



werc

How to Earn the
Certified Relocation
Professional (CRP®)
Designation



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Overview

The Worldwide ERC® (WERC) Certified Relocation Professional (CRP®) designation is a highly regarded, competency-based credential that demonstrates a broad understanding of the field of employee mobility within the United States.

Candidates achieve the designation by studying a defined body of knowledge and passing a comprehensive examination that assesses their mastery of the skills required to be considered a Certified Relocation Professional. Continuing education requirements ensure that CRP® designees' skills evolve and grow as the industry continues to change. The body of knowledge and the examination are updated by the WERC® Certification Review Board, which is comprised of recognized industry professionals representing an extensive variety of expertise in human resources, corporate relocation policy, relocation appraising, residential real estate, and tax and legal issues.

Meazure Learning — a full-service certification and licensure testing company — works with WERC® and the Certification Review Board to aid in the development, validation, and administration of the CRP® examination.

Purposes of the CRP® Certification Program

The purposes of the WERC® certification program are:

- To establish a common and universal understanding of the field of employee relocation.
- To recognize individuals who master the skills needed to be a professional in the field of U.S. employee relocation.
- To raise the professionalism of those involved in relocation.
- To encourage continuing education for professional development.
- To encourage self-development by offering guidelines for achievement in the relocation profession.
- To identify and award special recognition to those persons who have demonstrated a comprehensive knowledge of the principles and practices of relocation, related disciplines, and laws governing and affecting relocation.

Upcoming and Future Examination Dates

The CRP® examination is held each year in late Spring and, depending on demand, a second examination window may be offered in the Fall. [Please refer to the website for the exact testing window.](#)

Spring: May – June

Fall: November – December

Eligibility Requirements

You must hold a current WERC® membership.

Membership is defined as receiving WERC® member benefits. Membership is recognized by either being the company designated representative for the following membership types: Relocation Appraiser, Real Estate Broker, Corporate Premier, Mobility Service Company, and Relocation Management Company membership or holding the PERC™ individual membership. Please note that being the designated member representative for your company does not apply to PERC™ membership. Working for a member company does not qualify you for the exam; the conditions above must be met.

Examination Design and Development

The examination is a comprehensive assessment consisting of 125 multiple-choice questions. One hundred ten questions are scored; the remaining fifteen questions are included as potential future questions under review for validity. Candidates have up to 3 hours to complete the examination.

Questions for the CRP® examination are written by a WERC® CRP® Certification Review Board (CRB), which is comprised of CRP®-designated WERC® members representing the various disciplines within the industry. The CRB receives direction in techniques for writing test questions from WERC®'s testing partner. Our testing partner reviews the questions for clarity and readability and then assembles the examination; however, the relocation professionals on the CRB develop the examination content.

Questions contained in the CRP® examination are derived from specific WERC® educational programs and research publications known as source materials. You

can purchase these materials when you register to take the examination. These source materials facilitate an independent study approach. WERC® does not sponsor a review course and is not affiliated with any review courses provided by outside organizations.

Please note that for test security, and in accordance with standard testing procedures, examination questions are not, and never have been, released to the public, even after they are retired.

CRP® Exam Study Groups**

Although WERC® does not require, offer, or endorse study groups or classes, we are aware that candidates may feel more comfortable with having this option. Therefore, we do provide information regarding various study groups around the country, as the information is made available to us.

**Any registration, fee, and/or material required for these courses is completely independent of WERC®. Attending any of these courses does not make you eligible or register you for the CRP® exam.

Choosing Site Location/Date/Time

The CRP® examination is offered in Internet-based testing (IBT) format where candidates sit for the examination at a local testing center or via live, online proctoring (LOP). Our testing partner sends instructions for how to reserve a testing center location, time, and date approximately three to four weeks prior to the start of the examination window.

Testing Outside U.S./Canada

You may sit for the CRP® examination at an international testing site. In addition to the regular registration fee paid to WERC®, you may be required to pay a separate fee upon scheduling the examination location, date and time for a testing center outside U.S./Canada.

Registration Information

Register for the CRP® examination by completing our online application.

Registrations will be fully processed only after receiving all of the following:

- A completed examination application.

- ☒ Full payment of all necessary fees (you may pay by credit card (VISA/MasterCard/AmEx) or check.

Spring fees and deadlines:

- ☒ On or before **17 March**: \$350 application fee, plus membership payment, if applicable.
- ☒ Between **18 March–14 April**: \$475 application fee, plus membership payment, if applicable.
- ☒ On or after **15 April**: \$575 application fee, plus membership payment, if applicable.

