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**QUESTION 1**

When an individual files a charge of discrimination with the EEOC against an employer, what will the EEOC do?

- A. The EEOC will create a hearing with the complainant and the employer to investigate the charge.
- B. The EEOC will visit the employer to inform them of the charge.
- C. The EEOC will investigate the claim by inspecting the employer's place of business.
- D. The EEOC will send the employer a letter informing them of the charge.

Correct Answer: D

The first thing that the EEOC will do is send the employer a letter informing them of the charge and allow the employer to respond accordingly. Answer option C is incorrect. The EEOC won't visit the place of employment, but will first send a

letter informing the employer of the charge. Answer option A is incorrect. The EEOC doesn't create a hearing. The employer will first receive the letter allowing them to respond to the charge.

Answer option B is incorrect. The EEOC won't visit the place of employment, but will first send a letter informing the employer of the charge.

QUESTION 2

An organization is considering services it can successfully provide to its customers. One of the services, however, is deemed to be difficult to offer with a high degree of certainty of success. The organization has decided not to offer the service because of the risk in offering the service, and failing. What risk response is used in this scenario?

- A. Transference
- B. Sharing
- C. Avoidance
- D. Mitigation

Correct Answer: C

This is an example of the avoidance risk response. Avoidance are preventive actions, workarounds, and decisions to avoid a negative risk event.

Answer option A is incorrect. Transference is a risk response that transfers the risk to a third party - usually for a fee.

Answer option D is incorrect. Mitigation is a risk response to reduce the probability and/or impact of a negative risk event.

Answer option B is incorrect. Sharing is a risk response that shares a positive risk event with another party.

QUESTION 3



As an HR Professional, you must be familiar with collective bargaining agreements and the process that rights are given, contracts, and union and management cooperation. With this in mind, what is a rights arbitration?

- A. It is a lawsuit between the collective management and the collective union.
- B. It is a formal hearing between the management and the union, to resolve grievances during the construction of a contract.
- C. It is a formal hearing between management and union members to resolve grievances during the administration of a contract.
- D. It is not a lawsuit, but a resolution of laws and their impact on existing contracts.

Correct Answer: C

Rights arbitration is like a hearing, but it doesn't take place in the court of law. Rights arbitration aims to resolve grievances between union members and management, that have happened during the administration of a contract.

Answer option B is incorrect. Note that this answer is close, but it defines rights arbitration as something that occurs during the construction of the contract, not during the actual administration of the contract.

Answer option A is incorrect. Rights arbitration is not a lawsuit. Answer option D is incorrect. Rights arbitration is not an interpretation of laws and their affect on existing contracts.

QUESTION 4

John's organization has collected several applications for an employment position within his organization. The data collected from these applications must be kept secure and private, especially in light of the Privacy Act of what year?

- A. 1964
- B. 1968
- C. 1974
- D. 2007

Correct Answer: C

The Privacy Act of 1974 requires organizations to keep EEO-related matters private. This law is designed to protect the information the candidate has given to the organization as part of the application for the employment position. Answer options B, A, and D are incorrect. These are not valid years from the Privacy Act of 1974.

QUESTION 5

Mike is the HR Professional for his organization and he's documenting the relationship of contractors and employees in the organization. Mike is focusing on the control aspects as provided by the Internal Revenue Service. What aspect of the contractor control aspect is best described as how the business pays the worker?

- A. Behavioral control
- B. Contractual relationship



C. Type of relationship

D. Financial control

Correct Answer: D

How the organization pays the worker is defined as a financial control for the individual. This affects the decision and determination that the person may be an employee and not a contractor. Answer option A is incorrect. Behavioral control

defines who does the work, who controls the work, who directs the work, and how each action is done.

Answer option C is incorrect. The type of relationship should be defined in the written contract, assuming one exists, between the person and the organization. Answer option B is incorrect. There is not a control aspect called "contractual relationship" as provided by the IRS so this choice is not valid.

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