Exam Code: TK0-201
Exam Name: CompTIA CTT+ Essentials

Exam A

QUESTION 1
An instructor is preparing for a technical class. In the past some of the course has proven confusing.
The instructor wants to be able to cover all concepts so there is no confusion. Which of the following might the instructor do to BEST provide clarity for the learners?

A. Assign independent labs for each concept

B. Provide a technical document for each concept

C. Apply real world examples for each concept

D. Spend more time in open discussion

Correct Answer: C
Section:

QUESTION 2
At the end of a class, Internet access becomes unavailable. The client provides an online evaluation form for each class. Each learner is required to fill out an evaluation of the course. Which of the following should the instructor do to fulfill the client's requirements?

A. Contact the IT staff to determine when the Internet connection will be available.

B. Ask the learners to complete the evaluation form after returning to their desks.

C. Submit in the post-class report why evaluations were not complete.

D. Provide paper copies of the online evaluation to the learners.

Correct Answer: D
Section:

QUESTION 3
Upon answering a learner's question an instructor should then:

A. Review the section that has just been covered

B. Validate that the learner has understood and is ready to continue

C. Proceed to the next section assuming that there are no further questions

D. Elicit further questions from the class as a whole

Correct Answer: B
Section:

QUESTION 4
An instructor receives a 125MB graphic file on a universal serial bus (USB) drive that will be used in a virtual classroom session. The instructor knows that the learners will be attending this virtual class using low bandwidth connections around the world. Which of the following should the instructor do to ensure that the learners will be able to easily receive the document?

A. Purchase small USB drives that support encryption. Place the file on each USB drive and then ship the drives to the learners prior to the class.

B. Place the file on a media share website. Email the learners a link to the location of the document and ask them to download it prior to the class.

C. Print copies of the document and mail them to the learners prior to the class. Refer to the printed document during the virtual class session, and display it in the presentation.

D. Email the document prior to the class and have the learners figure out how to access it with limited bandwidth.

Correct Answer: B
Section:

QUESTION 5
A learner is consistently questioning their performance during a lab activity and needs the instructor's approval. The instructor observes that the learner is very hesitant to do the lab steps but completes the work correctly.
Which of the following would the instructor do to BEST aid the learner?

A. Immediately go back to observe the learner when lab activity is required
B. Help other learners first then go to the one learner.
C. Allow time before or after class for the learner to complete the activities.
D. Reaffirm the correct abilities of the learner

Correct Answer: D
Section:

QUESTION 6
For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.
GOAL: To facilitate the learning process for a group of learners in a training class who are falling behind the more advanced learners ACTION: The trainer asks the more advanced learners to tutor the less advanced learners during the last part of each class.

A. Likely, because the more advanced learners will feel flattered by being asked to act as tutors.
B. Likely, because the less advanced learners will respond positively to peer tutoring.
C. Unlikely, because the more advanced learners might not have any teaching experience.
D. Unlikely, because instructional time will be reduced for the less advanced learners.

Correct Answer: B
Section:

QUESTION 7
A course is two days in length, and has at its core a four-step process. At the end of the first day, learners should be able to effectively demonstrate the first two steps of the model; however, it is clear a number of participants have not yet mastered the second step of the model. The instructor should:

A. Plan to practice the second step of the model at the star of day two
B. Meet individually with the learners who seem to be struggling
C. Only focus on the first two steps of the model
D. Continue with the course as planned on day two

Correct Answer: A
Section:

QUESTION 8
An instructor evaluates learners using both written and oral exams and multiple choice quizzes.
Which of the following should be added for a complete evaluation of each learner?

A. Observations
B. Course evaluations

C. Independent study

D. Uniform testing

Correct Answer: A
Section:

QUESTION 9
An instructor is teaching an advanced topic. A student does not have the prerequisite skills needed for this class and continues to fall behind. The student is visibly frustrated. Which of the following is the MOST appropriate action?

A. Recommend that the prerequisite class be completed prior to returning

B. Assign an advanced student as a partner to help in learning

C. Allow the student to continue with the current course objectives

D. Offer to meet with the student after class for additional assistance

Correct Answer: A
Section:

QUESTION 10
An instructor was unable to cover the last concept in the course, yet test results from the last day indicated that all members of the class correctly answered questions addressing this concept. In this situation, which of the following should the instructor have done?

A. Monitored learner performance during instruction

B. Administered tests

C. Evaluated learner's attainment of end-of-course objectives

D. Judged the adequacy of the evaluation

Correct Answer: D
Section:

QUESTION 11
After presenting a new topic, the instructor initiates a class discussion based on the presentation.
The discussion is designed to enhance learner understanding and stimulate interest in the topic.
Which of the following BEST describes the skill demonstrated by the instructor1?

A. The instructor selected and implemented appropriate delivery methods

B. The instructor used a variety of question types and techniques

C. The instructor used appropriate instructional media

D. The instructor used active listening techniques to facilitate learning

Correct Answer: A
Section:

QUESTION 12
To illustrate a point, the trainer uses a joke that the class does not understand. Which of the following should the trainer do next?

A. Attempt to save the situation by telling another joke

B. Pretend nothing happened and continue with the lesson

C. Retell the joke explaining its punch line
D. Decide not to use humor in future presentations

Correct Answer: B
Section:

QUESTION 13
While the class is working on training modules, the instructor intermittent polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

A. Determine and apply appropriate motivational strategies for individual learners,
B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered,
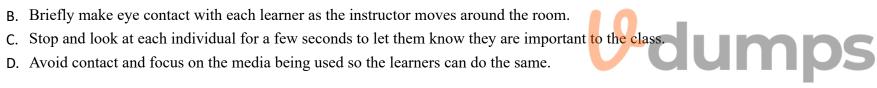D. Monitor learner comfort level during the use of participatory activities.

Correct Answer: C
Section:

QUESTION 14
When presenting a topic, which of the following is the BEST way to establish eye contact to ensure learner interest and participation?

A. Look around the room as to not intimidate any specific learner.
B. Briefly make eye contact with each learner as the instructor moves around the room.
C. Stop and look at each individual for a few seconds to let them know they are important to the class.
D. Avoid contact and focus on the media being used so the learners can do the same.

Correct Answer: B
Section:

QUESTION 15
An instructor is facilitating a week long course. It has become clear to the instructor that the majority of the learners lack motivation, evident by their lack of effort and willingness to contribute when prompted. Which of the following would BEST provide the learners assistance to achieve success?
(Select TWO).

