

# GPSTC Supervisor Level 2 Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Table of Contents

<b>Copyright</b> .....	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
<b>How to Use This Guide</b> .....	<b>4</b>
<b>Questions</b> .....	<b>5</b>
<b>Answers</b> .....	<b>8</b>
<b>Explanations</b> .....	<b>10</b>
<b>Next Steps</b> .....	<b>15</b>

SAMPLE

# 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 of the following is NOT listed as a component of the performance appraisal interview?**
  - A. Prepare**
  - B. Discuss**
  - C. Follow-up**
  - D. Goal setting**
  
- 2. The ADA (Americans with Disabilities Act) prohibits discrimination against people with disabilities and requires reasonable accommodations.**
  - A. It applies only to physical disabilities**
  - B. It prohibits discrimination and requires reasonable accommodations**
  - C. It applies only to private employers**
  - D. It requires employers to provide paid leave**
  
- 3. Disparate treatment occurs when employees from protected groups are intentionally treated differently.**
  - A. Unintentional bias in hiring**
  - B. Intentional different treatment due to protected status**
  - C. Equal application of policies**
  - D. Providing accommodations**
  
- 4. How should a supervisor handle performance reviews for underperforming subordinates who show potential?**
  - A. Skip honest feedback to maintain morale.**
  - B. Focus only on shortcomings without a plan.**
  - C. Move the subordinate to a different unit without review.**
  - D. Be honest about gaps, set a structured improvement plan, provide resources, and monitor progress.**
  
- 5. Which of the following is NOT a disadvantage of directive leadership style?**
  - A. Autocratic and dictatorial**
  - B. Exhibits little concern for employees**
  - C. Do as I say**
  - D. Encourages employee involvement in decision making**

- 6. Directive counseling style is best used when:**
- A. Time is of the essence**
  - B. Time is flexible**
  - C. For collaborative planning**
  - D. For long-term development**
- 7. Disparate Impact refers to**
- A. a condition in which employment practices are seemingly neutral yet disproportionately exclude a protected group from employment opportunities**
  - B. A policy that favors protected groups**
  - C. A direct admission of discrimination**
  - D. A neutral rule that benefits all applicants**
- 8. Which action is part of preparing for a counseling session?**
- A. Be familiar with the employee's background**
  - B. Know the facts of the issue**
  - C. Prepare questions in advance**
  - D. Review personnel files**
- 9. Physical harassment is described as acts of intimidation that have a threatening quality.**
- A. Verbal insults of a non-threatening nature.**
  - B. A single polite remark.**
  - C. Reprimands for performance in private.**
  - D. Acts of intimidation that have a threatening quality.**
- 10. The Family and Medical Leave Act (FMLA) provides up to 12 weeks of unpaid leave to care for family members or because of a serious health condition of the employee.**
- A. Friend's time off**
  - B. Employee**
  - C. Neighbor**
  - D. Contractor**

## Answers

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

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## **Explanations**

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**1. Which of the following is NOT listed as a component of the performance appraisal interview?**

- A. Prepare**
- B. Discuss**
- C. Follow-up**
- D. Goal setting**

The performance appraisal interview is outlined with three core steps: prepare before the meeting, discuss performance and feedback during the meeting, and follow up afterward to track progress. Goal setting, while an important activity in performance management, is typically handled as part of the planning or development process rather than as a standalone component of the interview itself in this framework. So, although goals may be established or reinforced during the discussion, they aren't listed as a separate component of the interview, making the option describing goal setting the one not listed.

**2. The ADA (Americans with Disabilities Act) prohibits discrimination against people with disabilities and requires reasonable accommodations.**

- A. It applies only to physical disabilities**
- B. It prohibits discrimination and requires reasonable accommodations**
- C. It applies only to private employers**
- D. It requires employers to provide paid leave**

In employment, the ADA aims to ensure equal opportunity by prohibiting discrimination and requiring reasonable accommodations so a qualified person with a disability can perform the essential job functions. It isn't limited to physical disabilities; it covers mental and other types of disabilities as well, and it applies to employers with 15 or more employees in both private and public sectors. Reasonable accommodations can include things like adjusting work schedules, providing assistive technology or equipment, making facilities accessible, or modifying duties, as long as they don't cause an undue hardship on the operation. It does not mandate paid leave as a universal rule, though paid leave can be one possible accommodation in some situations.

- 3. Disparate treatment occurs when employees from protected groups are intentionally treated differently.**
- A. Unintentional bias in hiring**
  - B. Intentional different treatment due to protected status**
  - C. Equal application of policies**
  - D. Providing accommodations**

Intentional discrimination based on protected characteristics is what disparate treatment is. When an employer makes a decision about an employee or candidate specifically because of race, sex, religion, national origin, age, or another protected trait, the action is discriminatory and unlawful. The crucial point is the motive or purpose behind the decision: it targets someone for a protected characteristic rather than being based on qualifications or legitimate business reasons. For example, denying a promotion to someone because of their race is disparate treatment. This concept contrasts with disparate impact, where a neutral policy or practice inadvertently affects protected groups more harshly, even without any intent to discriminate. Options describing unintentional bias, neutral policy enforcement, or accommodations describe other legitimate, non-discriminatory practices rather than intentional differential treatment.

