



# INTERNATIONAL INSTITUTE OF HUMAN RESOURCES

## **CHRM<sup>TM</sup>**

## **HR Certification Handbook**

Your Guide to Pursue the CHRM® Certification Program





# Certified Human Resources Manager - **CHRM**®



## HR Certification Handbook

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## 1.0 About Us

Welcome to the International Institute of Human Resources (IIHR), a globally recognized certification body specializing in accrediting professionals in the field of Human Resources. Since our inception in 2012, we've consistently upheld a standard of excellence in our Human Resources Training Programs, amassing over a decade of experience.

For more details, you can visit our website [www.iihr.edu.in](http://www.iihr.edu.in) or [www.iihr.ac.in](http://www.iihr.ac.in)

## 2.0 Accreditations & Affiliations

Renowned as India's premier Certification Institute for Human Resource Management, IIHR has earned the distinction of being the country's foremost authority in HR certification. Our commitment to quality is underscored by our accreditation as an Internationally Accredited Conformity Assessment body, certified under ISO/IEC 17024:2012 by The Accreditors LLC, USA.

Additionally, we are affiliated with the National Council for Technology and Training (NACTET), further solidifying our position as a trusted institution offering globally recognized Human Resource Certifications. Our mission is to empower HR professionals worldwide with the knowledge and skills necessary to excel in their careers, and we invite you to join us on this journey of professional growth and success.



## 3.0 CHRM® Certification

The Certified Human Resources Manager (CHRM®) program is an internationally accredited and globally recognized senior-level (Level 3) certification designed for experienced HR professionals seeking to elevate their careers and gain expertise in strategic human resource management. By enhancing leadership capabilities and deepening knowledge of advanced HR practices, the CHRM® equips professionals to drive organizational transformation, manage complex HR challenges, and contribute to business success at a senior managerial level.

Recognizes Individuals looking  
for a career in Top Level Management roles  
such as HR Manager, HR Directors, HROs,  
HRBP, Strategic HR & Organizational  
Development roles in SMEs & MNCs

**CHRM**™ Certified Human  
Resources Manager

## 4.0 Eligibility Criteria

This program is a senior level (Level 3) certification program exclusively designed for Experienced Professionals and Any Graduates or Postgraduates who have completed their studies before 2015 (Age Group 30 & above). If you are a graduate eager to embark on a rewarding career journey in Human Resources, this certification is tailored for you.

## 5.0 Certification Process

### Step 1 – Submit the Application Form

Fill the Application form and submit the same along with the necessary documents as mentioned in the Application form. Once all your requirements (or goals) are met, you will be able to submit your application. In order to complete the submission of your application, you will need to submit all necessary soft copy documents mentioned in the Application Form by email (for Self-Study Learning) or Submit the Hard Copy documents (for Instructor Led Learning & On the Job Training) to IIHR branches.

### Step 2 – Choose the Learning Options

If you have selected for the Instructor Led Learning & On the Job Training (OJT) options, you have to contact the IIHR branches or Education Partner to start the sessions. Training Calendar will be published in the IIHR Mobile App for the Instructor Led On the Job Training Options. If you have selected for the Online Zoom Sessions, then we will share the Training Calendar in the Whats App Group associated with IIHR and If you have chosen Self Study Learning (Distance) options, take your own time for self-learning.

### Step 3 – Pay the Certification Fee

After the counselling session, you may proceed to pay the certification fee as mentioned in the IIHR website. You may opt for the self-study, classroom or On Job learning options, based on the feedback received from the course director.

**Please Note:** You can pay the program fee in 2 months to 24 months easy monthly installments based on your Cibil Score & Eligibility. Contact us for more information regarding EMI Options.

### Step 4 – Schedule, Take Exam and Get Certified!

As per the Training Calendar published in Mobile App as well notice board by IIHR, you shall schedule the training. After successful completion of the training, you can schedule your exam at any time (within 30 days after completion of the program duration). We recommend sooner than later to ensure you get your preferred date and time and, so you have a lot of time to take it again if you are not successful on your first attempt.

You can take the exam up to 3 times within your 1-year application period. After the completion exam, your exam handbook will be evaluated, and you will be getting Govt. of India Affiliated as well as Internationally Accredited certifications and mark list.

### Step 5 – Internal Assessment Interview, Job Placements

We will conduct an Internal Assessment Interview after three months for those candidates opted for On the Job Training programs. Once you clear the Internal Assessment and Pre-Placement Interviews with the Program Director, we will give Job Placement Assistance for all Learning Options.