A. The instructor should incorporate more visual aids during instruction in order to improve the level of interest.
B. The instructor should encourage the learners to repeat the course when they are ready to participate.
C. The instructor should schedule a meeting with each individual learner to discuss the lack of effort,
D. The instructor should adjust the instructional approach to better meet the learner backgrounds and skill sets
E. The instructor should assign relevant practice and offer positive feedback where appropriate

Correct Answer: D, E
Section:

QUESTION 16
Several learners in a training class are very motivated to help the instructor and other learners with a project. Other learners in the class seem not motivated to learn about the project. Which of the following can the instructor do to motivate all the learners?

A. Take the non-motivated learners aside and inform them they will fail the course without participation.

B. Add more visual interest to the course to hopefully motivate all the learners

C. Focus on the motivated learners and offer them incentives.

D. Encourage all the learners and pair the motivated learners with the non-motivated learners.

Correct Answer: D
Section:

QUESTION 17
For this question, decide whether the action makes it likely or unlikely that an instructor will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.
GOAL: To employ instructional techniques appropriate to methods and instructional situations prescribed ACTION: At the completion of each of the courseware's modules, the instructor lists additional reference materials and suggests additional exercises for the students.

A. Likely, because the offering of additional learning exercises extends the learning concepts detailed in the courseware

B. Likely, because the instructor is using experience with the courseware to supplement where necessary.

C. Unlikely, because the instructor is relying on student motivation rather than instruction techniques.

D. Unlikely, because the offering of additional material would be of little relevance to the students.

Correct Answer: C
Section:

QUESTION 18
A contract instructor is delivering a class developed for a company. Learners have stated in the past that the material was confusing, there was not enough depth and the information was out of date. In planning for this course, which of the following might be BEST for the instructor to do to maximize the needs of the learners?

A. Use the provided material as a guideline and use additional resources to clarity the course.

B. Present the material as it is written and request the learners inform the company of the quality of the material.

C. Rewrite the course and deliver the newly written material to the class.

D. Request different material be purchased and reviewed before delivery of the upcoming class.

Correct Answer: A
Section:

QUESTION 19
An instructor is preparing a virtual classroom session covering a computer application. The learners will all be on high bandwidth connections. Which of the following is the BEST method of displaying the application?

A. Create a PDF with screen shots and procedural references and make it available for download.

B. Create video clips to be shown during the class demonstrating functionality.

C. Use the screen sharing function of the virtual classroom software to do the demonstrations.

D. Take screenshots and display them in the presentation.

Correct Answer: C
Section:

QUESTION 20
An instructor is delivering a course session that has a small amount of content and an adequate amount of time. Which of the following question types is BEST for this situation?

A. Closed-ended

B. Guiding

C. Open-ended

D. Hypothetical

Correct Answer: C
Section:

QUESTION 21
A learner who responds positively to slide presentations will tend to be a/an:

A. Physical learner

B. Visual learner

C. Auditory learner

D. Kinesthetic learner

Correct Answer: B
Section:

QUESTION 22
During a classroom demonstration that uses a shared desktop program, the computer network becomes unavailable. After several attempts to resolve the issue the network remains unavailable. Which of the following is the BEST option to continue with the demonstration?

A. Have the facilities coordinator provide a projector.

B. Continue with the demonstration with all learners looking at the instructor's screen,

C. Continue the demonstration by explaining what is on the instructor's screen.

D. Postpone the class until the network becomes available.

Correct Answer: A
Section:

QUESTION 23
While conducting a lab exercise a learner states that they cannot complete the lab due to lack of confidence. Which of the following options is the BEST way to handle this situation?

A. Give the learner encouraging comments.

B. Assign an easier lab to increase the learner confidence.

C. Recommend that the learner take a pre-requisite class to increase their confidence.

D. Give the learner extra materials to practice the exercise.

Correct Answer: A
Section:

QUESTION 24
Trainees reported that a trainer's innovative use of media greatly enhanced their ability to understand course content. Which of the following audiences is MOST likely to need this information?

A. The company that pays to have its employees trained

B. The person who schedules trainers

C. The instructional designer

D. The other trainers who teach the same course

Correct Answer: D
Section:

QUESTION 25
An instructor is a member of an organization that has recently received a great deal of unfavorable publicity about the actions of many of the organization's members at a recent convention. The instructor has just received the first instructional assignment since the publicized events took place.
In this situation, which of the following must the instructor do FIRST to gain the respect of the audience?

A. Demonstrate acceptable personal conduct

B. Demonstrate content expertise

C. Demonstrate flexibility in response to learner needs and interests

D. Demonstrate effective questioning techniques

Correct Answer: A
Section:

QUESTION 26
An instructor is hosting an online course with ten learners. Half of the learners have taken online courses before and are familiar with virtual courses. The other half of the class is new to the virtual environment. Which of the following should the instructor do FIRST to help all of the learners understand what is required for the course?

A. Provide a link to the course requirements with a tutorial.

B. Remove the learners from the class and have them return after a general computing course.

C. Email each learner welcoming them to the class and have them introduce themselves.

D. Have the learner's advisors train the learners on the virtual environment.

Correct Answer: A
Section:

QUESTION 27
While facilitating a lab where learners are expected to follow directions, some learners are deviating from the assigned task. Which of the following is the BEST response?

A. Ask learners to come after class and redo the assignment.

B. Redirect the learners who deviated from the directions.

C. Change the pairing of learners to prevent further deviation from assigned tasks.

D. Bring the learners deviation to the attention of the class and make them an example.

Correct Answer: B
Section:

QUESTION 28
Which of the following is the MOST effective action for improving participation during a questioning session?

A. Call on individuals by name to engage them.

B. Have each learner take turns asking and answering a question.

C. Ask for raised hands if they know the correct answer.

D. Move closer to the participants in order to actively engage them.

Correct Answer: D
Section:

QUESTION 29
Which of the following should an instructor consider when distributing motivational incentives?

A. The incentives should be geared towards individuals and not the group as a whole.
B. The incentives should be used to gain the learners attention.
C. The incentives should be given out freely as encouragement to the learners.
D. The incentives should be considered by the learners as appropriate and necessary.

Correct Answer: D
Section:

QUESTION 30
An instructor listens to a learner's question and repeats it back to them. This is an example of which of the following?

A. An activity that uses questions to lead learners to the application of knowledge.
B. An active listening technique used in a classroom setting.
C. An activity that encourages learners to ask and answer their own questions.
D. An activity that creates opportunities for learners to contribute to the discussion.

Correct Answer: B
Section:

QUESTION 31
A learner shows up for class dressed inappropriately. Which of the following is the FIRST action the instructor should do?

