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HRPA CHRP Knowledge Exam Sample Questions (Q24-Q29):

NEW QUESTION # 24

How should an HR professional respond to an employee who wants to understand why their prescription benefit claim has been denied?

- A. Discuss with the employee their experience obtaining coverage for other prescriptions
- **B. Provide the employee with the benefit plan administrator's contact information**
- C. Notify the employee's manager and request their intervention
- D. Follow up with the pharmacist on behalf of the employee

Answer: B

Explanation:

The HRP Human Resources Competency Framework (Functional Domain: Total Rewards) outlines that HR professionals are responsible for administering employee benefit programs and ensuring compliance with privacy and governance standards.

When employees inquire about claim decisions, the HR role is to direct them to the benefit plan administrator-the party authorized to explain claim determinations. HR must not discuss medical or personal details, as doing so could breach confidentiality or privacy regulations.

Extract:

"HR professionals provide accurate information about benefit administration processes and refer employees to the appropriate service providers for confidential claim resolution." (HRPA Competency Framework - Total Rewards, CHRP Level, Key Competency: Administer Employee Benefit Programs) Therefore, B. Provide the employee with the benefit plan administrator's contact information is correct.

Verified Reference Summary:

HRPA Human Resources Competency Framework - Functional Domain: Total Rewards CHRP Knowledge Exam Blueprint - Compensation and Benefits HRP Exam Preparation Guide - Benefits Administration and Privacy

NEW QUESTION # 25

Which of the following describes the informal, unstructured network in which communication flows among employees?

- A. Instant messaging
- **B. Grapevine**
- C. Social networking
- D. Groupthink

Answer: B

Explanation:

The HRP Study Guide identifies the grapevine as the informal, unstructured communication network that operates alongside formal channels, transmitting information rapidly through employee connections. Groupthink is a decision-making pitfall, social networking is a broader concept/platform use, and instant messaging is a tool rather than a network type.

Relevant HRP references (no external links):

HRPA Study Guide - Communication in Organizations: formal vs. informal channels; the grapevine.

HRPA Competency Framework - Organizational Effectiveness: facilitating effective communication systems.

NEW QUESTION # 26

Which of the following scenarios is most likely to pose a hidden challenge to the success of an organizational change management strategy?

- A. The organization invests heavily in new technology but overlooks process adjustments.
- B. The organization hires external consultants to manage the change but gives them limited authority.
- **C. Senior leaders publicly endorse the change but do not alter their own behaviour.**
- D. Employees express enthusiasm for the change but do not fully understand its implications

Answer: C

Explanation:

The HRP Strategy and Organizational Effectiveness competencies stress that successful change requires visible, aligned leadership behaviours. A critical (and often hidden) failure point is the "say-do gap"-leaders publicly endorse change but do not model the new behaviours, undercutting credibility and reinforcing the status quo. While issues in processes (A), understanding (B), or consultant authority (C) are important, misaligned leader behaviour most powerfully derails adoption because culture follows leadership example.

Relevant Framework Reference (HRPA): Strategy and Organizational Effectiveness-change leadership, alignment of leadership behaviour with desired culture, and reinforcement mechanisms (HRPA Professional Competency Framework; HRP Study Guide-

change management and leadership alignment).

NEW QUESTION # 27

What should a supervisor do after spotting a potentially hazardous substance in the workplace?

- A. Instruct workers to continue working until the hazard is confirmed
- B. Provide workers with written instructions about safety precautions
- C. Take reasonable precautions to ensure the protection of the workers
- D. Ensure workers comply with occupational health and safety regulations

Answer: C

Explanation:

Within the HRP Human Resources Competency Framework (Functional Domain: Health, Wellness, and Safe Workplace), HR professionals must ensure that supervisors fulfill their legal obligations under Ontario's Occupational Health and Safety Act (OHSA). Under Section 27 of the OHSA, supervisors have a statutory duty to take every reasonable precaution in the circumstances for the protection of workers. This responsibility applies immediately when a potential hazard-such as an unidentified or hazardous substance-is detected in the workplace.

Extract:

"Supervisors shall take every precaution reasonable in the circumstances for the protection of a worker." (Ontario Occupational Health and Safety Act, Section 27(2)(c)) Additionally, the HRP Competency Framework reinforces that HR professionals must ensure organizational compliance with health and safety legislation and promote a proactive safety culture:

"HR professionals ensure supervisors act promptly to identify, assess, and control hazards, upholding legislative responsibilities for worker protection." (HRP Competency Framework - Health, Wellness, and Safe Workplace, CHRP Level, Key Competency: Promote Compliance with Health and Safety Legislation) Analysis of Options:

A . Take reasonable precautions to ensure the protection of the workers:

Correct - this reflects the supervisor's legal duty under the OHSA.

B . Provide workers with written instructions:

Important, but secondary to immediate hazard mitigation.

C . Instruct workers to continue working until the hazard is confirmed:

Incorrect - contradicts the "precautionary principle" required by law.

D . Ensure workers comply with OHSA:

A general supervisory duty, but does not address the immediate hazard response.

Therefore, the correct answer is A. Take reasonable precautions to ensure the protection of the workers, as this fulfills the supervisor's immediate legal obligation under Ontario's OHSA and aligns with HRP's health and safety competency standards.

Verified Reference Summary:

HRP Human Resources Competency Framework - Functional Domain: Health, Wellness, and Safe Workplace CHRP

Knowledge Exam Blueprint (HRP, Ontario) Ontario Occupational Health and Safety Act, R.S.O. 1990, c. O.1, Section 27(2)(c)

HRP Exam Preparation Guide - Health and Safety Compliance and Supervisor Responsibilities

NEW QUESTION # 28

The HR scorecard primarily helps an organization to do what?

- A. Link human capital metrics with business strategy and performance.
- B. Track the number of employees joining and leaving the organization each month.
- C. Assess the profitability of individual business units.
- D. Evaluate the effectiveness of the organization's internal training programs.

Answer: A

Explanation:

HRP positions the HR (or human capital) scorecard as a strategy-aligned measurement system that links HR deliverables and workforce capabilities to organizational strategy and performance outcomes. While turnover counts (A) and training evaluations (D) can be components, the distinguishing purpose of the HR scorecard is strategic alignment-translating strategy into HR metrics and demonstrating HR's impact on business results. Profitability by business unit (B) is a finance/controllership analysis rather than the HR scorecard's core function.

Relevant HRP references (no external links):

HRP Study Guide - HR Metrics, Analytics, and the HR Scorecard: aligning HR measures with strategy and outcomes.

HRP Competency Framework - Reporting & Financial Management: using metrics to demonstrate HR's contribution to

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