We will be giving the Job Placement Guarantee Agreement in writing to all students at the time of admission if you are choosing the On-the-Job Training Learning Option. Job Placement Guarantee will be based on the eligibility criteria and as per the Job Guarantee Letter terms and conditions. All the students must agree and follow the Job Guarantee Terms & Conditions to fulfill the Job Guarantee.

## 6.0 Learning Options

### Option 1: Self-Paced Learning / Distance Learning



The Self-Paced / Self-Study option gives you the ultimate flexibility. Study with our learning materials, notes and videos where and how you want and learn at your own pace. Once you complete the application and admission process, we will share the self-study course materials access in our self-learning portal. This Self Study program is Ideal for those who prefer to learn on their own schedule without any instructor.

### Option 2: Instructor-Led Online Training



The instructor-Led Online Zoom Sessions provide a flexible yet comprehensive learning experience designed to prepare participants for success in the certification exam. This virtual learning option combines expert instruction with interactive discussions, real-time Q&A, and collaborative activities, ensuring participants gain both theoretical knowledge and practical insights necessary for a career in Human Resources. With a focus on key HR concepts, industry best practices, and exam preparation strategies, these live sessions offer direct access to experienced instructors who guide learners through the course material, clarify complex topics, and share valuable tips for passing the certification exam.

### Option 3: Instructor-Led Classroom Training



An in-person classroom environment with interactive and comprehensive discussions, activities and preparation techniques from a certified, as well as 15+ years of industry experienced expert instructors from corporates. The Instructor-Led Classroom Training option for the HR Certification Program, spanning two months, offers an intensive, hands-on learning experience focused on practical knowledge and skill development. This immersive training approach ensures that by the end of the program, participants are equipped with the actionable insights and confidence needed to excel in today's fast-paced HR environment.

### Option 4: Classroom / On the Job Training (OJT)



On the Job Training (OJT) will give the complete hands on experience in all the HR Generalist Activities and the students will be "Job Ready". On the Job Training is also an in-person classroom training as well as practical training based on the corporate company HR practices with interactive and comprehensive discussions, activities and preparation techniques from a CHRP-certified, as well as 10+ years of industry experienced expert instructors from corporates.

## 7.0 Program Curriculum / Syllabus

### Recruitment & Selection

- ⊙ Manpower Planning
- ⊙ Attrition & Retention Management
- ⊙ Corporate Recruitment Process
- ⊙ Consultancy Recruitment Process
- ⊙ Job Portals Training (Naukri & Monster)
- ⊙ Recruitment Tracker & MIS Reports

### Onboarding & Joining Formalities

- ⊙ Pre-boarding & Onboarding Process
- ⊙ Joining Formalities & Documentations
- ⊙ Employee File Management
- ⊙ Post Onboarding Formalities
- ⊙ MIS Reports

### Induction & Orientation

- ⊙ Power Point Induction Presentation
- ⊙ Floor Induction & Procedure
- ⊙ Orientation Process
- ⊙ Induction Feedback with Google Forms

### Compensation & Benefits

- ⊙ Time Sheet & Attendance Management
- ⊙ Employee Leave Management
- ⊙ Compensation & Benefits
- ⊙ Cost To Company Break-Up
- ⊙ Payroll Statement in Excel & Software
- ⊙ Payroll Input & Output Reports

### Statutory Compliance's

- ⊙ Employee Provident Fund (EPF)
- ⊙ Employee State Insurance (ESI)
- ⊙ Profession Tax (PT)
- ⊙ Income Tax (IT)
- ⊙ Labour Identification Number (LIN)
- ⊙ Submission of Monthly / Annual Returns
- ⊙ MIS Reports

### Indian Labour Laws

- ⊙ Shops & Establishment Act
- ⊙ Minimum Wages Act
- ⊙ Payment of Bonus Act
- ⊙ Contract Labour Act
- ⊙ Maternity Benefit Act
- ⊙ Payment of Gratuity Act
- ⊙ Superannuation
- ⊙ Labour Welfare Fund

### Performance Management System

- ⊙ Competency Mapping
- ⊙ Management by Objectives (MBO)
- ⊙ 360 Degree Appraisals
- ⊙ KPI & KRA Settings & Analysis
- ⊙ Appraisal Reviews & Reports

### Training & Development

- ⊙ Learning & Development
- ⊙ Training Need Analysis
- ⊙ Gap Identification & Analysis
- ⊙ Training Calendar Preparation
- ⊙ MIS Reports

### Exit Process / Full & Final Settlement

- ⊙ Employee Off Boarding Process
- ⊙ Knowledge Transfer Formalities
- ⊙ Handing & Taking Over Formalities
- ⊙ Employee Exit Formalities
- ⊙ Full & Final Settlement

