

WESTERN GOVERNORS UNIVERSITY (WGU) HRM3200 C234 WORKFORCE PLANNING: RECRUITMENT AND SELECTION PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://wgu-hrm3200c34.examzify.com>



Copyright © 2026 by Examzify - A Kaluba Technologies Inc. product.

ALL RIGHTS RESERVED.

No part of this book may be reproduced or transferred in any form or by any means, graphic, electronic, or mechanical, including photocopying, recording, web distribution, taping, or by any information storage retrieval system, without the written permission of the author.

Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.

SAMPLE

Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	8
Explanations	10
Next Steps	16

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

SAMPLE

- 1. What legal issue arises from negligent hiring practices?**
 - A. Improper termination
 - B. Negligent hiring
 - C. Unfair labor practice
 - D. Discrimination

- 2. If a human resources representative offers a limited positive reference for a former employee who was fired for assault, what legal risk may arise?**
 - A. The former employer could be sued for libel, but not fraud.
 - B. The former employer could be sued for fraud, but not defamation.
 - C. The former employer could be sued for defamation, but not negligence.
 - D. The former employer could be sued for negligence, but not defamation.

- 3. What can negligence in hiring lead to regarding employee references?**
 - A. Falsified applications
 - B. Improper documentation
 - C. Failure to check references
 - D. Inadequate training

- 4. Which metric focuses on analyzing the root cause of grievances?**
 - A. Causal analysis
 - B. Average close time
 - C. Grievance sources
 - D. Costs associated with grievances

- 5. What is one consequence of not adhering to an organizational code of ethics?**
 - A. Increased employee morale
 - B. Potential legal ramifications and damage to reputation
 - C. Enhanced team collaboration and trust
 - D. More lenient policies regarding employee behavior

- 6. Which best practice in diversity management is illustrated through departmental ownership of diversity plans?**
- A. Mentoring
 - B. Ownership
 - C. Diversity training
 - D. Review committee
- 7. What role does HR play in managing diversity?**
- A. Establish a baseline for employee benefits
 - B. Define and develop a scoreboard and establish accountability
 - C. Monitor employee attendance
 - D. Manage conflict between employees
- 8. How is 'negligent hiring' best defined in the context of employment law?**
- A. Failure to provide a safe work environment
 - B. Hiring someone without proper qualifications
 - C. Not verifying applicant references
 - D. Employing individuals with a known history of misconduct
- 9. What does competency refer to in the context of HR practices?**
- A. The average performance of a team
 - B. The rank of management levels in a company
 - C. The knowledge, skills, and behaviors for successful performance
 - D. The criteria for job promotions
- 10. Why might a company choose to shred documents containing former employees' personal information?**
- A. To comply with labor union requirements
 - B. To reduce the need for legal counsel
 - C. To secure the safety of employees
 - D. Because legal regulations overlook individual worker safety

Answers

SAMPLE

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

SAMPLE

Explanations

SAMPLE

1. What legal issue arises from negligent hiring practices?

- A. Improper termination
- B. Negligent hiring**
- C. Unfair labor practice
- D. Discrimination

Negligent hiring is a legal issue that arises when an employer fails to conduct adequate background checks or fails to properly evaluate a candidate's qualifications before hiring them. This can lead to hiring individuals who may pose a risk to others in the workplace, such as employees, clients, or customers. If the hired individual subsequently harms someone, the employer can be held legally responsible for not taking the necessary precautions to ensure the safety and suitability of their employees. This concept underscores the obligation of employers to perform due diligence in the hiring process. By neglecting to verify an applicant's background, experience, or conduct, the employer opens itself up to liability, thereby highlighting the importance of thorough recruitment and selection practices in safeguarding both the workforce and the organization as a whole. Understanding this legal aspect is essential for anyone involved in human resource management and workforce planning.

2. If a human resources representative offers a limited positive reference for a former employee who was fired for assault, what legal risk may arise?