A. Take the learner aside and inform the learner of the dress code policy.
B. Point out the violation of dress code in front of the other learners.
C. Remove the learner from class until they adhere to the dress code.
D. Give all the learners a break and address the situation with the point of contact

Correct Answer: A
Section:

QUESTION 32
An instructor is instructing a class of thirty learners. One learner is constantly disrupting the class by talking in a loud voice. Which of the following actions should the instructor take FIRST?

A. Discreetly talk to the learner and explain proper classroom etiquette
B. Give the learner a disapproving look until the talking stops
C. Use humor in front of the class to keep the learner quiet
D. Tell the learner to leave the classroom

Correct Answer: A

Section:

QUESTION 33
An instructor is teaching a week long class in a highly technical subject area specific to the contracting company. On the second day, three-fourths of the class is confused. Which of the following is the MOST effective plan for the third day?

A. Create a lab exercise to be performed in groups

B. Create a new presentation using graphics

C. Plan more time for questions on the third day

D. Spend time reviewing the concepts that seemed to cause confusion

Correct Answer: A
Section:

QUESTION 34
An instructor has introduced a new module with a short lecture, discussion, and a demonstration of the procedure the learners are expected to perform. While moving around the room to observe, the instructor sees several groups making the same error. Which of the following is the BEST response?

A. Separately inform each group what they are doing wrong and how to correct it.

B. Continue observing the groups letting them discover the error and how to correct it.

C. Give hints to the groups making the error to help them correct it.

D. Get the attention of the class to clarify everyone's understanding of the procedure.

Correct Answer: D
Section:

QUESTION 35
An instructor notices a learner is not completing the practice exercise that has been assigned. Which of the following is the BEST way to elicit participation?

A. Ask the non-participating learner how they are doing and if they have any questions.

B. Re-assign the exercise as a group activity.

C. Alter the exercise for the non-participating learner to suit their learning style.

D. Offer a class-wide reward for the completion of the exercise.

Correct Answer: A
Section:

QUESTION 36
A learner returns from break ten minutes late during a short lecture. Which of the following is the BEST response?

A. Have a time management discussion with the learner after the lecture.

B. Interrupt the lecture and acknowledge the learner's return.

C. Stop the lecture and quickly review with the learner.

D. Continue on with the class and discuss time management with the entire class.

Correct Answer: A
Section:

QUESTION 37
During a break several learners are in the room joking about the facility and ask the instructor their opinion of the facilities. Which of the following describes how the instructor should respond?

A. Remove the learners from the course for their unprofessional behavior.
B. Correct the learners for joking about the facilities and remind them about professional behavior.
C. Join the conversation and avoid negative comments about the facilities.
D. Join the conversation and joke about the facilities.

Correct Answer: C
Section:

QUESTION 38
During a lecture, learners continuously interrupt by asking each other questions over the topic.
Which of the following should the instructor do to better assist the learners during the class?

A. Ask each learner to stop disrupting the lecture.
B. Open opportunities for learners to ask questions.
C. Have the learners removed from the lecture.
D. Discontinue the lecture until the learners are quiet.

Correct Answer: B
Section:

QUESTION 39
An instructor is teaching a week long course for a vendor certification. A few learners are slowing the class down due to the lack of experience with the product. The rest of the learners are doing fine with the pace of the class.
Which of the following would the instructor do to BEST assist the less experienced learners?

A. Slow the pace of the training down to ensure all the learners are learning at the same level.
B. Maintain the same pace of the class and work individually with the less experienced learners.
C. Suggest the learners retake the course again at a later time when they have more experience.
D. Allow the less experienced learners to have additional lab time before or after class.

Correct Answer: D
Section:

QUESTION 40
An assessment technique that focuses on the development or improvement of a program is known as:

A. Objective evaluation
B. Formative evaluation
C. Skill transfer
D. Summative evaluation

Correct Answer: B
Section:

QUESTION 41
An instructor is approached by a learner that expresses fear that they will not properly understand the material and may lose their job. This fear is preventing the learner from participating in the course. Which of the following

is the MOST reasonable course of action for the instructor to take?

A. Tell the learner that their fears are unfounded and to relax.
B. Inform the learner they will receive from the course what they put into it.
C. Remind the learner that the course is designed for their level and they should do fine.
D. Offer to speak to the learner's supervisor.

Correct Answer: C
Section:

QUESTION 42
A learner asks a question that the instructor did not understand. Which of the following should the instructor do?

A. Ask the learner to hold the question until a break and then discuss the question.
B. Ask the learner to rephrase the question.
C. Ask the class to rephrase the question.
D. Ask the learner to research the answer and share their findings with the class.

Correct Answer: B
Section:

QUESTION 43
Which of the following questioning techniques is BEST suited to engage learners right after a lunch break?

A. Close-ended review questions
B. Pop quiz with ranking questions
C. Questions about what they expect to learn next
D. Probing review questions

Correct Answer: D
Section:

QUESTION 44
A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

A. Use non-verbal communication as verification.
B. Ask other learners for verification of the answer.
C. Ask the learner. "Did I answer your question?"
D. Ask the learner to reference the technical manual for verification.

Correct Answer: C
Section:

QUESTION 45
During the start of the class, three of the learners who are competent in the subject matter inform the instructor that their attendance in the class is due to job requirement. Which of the following techniques will BEST motivate these three learners to get more out of the class?

A. Give the three learners various scenarios about how the acquired knowledge will increase their effectiveness.

B. Ask the three learners to share information they have learned from their real life experiences to the rest of the class.

C. Ask the three learners to lead discussions and aid the other learners in the class if needed.

D. Find out what the three learners know and focus on what they might not know about the subject matter.

Correct Answer: A
Section:

QUESTION 46
An instructor has become ill and cannot continue a course. A new instructor is brought in, but has received no knowledge transfer from the previous instructor. Which of the following is the BEST option to assess the learner's knowledge level quickly?

A. Proceed with the course at a beginner level

B. Ask the learners during introductions

C. Assume all learners' knowledge is equal

D. Administer a written pre-test

Correct Answer: B
Section:

QUESTION 47
During a lunch break, several learners state the classroom is too cold. Which of the following should the instructor do FIRST?

A. Survey the comfort level of the learners in the class.

B. Continue on with class and ask the learners to wear more layers the next day.

C. Assure the learners that the class will end on time, and that the temperature is not that extreme.

D. Contact the facilities manager for the class and ask that the temperature be adjusted.

Correct Answer: A
Section:

QUESTION 48
An instructor is teaching a class and is constantly getting interrupted by a learner that is familiar with the subject. The learner's interruptions are starting to affect the class's ability to learn. Which of the following would be the FIRST action that the instructor could take to resolve the issue?