There is no guarantee of space for applications received after 28 April. Please contact WERC® to see if any registration opportunities remain. Registrations cannot be moved to, or held for, a future exam window.

Fall fees and deadlines:

- ☒ On or before **15 September**: \$350 application fee, plus membership payment, if applicable.
- ☒ Between **16 September – 13 October**: \$475 application fee, plus membership payment, if applicable.
- ☒ On or after **14 October**: \$575 application fee, plus membership payment, if applicable.

There is no guarantee of space for applications received after 27 October. Please contact WERC® to see if any registration opportunities remain. Registrations cannot be moved to, or held for, a future exam window.

Spring Exam Retake

If you recently took the CRP Examination during the current calendar year and did not achieve a passing score, you are eligible to retake the exam at reduced rate during the next Spring offering for a \$215 application fee. **This rate is only valid through April 14.** You are not eligible for this rate if you took the exam in previous calendar years, cancelled or failed to show up for your exam time.

Spring Cancellation Deadlines and Refunds***

- ☒ Cancellation requests received on or before April 3, will be refunded the full application fee minus a \$100 processing fee.
- ☒ No refunds will be issued for cancellation requests received after April 3.
- ☒ No refunds will be provided for CRP source materials that are purchased if they have been opened as the material is downloadable.

Fall Exam Retake

If you recently took the CRP Examination during the current calendar year and did not achieve a passing score, you are eligible to retake the exam at reduced rate during the next Spring offering for a \$215 application fee. **This rate is only valid through October 13.** You are not eligible for this rate if you took the exam in previous calendar years, cancelled or failed to show up for your exam time.

Fall Cancellation Deadlines and Refunds***

- ☒ Cancellation requests received on or before October 6, will be refunded the full application fee minus a \$100 processing fee.
- ☒ No refunds will be issued for cancellation requests received after October 6.
- ☒ No refunds will be provided for CRP source materials that are purchased if they have been opened as the material is downloadable.

****To meet candidates' confidentiality expectations and comply with standard examination processing criteria:*

- ☒ *Substitutions are not permitted,*
- ☒ *All changes/cancellations will be accepted only from the candidate him/herself, and*
- ☒ *All examination cancellations must be submitted in writing via email.*

Admission Letter and Examination Entrance

Once your application is approved, you will receive a confirmation email from WERC®.

If you do not receive this email within two weeks of when you submitted your application and paid your fees, it is your responsibility to contact WERC to confirm receipt of your application.

Our testing partner will email instructions for how to schedule your examination testing center location, date, and time, three to four weeks before the examination date window begins.

It is the candidate's responsibility to secure a testing center, date, and time or schedule a live, online proctoring (LOP) session. When choosing LOP, it is the candidate's responsibility to ensure that their computer set-up complies with the technical requirements necessary BEFORE the testing begins to ensure an on-time start to their testing window. Test sessions are

booked on a first come, first served basis. Failure to book a test time will result in the candidate being considered a “no show” and no refunds will be made.

Registration cannot be moved to a future exam window. It is recommended that you schedule your exam date at least two business days prior to the close of the exam window in case you experience scheduling issues. The exam window will not be extended, so waiting until the last date to test can be risky.

As soon as you schedule your examination, you will receive an email from the testing partner that will serve as your admission letter. Please print and save this email.

You must present your admission letter and a government-issued identification with photo and signature (driver’s license or passport) for entrance into the testing center. The name you provide to WERC® must match the name on your photo ID. No bags/purses, hats, cell phones, beverages, papers, books, calculators, or notes will be allowed in the test room.

Change Procedures and Fees

Once you choose a testing center location, date, and time with our testing partner, you can log-in to the partner website to manage any changes you need to make. Any changes in location, date and/or examination time may result in a change fee. You cannot make changes within 24 hours of your testing date. **Please note that testing centers can fill up and certain dates and times may prove to be more popular than others.** This is especially true closer to the examination end date.

The Score Report

Your examination results will not be available to you right after testing. We run standard statistical tests on all the examination questions and answers to be sure that the examination is fair and valid. This is to your advantage because questions that are too confusing or “tricky” can be discovered and eliminated, which may result in a better score for you.

Your test score will be available within a couple of weeks of the final testing date for the given year. You will be able to check your score online through our testing partner's scoring portal. Score reports will also be mailed approximately two days after they are released online.

The score report indicates whether you passed or failed the examination. Your score is a scaled score. A scaled score is an arithmetic conversion of the raw scores; it is not a "number correct" or "percent correct" score.

