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Exam : SHRM-CP

Title : Society for Human Resource Management Certified Professional

Vendor : SHRM

Version : DEMO

NO.1 The term zero defects, as an ideal performance standard, was developed by which individual?
A. Deming
B. Crosby
C. Juran
D. Ishikawa
Answer: B
Explanation: Philip B. Crosby is responsible for the term zero defects, as it relates to an ideal performance standard for businesses. W.Edwards Deming began the quality movement (of the 1940s) by focusing on the consumer for improving business standards. Joseph M. Juran followed Deming with a similar focus on quality. Dr. Kaoru Ishikawa is credited with applying data analysis tools to company activities with the goal of quality improvement.

NO.2 The Immigration Reform and Control Act of 1986 was intended to accomplish four major purposes. Which of the following is not one of these purposes?
A. Make employers responsible for providing documentation to prove the legal immigration status of their employees
B. Provide amnesty for all illegal immigrants that had been in the United States for at least four years
C. Provide amnesty for agricultural workers who have worked in the United States for many years
D. Require employers to weight hiring in favor of candidates who were already American citizens
Answer: D
Explanation: This answer choice is correct by virtue of being wrong: the Immigration Reform and Control Act does not require employers to favor American citizens in hiring. (In fact, this is more likely to be illegal, since the Title VII of the Civil Rights Act of 1964 makes it illegal to discriminate against someone based on national origin. That is a broad definition, but this particular activity could certainly fall within the category of Title VII prohibitions.) The Immigration Reform and Control Act does, however, afford the following: provide amnesty for all illegal immigrants that had been in the United States for at least four years, make employers responsible for providing documentation to prove the legal immigration status of their employees, and provide amnesty for agricultural workers who have worked in the United States for many years.

NO.3 Which of the following OSHA forms is intended to be an Injury and Illness Incident Report?
A. OSHA Form 301A
B. OSHA Form 301
C. OSHA Form 300A
D. OSHA Form 300
Answer: B
Explanation: OSHA Form 301 is intended to be an Injury and Illness Incident Report. OSHA Form 300 is intended to be a Log of WorkRelated Injuries and Illnesses. OSHA Form 300A is intended to be a Summary of WorkRelated Injuries and Illnesses. OSHA Form 301A does not exist.

NO.4 Which of the following is identified as the "eligibility, rights, and responsibilities notice" for employees regarding FMLA?
A. WH382  
B. WH381  
C. WH383  
D. WH380  
**Answer:** B  
Explanation: Form WH381 is identified as the "eligibility, rights, and responsibilities notice" for employees regarding FMLA. Form WH382 is identified as a "designation notice" to inform employees about FMLA requirements for factors such as a required medical certification or a required fitness for duty certification. The other answer choices do not reflect significant FMLA forms.

**NO.5** The National Labor Relations Act (NLRA) provides the right for employees to engage in "concerted activities for the purpose of collective bargaining or other mutual aid or protection" to which types of employees?  
A. Nonunion employees only  
B. Union employees only  
C. Parttime employees only  
D. Fulltime employees only  
E. All employees  
**Answer:** E  
Explanation: The rights that are provided by the NLRA apply to all employees of an organization and are not limited to specific employees within that organization. As a result, the other answer choices that limit the employee coverage to fulltime employees only (answer choice A), parttime employees only (answer choice B), union employees only (answer choice C), and nonunion employees only (answer choice D) are all incorrect.

**NO.6** Byron wants to analyze the relationship between the size of the holiday advertising budget and sales. Which analytical strategy will he use?  
A. trend analysis  
B. simple linear regression  
C. ratio  
D. multiple linear regression  
**Answer:** B  
Explanation: Byron will use a simple linear regression. A simple linear regression is good for examining the relationship between two variables. In this case, Byron wants to look at the relationship between the advertising budget and sales. A trend analysis, on the other hand, focuses on a single variable. A ratio considers the relationship between two variables, but it is more aimed at establishing a traditional benchmark then in learning more about the relationship. Finally, a multiple linear regression analyzes the relationships among more than two variables.

**NO.7** Which case first defined employment at will?  
C. Albemarle Paper v. Moody (1975)  
D. Payne v. The Western & Atlantic Railroad Company (1884)
**Answer:** D

Explanation: Payne v. The Western & Atlantic Railroad Company (1884) first defined employment at will. In this case, the Tennessee Supreme Court ruled that employment at will is an arrangement that either side may terminate at any time. Of course, this definition led to many abuses by employers until subsequent legislation clarified the rights of workers.

