

CHRA WORKPLACE LEARNING AND DEVELOPMENT PRACTICE TEST (SAMPLE) STUDY GUIDE



Prepare with structure. Pass with confidence



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. Which option describes a strategy to improve transfer of training to the job?**
 - A. Lectures without practice
 - B. Manager coaching and follow-up practice projects
 - C. Relying solely on self-study without support
 - D. Isolating learners from the workplace
- 2. How do you evaluate and select training vendors or external providers?**
 - A. Define requirements, issue RFP/RFQ, assess proposals, check references, evaluate capability and fit, review SLAs, and compare total costs and value.
 - B. Choose based on the prettiest website.
 - C. Pick the vendor with the fastest response time regardless of capability.
 - D. Select without any external references.
- 3. What is the purpose of a RACI matrix in L&D projects?**
 - A. A matrix defining roles: Responsible, Accountable, Consulted, Informed; clarifies who does what and avoids gaps.
 - B. A method for budgeting.
 - C. A tool to track training completion.
 - D. A rubric for evaluating performance.
- 4. What is a learning plan and how is it used for individual development?**
 - A. A personalized plan outlining goals, milestones, resources, timelines, and assessments to guide growth and track progress.
 - B. A generic company policy document.
 - C. A schedule for mandatory compliance tests only.
 - D. A checklist of topics without timelines.
- 5. SCORM and xAPI in e-learning primarily provide what?**
 - A. Data standards for tracking learner interactions; interoperability with LMSs; robust learning analytics.
 - B. A platform for hosting course videos.
 - C. A method for creating tests automatically.
 - D. A way to encrypt learning content.

- 6. How do you align a training program with a competency framework?**
- A. Rely solely on instructor intuition to determine competency needs
 - B. Map objectives to competencies, ensure content builds required skills, use assessments to measure proficiency, design activities that demonstrate mastery, and validate alignment with HR policies
 - C. Ignore the framework and rely on generic content
 - D. Only assess certification outcomes
- 7. Which metric is commonly used to evaluate the financial impact of learning and development initiatives?**
- A. Completion rate
 - B. Time-to-proficiency
 - C. Transfer rate
 - D. ROI
- 8. Training a person to learn a job while working on it is described by which term?**
- A. Cloud-based Training
 - B. Job Instruction Training (JIT)
 - C. On-the-job training (OJT)
 - D. Role-playing
- 9. What is the purpose of competency mapping in relation to job tasks?**
- A. It links tasks to the skills and behaviors needed for effective performance.
 - B. It lists marketing channels.
 - C. It forecasts quarterly profits.
 - D. It defines IT support procedures.
- 10. What does the GROW model stand for in coaching?**
- A. GROW model
 - B. ADDIE
 - C. PDCA
 - D. SWOT

Answers

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1. B
2. A
3. A
4. A
5. A
6. B
7. D
8. C
9. A
10. A

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Explanations

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1. Which option describes a strategy to improve transfer of training to the job?

- A. Lectures without practice
- B. Manager coaching and follow-up practice projects**
- C. Relying solely on self-study without support
- D. Isolating learners from the workplace

Focus on how learning moves from the training room into everyday work. Transfer of training happens when people can apply new knowledge and skills in their actual job tasks, receive feedback, and stay supported as they practice in real settings. Manager coaching paired with follow-up practice projects provides exactly that: ongoing guidance from a supervisor who understands the workplace context, structured opportunities to apply the new skills to real tasks, and feedback that helps learners adjust and improve. This creates accountability, relevance, and reinforcement, which are all essential for solid transfer. Lectures without practice don't give learners the chance to apply what they've learned, so the skills don't become habitual. Relying solely on self-study misses crucial feedback and support, making it easy for new knowledge to fade or be forgotten. Isolating learners from the workplace removes the real-task context and the social cues that encourage applying training on the job.

2. How do you evaluate and select training vendors or external providers?

- A. Define requirements, issue RFP/RFQ, assess proposals, check references, evaluate capability and fit, review SLAs, and compare total costs and value.**
- B. Choose based on the prettiest website.
- C. Pick the vendor with the fastest response time regardless of capability.
- D. Select without any external references.