- A. The former employer could be sued for libel, but not fraud.
- B. The former employer could be sued for fraud, but not defamation.
- C. The former employer could be sued for defamation, but not negligence.
- D. The former employer could be sued for negligence, but not defamation.**

When a human resources representative provides a limited positive reference for a former employee who was terminated for a serious issue such as assault, the potential legal risk primarily revolves around the concept of defamation. A positive reference, especially one that downplays misconduct, could mislead potential employers and lead to harm if the former employee engages in similar problematic behavior at a new job. In this context, the risk of defamation emerges because if the information shared is considered false and damaging to the reputation of the former employee while also not being fully disclosed, it could lead to claims that the reference misrepresented the true situation. On the other hand, negligence could arise if the employer fails to exercise due diligence in providing accurate information and does not take into account the serious nature of the former employee's past misconduct. The distinction with the other options lies in recognizing that defamation laws protect reputational harm specifically and that the act of providing an insufficiently cautious reference could indeed invoke charges of negligence. Thus, the emphasis on defamation and negligence captures the spectrum of potential legal risks. Providing a limited positive reference for someone with a history of serious misconduct can expose the employer to complications, and therefore, understanding the implications of each type of legal concern is essential for human resources professionals.

3. What can negligence in hiring lead to regarding employee references?

- A. Falsified applications
- B. Improper documentation
- C. Failure to check references**
- D. Inadequate training

Negligence in hiring often manifests as a failure to check references, which is crucial in the recruitment process. When an organization does not adequately verify a candidate's background, it may overlook important information that could indicate the candidate's suitability for the role. This oversight can lead to hiring individuals who may not possess the necessary qualifications or exhibit problematic behavior based on their previous employment history. Properly checking references not only provides insights into a candidate's capabilities and past performance but also serves as a safeguard against potential liabilities. By failing to do so, employers may inadvertently expose themselves to risks associated with employee misconduct or subpar performance. Therefore, the connection between negligence in hiring and the failure to check references lies in the critical role that thorough assessments of candidate backgrounds play in ensuring a safe and effective workplace.

4. Which metric focuses on analyzing the root cause of grievances?

- A. Causal analysis**
- B. Average close time
- C. Grievance sources
- D. Costs associated with grievances

Causal analysis is the metric that specifically aims to identify the underlying factors or reasons behind grievances within an organization. By focusing on causal analysis, HR professionals can delve into the "why" behind employee complaints or issues, which is critical for fully understanding the impact of these grievances on the workplace. This method often involves collecting data, analyzing patterns, and examining various aspects of the work environment that may contribute to employee dissatisfaction. The insights gained from causal analysis can help organizations implement effective solutions to resolve issues, thereby improving employee satisfaction and reducing future grievances. In contrast, the other options represent different approaches to handling grievances rather than focusing on their root causes. For example, evaluating the average close time may help in determining how quickly grievances are resolved but won't explain why they occurred in the first place. Similarly, identifying grievance sources may provide insight into where issues are arising, but it does not delve deeper into understanding why those issues exist. Lastly, assessing costs associated with grievances focuses on the financial impact rather than the underlying issues.

5. What is one consequence of not adhering to an organizational code of ethics?

- A. Increased employee morale
- B. Potential legal ramifications and damage to reputation**
- C. Enhanced team collaboration and trust
- D. More lenient policies regarding employee behavior

Not adhering to an organizational code of ethics can lead to significant consequences, such as potential legal ramifications and damage to the organization's reputation. When employees or the organization itself engage in unethical behavior, it can result in legal challenges, including lawsuits and penalties. This can arise from violations of laws and regulations that an ethical code often seeks to uphold. Additionally, unethical practices can erode public trust and tarnish the organization's reputation, making it harder to attract customers, clients, or even potential employees in the future. A damaged reputation can have long-lasting effects on the organization's viability and success, leading to financial losses and decreased stakeholder confidence. Thus, the connection between ethical adherence and organizational integrity is crucial for maintaining both legal standing and a positive public image.

6. Which best practice in diversity management is illustrated through departmental ownership of diversity plans?

- A. Mentoring
- B. Ownership**
- C. Diversity training
- D. Review committee

The best practice in diversity management illustrated through departmental ownership of diversity plans is ownership. This concept emphasizes the idea that each department within an organization takes responsibility for implementing and maintaining diversity initiatives tailored to its specific context and challenges. When departments own their diversity plans, they are more likely to engage with the strategies authentically and hold themselves accountable for progress. Ownership empowers teams to identify unique barriers to diversity within their areas and develop targeted approaches to overcome these obstacles. This localized focus often leads to more innovative solutions and greater commitment to diversity goals since team members see the direct impact of their efforts within their own environments. Consequently, departmental ownership fosters a culture where diversity is not merely a top-down mandate but a shared value that every level of the organization contributes to achieving.

