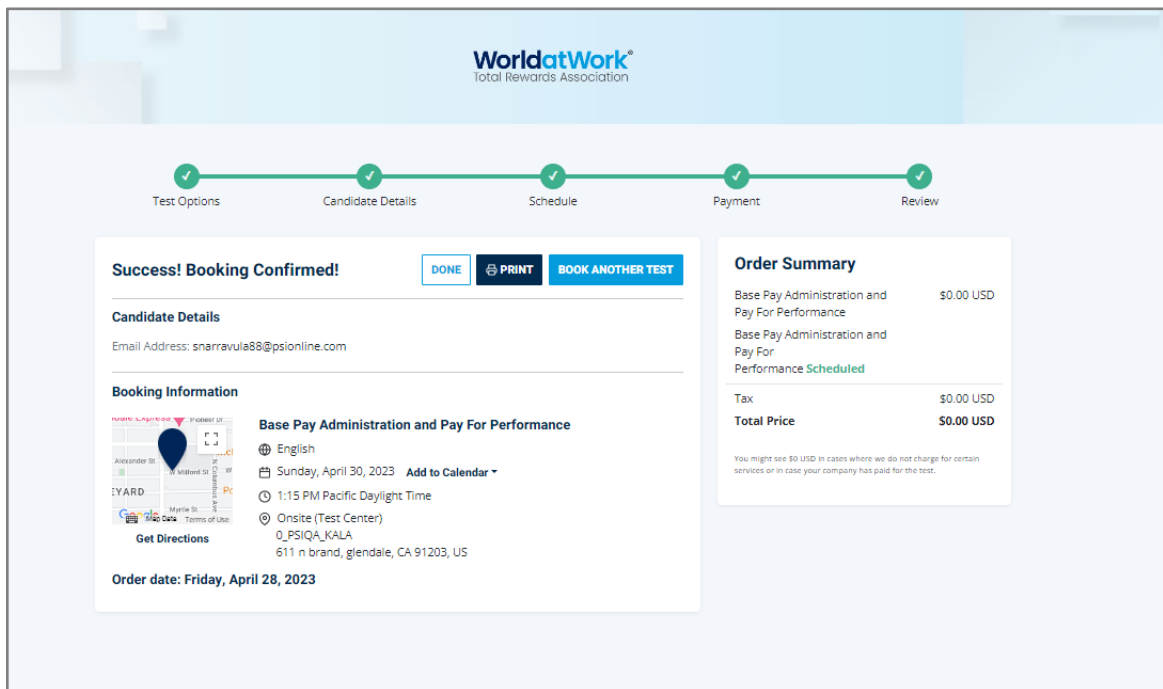
**BOOK THIS TIME SLOT**

Available Selected

- Please review delivery mode, booked date, and booked time details before selecting the check box and click on **PURCHASE** button.



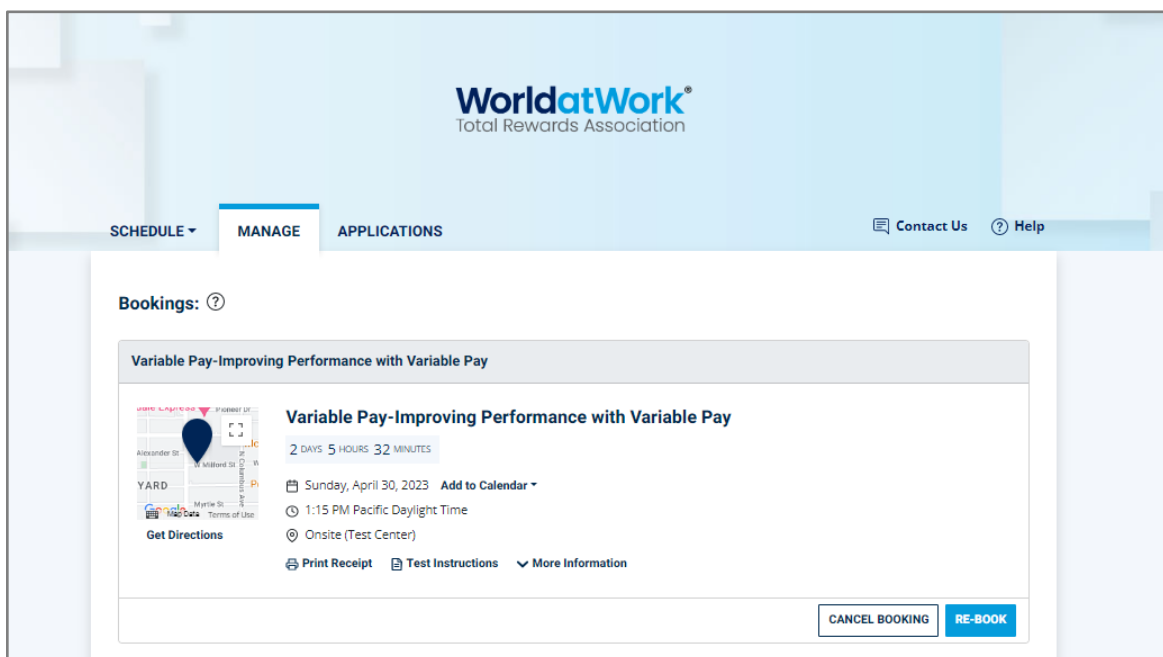
8. Once your booking is confirmed, select **DONE**.



