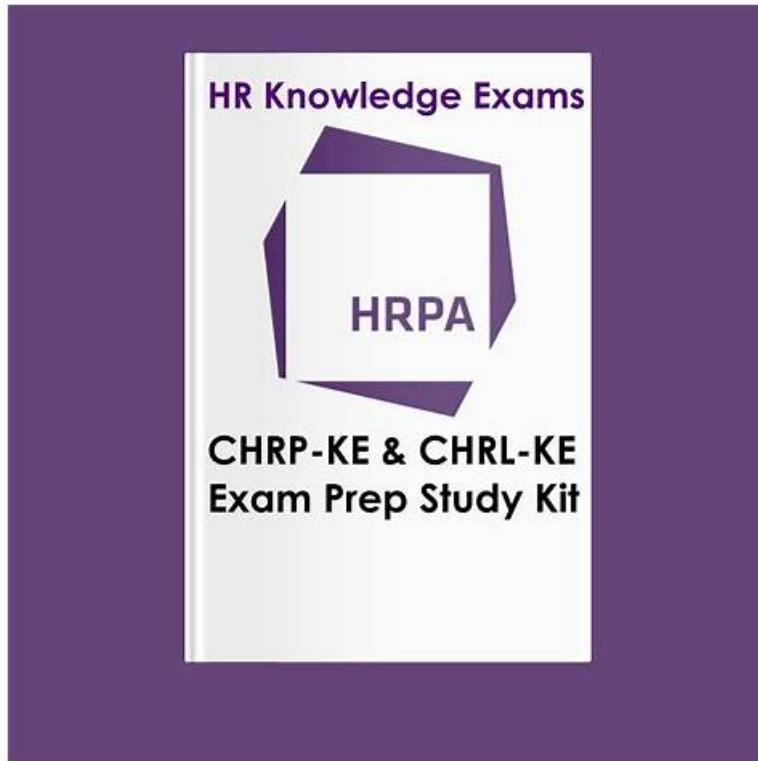


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HRPA CHRP-KE Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none">Finance & Accounting: This section of the exam measures the skills of HR Business Partners and focuses on understanding financial principles that impact HR decisions. It includes budgeting, financial statement analysis, cost-benefit assessments, and aligning HR initiatives with financial performance and business objectives. |
| Topic 2 | <ul style="list-style-type: none">HR Planning: This section of the exam measures the skills of HR Planners and focuses on workforce planning and forecasting to meet organizational needs. It includes succession planning, skills gap analysis, and aligning human capital strategy with long-term organizational goals. |
| Topic 3 | <ul style="list-style-type: none">Labour RelationsIndustrial Relations: This section of the exam measures skills of Labor Relations Specialists and covers the framework of collective bargaining, dispute resolution, and negotiation processes. It includes knowledge of employment laws, union-management relations, and strategies for maintaining positive labour relations within the workplace. |
| Topic 4 | <ul style="list-style-type: none">Occupational Health & Safety |

| | |
|---------|---|
| Topic 5 | <ul style="list-style-type: none"> • Training & Development: This section of the exam measures the skills of Learning and Development Managers and focuses on employee training, skill development, and performance improvement. It includes designing training programs, conducting needs assessments, evaluating learning outcomes, and supporting career development initiatives. |
| Topic 6 | <ul style="list-style-type: none"> • Compensation: This section of the exam measures the skills of Compensation Analysts and covers principles of designing, implementing, and maintaining effective compensation systems. It focuses on understanding job evaluation, pay structures, incentive programs, and equity considerations to attract and retain talent. |
| Topic 7 | <ul style="list-style-type: none"> • Organizational Behavior: This section of the exam measures the skills of HR Consultants and focuses on understanding human behavior in organizational settings. It covers motivation, leadership, communication, and group dynamics to promote engagement, teamwork, and a positive work culture. |
| Topic 8 | <ul style="list-style-type: none"> • Recruitment & Selection: This section of the exam measures the skills of Talent Acquisition Specialists and covers methods for sourcing, screening, and selecting candidates. It includes job analysis, interview techniques, legal considerations, and ensuring fair and effective hiring decisions that align with organizational needs. |
| Topic 9 | <ul style="list-style-type: none"> • HR Management: This section of the exam measures the skills of HR Generalists and focuses on understanding the role and functions of human resources within an organization. It covers HR policies, strategic alignment of HR practices with business goals, and managing employee relations to ensure organizational effectiveness and compliance. |

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HRPA CHRP Knowledge Exam Sample Questions (Q10-Q15):

NEW QUESTION # 10

Evaluating trainees' performance with a 360° feedback system aligns best with which level of the Kirkpatrick Model of Training Evaluation?