### Mediclaime Management

- ⊙ Mediclaime Process
- ⊙ Monthly Addition & Deletions
- ⊙ Mediclaime Settlement Process
- ⊙ MIS Reports

### Basic & Advanced Excel

- ⊙ Basic Excel for MIS Reports
- ⊙ Vlookup & Hlookup
- ⊙ Pivot Table & Macros
- ⊙ Sort & Auto Filter
- ⊙ Freeze Pane
- ⊙ Data Validation
- ⊙ Conditional Formatting
- ⊙ Mail Merge for Letters & Payslips

### HR Shared Services

- ⊙ Employee Helpdesk
- ⊙ Answer Source HRSS
- ⊙ Ask HR Generalist Process
- ⊙ HRSS Case Study



### HRIS / HRMS Management

- ⊙ HRMS Implementation
- ⊙ Employee Administration
- ⊙ Time & Leave Management
- ⊙ Employee Self Service
- ⊙ Payroll & Statutory Compliance's
- ⊙ MIS Reports



### Soft Skills Developments (Only for Classroom / OJT)

- ⊙ Personality Development
- ⊙ English Communication
- ⊙ Email Drafting Etiquette
- ⊙ Interview Preparations & Mock Interviews

### HR Policies & Manuals

- ⊙ Corporate HR Policies
- ⊙ Policy Drafting Rules
- ⊙ Drafting & Editing HR Policies
- ⊙ Maintaining Document Control Sheet

### Manpower Planning

- ⊙ Purpose of HRP & Activity Stake Holders
- ⊙ HRP Activity Meetings & Timelines
- ⊙ Post MRP Actions, Hiring, MRF
- ⊙ Practicals Session & Assessment

### SWOT Analysis & Balanced Score Card

- ⊙ Definition & Use of Balanced Score Card
- ⊙ 4 Perspectives of Balanced Score Card
- ⊙ Key Performance Indicators
- ⊙ Definition & Use of SWOT Analysis
- ⊙ SWOT Based Balanced Score Card

### HR with Artificial Intelligence (Chat GPT & BARD)

- ⊙ Job Descriptions with AI
- ⊙ HR Letters with AI
- ⊙ Email Drafting with AI
- ⊙ Interview Preparation with AI

### Employee Relations & Grievances

- ⊙ Employee Relations Management
- ⊙ Caused of Grievances
- ⊙ Grievances & Redressal Procedure
- ⊙ Open Door Policy

### Attrition & Retention Management

- ⊙ Definition & Reasons for Attrition
- ⊙ Attrition Rate Calculation
- ⊙ Concept & Best Practices of Retention
- ⊙ Case Studies

### Competency Mapping

- ⊙ Design Competency Framework
- ⊙ Design Tools Matrix Worksheet
- ⊙ Assessment Methodology
- ⊙ Practical Session Evaluation
- ⊙ Practical Assessor Training Exercise

### POSH Act

- ⊙ POSH Act
- ⊙ Handling POSH Grievances
- ⊙ Preventing & Redressing Complaints

### Free Self Learning Courses (Only for 4 Months OJT Options)

### HR Business Partner (HRBP) (Self Learning Videos)

- ⊙ HR Business Partner (Overview)
- ⊙ What is HR Business Partner
- ⊙ Ulrich – Human Resource Champions
- ⊙ E-Learning Certificate

### HR Analytics (Self Learning Videos)

- ⊙ HR Analytics (Overview)
- ⊙ Advanced Statistics
- ⊙ Analytics in Talent Management
- ⊙ Predictive Analytics
- ⊙ E-Learning Certificate

### HR Metrics & Dashboards (Self Learning Videos)

- ⊙ HR Dashboard Introduction
- ⊙ Forms & Controls
- ⊙ Process of Creating a Dashboard
- ⊙ Creating Dashboard KPI
- ⊙ E-Learning Certificate

### UK Payroll Management (Self Learning Videos)

- ⊙ UK Payroll Overview
- ⊙ The UK Payroll System
- ⊙ Bright pay Payroll Software
- ⊙ Paye & Tax & NI
- ⊙ E-Learning Certificate



## 8.0 Program Duration & Fees

### Certification Fee :

Learning Options	Fee
Option 1: Online / Self Learning / Distance Learning	<b>Rs.50,000/-</b>
Option 2: Instructor-Led – Online / Classroom Training	<b>Rs.1,00,000/-</b>
Option 3: Instructor-Led – On Job Training (Online / Classroom)	<b>Rs.6,00,000/-</b>