A structured, evidence-based vendor selection process is essential when evaluating training vendors. Defining your exact requirements sets the foundation so you know what you're aiming to achieve—learning objectives, audience, delivery methods, timelines, and budget. Issuing an RFP or RFQ invites formal proposals that can be compared on a level playing field, rather than relying on impressions. Assessing proposals with clear criteria helps you judge capability, approach, experience, and how well the vendor's methods will deliver the desired learning outcomes. Checking references provides real-world validation of performance, reliability, and client satisfaction. Evaluating how well the vendor fits your organization considers cultural alignment, change readiness, and the ability to integrate with your existing systems or processes. Reviewing service-level agreements clarifies expectations for support, guarantees, and metrics, so performance is measurable. Finally, comparing total costs and value ensures you're paying for quality and impact, not just the lowest price. This approach avoids common pitfalls like choosing based on a polished website, chasing the fastest response without checking capability, or skipping references, all of which can lead to misalignment, lower outcomes, or hidden risks later on.

3. What is the purpose of a RACI matrix in L&D projects?

- A. A matrix defining roles: Responsible, Accountable, Consulted, Informed; clarifies who does what and avoids gaps.
- B. A method for budgeting.
- C. A tool to track training completion.
- D. A rubric for evaluating performance.

At its heart, a RACI matrix is a tool for assigning and communicating responsibilities across a project. It specifies who is Responsible for doing the work, who is Accountable for final ownership and sign-off, who needs to be Consulted for input, and who should be Informed of progress. In L&D projects this clarifies activities like needs analysis, design, development, review, implementation, and evaluation, ensuring each task has a clear owner and that stakeholders know when to contribute or be updated. This prevents gaps where something might never get done or get done twice, and it streamlines decision-making and handoffs. Budgeting is handled by financial planning tools, training completion tracking is managed by LMS or progress trackers, and performance evaluation is done through performance management practices, not the RACI framework.

4. What is a learning plan and how is it used for individual development?

- A. A personalized plan outlining goals, milestones, resources, timelines, and assessments to guide growth and track progress.
- B. A generic company policy document.
- C. A schedule for mandatory compliance tests only.
- D. A checklist of topics without timelines.

A learning plan is a personalized roadmap for an individual's growth. It lays out what you want to achieve (goals), how you'll know you've reached them (milestones or outcomes), what you'll need to support you (resources such as courses, mentors, and tools), by when you'll complete each step (timelines), and how you'll measure progress (assessments or evaluations). This structure makes development intentional and trackable, rather than leaving learning to chance. It's used to guide growth day to day, ensure learning aligns with long-term career objectives, and provide a concrete basis for development discussions with a supervisor. For example, someone aiming to strengthen leadership skills might set a goal to lead a small project within six months, with milestones like finishing a leadership course, shadowing a mentor, and delivering a project summary. The plan would specify resources (a course, a mentor, hands-on project experience), include timelines (monthly check-ins and deadline dates), and outline assessments (feedback from team members, a final project evaluation) to gauge growth. The other options don't fit because they describe a generic policy, a schedule focused only on compliance tests, or a simple checklist without timeframes. They lack the personalized structure that guides ongoing development and demonstrates progress over time.

5. SCORM and xAPI in e-learning primarily provide what?

- A. Data standards for tracking learner interactions; interoperability with LMSs; robust learning analytics.
- B. A platform for hosting course videos.
- C. A method for creating tests automatically.
- D. A way to encrypt learning content.

SCORM and xAPI are about standardizing how learning experiences are tracked and shared across systems. They provide data standards and a flexible data model that let content communicate with learning management systems and record what learners do, enabling interoperability with different LMS platforms. This data foundation supports robust learning analytics, giving visibility into completion, time spent, interactions, and other learning activities. The other options miss the core purpose: hosting videos, automatically creating tests, or encrypting content aren't what these standards focus on.

