

HUMAN RESOURCE MANAGEMENT (535)

REGIONAL – 2019

FINAL

TOTAL POINTS _____ (160)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

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Workplace Skills Assessment Program competition.

Case Study

Sandy, an administrative assistant in the Human Resource (HR) Department, has requested two (2) weeks off for medical reasons. She has 12 days of PTO. You approve the medical leave well in advance of her absence. Once on her leave, Sandy returns to the doctor the day before she is scheduled to return to work. Her doctor does not release her to return to work and says she needs to take another full week off from work. Sandy stays home an additional week and innocently forgets to notify the HR Department. The HR Department makes attempts to call Sandy when she is a “no show” on the day she is expected to return. Because the HR Department does not have Sandy’s current phone number, they are unable to make contact. When Sandy does finally return to work, you have her report to your office for a conference.

As Human Resources Manager, how would you handle this situation? In your solution, include recommendations to Sandy for how she should have handled this issue.

Note:

You may use the Human Resources Manual for Professional Business Associates to assist you in your research and preparation.