A. Have one of the other learners inform the disruptive learner that they are affecting everyone's ability to learn.

B. Firmly tell the learner they are disrupting the class in front of the entire class.

C. Pull the learner to the side and let them know they are distracting the class.

D. Ignore the learner's comments and continue to teach the material.

Correct Answer: C
Section:

QUESTION 49
An instructor has a learner in the class that is struggling with the subject matter being presented. The instructor notices the learner making facial expressions. Which of the following will MOST likely help the learner with the material?

A. Go to the learner privately and ask if there are any questions to clarify the material.

B. Ask the learner in front of the class why they do not understanding the material.

C. Make note of the learner's facial expressions, continuing on with discussing the topic to see if they later understand the subject.

D. Ask the learner to come forward and demonstrate the information that was just presented.

Correct Answer: A
Section:

QUESTION 50
An instructor asks a question and notices that most of the learners seem distracted and are looking out the windows. Which of the following is the BEST approach to this problem?

A. Call on a specific learner to answer the question.

B. Turn the question into an exercise.

C. Rephrase the question using an appropriate frame of reference.

D. Wait a little longer until someone answers the question.

Correct Answer: A
Section:

QUESTION 51
An instructor is delivering a computer training course. Which of the following is the BEST method for delivering the lecture that includes a presentation?

A. Stand in front of the projector at the front of the classroom.

B. Sit at a desk at the back of the classroom to watch all of the learners.

C. Sit behind a computer terminal in the front of the classroom.

D. Stand off to the side of the presentation screen at the front of the classroom.

Correct Answer: D
Section:

QUESTION 52
An instructor is conducting a virtual classroom session that also includes a chat room. A learner becomes confused and sends the instructor an irate private message. Which of the following would be the BEST response to the situation?

A. Use the administrator control panel in the virtual classroom client to cut off access for the irate user until the learner is calm.

B. Send the user a private chat message explaining the concept better and add a positive emoticon to calm the learner.

C. Reply to the class and ask the class to use appropriate netiquette when responding to any messages.

D. Rephrase the comment into an anonymous question in case other learners are confused and discuss as a group.

Correct Answer: B
Section:

QUESTION 53

An instructor has been asked by a customer to conduct a course in two weeks. The course material being used is outdated. Which of the following is the BEST course of action for the customer's request?

A. Inform the customer that updated material is available.
B. Ask the learners if they want to use the old material or the new material,
C. Use the present material because the learners will not know the difference.
D. Modify the material to meet current standards and teach the class.

Correct Answer: A
Section:

QUESTION 54
An instructor needs to motivate a learner to complete a course, but the learner is not excited about the course due to lack of knowledge. Which of the following is the BEST motivation method?

A. Implement more real life scenarios into the instruction to make the learner more interested.
B. Create a group for this learner to work with to make the learner feel more comfortable.
C. Give the learner words of affirmation and tell them the instructor is available after class.
D. Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

Correct Answer: C
Section:

QUESTION 55
During a virtual class the instructor has a learner that seems to be growing increasingly confused and now has questions that are distracting the rest of the class. Which of the following is the BEST course of action for the instructor to take?

A. Inform the class that they need to move on to new material.
B. Take the learner's questions into private chat.
C. Use the learner's questions to reinforce the material for the entire class.
D. Recommend the learner seek outside tutoring.

Correct Answer: B
Section:

QUESTION 56
During an exercise an instructor notices a learner that is avoiding eye contact and not working. Which of the following actions should the instructor take?

A. Directly ask the learner during the exercise if there is a problem.
B. Discreetly go over to the learner and ask if help is needed.
C. Call on the learner to answer a question.
D. Ask an advanced learner to assist this learner.

Correct Answer: B
Section:

QUESTION 57
While teaching a course the instructor asks a question and a learner answers the question incorrectly. Which of the following is the BEST way to respond? (Select THREE).

A. Inform the learner that they need to research their answer.

B. Correct the learner's response in a humorous manner.

C. Ask the rest of the class to provide the correct answer.

D. Rephrase the question, and wait for the learner to provide the correct answer.

E. Acknowledge the learner's response and provide the correct response.

F. Ask the learner to cite a reference for the answer.

Correct Answer: C, D, E
Section:

QUESTION 58
While teaching a course online the instructor tells all learners to work through the material as a group. During the second day of the class the instructor recognizes that a learner is moving into the next online course unit early and then doing them incorrectly. Which of the following should the instructor do to control the pace of the learner?

A. Send a private message to the learner addressing this issue.

B. Inform the entire class that extra information will be given during each unit that they will need for their assessments.

C. Assign outside research to the learner as independent study.Inform the learners that if they continue to work ahead they will be removed from the course.

Correct Answer: A
Section:

QUESTION 59
An instructor is conducting an online class and notices some learners are less responsive than others.
The instructor wants to ensure all the learners are participating in the class. Which of the following is BEST accomplish this? (Select TWO).

A. Send the less responsive learners a private message asking if there are any questions.

B. Observe the less responsive learners while performing tasks to ensure comprehension.

C. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.

D. Ask the less responsive learners direct questions about the subject matter.

E. Ask each of the learners how the material being presented is relevant to their job.

Correct Answer: A, E
Section:

QUESTION 60
Which of the following statements describes a good method to motivate learners to ask questions?

A. Acknowledge and appreciate all questions asked.

B. Leave questions for the end of class.

C. Redirect questions to the other learners.

D. Call out learners individually.

Correct Answer: A
Section:

QUESTION 61
While an instructor is answering questions during a course it is BEST for them to:

A. Answer the learner's questions by completely verifying their understanding of the subject.
B. Answer the question by referencing supporting documentation so the documents become tools.
C. Preface the answer with the learning objective and referenced section of the training course.
D. Create an open culture of information taken from every learner's background and job experience.

Correct Answer: B
Section:

QUESTION 62
Which of the following explains why an instructor would use probing questions?

A. To give learners a chance to think through a possible scenario
B. To provide concise answers to cover all of the review material
C. To gain clarity about the learners understanding of the material
D. To increase participation in the review process and encourage critical thinking

Correct Answer: D
Section:

QUESTION 63
In a virtual classroom, which of the following factors might an instructor have the MOST difficulty controlling?

A. Distracting questions from other learners
B. Surroundings of the distant learner
C. Inappropriate comments in chat
D. Motivation of the learners in the class

Correct Answer: B
Section:

QUESTION 64
An instructor has been hired to instruct a pre-packaged course; however, the site manager informs the instructor that the learners have been overly prepared for the course and that the first three chapters of the material should already be known by the learners. Which of the following is the BEST course of action?