6. How do you align a training program with a competency framework?

- A. Rely solely on instructor intuition to determine competency needs
- B. Map objectives to competencies, ensure content builds required skills, use assessments to measure proficiency, design activities that demonstrate mastery, and validate alignment with HR policies
- C. Ignore the framework and rely on generic content
- D. Only assess certification outcomes

The main idea is to connect every part of the training to the specific competencies the job requires. To do this well, start by turning each competency into measurable objectives that describe the knowledge, skills, and behaviors learners must demonstrate. Then design or select content that directly builds those capabilities, ensuring each module targets the identified competencies. Use assessments that measure actual proficiency in those competencies—often through performance tasks, simulations, or on-the-job demonstrations rather than just tests of recall. Create learning activities that give learners opportunities to practice and prove mastery of the competencies, and finally verify that the whole program aligns with HR policies and governance so that progress, validation, and documentation are consistent with organizational rules. This approach ensures the training drives the exact behaviors and outcomes the framework expects, supports valid evaluation of competence, and stays compliant with organizational standards. Relying on instructor intuition lacks the objective link to the framework; using generic content ignores the specific competencies; and focusing only on certification outcomes can miss real-world performance and ongoing development.

7. Which metric is commonly used to evaluate the financial impact of learning and development initiatives?

- A. Completion rate
- B. Time-to-proficiency
- C. Transfer rate

D. ROI

Evaluating the financial impact of learning and development hinges on translating benefits into dollars and comparing them to costs. The return on investment captures this by expressing net monetary benefits as a percentage of training costs, showing how much value the program generates per unit invested. This makes ROI the most direct measure of financial impact, since it aggregates diverse outcomes—productivity gains, quality improvements, fewer errors, faster ramp-up, and lower turnover—into a single financial figure. By contrast, completion rate only tells you how many people finished the program; it says nothing about value. Time-to-proficiency indicates how quickly learners reach competence, which affects when benefits accrue but not the total amount of financial gain. Transfer rate reflects how well new skills are used on the job, an effectiveness signal, but not a monetary value by itself. So ROI best answers the question of financial impact.

8. Training a person to learn a job while working on it is described by which term?

- A. Cloud-based Training
- B. Job Instruction Training (JIT)

C. On-the-job training (OJT)

D. Role-playing

Learning by doing in the real work setting means you pick up the job skills as you perform tasks, with guidance and feedback from a supervisor or experienced colleague. This hands-on, work-based approach is on-the-job training, which directly ties practice to the actual duties and tools of the role. Cloud-based training is online learning away from the job site. Role-playing uses simulated scenarios, not the real work. Job Instruction Training is a specific, step-by-step method used on the job, but the general description fits the broader on-the-job training.

9. What is the purpose of competency mapping in relation to job tasks?

A. It links tasks to the skills and behaviors needed for effective performance.

- B. It lists marketing channels.
- C. It forecasts quarterly profits.
- D. It defines IT support procedures.

Competency mapping connects the tasks in a role to the specific skills and behaviors required to perform them effectively. By identifying exactly which abilities and actions underpin each task, you establish clear performance expectations and create targeted training and assessment that ensure someone can meet the job's standards. For example, a task like handling a customer inquiry is tied to competencies such as active listening, clear communication, problem-solving, and procedural knowledge, so development and evaluation focus on those observable capabilities. This alignment supports hiring, development, and performance measurement because every task has a concrete set of needed skills and behaviors. The other domains—like marketing channels, profit forecasting, or IT procedures—don't address how tasks map to the capabilities needed to perform them well.

10. What does the GROW model stand for in coaching?

A. GROW model

B. ADDIE

C. PDCA

D. SWOT

The GROW model is a four-step coaching framework used to guide a conversation from intention to action: Goal, Reality, Options, Will. The first step is clarifying the goal you want to achieve, the second is honestly assessing your current reality and constraints, the third is exploring possible options or actions to close the gap, and the final step is deciding what you will do, with concrete steps and timelines. This structure helps you move from what you want to achieve to a committed plan. The other names listed are different frameworks used for design, improvement, or analysis and do not describe the GROW framework.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://chraworkplacelearningdev.examzify.com>

We wish you the very best on your exam journey. You've got this!

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