Scores can range from 200 to 800, but a total scaled score of 500 or more is required to pass the CRP® examination.

If you do not pass the examination, you will receive individual section scores listed by content area for your own performance assessment. You can use this information to identify weak areas and/or to focus future examination preparation strategies. Examination retake is available at a discounted rate only for the next available exam period (must sign up before the conclusion of the first registration deadline or regular rates apply).

Designations Awarded

Two related designations are awarded in this professional certification program: Certified Relocation Professional (CRP®) and Senior Certified Relocation Professional (SCRP®).

You need to pass the CRP® examination only one time to earn the Certified Relocation Professional (CRP®) designation. To attain the SCRP® designation, you will need to earn WERC's Distinguished Service Award through leadership contributions to WERC®. Such contributions include serving as a panelist or speaker at a WERC® meeting or program, writing Mobility magazine articles that are published, and serving on special or standing committees. Learn more about this service recognition program at www.WorldwideERC.org.

If you have already been recognized with a Distinguished Service Award when you pass

the CRP® examination, you will automatically be granted the SCRCP® designation. CRP® designees who earn the Distinguished Service Award from WERC® will automatically be elevated to the SCRCP® level.

This designation recognizes an individual achievement. The CRP® or SCRCP® notations may not be used to imply certification of an entire organization.

Examination Scope

Examination questions are designed to assess mastery of a number of tasks that have been organized into broad knowledge categories called domains.

The percentage of questions from each domain is as follows:

| DOMAIN | FINAL DOMAIN WEIGHTS |
|---------------------|----------------------|
| 1. Program & Policy | 36% |
| 2. Real Estate | 34% |
| 3. Service Delivery | 30% |
| Total | 100% |

CRP® Examination Content Areas

1. Program & Policy

TASK 1

Design and maintain a mobility program, aligned with the company culture and strategy, that provides the framework for policies and program administration.

- Budgeting (e.g., cost projection, cost control/containment)

- Economics of relocation/revenue stream (e.g., pricing and servicing models, risk management)
- The identities and roles of the stakeholders and/or decision-makers (e.g., Procurement, HR, IT)
- Mobility alternatives/options (e.g., telecommuters, temporary assignments, college intern assignments, business travel)
- Tax treatment of relocation expenses
- WERC®'s 11 Key Elements and procedures of the amended value offer
- The impact of the company culture and strategy
- Revenue Ruling 82-204 (e.g., Amdahl/capital assets)
- Capital gains taxes
- Sarbanes-Oxley Act
- Real Estate Settlement Procedures Act (RESPA)
- Revenue Ruling 2005-74
- Retention (e.g., managed move programs for entire employee population, offering alternatives to relocating)
- Recruitment (e.g., tiered new hires, pre-employment offer counseling, area orientation, competitive policy adjustments/enhancement)

TASK 2

Develop and maintain mobility policies (e.g., permanent transfers, short-term assignments, group move) that align with the business strategy and are cost effective, compliant, and competitive.

- Policy types and alternatives (e.g., traditional, tiered, flexible, lumpsum, and capped)
- Mobility alternatives/options (e.g., telecommuters, temporary assignments, college intern assignments, business travel)
- Policy development and analysis (e.g., benchmarking, company culture and objectives, cost management)
- Recruitment (e.g., tiered new hires, pre-employment offer counseling, area orientation, competitive policy adjustments/enhancement)
- Tax assistance policies (e.g., gross-ups, tax equalization – international)

- Transportation of household goods

 - Temporary living (e.g., housing, meals)

 - Real estate assistance (e.g., home marketing, home buyout, buyer value option (BVO), direct reimbursement)

 - Assistance for employee's loss on home sale

 - Home-finding assistance (e.g., destination services, number and duration of trips)

 - Purchasing closing costs (e.g., settlement statement, broker's commission, and selling costs)

 - Cost-of-living assistance

 - Employer mortgage programs (e.g., direct bill, mortgage subsidy programs, second mortgage)

 - Renters' assistance (e.g., lease terminations, area tours)

 - Group moves (e.g., implementation, execution)

 - Cross-border moves (e.g., components of inbound U.S. and outbound U.S., repatriation)

 - Pre-decision services
 - Sarbanes-Oxley Act
-

TASK 3

Provide consultation to clients, internal stakeholders, industry partners, and transferees using real estate data, trends, and industry statistics to help them make informed decisions.