The screenshot shows the 'Success! Booking Confirmed!' page on the WorldatWork Total Rewards Association website. At the top, a progress bar indicates five steps: Test Options, Candidate Details, Schedule, Payment, and Review, all marked with green checkmarks. The main content area is divided into two columns. The left column contains a 'Candidate Details' section with the email address 'snarravula88@psionline.com', a 'Booking Information' section with a map of the test center at 611 n brand, glendale, CA 91203, and an 'Order date: Friday, April 28, 2023'. The right column contains an 'Order Summary' table with the following items:

Item	Price
Base Pay Administration and Pay For Performance	\$0.00 USD
Base Pay Administration and Pay For Performance Scheduled	
Tax	\$0.00 USD
<b>Total Price</b>	<b>\$0.00 USD</b>

Below the table, a note states: 'You might see \$0 USD in cases where we do not charge for certain services or in case your company has paid for the test.'



The screenshot shows the 'Manage' page on the WorldatWork Total Rewards Association website. The navigation bar includes 'SCHEDULE', 'MANAGE', and 'APPLICATIONS', with 'MANAGE' selected. There are links for 'Contact Us' and 'Help'. The main content area is titled 'Bookings: ?' and displays a booking for 'Variable Pay-Improving Performance with Variable Pay'. The booking details include a map of the test center, the title 'Variable Pay-Improving Performance with Variable Pay', a duration of '2 DAYS 5 HOURS 32 MINUTES', the date 'Sunday, April 30, 2023', the time '1:15 PM Pacific Daylight Time', and the location 'Onsite (Test Center)'. There are buttons for 'Print Receipt', 'Test Instructions', and 'More Information'. At the bottom right, there are buttons for 'CANCEL BOOKING' and 'RE-BOOK'.



## PSI On-Demand Exam and PSI Onsite (Test Center) Security

WorldatWork and PSI administration security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities.

The following security procedures apply during the **online on-demand test**:

### 1. Procedures

- You can launch your exam right from your home computer. Requirements include a web camera, speakers, microphone, and stable broadband internet connection. Please go through the compatibility check on the PSI registration platform.
- If you need assistance during your exam, you should initiate a chat with the online test administrator using the in-exam chat tool.
- You must present valid, unexpired and acceptable ID(s) in order to take your test. Military IDs are not acceptable.
- PSI requires all employees and exam takers to always conduct themselves in a professional and courteous manner. Exhibiting abusive behavior toward anyone via chat or phone will be reported to WorldatWork and may result in criminal prosecution.
- You may not exit the camera view or use your cell phone or other electronic devices during the examination.
- Talking or mouthing words while testing is prohibited.

### 2. Security

- You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose. This behavior will result in the disqualification of test results, will be reported to WorldatWork and may lead to legal action.
- With the exception of your testing machine, electronic devices and recording devices of any kind (including but not limited to cell phones, pagers, and cameras) are NOT permitted during the On-Demand.
- You will be required to scan the room where you are testing prior to launching your test. Before scanning you must remove all items such as notes, drinks, a box of tissues or any such items on your desk. Walls should be clear of any materials, though art and decor are permitted.
- Other people are not allowed in the room while you are testing. Someone else entering the room and/or talking to you is considered a test violation and may result in termination of your test.

### 3. Restrictions

- Water in a clear container is allowed. Food is not allowed, unless prior documentation is provided as an exam accommodation.