### Recertification Fee :

Recertification Options	Fee
Option 1: Recertification By Credits	<b>Rs.20,000/-</b>
Option 2: Recertification By Exam	<b>Rs.25,000/-</b>
Option 3: Expired Certificate / Renewal & Recertification	<b>Rs.80,000/-</b>

Please Note: 18% GST is applicable on all Learning Options Program Fees & Recertification Fees

## 9.0 Program Highlights

Self-Paced / e-Learning (2 Months)	Online / Classroom (2 Months)	On the Job Training (6 Months)
International Certification	International Certification	International Certification
Digital Badges & Credentials	NACTET Certificate	NACTET Certificate
Online Portal Access	Digital Badges & Credentials	Digital Badges & Credentials
Soft Copy Materials	Online Portal Access	Online Portal Access
	Soft / Hard Copy Materials	Soft & Hard Copy Materials
	Indian Resume	Indian & International Resume
	Exam & Interview Preparation	Exam & Interview Preparation
	100% Placement Assistance	HR Toolkit with 15k+ Files
		100% Job Guarantee in SME's
		Salary Package of 80k to 2lakhs
		Get Written Job Guarantee



## 10.0 Digital Badges & Credentials

After successful completion of examination and evaluation, you will be issued with an Internationally Accredited Certification as well as Govt. of India (NACTET) affiliated Certificates and Mark list.

Govt. of India (NACTET) Certificates will be with Lifetime Validity and the Internationally Accredited Certification (ISO 17024:2012 Accredited) will be valid only for 3 years. You need to recertify every 3 years to retain the Digital Badges.

International Institute of Human Resource (IIHR) and digital badging provider Accredible have partnered to provide our certification holders with a digital badge of their HR Certifications. Badges are web-enabled representations of your HR certifications.



## 11.0 Recertification Process

Certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to ensure the quality of products and services. Certification is an investment in your career and in the future of your employer. Your Internationally Accredited certification must be recertified every 3 years from the date of issue of the certification.

Recertification takes up to 90 days to process from the date the file is deemed complete; therefore, it is recommended that applicants begin the process at least 90 days prior to their certification expiration date. Failure to recertify in a timely manner could result in your status becoming expired and loss of business opportunities.

### Step 1: Recertification by Credits

As a certified CHRM professional, you will have an online profile and be able to track your credits earned throughout your 3-year recertification period ending on or before the 90 days of certification expiry date. Once your recertification application is complete and has been approved, your next 3-year recertification period will begin from your existing end date. The owner will receive an auto e-mail from IIHR that contains the instructions for Recertification 90 days prior to the certificate expiration date. We recommend all the applicants to record the recertification activities since IIHR will not review your activities until we receive your application and payments

## Step 2: Recertification by Examination

You may opt to sit for the exam rather than earn recertification units. Recertification by exam is required for those whose certification(s) has expired and are past the six-month grace period for submitting the IIHR recertification journal/application and documentation. You have one year from your expiration date to recertify by exam before your certification(s) will lapse and be deleted from your certification records. During this year, you're not allowed to submit your recertification journal packet. You can recertify only by exam. Recertify only at the certification level you currently hold and you should complete the exam application process

### Guidelines

You are allowed up to one year before and after your certification expiration date(s) just to recertify by exam. If you pass the exam you will be issued a new card and certificate with the same certification number as before.

Note: Your recertification date will be your original due date, not the date you passed exam.

If you do not pass the exam for recertification, your credential will be removed, and you will have to reapply and take the exam during a future exam window to become certified again. If you don't pass the recertification by exam, you will be decertified and will need to certify by exam as a new applicant. If you choose to certify as a new applicant and pass, you will receive an entirely new certification number, along with a new card and certificate and new three-year recertification start date

## 12.0 Contact Us

International Institute of Human Resources (IIHR) is an Indian Corporation headquartered in Bangalore, Karnataka, India. Please contact IIHR if you have any questions or comments.

### **Corporate / Campus Address:**

International Institute of Human Resources, No.259, Ground Floor, HSR Layout, Sector 1, Beside Agara Flyover, Outer Ring Road, Agara Bus Stop, Behind Jagannatha Temple, Bangalore – 560068, Karnataka, India.

For Google Map Link : <https://g.page/iihrbangalore>

Email Us: [certifications@iihr.edu.in](mailto:certifications@iihr.edu.in) Or Call Us Or Whats App on +91 703-703-IIHR (4447)

For Free Career Counseling, contact our Program Director on +91 9986494980

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Human Resources

*Celebrating*



**Years of Academic Excellence**

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