- The purpose of the WERC® Broker's Market Analysis and Strategy Report, how it is prepared, and how to review and interpret it

- Real estate terminology

- Home sale program terminology

- Statistical tools for real estate (e.g., home sale prices, trending data)

- Cost-of-living differentials

- Home finding/area counseling

- Property management

- Mortgage financing

- Home inspection and disclosures

- Home marketing assistance

- Relocation appraisal principles and terminology

- Legal issues (e.g., toxic substances, property condition, disclosure)

- Real Estate Settlement Procedures Act (RESPA)

TASK 4

Plan and execute a group move, including policy development and departure/destination services coordination to fulfill the objectives for the move.

- Communication strategy

- Policy development

- Group move implementation (e.g., workflow, process plan, logistics, timing)

- Mobility alternatives/options

TASK 5

Select and manage service providers using performance metrics to facilitate employee mobility.

- Industry performance metrics (e.g., claims frequency, appraisal/Broker's Market Analysis (BMA) variance, customer satisfaction) and service-level agreements (SLAs)
- Economics of relocation/revenue stream (e.g., pricing and servicing models, risk management)
- The identities and roles of the stakeholders and/or decision-makers (e.g., Procurement, HR, IT)
- Service provider selection and management [e.g., request for proposal (RFP) development]

2. Real Estate

TASK 1

Develop and implement home sale strategy, including the potential for a guaranteed buyout, to facilitate the sale of the property.

- The purpose of the WERC® Broker's Market Analysis and Strategy Report, how it is prepared, and how to review and interpret it
- Home marketing assistance
- Real estate terminology
- WERC® Relocation Property Assessment
- The use of appraisals in home purchase programs
- Legal issues (e.g., toxic substances, property condition, disclosure)

TASK 2

Explain the elements of the relocation appraisal, including forecasting, market change, and differences between the WERC® appraisal and other types of real estate appraisals, to help the transferee and/or client understand the anticipated sales price.

- The purpose of the WERC® Summary Appraisal Report, how it is prepared, and how to review and interpret it

- Principles of relocation appraising, including statistical tools (e.g., matched pairs analysis, market change adjustment, forecasting, gross living area)
- Types of appraisals
- How appraisals are used to determine the buyout offer
- Relocation appraisal terminology

TASK 3

Educate the transferee about the home-finding/home-sale process and relationship between buyers, sellers, and licensed real estate salespersons/broker.

- Buyer brokerage, dual agency/mediation
- Home inspection
- Legal considerations (e.g., disclosures, attorney review/modification)
- Mortgage financing

TASK 4

Evaluate the impact of the relocation property assessment and disclosures on the home sale process to help the transferee and/or client make an informed decision regarding defects, potential costs, and risks.

- The purpose of the WERC® Relocation Property Assessment, how it is prepared, and how to review and interpret it
- Home inspection and disclosures
- Legal issues (e.g., toxic substances, property condition, disclosure)

TASK 5

Administer a home sale program that complies with real estate tax laws and regulations.

- Tax treatment of home sale programs
- Revenue Ruling 2005-74
- WERC®'s 11 Key Elements and procedures of the amended value offer
- Revenue Ruling 82-204 (e.g., Amdahl/capital assets)

- Capital gains taxes
- Sarbanes-Oxley Act

3. Service Delivery

TASK 1

Audit transferee relocation expenses according to client policies and move-related tax regulations and process payments, ensuring proper categorization for reporting and payroll purposes.

- Tax assistance methodology
- Federal tax treatment of moving expenses
- The WERC® Report on Home Sale Program Costs
- Budgeting (e.g., cost projection, cost control/containment)

TASK 2

Identify transferee and family destination needs and coordinate services through a network of providers to ease the transition to the new location.

- Transferee and family considerations (e.g., social activities, child care, schools, elder care, spouse/partner assistance)
- Support for cross-border mobility

TASK 3

Counsel transferees according to company policies and operating procedures to guide, inform, and manage expectations.

- Home sale (e.g., home marketing, home buyout, BVO, loss-on-sale)
- Home finding (e.g., purchase/rental assistance, area tours, mortgage assistance)
- Destination services
- Temporary living (e.g., housing, meals)
- Transportation of household goods
- Final move
- Expense reimbursement process

- Tax assistance

- Property management

- Cost-of-living assistance

TASK 4

Identify key differences between U.S. domestic and cross-border relocations.

- Components of U.S. inbound and cross-border moves (e.g., work visas, home finding, driver's license, settling in, mortgage)

- Transportation of household goods

- How cross-cultural factors influence service delivery to incoming expatriates

- Impact of cross-border mobility on family

TASK 5

Educate transferee on mortgage practices and facilitate the application process to expedite the home purchase.