**NO.8** Which of the following is the best definition of an employee brand?

A. The logo that represents a company
B. The public relations strategy for a company's success
C. The total rewards philosophy for a company
D. A clear portrayal of the company's identity
E. The human resources policy of marketing the company to prospective employees

**Answer:** D

Explanation: An employer brand is simply a clear indication of a company's identity; it is essentially the unique characteristic(s) that define a company. An employer brand might be related to a public relations strategy (answer choice A), but it is not contained entirely within the public relations strategy. Similarly, the human resources policy of marketing (answer choice B) might reflect the employer brand, but this is not a clear definition of it. The total rewards philosophy is a separate part of a company's identity, so answer choice D is incorrect. And while the company might design a logo that reflects its employer brand, the logo is not equivalent to the brand.

**NO.9** Derek is delivering a presentation to a group of trainees. During the presentation, the trainees will need to take comprehensive notes. How should Derek arrange the seats in the training room?

A. conference style
B. Ushaped style
C. Chevron style
D. classroom style

**Answer:** D

Explanation: Derek should arrange the seats in the classroom style. In this style, participants are placed behind desks facing towards the front of the room. This seating arrangement is most appropriate for presentations delivered by a single person, especially when the participants will need to be making notes. In conference-style seating, participants are placed around a large square table. In the Ushaped seating style, participants are placed around three sides of a large table, and the presenter stands on the fourth side. In the Chevron style of seating, participants are placed in rows that face the front of the room at an angle, so that they are facing both the presenter and, to a lesser extent, one another.

**NO.10** The "best practice" retention period for employee records that relate to discrimination charges should be how long after the employee is no longer with the company?

A. 7 years
B. 10 years
C. 5 years
D. 2 years

**Answer:** A


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Explanation: The best practice retention period for employee records that relate to discrimination charges is 7 years after the employee leaves the company. This is defined by the Rehabilitation Act of 1973. The purpose is to maintain necessary records in case the employee pursues legal action. A retention period of 2 years or 5 years is too short. The business many prefer to retain such records for 10 years, but the Rehabilitation Act of 1973 identifies 7 years.

**NO.11** Which of the following is not a recognized type of picketing?
A. Recognitional  
B. Organizational  
C. Informational  
D. Petitional

**Answer:** D  
Explanation: A "petitional" form of picketing does not exist. The recognized forms of picketing are as follows: organizational, informational, and recognitional.

**NO.12** Risk is defined as Probability x ____________:
A. Avoidance  
B. Prevention  
C. Occurrence  
D. Consequences

**Answer:** D  
Explanation: Risk is defined as Probability x Consequences. In other words, a business must multiply the odds of something occurring by the results of that occurrence. The occurrence itself is a part of the process that leads to consequences, but it is not a direct element within the standard risk formula. The result of this formula enables a business to employ prevention or avoidance options.

**NO.13** How long after filing with the Department of Labor are ERISA records required to be maintained?
A. 5 years  
B. 4 years  
C. 8 years  
D. 7 years  
E. 6 years

**Answer:** E  
Explanation: Once a company has filed ERISA records with the Department of Labor, that company is required to maintain those records for a minimum of six years. Answer choices A, B, D, and E are incorrect because they do not reflect accurate federal guidelines for ERISA record keeping.

**NO.14** The minimum number of employees that are required for an organization to complete OSHA forms is which of the following?
A. 11  
B. 15  
C. 10  
D. 17

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E. 12

**Answer:** A

Explanation: Organizations with up to 10 employees are not required to file OSHA forms. As a result, organizations with a minimum of 11 employees must file OSHA forms. Answer choices A, C, D, and E are incorrect because they reflect the incorrect number of employees for filing OSHA documentation.

**NO.15** Which of the following types of deferred compensation plans, also known as a discretionary contribution plan, is considered to be best in a company that has highly variable annual profits?

A. Profitsharing  
B. Cash balance  
C. Money purchase  
D. Target benefit  

**Answer:** A

Explanation: A profitsharing plan, also known as a discretionary contribution plan, is considered to be best in a company that has highly variable annual profits. A money purchase plan offers employees a fixed annual percentage and thus is best in a company that has fairly consistent annual earnings. A cash balance plan is considered "portable" because employees can remove the money from the plan and convert the payment into other forms. A target benefit plan uses actuarial formulas to determine how much an employee will receive toward retirement.

**NO.16** Which type of medical insurance plan makes contract arrangements directly with employers?

A. health maintenance organization  
B. preferred provider organization  
C. feeforservice plan  
D. physician hospital organization  

**Answer:** D

Explanation: A physician hospital organization makes contract arrangements directly with employers. In this system, physicians and hospitals act as a single entity. In a health maintenance organization (HMO), patients are managed by a gatekeeper physician, who refers them to other medical professionals when necessary. In a preferred provider organization, patients work with a designated network of medical professionals. Feeforservice plans allow the patient to shop around for medical services, the costs of which are initially covered by the patient, who is later reimbursed.