A. Skip the first three chapters of the material and spend more time on the remaining material.
B. Skip the first three chapters of the material and reduce the length of the course accordingly,
C. Quickly cover the first three chapters of the material ensuring the learners actually know it.
D. Follow the syllabus and pre-set time table as the course has been designed.

Correct Answer: C
Section:

QUESTION 65
An instructor is teaching a class that is filled with a variety of acronyms and technical jargon. Which of the following would help reinforce the definitions of the terms while using the least amount of classroom time?

A. Create written vocabulary quizzes for each module of the course.

B. Provide and use a reference page or glossary of terms.

C. Ask the learners to review the terms in the materials during breaks.

D. Have the learners quiz each other over the terms in the first part of class.

Correct Answer: B
Section:

QUESTION 66
An instructor is being observed while teaching a virtual class with learners from different parts of the country. During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

A. Let the instructor keep on going because the training has to get done.

B. Have the instructor explain the colloquialisms to the learner and go on.

C. Have the instructor tell the learners to take a break and correct the instructor.

D. Go to a private chat and explain to the instructor what they are doing wrong.

Correct Answer: D
Section:

QUESTION 67
An instructor is preparing an application form for a new class which presents intermediate level material on a particular topic. Which of the following information should be included on the form?

A. The students' education level

B. The students' gender

C. The students' experience

D. The students' employer

Correct Answer: C
Section:

QUESTION 68
After several discussions, a client is insisting that a training course be cut from two days to just one.
Which of the following is the BEST way to proceed?

A. Adjust the material as necessary

B. Delay the course until other arrangements can be made

C. Cancel the course

D. Make no adjustments to the material

Correct Answer: A
Section:

QUESTION 69
A contract trainer is hired to deliver a business writing class for an accounting department of a large organization. The terminal objective for the class is to decrease the amount of time workers spend writing the annual report.Which of the following shows how the trainer might BEST measure the group's improvement?

A. A trainer should attempt to measure performance on an objective service instead.

B. Ask the controller what percentage of improvement they think the organization will experience as a result of the training.

C. Create a pre-test and deliver it at the beginning of the class and again at the end of the class.

D. Create a post-class essay question and assign the essay as a final test of the group's writing improvement.

Correct Answer: C
Section:

QUESTION 70
After evaluation of the course content, a section of class is not needed for this audience. Which of the following is the BEST solution?

A. Teach the course as it was designed by the development team.

B. Remove the content and expand on other objectives.

C. Explain the need for the content to the organization.

D. Replace the content with an unwritten topic.

Correct Answer: B
Section:

QUESTION 71
When a student in a lab is kept from participating due to a technical problem the instructor should FIRST:

A. Ignore the problem and work with the student during a break so the class is not disturbed.

B. Concentrate on getting the student's technical problem solved so they can learn with the rest of the class.

C. Try to quickly analyze the problem to resolve the issue.

D. Have another learner help the student while the instructor continues teaching.

Correct Answer: C
Section:

QUESTION 72
During an extensive needs analysis, the training group discovers that the organization's call center team is failing to mention add-on products and there are a large number of customer calls which are either abandoned or escalateto call center managers. The marketing area is adamant that call center agents refer to the add-on products in order to increase sales. In designing a training solution, the FIRST step should be to:

A. Review or revisit call center standards.

B. Create a special session just for the managers.

C. Provide a cheat sheet for the add-on products.

D. Monitor the agents for a week to truly understand their world.

Correct Answer: A
Section:

QUESTION 73
After completing a block of instruction, several learners have questions on how the material would apply to their situation. Which of the following could the instructor do to show the students the relevance of the material? (SelectTWO).

A. Move on to new material as there is a lot more to cover

B. Review the content again

C. Explain that it will become clear later
D. Solicit the class for relevant stories
E. Relay anecdotes illustrating the use of the material

Correct Answer: D, E
Section:

QUESTION 74
Which of the following can a virtual trainer use to elicit feedback if they host asynchronous training sessions?

A. Website links to external websites
B. Demonstrations during the session
C. Close-ended questions during the session
D. Host discussion areas on the website

Correct Answer: D
Section:

QUESTION 75
A learner is attempting to complete a content rich online training module. Which of the following will inhibit the learner's ability to retain information in this setting?

A. Minimal use of small graphics
B. Bold text fonts introducing new topic areas
C. The topic of the lesson
D. Use of many long videos

Correct Answer: D
Section:

QUESTION 76
A participant logs in 15 minutes late for a one-hour synchronous training. Which of the following would be the leader's MOST appropriate response to the participant?

A. Ignore the participant completely. They should have logged in on time.
B. "Welcome! Glad you decided to finally join us today. Since you missed the opening exercises, you might want to just try back another day."
C. "Welcome! Please see the assistant to review what was missed."
D. "Welcome! Let me briefly review the content missed. We are currently on lesson two."

Correct Answer: C
Section:

QUESTION 77
A trainer has included a long, high-resolution video to clarify a topic. The video did not work well at several locations due to bandwidth issues. Which of the following is the BEST alternative?

A. Continue using the video because it works at other locations
B. Use a few photos discussing what was covered by the video
C. Provide a link to download the video before viewing
D. Include the topic in the outline but skip over it in class

Correct Answer: C
Section:

QUESTION 78
A trainer is preparing to present a class for non-technical students. Which of the following would be the BEST media to prepare?

A. Computer-generated printouts of the material

B. Video podcasts of the training sessions

C. Audio files explaining the processes in the class

D. Virtual training sessions providing a comfortable environment

Correct Answer: A
Section:

QUESTION 79
A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the trainer senses a change in facial expression and body language from one student. Which of the following is the MOST appropriate action for the trainer to take?

A. On the next break, ask the student privately whether the anecdote was effective

B. Ask for a show of hands of those who did not like the anecdote

C. Approach the student immediately and ask if everything is alright

D. Call an impromptu break and ask what the student thought about the anecdote

Correct Answer: A
Section:

QUESTION 80
An instructor receives a graphic that needs to be used as an exhibit in a virtual classroom. The graphic type is not compatible for use with the virtual classroom software or the presentation software. The graphic must be shownin the class.
Which of the following should the instructor try FIRST?

A. Attempt to open the graphic on another computer and use that computer to run the virtual classroom.

B. During the class, ask the learners if they are able to open the given file type. If so, provide the graphic file via email.

C. Ask the provider of the graphic to provide a compatible file format of the graphic.

D. Re-create the graphic using another software tool.

Correct Answer: C
Section:

QUESTION 81
While teaching, an instructor comes across an important point. Which of the following shows how an instructor could BEST communicate this to the students? (Select TWO).