The following security procedures apply during the **onsite (test center) test**:

#### 1. Identification

- On the day of your test, report to the Test Center 30 minutes before your booked time. Once you enter the building, look for the signs indicating PSI Test Center Check-In. A candidate who arrives more than 15 minutes after the booked test time will not be admitted.
- To gain admission to the Test Center, you must present (1) form of identification. The form of identification must be government issued, current and include your name, signature, and photograph. No form of temporary identification will be accepted. You will also be required to sign a roster for verification of identity.
- Examples of valid forms of identification are current: driver's license with photograph; state/province identification card with photograph; international passport; military ID; or Visa with photograph. Test Takers will have the option to use their mobile device or their webcam to capture their photo identification card via a QR code in the Capture page during the Check-In Process. The Test Taker default selection will be the mobile device and the Check-In Specialist will have no changes to their flow but will see higher quality images in the photo ID review screen.
- If your name on your registration is different than it appears on your identification, you must bring proof of your name change (e.g., marriage license, divorce decree or court order).
- Candidates must have proper identification to gain admission to the Test Center. Failure to provide appropriate identification at the time of the test is considered a missed booking. There will be no refund of test fees.
- After your identification has been confirmed, you will be directed to a testing carrel. You will be prompted on-screen to enter your candidate identification number.

#### 2. Security

PSI administration and security standards are designed to ensure all candidates are provided the same opportunity to demonstrate their abilities. The Test Center is continuously monitored by audio and video surveillance equipment for security purposes. The following security procedures apply during the test:

- Tests are proprietary. You are prohibited from reproducing, communicating, or transmitting any test content in any form for any purpose.
- No cameras, notes, tape recorders, pagers or cellular/smart phones are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the test.
- No guests, visitors or family members are allowed in the testing room or reception areas.

### **3. Personal Belongings**

No personal items, valuables or weapons should be brought to the Test Center. Only wallets and keys are permitted. Large coats and jackets must be left outside the testing room. You will be provided a soft locker to store your wallet and/or keys with you in the testing room. The proctor will lock the soft locker prior to you entering the testing room. You will not have access to these items until after the test is completed. Please note the following items will not be allowed in the testing room except securely locked in the soft locker.

- Watches
- Hats
- Wallets
- Keys

Once you have placed your personal belongings into the soft locker, you will be asked to pull out your pockets to ensure they are empty. If you bring personal items that will not fit in the soft locker, you will not be able to test. The site will not store or be responsible for your personal belongings. If any personal items are observed or heard (such as cellular/smart phones, alarms) in the testing room after the test is started, you will be dismissed, and the administration will be forfeited.

### **4. Restrictions**

An online whiteboard is available for all on-demand exams. In addition, an online calculator will be available. A non-programmable physical calculator will also be allowed.

You will be provided with ten (10) pieces of scratch paper to use during the examination, unless noted on the sign-in roster for a particular candidate. You must return the scratch paper to the proctor at the completion of testing. A whiteboard is allowed, where available, and must be erased by the candidate in the proctor's view.

- No documents or notes of any kind may be removed from the Test Center.
- No questions concerning the content of the test may be asked during the test.
- Eating, drinking, or smoking is not permitted in the Test Center.

## **Attainment of Certification**

Once a candidate has completed their exam with our exam provider, PSI, their score will immediately appear on screen after the exam. Following the completion of the exam, the candidate will receive a test completion email confirmation. WorldatWork exams are recorded and reviewed by a proctor and can take up to 7 days to be reviewed by PSI. If no issues are raised, then a badge will be issued.

## **Liability Release**

By acknowledging receipt of this handbook, an applicant releases WorldatWork, its employees and vendors, from any and all liabilities for any delay or disruption in the application process, testing arrangements, or other issues. Additionally, an applicant will be governed by the provisions of the handbook currently in force at the time of the handbook's reception.

## **Dismissal**

Any candidate who is observed engaging in any misconduct will be subject to dismissal from the examination, may be barred from future examinations for a period ranging from one year to permanent dismissal, and may be required to forfeit the examination fee. WorldatWork is authorized to take immediate, appropriate measures against candidates who are caught violating testing rules. The candidate is entitled to appeal the dismissal determination.

