



Training and HR Solutions
Department of Human Resources
122 Martin Luther King Jr. Blvd. North, Dover DE 19901

HUMAN RESOURCE CERTIFICATION

Frequently Asked Questions (FAQs)

APPLICATION PROCESS

How does a state employee apply for the Human Resource Certification (HRC) Program?

- a. The HRC Application, HRC Program Model, and other related documents can be downloaded from the HRC webpage at: <https://dhr.delaware.gov/training/special/hrc/>
- b. Applicants must have the approval of their supervisor, division Director, and agency HR Manager documented on the application.
- c. The applicant's supervisor must also submit a recommendation via email that outlines the reasons the applicant is a good candidate for the program, any potential areas of growth, and summarize how the agency will support the applicant in meeting the program's experience requirement for performing HR functions. Furthermore, the division Director is also required to provide their recommendation of the applicant. This recommendation can be sent included in the supervisor's email chain or as a separate email. Please see the example recommendation that is provided on the HRC webpage at: <https://dhr.delaware.gov/training/special/hrc/>
- d. The completed application and recommendations are to be emailed to Statewide_Training@Delaware.gov. Please begin your email's subject line with "HRC" to ensure your email is routed to the proper destination.

When can a state employee apply?

Enrollment periods are:

April 1-30

November 1-30

What is the cost of the HRC program?

While most HRC courses are free, some courses may have minimal fees. Payment is required at the time the course is taken. This is a three-year program, so the costs of individual courses may be spread out during that period. The total cost of the program is approximately \$250.00.

REQUIRED QUALIFICATIONS

Does a state employee need a degree to apply?

No. There is not a degree requirement for the HRC Program.

Does a state employee need to be an HR Professional to apply?

No. There is not a stipulation that a state employee must be a HR Professional to apply for this program. However, to enroll into the program, participants must have access to HR systems (such as DEL and PHRST) and be assigned duties that provide the opportunity to meet the State of Delaware merit system HR experience requirements for certification. Some exceptions may apply for individuals that perform HR functions but do not have access to HR systems. The Agency HR Manager's approval is required for all applications.

Does a state employee need to have Delaware merit system HR experience to enroll in the program?

No. There is no prerequisite for experience to enroll; however, there must be a clear path to accessing on-the-job training, HR systems, and exposure to other HR professionals required to satisfy the experience requirements. This may be accomplished by satisfactorily performing professional HR activities in a State of Delaware merit system human resource office such as Labor Relations, Employee Relations, Benefits, Job Classification, Compensation Analysis, Pension, Recruitment, Selection or AA/EEO for at least one year, or at least two years satisfactorily performing State of Delaware merit system HR support functions for an HR office.



What qualifies as State of Delaware merit system HR support functions?

State of Delaware merit system HR support functions include but are not limited to: reviewing HR transactions for accuracy and compliance with merit rules, federal guidelines and department procedures, preparing HR documents for processing, providing routine information to employees and applicants in an HR functional area, or preparing memos, letters and general correspondence to support a Delaware State merit or merit comparable HR office functions.

Does a state employee need to be employed in an HR position to qualify as a candidate for the Program?

No. Participation in the HRC Program is open to State of Delaware employees who are assigned to merit/merit comparable system HR positions or assigned work in support of merit/merit comparable system HR functions. The Agency HR Manager's approval is required for all applications.

I've worked in HR for ten years. Is this program for me?

Yes! The HRC program provides an opportunity to pursue continuing education and remain current in the best practices of the state HR merit system and is a valuable credential to add to work experience.

What happens when the supervisor, director, or agency HR Manager does not provide their approvals to the HRC Application? Can a state employee still be eligible to apply?

No. The approvals of the supervisor, agency Director, and HR manager are required to demonstrate their agreement to fund and fully support the applicant during their participation in this program.

What if a state employee can't get the application submitted by the end of the enrollment period? Do they have to wait until the next enrollment period?

Yes, applications will only be accepted during the designated enrollment periods.

A state employee may take HRC Program courses without being enrolled in the certification program. Credit for courses taken within three years of acceptance into the program can be requested once the state employee has been accepted into the HRC program.

Prospective applicants should download the HRC Program Model from the program webpage and review it prior to taking each course. All course materials, handouts, and personal notes should be saved. Once the applicant is accepted in to the HRC Program, they should discuss the knowledge gained from the course with their supervisor, and then complete the Course Summary Assessment in the DLC.