A. Cover it just like the other material

B. Use a monotone delivery method

C. Change the pitch of delivery

D. Highlight in the instructor's manual

E. Use more pronounced hand gestures

Correct Answer: C, E
Section:

QUESTION 82
While teaching in a virtual classroom, the trainer uses which of the following to mitigate disruptions?

A. Keep all interactions public within the virtual classroom.
B. Create a discussion forum for the trainer to use with the learners.
C. Use private chat rooms with trainer monitoring.
D. Force particular disagreements to be directed to the entire group.

Correct Answer: C
Section:

QUESTION 83
A corporate trainer has their session recorded on video as a part of their evaluation. Throughout the video, the evaluator noticed that the trainer stood in front of the room throughout the entire session. The presenter MOSTlacks which of the following methods of communication with learners?

A. Opportunities for questions and answers
B. Interpersonal skills
C. Group involvement
D. Management of course flow and training activities

Correct Answer: B
Section:

QUESTION 84
Which of the following should a trainer do during a training session if they become interested in a student and want to learn more about their personal relationships?

A. Continue to conduct the training session
B. On a break talk to the student in private
C. During introductions ask all the students about their personal relationships
D. Inquire about the student to ensure they are not in a relationship

Correct Answer: A
Section:

QUESTION 85
A trainer becomes aware that the students appear to be laughing quietly during the presentation of serious technical material. Which of the following actions should the trainer take?

A. Inform the student that their actions are inappropriate and they should stop.
B. Attempt to determine if a word used during training has a different meaning locally.
C. On break, report the behavior to the training center for proper disciplinary actions.
D. Tell a humorous story to achieve a bigger laugh.

Correct Answer: B
Section:

QUESTION 86
During the start of a class an instructor uses jargon and acronyms that are familiar to most of the learners and that are part of the course content. Which of the following BEST describes what the instructor is doing?

A. The instructor is establishing credibility and using appropriate communication skills.
B. The instructor should avoid using jargon and acronyms before explaining them because it could confuse the learners.
C. The instructor is establishing credibility but is not using appropriate communication skills.
D. By using jargon and acronyms the instructor is being arrogant and showing off their skill level in the subject matter.

Correct Answer: A
Section:

QUESTION 87
During a course an instructor notices that the course content seems to leave out important but not critical information regarding the subject matter. Which of the following statements describes the NEXT action the instructorshould take that would be most beneficial to the current students?

A. Suggest supplemental training resources at the end of class.
B. Inform the learners of the important information and that it will be added to the course material in the future.
C. Purchase additional training resources and incorporate them into the class.
D. Contact the course designer and recommend adding the additional material.

Correct Answer: A
Section:

QUESTION 88
A contract trainer is delivering a customized course at a client site. In each of the last two sessions, the client has noted that the material contains incorrect information regarding several products. The client now noticesthat the mistakes are still in the material. The trainer has mentioned this problem twice to the development team and is frustrated. The BEST option for the trainer is to:

A. Create supplemental handouts with the correct product information.
B. Call the manager of the development department and emphasize the department's incompetence.
C. Tell the client to take personal responsibility to ensure the mistakes are corrected.
D. Skip delivering that portion of the course until the material is updated.

Correct Answer: A
Section:

QUESTION 89
Which of the following questions is more likely to require students to think through the answer?

A. "From the list on the board, which did we discuss first?"
B. "What are the causes of …?"
C. "Yes or no…?"
D. "Which do you like better…?"

Correct Answer: B
Section:

QUESTION 90
A student asks the trainer an intricate question. Which of the following should the trainer do to interpret the question?

A. Ask the student to hold off until the end of the lecture
B. Interrupt the student and answer the question
C. Occasionally ask for clarification
D. Review the objectives

Correct Answer: C
Section:

QUESTION 91
A trainer is contracted to teach from a particular outline and prepares accordingly. During the introduction, it is determined that the students are already versed in some topics and expected to review additional topics not included in the course outline. Which of the following is the BEST response?

A. Explain that the contract requires teaching to the outline without deviation and begin the course as planned.
B. Clearly mark areas for quick review and speak to management at the first opportunity.
C. Excuse the students who already know the material and arrange for an advanced course.
D. Change the outline to satisfy all students' expectations.

Correct Answer: B
Section:

QUESTION 92
Which of the following question techniques would be LEAST likely to assess the understanding of a learner?

A. Closed
B. Hypothetical
C. Open
D. Clarifying

Correct Answer: A
Section:

QUESTION 93
Because of learner conversation and questioning, a course has moved away from the intended learning objectives. Which of the following techniques can bring the learners back on track?

A. Give the class an extra break to refocus the group.
B. Finish the conversation and adjust the remaining class time and objectives.
C. Guide the discussion back to the objective.
D. Overlook the off-topic conversation and continue with the discussion.

Correct Answer: C
Section:

QUESTION 94
A fire alarm sounds at the beginning of a training course. The evacuation and inspection process takes 30 minutes. Which of the following would be the BEST solution to finishing the day?

A. Extend the course time 30 minutes to compensate for the alarm.

B. Reduce the number of breaks.

C. Adjust the course flow and pace of the remaining time.

D. Have a working lunch period.

Correct Answer: C
Section:

QUESTION 95
To avoid students from being distracted during learning, it is a good practice to:

A. Allow for a period in the beginning of the lesson for learners to check their emails.

B. Allow the learners to use the Internet as a resource.

C. Set the lesson as default on the workstation and disable all other applications.

D. Disable all visual media and allow learners to type responses.

Correct Answer: C
Section:

QUESTION 96
Which of the following methods is the MOST effective questioning technique that will allow an instructor to measure if the classroom is attentive and engaged?

A. Closed-ended questions to initiate conversations

B. Probing questions to facilitate knowledge transfer

C. A mixture of open-ended and closed-ended questions

D. Questions that inspire thought and initiate discussion

Correct Answer: D
Section:

QUESTION 97
An instructor needs to assign a multi-part assignment to an online class. Which of the following deliveries would maximize student engagement?

A. Post a multiple-choice exam

B. Invite students to email each other

C. Create a writing assignment

D. Divide students into groups

Correct Answer: D
Section:

QUESTION 98
A student approaches the instructor with concerns that a specific assignment does not appear to meet any of the course objectives. Which of the following would be the BEST instructor response?

A. Inform the student that the instructor did not write the objectives.

B. Identify the objective with an explanation of how the assignment meets the objective.

C. Direct the student to the instructor's supervisor for discussion.

D.

Correct Answer: B
Section:
Explanation:
C. Direct the student to the instructor's supervisor for discussion.
D. Remind the student that not all assignments will align with a course objective.
Answer: B
Explanation:

QUESTION 99
Which of the following teaching techniques would BEST enable a reserved student to participate more in class?

