

FALMOUTH INSTITUTE HUMAN RESOURCES CERTIFICATION



Important Contact Information:

Falmouth Institute

Attn: HR Certification Program
3702 Pender Drive, Suite 300
Fairfax, VA 22030

Customer Service: 800-992-4489

Program Coordinator:

Laura Brooks, Extension 109

Onsite Training:

Tom Wilkins, Extension 119

Webpage:

http://www.falmouthinstitute.com/training/certifications/hr_cert.html

National Native American Human Resources Association

Webpage:

<http://www.nnahra.com/>

ICHR Certification Program Overview

Falmouth Institute and the National Native American Human Resources Association (NNAHRA) have teamed up to create the Indian Country Human Resource Certification Program. This professional development program will provide HR professionals working in Indian Country an opportunity to demonstrate their knowledge and experience in human resources topics, issues, laws and regulations unique to tribal organizations and enterprises.

The program consists of a comprehensive training series designed to address the unique responsibilities of human resources professionals working in Indian Country. Applicants must complete four core courses and pass an online qualifying exam to receive their certificate of training.

1) Registration

Complete the [certification program registration form](#). Mail or fax the completed form only to:

Falmouth Institute
Attn: HR Certification Program
3702 Pender Drive, Suite 300
Fairfax, VA 22030
Fax: 703-352-2323

You will receive an invoice from NNAHRA for the registration fee. If you are a current NNAHRA member, the registration fee is \$75.00. If you are not a member, the registration fee is \$175.00.

You will receive a confirmation letter and a registration packet in the mail.

2) Completing the Courses

The four core courses (see below for course descriptions) may be taken in any order. You must complete your first class within 12 months of registering for the Certification Program; you then have 18 months to take the remaining three classes and the qualifying exam.

3) Testing

At the end of the training series, to receive your Human Resource Certification, you must pass the online qualifying exam. You must take the exam within 18 months of completing the first core class and within seven days of completing the fourth and final session in your certification plan.

- a) Registering for the exam: When you register for your fourth and final core class, we will send you a reminder and a form to register for the exam at that time. We must receive your completed exam registration form and non-refundable exam fee of \$100, 10 business days before the start of your fourth and final core class.
- b) About the exam: The qualifying exam consists of 100 multiple choice and true/false questions drawn from the HR Certification Program course content. You will receive instructions on how to access the exam, as well as your unique username and password, via email after you have completed the Certification Program. You will have seven days to access the exam. You must complete the exam in one sitting.
- c) Scoring the exam: You will receive your results immediately after you submit the exam. Your certificate of HR Certification will be sent to you after you have passed the exam. You must correctly answer 75 questions out of 100 to pass the exam. If you do not pass the exam on your first attempt, you will have one year to re-test. You may take the exam a total of three times, after which you will have to register for and attend the HR Certification courses again before you are permitted to re-test. You must pay the \$100 exam fee each time you register to take the exam.

4) Maintaining Certification

Your certification is valid for one year from the date of issue. To maintain certification, you must attend 12 hours of qualified training and submit a certification maintenance form by the expiration date. Acceptable training includes:

- a) Certain Falmouth Institute HR training sessions of a minimum of 2 days. Visit the HR Certification page on our website at www.falmouthinstitute.com. Click here for a list of acceptable training sessions.
- b) NNAHRA's annual association conference.

Training conducted by organizations other than Falmouth Institute or NNAHRA may be submitted for consideration and will be reviewed on a case-by-case basis by Falmouth Institute and NNAHRA. In order to request a review of such training, you must supply the following documentation:

- a. Certification maintenance form
- b. Course description and outline
- c. Documentation of the number of training hours

d. Proof of attendance

FAQs:

Q I have already taken some of the core courses. Do I need to take them again?

A If the core courses were completed within the 12 months prior to your registration, you may apply them to the HR Certification Program. You must still complete all four courses within 18 months of the first core course you took, even if it was taken prior to your registration for the program.

Q What if I would like to offer certification for multiple employees?

A There are several options available to you.

- You may choose to send them to the open enrollment training sessions. Falmouth will be happy to discuss reduced tuition fees for any organization that wishes to register multiple participants for all four core classes at once. Please call Laura Brooks, the HR Certification Coordinator, at 800-992-4489, extension 109, for more information.
- If you have 10 or more employees, it may be more economical to bring the training to your tribe. Please call Tom Wilkins, our Onsite Training Coordinator, at 800-992-4489, extension 119, for more information.
- You may also schedule a concentrated week-long onsite training session followed by the qualifying exam. If you choose this option, each of your employees will receive the training materials for self-study before the training begins. Falmouth will then deliver 5 days of facilitated training.

With any of these options, each individual must be registered for the Certification Program separately. There is no group discount for the registration fee.

Q How are your exams designed?

A We draw all the exam questions from the content of the four core courses. Our trained curriculum staff, in consultation with our adjunct faculty, designs several versions of the qualifying exam.

Q If I need to retake the exam, what fees do I pay?

A You do NOT need to repay the NNAHRA membership fee, but you MUST pay the \$100 exam fee each time you take the test.

Course Descriptions

Employment Law for Tribes and Tribal Organizations

Understanding employment law is fundamental to human resources, but knowing how these laws apply to your tribal organization is crucial. This class will provide an overview of employment law; review laws specific to Indian Country (Indian Preference, TERO); and present strategies to assist you in meeting your organization's legal requirements, developing laws and creating policies and procedures that make sense for your organization. You'll learn how to:

- Conduct legal job interviews and background checks
- Investigate workplace harassment allegations
- Revise job descriptions to comply with employment laws

Grievance and Appeal Procedures for Human Resources Professionals in Indian Country

The purpose of the grievance and appeal process is to protect employees from improper treatment or management errors, but it must ensure fairness for employees and the tribal organization. This class will provide you with the tools to minimize the risk of claims and develop grievance process models and policies that are consistent and fair to all parties. You'll learn:

- The steps involved in the grievance and appeal process
- What documentation is needed in court
- Whether or not tribal employees can be held liable as individuals

Managing Human Resources Departments for Tribal Organizations and Enterprises

In today's workplace the Human Resources Department does more than manage the paperwork for hiring and paying the organization's personnel. In addition to those basic functions, the HR Department is also expected to manage performance, facilitate employee advancement and ensure a productive work environment. This comprehensive class will cover the most important things you need to know to effectively manage a tribal HR department. Learn to:

- Align HR goals with the mission and objectives of the organization
- Create organizational charts and job descriptions
- Develop performance metrics and set up a performance evaluation process

Assessing and Revising Personnel Policies and Procedures for the Tribal Organization

Personnel policy manuals define the employer-employee relationship, which sets employer expectations, limits employer liability and minimizes inconsistent decision making in the workplace. Comprehensive personnel policies provide employees with fair and consistent guidelines for performing their duties. Through a practical approach, this course will provide you with the key information that you need to develop or revise your organization's personnel policies and procedures. You'll learn:

- What every policies and procedures manual must include
- How employment laws apply to your organization's policies
- How to communicate guidelines to employees

For additional information, please visit http://www.falmouthinstitute.com/hr_cert.html



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