COURSE WORK

Course work is a critical component of this program. It documents the knowledge gained as well as its implementation, and the experiences earned. Knowledge gained from course work translates to experience when it is applied on the job.

How does a state employee get credit for previously taken courses?

A state employee may take HRC Program courses without being enrolled in the certification program. Credit for courses taken within three years of acceptance into the program may be requested once an accepted participant completes the program orientation.

I've taken courses that are similar to the required courses in the program. Can I substitute these for your courses?

No. There are no substitutions for the course requirements.

Is the *Quality Service in the Public Sector* course the same as the *Principles of Quality* course?

No. Quality Service in the Public Sector focuses on the special role of public servants and quality customer service. Principles of Quality is designed to familiarize participants with the core principles required to build and sustain a continuous quality improvement program.

ASSESSMENTS

What is the “Case Study Exercise?”

The Case Study Exercise (CSE) is conducted after all required courses and course summary assessments have been successfully completed.

The CSE focuses on real situations that an employee may encounter during state employment and provides the participant the opportunity to demonstrate their knowledge and application of all the subject matter. It also assesses the competencies developed during the overall program. ***Participants have 30 days to complete the CSE and submit it to the HRC Program Manager for evaluation.***

What is involved in the written report and oral presentation?

Once all the required courses, Course Summary Assessments, and the Case Study Exercise has been successfully completed, participants are required to write a report that describes how they meet the HRC Program experience requirements and the impact the acquired competencies have made on the participant, their unit, division, and department. The participant will then present that information to the HRC Review Panel (a panel of HR representatives from different agencies). The Panel reviews, evaluates, and discusses the paper and the presentation with the participant before a final approval is made to award certification.

PROGRAM BENEFITS

Are state employees promoted once they have completed the HR Certification Program?

Completion of the HRC Program does not guarantee selection or promotion in the hiring process; however, it is a state-accredited credential.

What do you mean by “Accredited Credential?”

The HRC Program satisfies HR knowledge requirements of the State’s HR merit system, including knowledge of human resource principles, practices and procedures needed for posted HR positions and career progression. HRC Program graduates may be awarded up to nine (9) undergraduate credits by Wilmington University.

What is the benefit to the agency for supporting staff in the HRC Program?

The HRC Program serves to:

- Improve performance of participants, agencies, and state government.
- Support succession planning.
- Assist in the areas of HR professional development and self-improvement.

Will my certification be recognized nationally?

No. The state’s HRC Program is a state certification program.



THE HUMAN RESOURCE CERTIFICATION PROCESS

- 1 Complete an application.**
 - a. Complete the HRC Application. The application and HRC Program Model can be downloaded from the program webpage at: <https://dhr.delaware.gov/training/special/hrc/>
 - b. Obtain the approvals and recommendations from their supervisor, agency Director, and agency HR manager. The recommendations should outline the reasons the applicant is a good program candidate as well how the supervisor and the agency will support the applicant achieve the experience requirements.
 - c. Submit the completed application with approvals, and recommendations via email to Statewide_Training@Delaware.gov. Please begin the email subject line with "HRC" to ensure the email is routed to the proper destination.
- 2 Register to attend required courses.** Review HRC Program Model and discuss course application and desired outcome with supervisor. All HRC courses can be found in the Delaware Learning Center and you may click to be notified of new sessions
- 3 Attend all required courses.** After the completion of each course, discuss the topics learned in the course and how they may be applied with your supervisor / HR mentor and complete course summary assessments.
- 4 Submit completed Course Summary Assessments (CSA) to the HRC Program Manager.** Each CSA must be submitted to the program manager using the DLC for evaluation no later than 30 days after attending training.
- 5 *All courses and CSAs must be completed and submitted before moving on to the next phase of assessments.***
- 6 Request and successfully complete the Case Study Exercise (CSE).** The CSE focuses on real HR situations and provides the participant the opportunity to demonstrate their knowledge and the application of all the subject matter and to assess the competencies developed during the overall program. ***Participants have 30 days to complete the CSE and submit it to the HRC Program Manager for evaluation.***
- 7 Prepare written report and submit to HRC Program Manager.** Participants are required to write a final report that describes how they meet the HRC Program experience requirements and the impact the acquired competencies have made on the participant, their unit, division, and department.
- 8 Make an oral presentation to the HRC Review Panel.** The participant will present the information from their final report to the HRC Review Panel (a panel of HR representatives from different agencies). The Panel reviews, evaluates, and discusses the paper and the presentation with the participant before a final approval is made to award certification.
- 9 The Certification is awarded to participants.**