## **Examination Irregularities**

Any problems, suspected instances of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration will be addressed by WorldatWork. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by WorldatWork. Following is a list of major WorldatWork violations\*:

- Someone other than the candidate in the room during the session and candidate asks for assistance on the exam
- Candidate did not wipe whiteboard at exam's conclusion
- Candidate is acting in an inappropriate manner
- Candidate has inappropriate materials in view of the desktop
- Candidate places an object over the camera to obstruct the proctor's view
- Candidate is browsing the internet
- Candidate is browsing other local resources during the exam
- Candidate uses software to copy exam content

- Candidate performs a copy/paste of exam content and saves content
- Candidate takes a picture or video of the screen
- Candidate is using "other" application on their computer
- Candidate is using instant messaging on their computer
- Candidate left the room (with or without informing the proctor)
- Candidate attempts to use a telephone or mobile device
- Candidate attempts to use another computer

*\*Subject to change*

## **Handling of Tests**

WorldatWork will take all available precautions to ensure the appropriate and secure handling of completed in-person or virtual tests. In the rare and extreme case in which the tests become lost or unreadable, candidates will be required to undergo retesting without being charged a re-examination fee. Candidates will be responsible for their own travel-associated expenses for future testing.

## **Candidate Profile Account/Transcript**

Once earned, the designations remain part of the candidate profile. The status of one's certification and expiration can be found in the candidate's online profile under Certification Status.

## **Retesting: Candidate Fails**

Candidates unsuccessful on the examination are permitted to sit for the next exam administration after 30 days at a reduced fee.

## **Exam Result Appeals Policy & Process**

- Exam takers who wish to challenge their exam result may submit a written appeal via e-mail to [certification@worldatwork.org](mailto:certification@worldatwork.org).
- The written appeal should contain the following information:
  - Exam taker's name and e-mail address
  - Exam name
  - Reason for the exam result challenge
  - Evidence to support the exam result challenge
- The exam taker must submit the written appeal within 30 calendar days of the completion of the exam.
- The WorldatWork Certification Team will prepare the appeal and, when necessary, include additional information for review by the Exam Result Appeal Committee, and this may include a content review by a subject matter expert. If the WorldatWork Certification Team

contacts the exam taker with a request for additional information or questions, the exam taker will need to respond with the requested information or answers within 7 business days.

- The WorldatWork Certification Team will then forward the appeal to the Exam Result Appeal Committee for review.
- The Exam Result Appeal Committee Consists of:
  - Director, Legal
  - Director, Worldwide Education and Certification
  - Director, Research and Insights
- The appeal will be reviewed by the Exam Result Appeal Committee within 15 business days of receipt of the written appeal.
- The WorldatWork Certification Team will notify the exam taker of Exam Result Appeal Committee's decision within 15 business days of hearing the appeal.
- If the Exam Result Appeal Committee upholds the exam taker's challenge and grants an appeal, the WorldatWork Certification Team will revise the exam result (pass/fail) in the exam taker's record and certification credit will be applied.

### **Appropriate Use of the Certification**

An individual who has been granted a WorldatWork certification may list the certification on LinkedIn, stationary, websites, business cards, and other promotional materials as:

First name, Last name, Professional Designation

First name, Last name, Abbreviation of specialty

Should the certification become inactive for any reason, the individual should immediately cease the use of the title "Professional Designation" and acronym designation.

### **Recertification**

Recertification is a part of your credential because it is proof of your continuing professional development and approaches to professional involvement. Recertification credits can be accumulated through a wide range of professional activities, including attending educational meetings, classes, and seminars, leadership roles, presenting, teaching, or developing educational content, and continual work in the field.

To retain a WorldatWork certification, a minimum of 12 recertification credits must be accumulated over a three-year cycle.

### **Recertification Process**

To recertify, candidates should complete the Recertification Application Form to collect all recertification credits. These credits will become part of your transcript/profile. The status of your

certification and expiration can be found on My Profile under Certification Status. Certifications that are not maintained by filing an application every three years are considered out of date until the Recertification Application has been filed and approved. The Recertification Applications can be completed at any time.

## **Recertification Categories**

### **1. Advancing the Profession**

#### **Presenting**

- Presenting a speech or conducting a conference/forum workshop that relates to your area of certification. WorldatWork Speaking credits are added automatically by WorldatWork. (2.0 credits per WorldatWork Event; 1.0 credit for non-WorldatWork Events)
- Active member of WorldatWork Faculty. WorldatWork Faculty credits are added automatically by WorldatWork. (1.0 credit per WorldatWork course taught, 3 credits max per year)
- Teaching seminars or courses related to your area of certification sponsored by an accredited college or university. (1.0 credit per "credit hour" as defined by the sponsoring institution, 3 credits max per year.)