- 4. How should a supervisor handle performance reviews for underperforming subordinates who show potential?**
- A. Skip honest feedback to maintain morale.**
  - B. Focus only on shortcomings without a plan.**
  - C. Move the subordinate to a different unit without review.**
  - D. Be honest about gaps, set a structured improvement plan, provide resources, and monitor progress.**

When someone is underperforming but shows potential, the supervisor should give clear, concrete feedback about what gaps exist and how they impact performance, then attach a structured improvement plan with specific, achievable goals, a realistic timeline, and criteria to measure progress. Pair that with the right resources—training, coaching, mentoring, and time allocated to practice new skills—so the employee has a real path to improvement. Regular check-ins to monitor progress, adjust the plan as needed, and acknowledge gains keep the process grounded and fair. This approach balances accountability with support, helping the employee grow into the role while maintaining team performance. Skipping honest feedback, focusing only on shortcomings without a plan, or moving the person to another unit without review undermine development and accountability.

5. Which of the following is NOT a disadvantage of directive leadership style?

- A. Autocratic and dictatorial
- B. Exhibits little concern for employees
- C. Do as I say
- D. Encourages employee involvement in decision making**

Directive leadership centers on centralized control, clear directions, and frequent follow-up, with limited input from staff. This approach can feel autocratic or dictatorial, may show little concern for employees, and often communicates “do as I say.” Those are classic downsides of this style because they can dampen motivation, stifle initiative, and reduce buy-in. Encouraging employee involvement in decision making, however, is not a drawback of directive leadership—it’s more aligned with participative or democratic styles. So this statement does not describe a disadvantage of directive leadership, which is why it’s the correct option.

6. Directive counseling style is best used when:

- A. Time is of the essence**
- B. Time is flexible
- C. For collaborative planning
- D. For long-term development

Directive counseling emphasizes providing clear guidance, concrete steps, and quick decisions. It’s a high-structure approach that acts like a roadmap when action is needed now. When time is of the essence, this style helps the client move from problem to solution immediately by offering specific instructions and a ready-to-follow plan, reducing hesitation and back-and-forth. In situations where time isn’t pressing, or when the goal is collaborative planning or long-term development, a more exploratory or client-centered approach tends to be better, as directive guidance can feel rushed or limiting. In urgent contexts, though, giving direct guidance and a clear course of action is the most efficient way to address immediate needs.

7. Disparate Impact refers to

- A. a condition in which employment practices are seemingly neutral yet disproportionately exclude a protected group from employment opportunities**
- B. A policy that favors protected groups
- C. A direct admission of discrimination
- D. A neutral rule that benefits all applicants

Disparate impact happens when an employment practice is neutral in form but produces a disproportionately negative effect on a protected group. The important part is the outcome, not whether someone intended to discriminate. For example, a test or screening rule that is job-related in name but ends up excluding far more people from a protected group than others would be considered disparate impact. Under law, the employer may need to show the rule is job-related and consistent with business necessity or look for less discriminatory alternatives. This concept is different from discrimination that is intentional (disparate treatment), and it is not about a policy that “favors” protected groups, nor about a neutral rule that simply benefits all applicants.

**8. Which action is part of preparing for a counseling session?**

**A. Be familiar with the employee's background**

**B. Know the facts of the issue**

**C. Prepare questions in advance**

**D. Review personnel files**

Know the facts of the issue is essential because it provides a solid, objective basis for the counseling conversation. By gathering observable details—what happened, when and where it occurred, who was involved, and which policy or standard applies—you can describe the concern accurately, reference relevant expectations, and set concrete steps for improvement. This approach keeps the discussion focused on specific behavior and outcomes rather than impressions or rumors, which helps the employee understand exactly what needs to change and how success will be measured. While knowing background or reviewing files might seem informative, these can introduce bias or unnecessary information and aren't the core of addressing the current issue. Preparing questions can help structure the talk, but they should be anchored in the facts so the session stays fair and productive.

**9. Physical harassment is described as acts of intimidation that have a threatening quality.**

**A. Verbal insults of a non-threatening nature.**

**B. A single polite remark.**

**C. Reprimands for performance in private.**

**D. Acts of intimidation that have a threatening quality.**

Physical harassment is defined by actions that involve intimidation with a real sense of threat. Among the options, only the description that explicitly mentions intimidation paired with a threatening quality fits this definition. Verbal insults that aren't threatening, a single polite remark, or private reprimands can be inappropriate or annoying, but they don't inherently involve intimidation or a threat. This is why the description of acts of intimidation that have a threatening quality best captures what physical harassment means.

**10. The Family and Medical Leave Act (FMLA) provides up to 12 weeks of unpaid leave to care for family members or because of a serious health condition of the employee.**

**A. Friend's time off**

**B. Employee**

**C. Neighbor**

**D. Contractor**

The concept here is who can take FMLA leave. FMLA provides up to 12 weeks of unpaid leave to care for family members or for the employee's own serious health condition, but only for eligible employees of covered employers. People who aren't employees—such as a friend, a neighbor, or a contractor—don't have FMLA rights, so they aren't the ones who can take this leave. The person who can use this leave is the employee (assuming they meet the eligibility requirements like duration of employment, hours worked, and the employer's coverage).

## 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](mailto:hello@examzify.com).**

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

**<https://gpstcsupervisorlvl2.examzify.com>**

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

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