- Employer mortgage programs (e.g., direct bill, mortgage subsidy programs, second mortgage)

- Mortgage financing

- Purchasing closing costs (e.g., settlement statement, broker's commission, and selling costs)

- Real Estate Settlement Procedures Act (RESPA)

- Dodd-Frank

Continuing Education (CE) and Recertification

The Certified Relocation Professional (CRP®) designation signifies that those who hold it have mastered a body of knowledge and are committed to ongoing education to ensure that they remain informed about new trends, best practices, and evolution in the employee mobility industry. For this reason, it is important that designees engage in continuing education (CE) activities and certify that they have done so.

WERC®'s CRP® CE and Recertification requirements are designed to help designees demonstrate that they have continued to grow their expertise. To retain the CRP® certification, you must engage in 30 hours of CE each 3-year recertification cycle to update your understanding of trends, best practices and standards in global workforce mobility and remain a WERC® Member in good standing.

To learn more about how to earn CE credits and recertify your CRP® designation, please visit WERC®'s website and download the document titled "How to Retain Your CRP® Designation." We have provided some basic information below.

1. Accumulate a minimum of 30 continuing education (CE) credits within each 3-year recertification period, by your renewal date.

CE credit hours may be obtained from WERC®-sponsored educational opportunities and courses sponsored by external organizations that have been pre-approved by WERC®. You may earn all 30 hours from WERC® programming if you choose.

2. Maintain membership in WERC® annually.

Membership is defined as receiving WERC® member benefits. Membership is recognized by either being the company designated representative for the following membership types: Relocation Appraiser, Real Estate Broker, Corporate Premier, Mobility Service Company, and Relocation Management Company membership or holding the PERC™ individual membership. Please note that you must be the designated member representative for your company, does not apply to PERC™ membership. Working for a member company does not qualify you for the exam; the conditions noted above must be met.

If you allow your membership to lapse for more than 6 months, your designation will be suspended, and you will not be entitled to use the "CRP" or "SCRIP" initials after your name in

professional correspondence, in your social media profiles or in any public medium.

3. Remit the recertification renewal fee at the end of your 3-year recertification period to renew for a new 3-year cycle.

Please note that you are allowed up to four and a half months beyond your expiration date to complete your CE credits, if needed, provided that your membership is current. However, the CRP® recertification renewal fee increases incrementally as a result. Therefore, it is to your advantage to complete your CE credits on or before your renewal date.

Recertification Renewal Fee

WERC® maintains records on your recertification credits earned through WERC® education as well as educational programs approved for recertification by outside organizations. You can view your recertification transcript online any time throughout the 3-year recertification period.

These transcripts note the programs for which you have obtained credit and indicate which credits came from WERC® programs versus meetings sponsored by external organizations. This way you can stay informed of the credits you still need to retain your designation. A recertification fee helps pay for some of the administrative costs of tracking and reporting CE credits for individual members.

The credits are applied, and the fee is invoiced only after completion of the CE credit requirements and is payable at the time of recertification renewal once every 3 years. This is separate from your WERC® Membership which is due annually.

The Cycle of the CRP® Program

Once you complete the examination, you can expect the following:

Mid-June (Spring exam)/Mid-December or Early January (Fall exam): You can view your examination results online and will receive a score report in the mail from our testing partner. Those who pass will also receive an official certificate.

January/February (Fall exam)/Early July (Spring exam): WERC® will email passing candidates a congratulatory letter with information on promoting the designation, recertification information, and information on accepting a verified digital badge through Credly.

Your recertification renewal date will be **July 31** – three to three and a half years after you earn the CRP® designation. You must earn the necessary CE credits within this time to be eligible to renew the designation for another 3-year period.

Logging onto the website and accessing your account will allow you the ability to keep track of your CE Credits and the number of credits needed to renew by your renewal date. You will receive periodic email reminders to log into your account to view this information.

DON'T FORGET to renew your membership every year. WERC® memberships run on a 12-month cycle while your CRP® recertification runs on a 3-year cycle (ending on July 31). It is easy to get this confused, so please refer to your record to view your status and contact us with any questions at **CRPInfo@WorldwideERC.org** or +1703 842 3400.

Staying in Touch with WERC®

If you need to make changes to your contact information (i.e., address, company, name, e-mail, etc.) please update the changes to your profile under "My Account". For instructions to update your contact information, please visit WERC®'s Help Center: **How Do I update My Contact Information.**

WERC®'s Professional Development department is available Monday through Friday to assist with any questions candidates may have about the CRP® program and examination application/ administration, and any questions a designee may have about his or her certification.

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