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A young woman with long brown hair, wearing glasses, a grey t-shirt, and a blue backpack, is holding a laptop and headphones. She is looking towards the camera with a slight smile. The background is a blurred green field.

SYLLABUS FOR CERTIFIED HR GENERALIST (CHRG)[®] HUMAN RESOURCES AND MANAGEMENT

Offered by: Global Institute for Leadership, Human Resources and Project Excellence (AGILE-HRP)[®]

PROGRAM DESCRIPTION

The **Certified HR Generalist (CHRG)**® certification is designed for HR professionals and aspiring HR managers seeking foundational and practical skills across core HR functions. This program builds comprehensive knowledge in areas such as recruitment, onboarding, employee relations, HR compliance, benefits administration, and performance management. It integrates real-world HR scenarios, agile HR practices, and compliance with evolving labor laws.

This certification provides professionals with the tools and frameworks necessary to manage day-to-day HR operations effectively, making them valuable contributors to organizational success and employee engagement.

COURSE LEARNING OUTCOMES

Upon successful completion, certified professionals will be able to:

1. Explain the core responsibilities and competencies of an HR Generalist.
2. Manage the full employee lifecycle from recruitment to offboarding.
3. Interpret and apply labor laws, workplace regulations, and compliance requirements.
4. Implement performance management and feedback systems.
5. Administer employee benefits and compensation plans.
6. Foster a positive workplace culture through employee relations initiatives.
7. Apply agile and digital HR methods to streamline HR operations.



TARGET AUDIENCE

- Entry to Mid-level HR Professionals
- Career Switchers into Human Resources
- Small Business HR Coordinators
- HR Assistants and HR Operations Staff
- General Managers with HR Oversight
- HR Professionals preparing for leadership roles

EMPLOYMENT OUTLOOK (U.S. BUREAU OF LABOR STATISTICS):

According to the U.S. Bureau of Labor Statistics (2024), employment for Human Resources Specialists is projected to grow 6% from 2022 to 2032, faster than the average for all occupations. Median salary: \$68,420/year, with growth potential in areas like HR compliance, benefits administration, and employee engagement. Employers increasingly prefer candidates with professional HR certifications.

CAREER PATHS FOR CHRG® HOLDERS:

- HR Generalist
- Human Resources Coordinator
- Employee Relations Specialist
- Recruitment & Talent Specialist
- HR Business Partner (Junior Level)
- HR Compliance Officer
- HR Operations Associate



MODULES AND SUBMODULES

Module 1: Introduction to HR Generalist Role

- 1.1 Scope and Evolution of HR Management
- 1.2 HR Generalist vs. HR Specialist
- 1.3 Agile and Digital HR Trends

Module 2: Recruitment and Talent Acquisition

- 2.1 Job Analysis and Role Profiling
- 2.2 Sourcing Strategies and ATS Systems
- 2.3 Interviewing, Selection, and Hiring Compliance

Module 3: Onboarding and Employee Integration

- 3.1 Structured Onboarding Programs
- 3.2 Orientation Techniques and Tools
- 3.3 Remote and Hybrid Onboarding

Module 4: HR Compliance and Employment Law

- 4.1 Labor Law Basics (FLSA, FMLA, ADA, EEOC)
- 4.2 Recordkeeping and Employee Rights
- 4.3 Workplace Investigations and Documentation

Module 5: Compensation and Benefits Administration

- 5.1 Compensation Structures and Job Benchmarking
- 5.2 Benefits Planning and Open Enrollment
- 5.3 Payroll and HRIS Coordination

Module 6: Performance Management

- 6.1 Setting KPIs and SMART Goals
- 6.2 Feedback Models (360°, OKRs)
- 6.3 Addressing Underperformance

Module 7: Employee Relations and Engagement

- 7.1 Conflict Resolution Strategies
- 7.2 Fostering Inclusion and Workplace Culture
- 7.3 Recognition and Retention Practices

Module 8: HR Data and Metrics

- 8.1 HR Dashboards and Analytics
- 8.2 Turnover, Retention, and Absenteeism Metrics
- 8.3 Using Metrics for Continuous Improvement

Module 9: HR Technology and Digital Tools

- 9.1 Introduction to HRIS Platforms
- 9.2 Digital Documentation and eSignatures
- 9.3 Automating HR Processes with AI and Chatbots

Module 10: Capstone Project – HR Department Simulation

- 10.1 Designing a 30-Day Onboarding Plan
- 10.2 Creating a Compliant Job Description
- 10.3 Building an HR Compliance Checklist

CERTIFICATION EXAM DETAILS

- **Format:** 100 Multiple Choice Questions
- **Duration:** 90 Minutes
- **Passing Score:** 70%
- **Retake Policy:** One free retake within 3 months
- **Exam Mode:** Online (Proctored)

CERTIFICATION TESTING OUTCOMES

This exam tests real-world competencies including:

- Knowledge of HR operations and processes
- Application of HR policies and labor laws
- Use of HR tools and systems for daily tasks
- Problem-solving through HR case scenarios
- Understanding of ethical and compliant practices



ACCREDITATION AND RECOGNITION

The **CHRG®** certification is conferred by **AGILE-HRP®**, a globally recognized leadership and workforce certification body. The certification aligns with SHRM and HRCI competencies and is recognized in the public, private, nonprofit, and government sectors. It supports career mobility and skill growth in alignment with ISO 30414 (Human Capital Reporting).

CERTIFICATION DELIVERABLES

- Digital & Printed CHRG® Certificate
- Personalized Digital Credential Badge
- Lifetime Verification ID & Registry Listing
- CHRG® Study Guide and Resource Pack
- Access to AGILE-HRP® Alumni Network & Webinars
- CEU Credits: 30 Continuing Education Units

PROGRAM FORMAT

- **Length:** AS NEEDED (Self-paced or Cohort-Led)
- **Format:** Online with downloadable resources
- **Assessment Tools:** Quizzes, Scenarios, Simulations, and Final Exam

ELIGIBILITY CRITERIA:

- Bachelor's degree or equivalent experience in any field
- OR At least 1 year of experience in HR, office administration, or people management
- Demonstrated interest in professional growth within HR functions

NEED ASSISTANCE?

For queries or certification support:

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