

## aPHRi™ SAMPLE EXAM ITEMS

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### ITEM 1

The structure of an organization is usually described in the form of an organization chart as a means to describe internal:

- A. chain of command.
- B. working structure.
- C. processes and procedures.
- D. interaction between people.

### ITEM 2

The main reason exit interview information should be kept separate from personnel files is:

- A. legal reasons.
- B. confidentiality.
- C. reliability.
- D. company policy

### ITEM 3

An employee filed a complaint about another employee and is now contacting HR to find out if and how the other person was disciplined. What is the main reason why the HR administrator should not give out that information?

- A. Bias
- B. Privacy
- C. Retaliation
- D. Legal

### ITEM 4

Which of the following barriers cause individuals to interpret the same communication differently, depending on previous experiences?

- A. Frames of reference
- B. Selective listening
- C. Value judgements
- D. Source credibility

## ITEM 5

Which of the following statements is included in a job description?

- A. Long hours are expected occasionally.
- B. The position is based in Head Quarters office.**
- C. Commute to work is not reimbursed.
- D. Job-related training is provided on an as needed basis.

## ITEM 6

Which of the following is an HR service activity?

- A. Document tracking
- B. Budget allocation
- C. Claim processing**
- D. Strategy support