A. Use student-owned mobile phones with projected still images.
B. Use an electronic student response device for each team in a game.
C. Use electronic student response devices with a game.
D. Use presentation remote devices with an online video game.

Correct Answer: C
Section:

QUESTION 100
In a classroom setting, the same student keeps calling out the answer, stopping other students from participating. Which of the following would remedy this situation while motivating all learners?

A. Privately ask the student to refrain from this activity.
B. Divide the class into teams and ask the student to be the moderator.
C. Ask the student to answer only one question per class.
D. Call on other students by name.

Correct Answer: B
Section:

QUESTION 101
An instructor is teaching a course with learners who have different levels of experience. During the course, one learner is constantly asking questions indicating that the learner does not have sufficient previous experience. Although the course is on schedule, some of the other learners are frustrated.
Which of the following would be the BEST approach for the instructor to take?

A. Direct the learner to the Internet to get more information
B. Reschedule the learner for another course
C. Maintain the current pace and continue to answer questions as needed
D. Tell the learner to ask all questions at the end of the class

Correct Answer: C
Section:

QUESTION 102
After reviewing several topics, an instructor decides to ask the learners some review questions. After asking the first question, one of the learners answered incorrectly. Which of the following is the BEST approach for the instructor to take?

A. Allow another learner to answer the question and continue training

B. Ask the learner to stay after class for a review of the material

C. Ask the learner to research the correct answer

D. Explain the correct response and provide positive and constructive feedback

Correct Answer: D
Section:

QUESTION 103
After teaching a lesson with many sequential steps, a student is having trouble grasping the material.
The student has been identified as a tactile learner. Which of the following would BEST benefit the student?

A. Review the main lecture points again

B. Have the student perform the actions

C. Demonstrate the lesson to the student

D. Draw an illustration on the board

Correct Answer: B
Section:

QUESTION 104
A class has a few students who have prior knowledge in the subject matter. After teaching the lesson, which of the following would be the BEST way to proceed?

A. Put the class on break

B. Start the next lesson

C. Begin a thorough review of the lesson

D. Solicit stories from the students

Correct Answer: D
Section:

QUESTION 105
Which of the following is MOST likely to motivate an at-risk student?

A. Clarifying that there are no winners or losers in the classroom

B. Allowing the student to make multiple attempts at the labs and providing praise for effort

C. Explaining that the student's learning disability is the cause of a failure

D. Providing customized labs that can be completed successfully by the student

Correct Answer: D
Section:

QUESTION 106
By the first break in a mandatory course, the students' non-verbal communication demonstrates a lack of connection with the subject matter. The instructor can then:

A. Use more elaborative questioning to elicit connections.

B. Continue with the course and make no adjustments.

C. Create scenarios on more interesting topics than the objective.

D. Remind the students that this is a requirement.

Correct Answer: A
Section:

QUESTION 107
Mastery goal setting has better success because it leads to:

A. Immediate results.
B. Better grades in class.
C. Competition with others.
D. Improvement over time.

Correct Answer: D
Section:

QUESTION 108
A learner finds that the procedures taught in a course fit perfectly into the needs of the business.
When returning to work the student finds that their workload yields insufficient time to perform the procedures. Which of the following BEST represents the failure in information transfer?

A. Teaching how but not why
B. Poor managerial support
C. Recall in practical situations
D. Failure of problem-solving training

Correct Answer: B
Section:

QUESTION 109
When delivering terminal objective information, the instructor should include which of the following motivators? (Select TWO).

A. Bring statistics from other classes
B. Explain this is part of their job responsibilities
C. Use multitasking teaching methods
D. Involve other classmates in the explanation
E.

Correct Answer: D, E
Section:
Explanation:
E. Focus on the benefits of the objective
Answer: DE
Explanation:

QUESTION 110
During the course introduction, a student expresses that an objective they expected to be covered in the course is not listed. Which of the following actions should the trainer perform?

A. Inform the student that they may not want to finish the course

B. Remove the student's evaluation of the course

C. Comment that the objective topic is not required

D. Direct the student to additional resources on the objective

Correct Answer: D
Section:

QUESTION 111
During classroom instruction, a trainer notices that one of the students is disconnected. Which of the following actions should the trainer take?

A. Direct a question to the student to engage them in the class

B. Approach the student's manager about the problem

C. Avoid the student since they indicate they do not want attention

D. Assign a short assessment during instruction

Correct Answer: A
Section:

QUESTION 112
A trainer happens to notice throughout a session that one learner is getting assistance from another learner on all of the assignments. Which of the following would be the BEST approach to diffuse this behavior?

A. Move the learner who is assisting the other learner to another area in the room.

B. Inform both learners that they will not receive credit for this particular session.

C. Ask the learner who is assisting to allow for individuals to contribute equally.

D. Allow the behavior to continue because the assessment means very little.

Correct Answer: C
Section:

QUESTION 113
A trainer has just covered a procedure within the lesson. Which of the following questioning techniques would be BEST when assessing an individual learner?

A. Probing

B. Clarifying

C. Hypothetical

D. Closed-ended

Correct Answer: A
Section:

QUESTION 114
Which of the following will motivate learners MOST during a course?

A. Instructional relevancy

B. Frequent assessments to gauge understanding

C. Cost of the course

D. Prior knowledge of the learners

Correct Answer: A
Section:

QUESTION 115
Which of the following is considered an advantage of using a relay question?

A. It allows the instructor to engage more than one participant with the same question
B. It prevents the instructor from injecting value judgments on the material being presented
C. It allows the instructor to test an individual's understanding against a performance objective
D. It prevents participants from upstaging the instructor

Correct Answer: A
Section:

QUESTION 116
Which of the following activities is BEST when a group of workers in a class includes a high number of active learners?

A. Watching a video
B. Role play
C. Silent reading
D. Flip chart exercise

Correct Answer: B
Section:

QUESTION 117
A trainer completes a detailed module. Several of the students ask for links or something that they can use to get the details, because they were not able to take notes fast enough. Which of the following would be best for the trainer to do
FIRST?

A. Quickly search online for a website or two that appears to cover the data.
B. After class that night contact the course developer to request additional study material.
C. Give a homework assignment to search the web; the next day, review the suggestions in class.
D. Look through the files for an appropriate handout to give the next day.

Correct Answer: D
Section:

QUESTION 118
Which of the following words is MOST likely used in a higher-order question?

A. Select
B. Summarize
C. Justify
D. Rephrase

Correct Answer: C

QUESTION 119
While the trainer is performing administrative functions at a desk, a student approaches the trainer and asks a question. Which of the following employs active listening?

