

The Associate Professional  
in HR – International

# aPHRi™

Training Course

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## › Why Bakkah?

Bakkah Learning is a leading company in the training field, with a team of carefully acquired experts in different spectrums of business to support learners in their journey to achieve professionalism and better opportunities in life.



### CONTENT

- Designed by Experts
- Aligned with today's business world topics



### PARTNERSHIPS

- Exclusive Partnerships with International Accreditation Bodies, like HRCI



### 24/7 TECHNICAL SUPPORT

- Ready to answer your inquiries and handle your requests.



### FLEXIBLE DELIVERY METHODS

- Live Online
- Self Study

# About the Course

- The aPHRi certification, accredited by the Human Resource Certification Institute (HRCI), is a globally recognized credential in the field of human resources. It is designed for individuals who are new to HR or have recently started their careers in the HR profession. The aPHRi certification validates foundational knowledge and understanding of HR principles and practices. It covers various areas of HR, including recruitment, employee relations, compensation and benefits, and HR regulations. Obtaining the aPHRi certification from HRCI demonstrates a commitment to professional growth and can enhance one's career prospects in the HR field.

## > Why Earn aPHRi™ Badge?





### Competitive Edge:

The certification gives you a competitive advantage in the job market, showcasing your commitment to professional development.

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### Expanded HR Knowledge and Skills:

The aPHRi program deepens your understanding of essential HR areas, making you a more effective HR practitioner.



### Networking and Professional Community:

Earning the aPHRi connects you with certified HR professionals, providing networking and mentorship opportunities.

07



## Who Needs this Course?

01

**HR Enthusiasts:** Individuals interested in HR operations.

02

**HR Professionals:** HR department personnel seeking the aPHRi certificate.

03

**Function Explorers:** Those curious about HR functions and their intricacies.

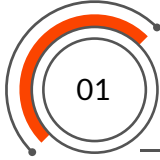
04

**Career Advancers:** Professionals focused on professional development and career progression.

# Course Objectives:

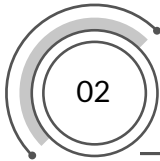


By the end of this course, you will achieve the objectives as follows:



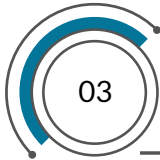
01

Understanding the HR key knowledge areas; operation, recruitment, compensation and benefits, and development then comes employee relations and health & safety.



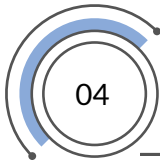
02

Supporting your career by showing proficiency in HR technical aspects.



03

Acquiring a relevant certificate from the HRCI.



04

Being an internationally accredited HR associate professional.

# Exam Details

## aPHRI™ Certification Eligibility Requirements

- No specific prerequisite for the aPHRI course and you can get back to the exam content outline

## The exam will be from Pearson VUE

- aPHRI™ Certification Exam Format
- Exam time: 1 hour and 45 minutes
- Exam questions: 90 questions
- Exam Language: English
- Exam method: Computer-based exam

# Course Outlines

## HR Operations

- ⊗ Organizational strategy and its connection to mission, vision, values, business goals, and objectives
- ⊗ Organizational culture (for example: traditions, unwritten procedures)
- ⊗ Legal and regulatory environment
- ⊗ Confidentiality and privacy rules that apply to employee records, company data, and individual data
- ⊗ Business functions (for example: accounting, finance, operations, sales, marketing)
- ⊗ HR administration, policies, and procedures (for example: personnel management, progressive discipline)
- ⊗ HR Metrics (for example: cost per hire, time to recruit, turnover rate)
- ⊗ Tools to compile data (for example: spreadsheets, statistical software)
- ⊗ Methods to collect data (for example: surveys, interviews, observation)
- ⊗ Reporting and presentation techniques (for example: histogram, bar chart)
- ⊗ Impact of technology on HR (for example: social media, monitoring software, biometrics)
- ⊗ Employee records management (for example: electronic/paper, retention, disposal)
- ⊗ Reporting requirements about the workforce (for example: new hires, involuntary/voluntary termination).  
Purpose and function of Human Resources Information Systems (HRIS)
- ⊗ Job classifications (for example: hourly, salary, full-time, part-time, contractor)
- ⊗ Job descriptions
- ⊗ Reporting structure (for example: matrix, flat, organizational charts)
- ⊗ Types of external providers of HR services (for example: recruitment firms, benefits brokers, staffing agencies, consultants)
- ⊗ Communication techniques (e.g., written, oral, email, intercultural awareness)