7. What role does HR play in managing diversity?

- A. Establish a baseline for employee benefits
- B. Define and develop a scoreboard and establish accountability**
- C. Monitor employee attendance
- D. Manage conflict between employees

The role of HR in managing diversity significantly involves defining and developing a scoreboard and establishing accountability to track progress and outcomes related to diversity initiatives. This means that HR professionals are responsible for creating metrics that assess the effectiveness of diversity programs, identify areas for improvement, and measure the inclusivity of the organizational culture. By developing a clear scoreboard, HR can set specific goals for diversity, such as improving representation in hiring, enhancing employee engagement among diverse groups, or ensuring equitable promotion practices. This framework allows the organization to hold itself accountable for its diversity commitments and track changes over time, ensuring that diversity is not just an aspirational goal but a managed and measured aspect of the workplace. This role is crucial because it helps to create a more inclusive environment, encourages diverse perspectives within the team, and ultimately leads to better decision-making and innovation within the organization. Establishing accountability ensures that diversity is prioritized at all levels and that leaders are responsible for fostering an inclusive atmosphere.

8. How is 'negligent hiring' best defined in the context of employment law?

- A. Failure to provide a safe work environment
- B. Hiring someone without proper qualifications
- C. Not verifying applicant references
- D. Employing individuals with a known history of misconduct**

'Negligent hiring' is best defined as employing individuals with a known history of misconduct. This concept in employment law arises when an employer hires an employee without adequately checking their background, leading to harm or damage caused by that employee. If an employer is aware of an applicant's previous misconduct, failing to consider that information during the hiring process can result in negligence. This principle emphasizes the employer's responsibility to ensure that their workforce does not pose a risk to others, particularly in environments where employees may interact with the public or handle sensitive tasks. By neglecting to address an applicant's prior behavior, the employer potentially exposes themselves to legal liabilities if that employee causes harm in the workplace. This highlights the importance of thorough background checks and vetting processes as a defense against negligent hiring claims. The other options, while relevant to workplace standards (like providing a safe work environment or ensuring qualifications), do not specifically capture the legal definition of negligent hiring related to knowingly bringing a risky employee into the organization.

9. What does competency refer to in the context of HR practices?

- A. The average performance of a team
- B. The rank of management levels in a company
- C. The knowledge, skills, and behaviors for successful performance**
- D. The criteria for job promotions

Competency in the context of HR practices refers to the combination of knowledge, skills, and behaviors that are essential for an individual to perform their job successfully. This concept is foundational in workforce planning and development, as it helps organizations identify the attributes that contribute to effective performance in various roles. By defining competencies, organizations can create clear job descriptions, guide recruitment efforts, and develop training programs tailored to enhance employees' capabilities. Competency frameworks also play a critical role in performance management, ensuring that evaluations are based not only on outcomes but also on the behaviors and skills that lead to those outcomes. This multidimensional understanding of performance fosters a culture of continuous improvement, as employees are supported in their growth through targeted development opportunities. Overall, competencies serve as a bridge between the needs of the organization and the abilities of its workforce, helping to align both for optimal performance and success.

10. Why might a company choose to shred documents containing former employees' personal information?

- A. To comply with labor union requirements
- B. To reduce the need for legal counsel
- C. To secure the safety of employees**
- D. Because legal regulations overlook individual worker safety

A company may choose to shred documents containing former employees' personal information primarily to secure the safety of employees. Protecting personal information is critical in maintaining confidentiality and trust, especially in an era where data breaches and identity theft are prevalent. Shredding such documents ensures that sensitive information, including Social Security numbers, addresses, and employment details, cannot be accessed by unauthorized individuals, thereby safeguarding the former employees' identities and privacy. Additionally, organizations have legal obligations under various data protection laws and regulations, such as the General Data Protection Regulation (GDPR) or the Health Insurance Portability and Accountability Act (HIPAA), to protect personal information. Failure to securely dispose of this type of information can lead to significant risks, including legal repercussions and damage to the company's reputation. Therefore, securing the safety of employees by properly disposing of sensitive information is both a best practice and a legal necessity.

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://wgu-hrm3200c34.examzify.com>

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

SAMPLE