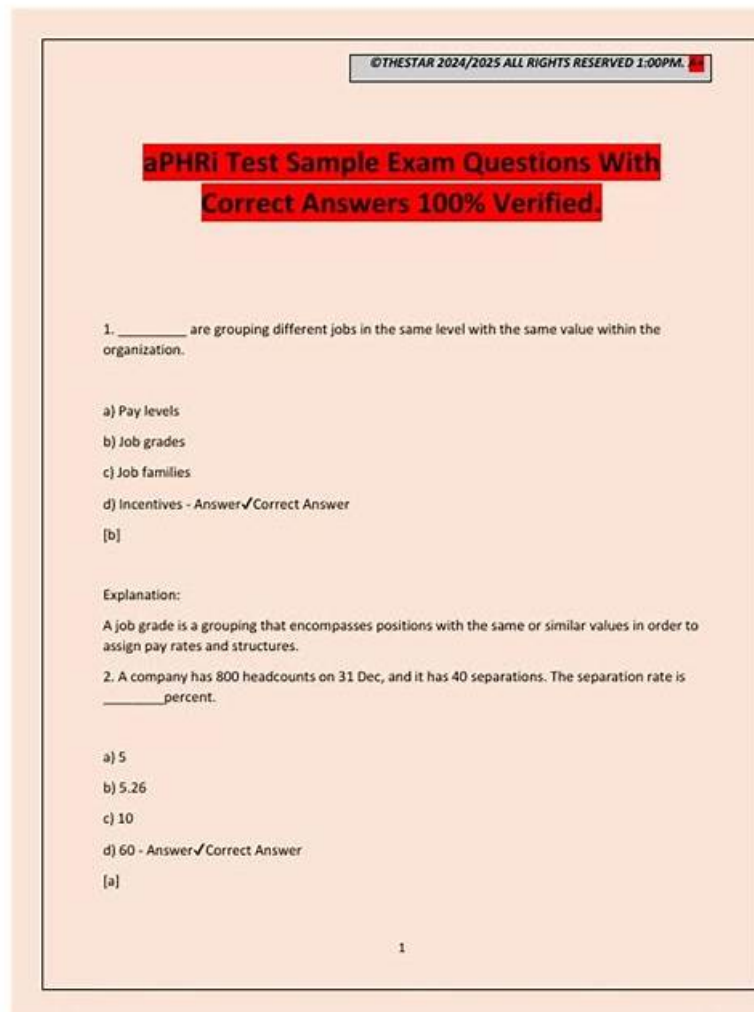


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HRCI Associate Professional in Human Resources - International Sample Questions (Q18-Q23):

NEW QUESTION # 18

An employee has been repeatedly late to work despite verbal and written warnings. What is the next appropriate step in a progressive discipline process?

- **A. Suspension without pay**
- B. Written warning
- C. Termination
- D. Verbal warning

Answer: A

Explanation:

Suspension without pay is the next appropriate step in a progressive discipline process for an employee who has been repeatedly late despite verbal and written warnings. This step serves as a serious consequence that emphasizes the importance of adhering to company policies.

NEW QUESTION # 19

Which measure should a company implement to protect against material damage?

- A. Using minimal security measures to reduce costs.
- **B. Installing surveillance cameras and alarm systems.**
- C. Scheduling monthly office parties.
- D. Encouraging employees to bring personal devices.

Answer: B

Explanation:

Installing surveillance cameras and alarm systems is crucial for protecting against material damage. These measures deter potential vandals or thieves and provide a means to monitor and respond to security incidents in real time.

NEW QUESTION # 20

_____ plays a critical role in ensuring the company meets its sales targets and maintains customer relationships.

- **A. Sales and marketing**
- B. Research and development
- C. Human resources
- D. Customer service

Answer: A

Explanation:

Sales and marketing play a critical role in ensuring the company meets its sales targets and maintains customer relationships. These functions are essential for driving revenue and promoting the company's products or services.

NEW QUESTION # 21

Which of the following steps is a vital part of progressive discipline?

- A. Probationary period
- B. Fair hearing
- C. Timely termination
- **D. Proper documentation**

Answer: D

Explanation:

Progressive discipline is a structured approach used in human resources to address employee performance or conduct issues while promoting fairness and accountability. Among the options provided, proper documentation is a cornerstone of this process. Here's a breakdown of why:

1. Definition of Progressive Discipline

Progressive discipline involves a series of escalating actions to address workplace misconduct or performance issues. It is designed to provide employees with opportunities to improve before more severe actions, such as termination, are taken.

2. Steps in Progressive Discipline

The following steps typically define a progressive discipline process:

- * Verbal Warning: A conversation with the employee about the issue, emphasizing the need for improvement.
- * Written Warning: A formal document detailing the issue, actions required for improvement, and consequences of non-compliance.
- * Suspension or Probationary Period: Temporary removal from duties or a probation period to provide a final chance for improvement.
- * Termination: A last resort if the employee fails to meet the required standards.

3. Role of Proper Documentation

Proper documentation underpins each step of progressive discipline for the following reasons:

- * Legal Protection: Comprehensive records of warnings, meetings, and performance reviews demonstrate compliance with fair treatment practices in case of legal challenges.
 - * Fairness and Consistency: Documentation ensures consistent application of policies, treating all employees equally.
 - * Clarity and Communication: Written records clarify expectations and consequences, helping employees understand their responsibilities and the need for change.
 - * Accountability: Both the employer and employee can refer to documented agreements and action plans to ensure transparency.
- #### 4. Comparison with Other Options
- * A. Fair Hearing: While crucial, a fair hearing alone does not suffice without evidence to substantiate claims or actions.
 - * B. Timely Termination: Termination is the final step and not a regular feature of progressive discipline unless the issue is egregious.
 - * C. Probationary Period: This is often a specific stage in the process but not universally included in all progressive discipline policies.

5. International HR References

- * SHRM (Society for Human Resource Management): Highlights proper documentation as a key element of progressive discipline to ensure compliance with labor laws and organizational policies.
- * ILO (International Labour Organization): Emphasizes procedural fairness, which is supported by accurate and complete documentation.
- * HR Best Practices (CIPD, UK): Documentation is cited as critical in ensuring fairness and defending decisions in employment tribunals.

By thoroughly documenting every step of the disciplinary process, organizations can ensure that their actions are fair, transparent, and legally defensible. This makes Proper Documentation an indispensable part of progressive discipline.

NEW QUESTION # 22

Which of the following are the primary reasons to start an HR function in an organization? (Select options.)

- A. Talent management
- **B. Legal compliance**
- C. Talent management
- **D. Employee engagement**

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