# Course Outlines

## Recruitment & Selection

- ✓ Applicable laws and regulations related to recruitment and selection (for example: work authorization, job requisition, job postings)
- ✓ Applicant databases
- ✓ Recruitment sources (for example: employee referral, social networking/ social media, company website)
- ✓ Recruitment methods (for example: advertising, job fairs, university)
- ✓ Alternative staffing practices (for example: recruitment process outsourcing, job sharing, remote workers)
- ✓ Interviewing techniques (for example: structured, non-structured, behavioral, situational, panel)
- ✓ Pre- and post-offer activities (for example: background checks, medical exams)
- ✓ Orientation and on-boarding (for example: logistics, introducing culture, facilitating/ training)

## Compensation and Benefits

- ✓ Applicable laws and regulations related to compensation and benefits, such as monetary and non-monetary entitlement, wage and hour, and privacy (for example: tax treatment)
- ✓ Pay structures and programs (for example: variable, merit, bonus, incentives, non-cash compensation, pay scales/grades)
- ✓ Total rewards
- ✓ Benefit programs (for example: health care plans, flexible benefits, pension scheme, health and fitness programs)
- ✓ Payroll terminology (for example: pay schedule, vacation, leave, paid time off [PTO])
- ✓ Data collection for salary and benefits surveys
- ✓ Insurance claims, filing, or processing requirements (for example: workers' compensation, disability benefits)
- ✓ Work-life balance practices (for example: flexibility of hours, telecommuting, sabbatical)



# Course Outlines

## Human Resource Development and Retention

- ✔ Human Resource Development and Retention
- ✔ Applicable laws and regulations related to training and development activities (for example: acquiring and maintaining relevant credentials, qualified providers)
- ✔ Training delivery format (for example: virtual, classroom, on-the-job)
- ✔ Techniques to evaluate training programs (for example: participant surveys, pre- and post-testing, action plan)
- ✔ Career development practices (for example: succession planning, dual career ladders)
- ✔ Performance appraisal systems (for example: timelines, ranking, rating scales)
- ✔ Performance management practices (for example: setting goals, feedback, mentoring)

## Employee Relations

- ✔ Applicable laws affecting employment environments, labor relations, and privacy
- ✔ Employee and employer rights and responsibilities (for example: privacy, substance abuse)
- ✔ Methods and processes for collecting employee feedback (for example: employee attitude surveys, focus groups, exit interviews)  
aPHRi™ Training Course
- ✔ Workplace behavior issues (for example: absenteeism, aggressive behavior, employee conflict, workplace harassment)
- ✔ Methods for investigating complaints or grievances (for example: employee and employee, employee and manager, employee and company)
- ✔ Progressive discipline (for example: verbal or written warnings, escalating corrective actions, termination)
- ✔ Off-boarding or termination activities (for example: exit interviews, hand over process, end of service benefits, noncompete or non-solicitation)
- ✔ Employee relations programs (for example: recognition, special events, diversity programs)
- ✔ Workforce reduction and restructuring terminology (for example: downsizing, mergers, relocation, assignments, transfers)

# Course Outlines

## Health, Safety, and Security

- ⊗ Applicable laws and regulations related to workplace health, safety, security, and privacy (for example: health and safety training, security compliance)
- ⊗ Risk management in the workplace (for example: emergency evacuation procedures, health and safety, employee violence, emergencies)
- ⊗ Security risks in the workplace (for example: data, materials, or equipment theft; equipment damage or destruction; cyber crimes; password usage)



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