#### **Writing**

- Publishing a text or other professionally relevant work as the sole author or co-author OR authoring a professionally relevant online article series or blog. (1 credit per publication/article series/blog. Maximum 4 credits per year) Contributing an article or chapter to a published work as an author or co-author. (2 credits per chapter of a book published, 4 credits max per year)

#### **Projects**

- Engagement in WorldatWork volunteer projects, as needed. (Credits typically awarded for contributions of 4+ hours; credits vary and will be disclosed by project lead)

#### **Leadership**

- For each year as a member of a WorldatWork Board, Committee or Advisory Board. These credits are added automatically by WorldatWork. (1.0 credit per year of service in each capacity)
- For each year as a Board member of a WorldatWork Local Network. These credits are added automatically by WorldatWork. (1.0 credit per year of service)
- Sharing knowledge and best practices through participation in benchmarking surveys (e.g., salary budget surveys, total rewards practices surveys) sponsored by WorldatWork. These credits are added automatically by WorldatWork. (0.5 Credit per survey)

- For each year of service as an officer/committee member of a local compensation, benefits, well-being or HR related organization/association/chapter other than WorldatWork. (0.5 Credit per position)

## **2. Conferences**

- Attendance at a WorldatWork-sponsored conference or forum. WorldatWork Conference credits are added automatically by WorldatWork. (3 credits per event)
- Attendance at a conference or forum sponsored by a human resources organization, chapter, society, or consortium of organization other than WorldatWork. (1 credit per event)

## **3. Education**

- Attendance/participation in a WorldatWork-sponsored classroom, e-learning, webinar or self-study course beyond those included for initial certification. WorldatWork attendance credits are added automatically by WorldatWork. (WaW Certification courses = 2.0 credits per course (0.5 per exam), WaW Immersion programs = 5 credits per event, WaW Certificate programs = 1 credit per certificate, Webinars = .5 credits each, WaW Education (all other) = 2 credits per event)
- Attendance at an educational seminar, symposium, workshop or other professional-development event that relates to your area of certification and is sponsored by an organization other than WorldatWork. This includes formal company training events related to your area of certification and/or participation in WorldatWork webinars when credit is not automatically posted to the recertification application.
- (Non-WaW education = .25 credits per hour of education)
- Attendance at college or university sponsored course that relates to your area of certification for at least one semester (quarter) in duration. (HR related College courses = 1 credit per university credit hour)

## **4. Memberships**

- WorldatWork Membership. (1.0 Credit per year). WorldatWork Membership credits are added automatically by WorldatWork.)
- WorldatWork Local Network Membership Credit. (1.0 Credit per year).
- Membership in compensation, benefits, well-being, development or rewards-related human resource organizations, local chapters, societies or formally recognized human resources groups other than WorldatWork. Please use the full name of the association. (0.5 Credit per year)



## **Recertification Review and Audit**

Once the required recertification credits are accepted, the certification is automatically recertified on its renewal date. A new badge with a new expiration date will be generated.

WorldatWork audits a number of recertification applications annually and we may request a review of documentation of credits for up to one year after recertification. At the end of the current designation period, eligibility to earn new credits begins. There are no carry-overs.

## Candidate Confidentiality Agreement

To ensure the integrity of all WorldatWork credentials, all candidates must acknowledge the Candidate Confidentiality Agreement that follows:

*I understand, acknowledge, and agree:*

- That the questions and answers of the exam are the exclusive and confidential property of WorldatWork and are protected by WorldatWork's intellectual property rights;
- That I will not disclose the exam questions or answers or discuss any of the content of the exam materials with any person without prior written approval of WorldatWork;
- That I will not remove from the examination room any exam materials of any kind provided or any other material related to the exam including, without limitation, any notes or calculations;
- That I will not copy or attempt to make copies (written, photocopied, or otherwise) of any exam material, including, without limitation, any exam questions or answers;
- That I will not sell, license, distribute, give away, or obtain from any other source other than WorldatWork the exam materials, questions or answers.
- That I will not create or contribute to certification efforts competitive with the certification scheme for a period of three years from taking the examination.
- I agree that my obligations under this Agreement shall continue in force during the course of my certification.

