

IOA Certification Examination Sample Questions

(an asterisk indicates the correct response)

1. The International Ombudsman Association *Code of Ethics* requires that an organizational ombudsman maintain neutrality, informality, confidentiality, and
 - (A) mediation.
 - (B) independence. *
 - (C) isolation.
 - (D) discernment.

2. During a discussion, a visitor asks a question about a policy, but the ombudsman does not know the answer. The ombudsman would
 - (A) identify the appropriate resources to interpret the policy. *
 - (B) redirect the conversation to other subjects.
 - (C) answer the question based on general knowledge of the organization.
 - (D) reach an agreement with the visitor about the proper policy interpretation.

3. When the ombudsman becomes aware of a significant concern or pattern of concerns, the
 - (A) ombudsman may ask permission to discuss the concern or the pattern with the appropriate person(s) or office in the organization. *
 - (B) ombudsman may discuss such concerns, but only at the executive level, in ways that disclose individually identifiable information.
 - (C) best practice is to try to direct revision of relevant policies by managing the process of re-drafting policies.
 - (D) best practice is to demand an action plan from administration to correct the concerns, and to set appropriate deadlines.