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Question: 1

Finding a life insurance company to provide benefits to its workforce has been difficult for Joan, the HR manager. She decides to recommend that her company offer a self-insured plan.

What controls might Joan have to consider in her planning?

Response:

- A. There are no federal restrictions on a company providing its own life insurance plan to employees.
- B. The Employee Retirement Income Security Act regulates welfare benefit plans, including life insurance.
- C. The Life Insurance Benefit Plans Act has control over what Joan is able to do with her idea.
- D. Only state laws will have an influence on Joan's development of a self-insured benefit plan.

Answer: B

Question: 2

The ADDIE model is an acronym that describes the five elements of _____ design.

Response:

- A. Interactive
- B. Development
- C. Instructional
- D. Talent management

Answer: C

Question: 3

Jimmy has been told he can get healthcare coverage from his company because of the new Affordable Care Act. His company employs only ten people, but Jimmy is excited that he will finally get some insurance. He hasn't been feeling very good lately.

Response:

- A. Jimmy might have to wait until he can arrange for insurance through one of the exchanges.
- B. Jimmy should get an enrollment form from his boss because all employees will be covered by the new requirement that employers provide healthcare coverage to workers.
- C. Jimmy is out of luck. The new law only covers employers with 50 or more people, and there is no way Jimmy will be getting health insurance under the new law.

D. Jimmy's boss just ran out of forms, but he will get some more from HR and then have Jimmy sign up for his coverage.

Answer: A

Question: 4

If a leave under FMLA can be reasonably anticipated, how much notice must the employee give the employer?

Response:

- A. 7 days
- B. 14 days
- C. 30 days
- D. 90 days

Answer: C

Question: 5

Which of the following statement is true about medical examinations?

Response:

- A. Temporary employees can be required to submit to a medical exam before employment.
- B. Pre-employment health checklists can be requested before an employment offer is made.
- C. Exams must be job related and can be required only after an employment offer is made.
- D. The exam must be completed for the company's medical staff.

Answer: C

Question: 6

Benjamin is the only HR professional working for an engineering firm with 55 employees. For Benjamin to be effective in his solo practitioner role, it is important for Benjamin to:

Response:

- A. Read about the latest HR and employment law trends
- B. Submit budget requests each year justifying a request for more HR staff
- C. Get at least 8 hours of sleep a night because of his job's stress
- D. Become a member of a professional association

Answer: A

Question: 7

Workplace hazards are best identified through
Response:

- A. Having a working committee to discuss the problems they see
- B. Conducting periodic inspections of each work location and documenting the issues identified as potential hazards
- C. Logging the accidents that employees have
- D. Employee suggestions for fixing problems they see at their workstation

Answer: B

Question: 8

Pete is sensitive about the security of his personal identity information since his credit card has been stolen twice in the past year. He is trying to clear up his credit rating because of the problems with the stolen cards.

Now, he has approached the HR manager at his organization and requested that his Social Security number be removed from all of the company records. He thinks that a mistake could cause him more grief if the Social Security number were to be obtained by thieves.

As the HR professional, what should you do?

Response:

- A. The company can and should delete the Social Security number from its records to protect Pete.
- B. There is a need for the company to keep the Social Security number for tax reporting.
- C. There is a need for the company to keep the Social Security number for census reporting.
- D. The company has no need for the Social Security number but should keep it regardless.

Answer: B

Question: 9

Steve is the HR director for a crane operations company. He just got a phone call from one of his field supervisors with tragic news. One of their units has collapsed, and their operator is in the hospital with serious injuries.

What should Steve do with that information?

Response:

- A. Steve should immediately call the hospital to be sure all the insurance information is on file for their employee.
- B. He should notify the Occupational Safety and Health Administration about the accident and the injuries.
- C. He should notify the Crane Safety Institute of America to be sure they are able to add this accident to its database.
- D. Steve should call the crane operator's spouse to let her know about the tragedy.

Answer: B

Question: 10

Emma has never had to manage a union contract before. As the HR manager, she is involved with the grievance-handling process as the third step in the process. At her first meeting with the union steward, the steward began yelling at Emma and telling her what she had to do to satisfy the union in this situation. Emma was stunned.

What should she do?

Response:

- A. She has little choice but to sit there and take it. She is the employer's representative, and if she gets upset, it will only make matters worse.
- B. Emma should call a recess and ask for a management representative to join the meeting with her so she can have some backup in an unpleasant situation.
- C. Emma should recess the meeting and tell the steward that she will not continue their conversation until the steward can conduct herself in a civil manner.
- D. Once the steward has blown off all her steam, Emma should continue the discussion by explaining the employer's position.

Answer: C

Question: 11

For which of the following groups does the short test that determines exempt or nonexempt status contain no criteria related to salary?

Response:

- A. Executives
- B. Professionals
- C. Administrative employees
- D. Outside salespeople

Answer: D

Question: 12

Which of the following is a comparative method of performance appraisal?

Response:

- A. BARS
- B. Ranking
- C. Critical incident
- D. Rating scale

Answer: B

Question: 13

An employer routinely works with hazardous chemicals, trucking them for delivery to various customer locations. After each load, the truck must be cleaned before being loaded with a different chemical. Cleaning has to be done by someone inside the tanker using special absorbent materials.

What else should be considered?

Response:

- A. Personal protective equipment should be provided by the employer, including breathing apparatus and hazmat suits.
- B. Standard coveralls and boot covers should be provided for employees to use if they want.
- C. Workers should never be sent into a tanker truck for any reason.
- D. Breathing equipment is absolutely a requirement if someone will be in the tanker truck for longer than 30 minutes.

Answer: A

Question: 14

According to Maslow's hierarchy theory, which need must first be met?

Response:

- A. Esteem
- B. Security/safety
- C. Self-actualization
- D. Belonging/loving

Answer: B

Question: 15

When an employee's doctor releases the employee to return to work with restrictions, what should happen?

Response:

- A. The employer must take the employee back and find a way to accommodate the restrictions.
- B. The employer can determine whether there is a way to accommodate the restrictions.
- C. The employer is obligated to return the employee to the same job without doing all the heavy lifting.
- D. The employer is required to pay the employee the normal rate even if there is no job available with the required restrictions.

Answer: B



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