

# Latest Version: 6.0

## Question: 1

Progressive discipline policies generally involve multiple levels of:  
Response:

- A. Supervisory explanation before approval of a warning
- B. Increasingly severe disciplinary action
- C. Management approval before a warning is possible
- D. Employee appeal before disciplinary action

**Answer: B**

## Question: 2

The ADDIE model is an acronym that describes the five elements of \_\_\_\_\_ design.  
Response:

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

**Answer: A**

## Question: 3

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

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

**Answer: A**

### Question: 4

Employment policies as laid out in the employee handbook can take precedence over union contracts.  
Response:

- A. It is up to the manager of the unit involved to determine which will be applied in the given situation.
- B. If there is a conflict between the union contract and the employer's policies, the contract will always win.
- C. Whenever there are different provisions in a union contract and employer policy, the differences must be arbitrated to resolution.
- D. If a conflict arises, then the policy will always prevail.

**Answer: B**

### Question: 5

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

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

**Answer: D**

### Question: 6

HR metrics are measurements used to determine:  
Response:

- A. How many Disneyland discount tickets to arrange
- B. The amount of supplies such as pencils and printer toner to order
- C. The value and effectiveness of HR performance such as turnover, training, return on human capital, and expenses per employee
- D. The annual holiday party budget

**Answer: C**

### Question: 7

Which of the following terms refers to collapsing multiple pay ranges into a single-wide pay range?  
Response:

- A. Wide banding
- B. Green circle rates
- C. Pay compression
- D. Broadbanding

**Answer: D**

### Question: 8

Which of the following compensates employees who arrive at work but find that no work is available?  
Response:

- A. On-call pay
- B. Travel pay
- C. Premium pay
- D. Reporting time pay

**Answer: D**

### Question: 9

A private-sector employer does not have the right to:  
Response:

- A. Listen in on customer service representative phone calls with customers
- B. Track drivers of company vehicles using GPS devices
- C. Use cameras in the employee restroom to catch smokers who should not be smoking in the bathroom
- D. Examine the contents of employee lockers and desks

**Answer: C**

### Question: 10

Why was the Genetic Information Nondiscrimination Act passed by Congress?  
Response:

- A. Employers were using the genetic information to determine racial category membership.

- B. Employers were being nosy about employee health problems that they had not admitted on their job applications.
- C. Insurance companies were using genetic information to determine who would have expensive diseases in the future.
- D. Insurance companies were finding it useful to know genetic information to defend against lawsuits.

**Answer: C**