

Going Digital

Converting from paper to computerized testing

Background

The Human Resources Professionals Association (HRPA) is a statutory, professional, regulatory body in Ontario, whose mission and mandate is to protect the public interest by governing and regulating the professional practice of its more than 24,000 registrants.

By 2015, HRPA had redesigned its certification framework, beginning with a new practice analysis, to identify three distinct levels of professional practice. A corresponding designation framework consisting of three designations also was developed: (1) entry designation; (2) professional designation; and (3) executive designation, resulting in what today we recognize as the:

- Certified Human Resources Professional (CHRP)
- Certified Human Resources Leader (CHRL)
- Certified Human Resources Executive (CHRE)

Challenge

In their paper-based format, the comprehensive knowledge exams (CKEs) were available only twice per year and were administered in large auditoriums to accommodate hundreds of candidates simultaneously. In addition, HRPA launched a new Employment Law exam in 2016, which was created to test the ability to correctly apply the knowledge of employment and workplace law to various situations. Candidates were permitted to take the exam only on fixed testing days at a limited number

of locations. HRPA also garnered interest from Internationally Educated Professionals (IEPs) with a background in HR, who had no solution to write any of the exams outside Canada. HRPA sought a more flexible and seamless candidate experience to help attract new members.

In short, the HRPA needed to go digital to increase access to their testing programs and to ensure that the exams would be more applicable to 21st century practices and demands.

About OutSystems



Locations

Toronto, Canada



Challenge

HRPA exams needed to go digital and be more applicable to 21st century practices and demands to deliver greater value to candidates while fueling growth of the credentialing brands.



Outcome

Candidates enjoy the flexibility of testing more often during the year, and have greater convenience with more locations across Canada, U.S., Europe, and Asia. Global flexibility and convenience also apply to the streamlined test scheduling process, with more than 90 percent of all candidates scheduling their exams online. www.hrpa.ca.

Strategy

In order for HRPAs to maintain the programs' status and success, it required a partner experienced in computer-based testing - one with a proven record in successfully converting paper-based tests to computerized formats, as well as having a strong global presence to support the growth objectives of large scale credentialing programs. In a competitive process, HRPAs selected Prometric to be its testing partner. Together, the two organizations formed an exam conversion and implementation strategy committee along with work groups tasked to:

- ✔ Transition to computerized testing efficiently and effectively,
- ✔ Introduce a new format of delivery in remote markets, and
- ✔ Ensure test takers have a consistent, improved testing experience irrespective of location.

Outcome

HRPA and Prometric completed the transition within budget and on schedule. Together, they: (1) integrated eight new geographically dispersed locations on a state-of-the-art testing platform; (2) trained and certified proctors; and (3) realized a 98 percent success rate with on-schedule launches. Candidate satisfaction was high, with scheduling patterns and volume levels reflecting greater utilization and growth.

Candidates continue to enjoy a superior testing experience, with the flexibility to take any exam three times each year at 24 unique locations across Canada, and more than 300 labs in the U.S., Europe and Asia. Each location provides a testing

environment that is secure, spacious, and comfortable and is operated by Prometric staff certified in their knowledge of HRPAs exam policies and procedures. Global flexibility and convenience also apply to the streamlined test scheduling process, with more than 90 percent of candidates scheduling their exams online.

Importantly, HRPAs' efforts substantiate a qualified workforce without which: (1) the Ontario public confidence in the competency and ethical proficiency of human resource professionals would be compromised; (2) the brand/productivity of employers would be impacted; and (3) HRPAs and its highly respected CHRP and CHRL credentialing programs would lose value.

Offering the cutting edge of certification along with flexibility, Vice President Regulatory Affairs and Registrar, HRPAs, Claude Balthazard, Ph.D., CHRL, stated:

"HRPA, through our implementation to Computer-Based Testing in 2017 and the use of eight remote sites, has allowed us to be on the cutting edge of certification exams while still offering our exam writers the flexibility of writing their exams provincially, nationally and globally. Our relationship with Prometric has been a prosperous one, and I look forward to continuing to work with them over the next four years."



For more information,
contact us at
www.prometric.com.

About Prometric

Prometric is more than just a testing organization—we are a partner in your success, building the workforce of tomorrow across all industries and professions. As a global leader in credentialing and skills development, we change lives to create a better world with more than 30 years of assessment expertise, innovation, and best-in-class solutions.