- A. Behaviour
- B. Reaction
- C. Results
- D. Learning

Answer: A

Explanation:

HRPA's Learning and Development materials align with the Kirkpatrick model: Reaction, Learning, Behaviour, Results. 360° feedback gathers observations from supervisors, peers, direct reports, and sometimes customers about how participants apply new skills and behaviours on the job, which is Kirkpatrick Level 3 - Behaviour (transfer of learning). Level 2 (Learning) uses tests or demonstrations; Level 1 (Reaction) captures satisfaction; Level 4 (Results) measures organizational outcomes.

Relevant HRPA references: Learning and Development-training evaluation levels and methods; use of multi-rater feedback to assess behavioural transfer.

NEW QUESTION # 11

Why is it more cost effective for employers to purchase dental coverage than for employees to do so individually?

- A. Dividends
- B. Utility
- C. Indexation
- D. **Economies of scale**

Answer: D

Explanation:

Under the Total Rewards competencies of the HRPA Professional Competency Framework, HR professionals are required to design and administer group benefits that balance value and cost. Group benefit plans leverage risk pooling and economies of scale: the larger the insured group, the lower the per-member administrative load and risk premium, which translates into lower average cost than individually purchased coverage.

Why not A, C, or D? "Dividends" are not a defining feature of dental plans; "utility" is an economics concept, not a pricing mechanism; and "indexation" refers to benefit adjustments (e.g., to inflation), not to why group dental coverage costs less.

Reference (HRPA):

Professional Competency Framework - Total Rewards (Group Benefits): apply principles of risk pooling and economies of scale in benefits design.

HRPA Study Guide - Group Insurance Fundamentals: group purchasing reduces unit costs compared to individual insurance.

NEW QUESTION # 12

What is the first thing an employer should do to minimize damage to morale when pay cuts are unavoidable?

- A. Ensure the planned cuts are spread throughout the organization fairly
- B. Seek employee input on ways to deal with the crisis
- C. **Provide full information on the crisis and the rationale for the cuts**
- D. Commit to providing future rewards when circumstances permit

Answer: C

Explanation:

HRPA emphasizes transparent communication as the immediate, foundational step in managing difficult total rewards changes. When reductions are unavoidable, leaders should first provide clear, complete information on the business situation and the rationale, demonstrating fairness, due process, and respect-critical to sustaining trust and morale. Equity in application (A), consultation for future options (C), and contingent commitments (D) are important, but they follow the primary step of forthright communication.

Reference (HRPA): Professional Competency Framework-Total Rewards (communication and change management for rewards); Strategy and Organizational Effectiveness (transparent leadership communication in change); HRPA Study Guide-reward change communications and employee relations considerations.

NEW QUESTION # 13

An HR manager for a small company needs to communicate a new dress code policy to all employees. To ensure that employees receive consistent messaging about this new policy, which of the following communication channels should the HR manager use?

- A. Informal
- B. Horizontal
- C. Upward
- D. **Downward**

Answer: D

Explanation:

According to the HRPA Human Resources Competency Framework (Functional Domain: Organizational Effectiveness), HR professionals must ensure that communication systems support organizational clarity, consistency, and compliance.

Downward communication refers to the formal flow of information from higher to lower organizational levels - typically from management or HR to employees - and is used for communicating policies, procedures, and directives.

Extract:

"Downward communication delivers organizational policies, procedures, and performance expectations from management to employees to ensure alignment and consistent understanding." (HRPA Competency Framework - Organizational Effectiveness, CHRP Level, Knowledge Area: Communication and Change Management) Explanation of Options:

A . Horizontal: Communication between peers or departments; not used for policy rollouts.

B . Informal: May lead to inconsistent or incomplete information.

C . Upward: Flow of feedback or information from employees to management.

D . Downward: The correct channel for consistent policy communication from HR to all employees.

Therefore, D. Downward is correct, as it ensures clarity, accountability, and consistency across the organization.

Verified Reference Summary:

HRPA Human Resources Competency Framework - Functional Domain: Organizational Effectiveness CHRP Knowledge Exam Blueprint (HRPA, Ontario) HRPA Exam Preparation Guide - Communication Systems and Organizational Alignment

NEW QUESTION # 14

According to the exit-voice-loyalty-neglect framework, an employee who demonstrates higher-than-normal absenteeism, lateness, or reduced work effort is engaging in which type of response to job dissatisfaction?

- A. Neglect
- B. Exit
- C. Loyalty
- D. Voice

Answer: A

Explanation:

HRPA's coverage of employee attitudes and behaviours (EVLN model) classifies responses to dissatisfaction as Exit, Voice, Loyalty, and Neglect. Neglect is characterized by withdrawal and reduced effort, commonly observed as increased absenteeism, tardiness, errors, and lower performance. Exit involves leaving the organization; Voice involves actively attempting change; Loyalty is passive optimism while waiting for improvement.

Relevant HRPA references (no external links):

HRPA Study Guide - Organizational Behaviour: Job Satisfaction and the EVLN model.

HRPA Competency Framework - Organizational Effectiveness: diagnosing employee engagement and withdrawal behaviours.

NEW QUESTION # 15

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