**NO.17** What is the fiduciary role of the human resources professional regarding ERISA?

A. Setting up pension accounts for employees  
B. Creating the rules that govern individual retirement account for employees  
C. Working with organization to locate the funds for pension accounts  
D. Handling and managing pension funds  
E. Ensuring that the HIPAA guidelines of ERISA are observed  

**Answer:** D

Explanation: The fiduciary role of the human resources professional regarding ERISA is primarily one of handling and managing the pension funds that the organization provides for retirement accounts. Answer choice A is incorrect because the fiduciary role does not include setting up pension accounts for employees. (This might be another part of the human resources professional's job, but this is not

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the immediate fiduciary role with respect to ERISA.) Answer choice C is incorrect because the fiduciary role has nothing to do with ensuring that HIPAA guidelines are observed. Answer choice D is incorrect because human resources professional is not responsible for creating retirement account rules. And answer choice E is incorrect because the fiduciary role of the human resources professional is not necessarily one of locating the funding but rather of managing it.

**NO.18** Which of the following is defined as an attempt to improve overall business operations so that customers benefit from the process?
A. Offshoring
B. Workforce expansion
C. Reengineering
D. Divestiture  
*Answer: C*

Explanation: Reengineering is defined as an attempt to improve overall business operations so that customers benefit from the process. Workforce expansion, as the name indicates, is an increase in employees for a business to reach certain goals. Divestiture is a business decision to eliminate a department by laying off employees or moving them to another department. Offshoring, or outsourcing, refers to a business’s decision to move certain activities to another location (usually international) to reduce costs.

**NO.19** How many complaints about an employer's potential violation of FLSA rules can cause the government to step in and perform an audit of the business?
A. 2
B. 1
C. 3
D. 5  
*Answer: B*

Explanation: It takes only one complaint about a potential FLSA violation for a government audit to occur. As a result, businesses are expected to take FLSA rules seriously, and the human resources professional must be very familiar with the rules to avoid even an unintentional violation. The other answer choices (2, 3, and 5) are all too high. By the time that many complaints arise, the audit will already be in progress or have been completed.

**NO.20** Which of the following is NOT an essential component of an intellectual property agreement?
A. Prohibition against the hiring of current employees by employees who leave the business  
B. Limitations on use of confidential information
C. Duration of confidentiality restrictions
D. Identification of confidential information  
*Answer: A*

Explanation: An intellectual property agreement does not need to include a prohibition against the hiring of current employees by employees who leave the business. Many intellectual property agreements do contain such language, however, commonly known as a nonsolicitation clause. The other answer choices represent the essential components of an intellectual property agreement.

**NO.21** Which of the following statements about Six Sigma is false?

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A. The fivestep method of Six Sigma is define, measure, analyze, improve, and control.
B. Defects are measured on a permillion basis.
C. Master black belts usually concentrate on quality in a single department.
D. Green belts work fulltime on quality management.

**Answer:** D

Explanation: Green belts do not work fulltime on quality management; they spend some of their time pursuing other organizational initiatives. Green belts may be training to become black belts, who do spend all of their time on quality management issues, usually in a single department. One of the key features of Six Sigma is measurement of defects on the permillion instead of the traditional perthousand basis. The define, measure, analyze, improve, and control (DMAIC) model of Six Sigma has become perhaps its most recognizable feature.

**NO.22** Which type of testing is not part of the medical examination conditions of ADA and may be required of any candidate?
A. Polygraph test
B. Driving test
C. Drug screening test
D. Aptitude test

**Answer:** C

Explanation: A drug screening test can be required of any candidate for a job, and the medical examination conditions of ADA do not prevent a candidate from being tested for drug use, regardless of disability. Polygraph tests, driving tests, and aptitude tests are not part of potential medical examinations, and all of these tests must be administered with certain stipulations from ADA.

**NO.23** The DavisBacon Act is notable for being the first federal legislation to address
A. overtime compensation.
B. government subcontractors.
C. child labor.
D. minimum wages.

**Answer:** D

Explanation: The DavisBacon Act was the first federal legislation to address minimum wages. This act asserted that all workers on federal public works projects must be paid the standard local wage. Before this law was passed, contractors would make extremely low bids for projects because they paid laborers almost nothing.

**NO.24** According to the Walsh Healy Public Contracts Act of 1936, what is the contract threshold for government contractors to be required to pay the local minimum wage to employees?
A. $10,000
B. $15,000
C. $20,000
D. $5,000

**Answer:** A

Explanation: The Walsh Healy Public Contracts Act of 1936 determines that for any government contract over $10,000 the local minimum wage requirement applies to workers. The other answer
choice options ($5,000; $15,000; and $20,000) are either too low or already fall within the minimum requirement of $10,000.

**NO.25** Which of the following is considered an involuntary benefit that employers must provide for employees?

A. Paid holidays  
B. Vacation time  
C. Social security  
D. Qualified pension plan

**Answer:** C

Explanation: Social security, like Medicare, is an involuntary benefit that employers must provide. Vacation time, qualified pension plans, and paid holidays, on the other hand, are all voluntary benefits that employers have the option to provide or not provide for employees.