A. Stop working and focus on the student asking the question.
B. Continue working while listening to the student.
C. Focus on the student behind the one asking the question.
D. Stare at the student while listening to the question.

Correct Answer: A
Section:

QUESTION 120
A learner in an asynchronous e-learning course is having problems retaining the information from the course. Which of the following is the BEST solution to the learner's problem?

A. Direct the learner to a more introductory course.
B. Inform the learner's supervisor of the concerns.
C. Have the learner take notes during the lessons.
D. Wait for a required assessment and report the lack of knowledge.

Correct Answer: C
Section:

QUESTION 121
A trainer is in the middle of making a point with difficult material when a learner asks a question that is slightly off-topic. Which of the following is the BEST course of action for the trainer to take?

A. Answer the question immediately so it will not hang in the background distracting others
B. Inform the student that it is an off-topic question and has no place within the material
C. Redirect the question to another learner so their knowledge can be shared with the class
D. Defer the question, promising to get back to it as soon as is reasonable

Correct Answer: D
Section:

QUESTION 122
The drawback to using open-ended questions toward the beginning of a synchronous virtual class is:

A. response in a virtual class is too time-consuming for discussions at the start of class.
B. virtual learners will be thrown off; they are expecting visual presentations.
C. open-ended questioning is inappropriate for a virtual class.
D. personal commentary is contradictory to the efficient impersonal design of virtual classes.

Correct Answer: A
Section:

QUESTION 123

The least experienced learner in a class is falling behind. Which of the following is the BEST method for addressing this issue?

A. Ask the advanced learners for a volunteer to assist the lesser experienced learner.
B. Set up a private consultation with the learner to create an action plan.
C. Provide the learner with an audio tape for review after class.
D. Ask the learner which advanced learner they would prefer to work with.

Correct Answer: B
Section:

QUESTION 124
An instructor is ending a training course and has covered all the material. The instructor has just conducted a final summary of the material. Which of the following should the instructor do NEXT?

A. Provide an end of course critique to the learners.
B. Conduct an assessment to ensure the learning objectives have been met.
C. Ask the learners if they have any questions.
D. Thank the learners for their participation and conclude the course.

Correct Answer: C
Section:

QUESTION 125
Which of the following is the BEST indicator of a student learning the content in the short term?

A. A trainer evaluation with glowing comments about the trainer
B. The learner scoring high on a 10-question quiz on the last day
C. The learner correctly answering almost all questions on periodic quizzes
D. The trainer's evaluation based on the learner's attitude

Correct Answer: C
Section:

QUESTION 126
Which of the following allows the trainer to evaluate student progress easily and quickly?

A. Develop exams for the course using recognized and objective measurement principles.
B. Periodically ask students open-ended questions.
C. Ask students about the progress of the student next to them.
D. Require students to mark off a checklist of objectives once each is thoroughly mastered.

Correct Answer: B
Section:

QUESTION 127
A trainer arrives onsite and prepares for class. The trainer should review which of the following items?

A. Job openings within the clients' organizations

B. The course evaluation form
C. Local events and activities
D. The dress code for the class

Correct Answer: B
Section:

QUESTION 128
A trainer wants to be able to verify that the students' knowledge has increased on the course subject. Which of the following methods should a trainer use to verify the increase in knowledge?

A. Evaluate the students at the end of the course on their knowledge.
B. Ask the students if they have learned anything from the course.
C. Survey the students on the trainer's teaching ability.
D. Conduct pre-course and post-course evaluations of the students.

Correct Answer: D
Section:

QUESTION 129
A good method of evaluating the effectiveness of a past training course is to:

A. Choose several delivery methods.
B. Ask for audience feedback during breaks.
C. Revise the content of training from session to session.
D. Review data and comments from surveys.

Correct Answer: D
Section:

QUESTION 130
Which of the following indicates how a trainer can BEST utilize feedback received from participant evaluations?

A. Justification for any report critiquing the learning objectives
B. A final assessment tool to evaluate the learner's knowledge
C. A tool toward improving the trainer's future performance
D. Evidence to the client that participants learned the topics covered

Correct Answer: C
Section:

QUESTION 131
A company wants to develop a training course that will help develop job skills as well as broaden the knowledge of their employees. The instructor has developed the training course and has already begun teaching. Which of the following would be the BEST method for the instructor to evaluate the learners? (Select TWO).

A. Provide quizzes and written exams on the learning objectives
B. Conduct practical applications and role plays
C. Ask the learners to complete an end-of-course critique

D. Encourage the learners to ask questions

E. Review the learning objectives periodically during training

Correct Answer: A, B
Section:

QUESTION 132
While preparing to teach a course at an organization, the trainer sees that part of the contract is the ability for students to contact the trainer with questions after the conclusion of the training. Which of the following is the BEST support information to provide to the students?

A. The trainer's home phone number

B. The trainer's email address

C. The company representative's phone number

D. The trainer's company website address

Correct Answer: B
Section:

QUESTION 133
During a five-day course, an instructor wishes to evaluate the students both formally and informally in order to gauge their progress before the final evaluation. Which of the following techniques, when assigned daily, would BEST accomplish this task? (Select TWO).

A. Verbal feedback

B. Virtual case studies

C. Written comments

D. Written assessments

E. Verbal evaluations

Correct Answer: D, E
Section:

QUESTION 134
Which of the following information would a trainer use from a course evaluation to improve their training methods?

A. Students' evaluation of the learning environment

B. Students' evaluation of the objectives for the course

C. Students' evaluation of the pace of the course

D. Students' evaluation of the course content

Correct Answer: C
Section:

QUESTION 135
Which of the following are the BEST ways for an instructor to assess learning? (Select TWO).

A. Summarize the objectives

B. Post-survey on the course

C. Pre-course exam

D. Written exam

E. Role playing

Correct Answer: D, E
Section:

QUESTION 136
A learner has repeatedly taken different computer components and assembled them into a working computer, each time in front of the instructor. However, the student cannot pass the written examination on the subject. Which of the following would be the BEST action by the instructor?

A. Consult the learning objectives and grade the student accordingly.

B. Stress to the student that it is important to pass the written exam as well as the practical exam.

C. Ask the student's advisor if the written exam can be waived.

D. Provide additional materials to the student to help pass the written exam.

Correct Answer: A
Section:

QUESTION 137
Which of the following are reasons trainers compile an end-of-class report? (Select TWO).

A. To document any disciplinary issues that arose with training personnel

B. To document any modifications the trainer made from course design

C. To evaluate the success of course design

D. To protect the trainer from participant formal complaints

E. To evaluate the competence of the course designer

Correct Answer: B, C
Section:

QUESTION 138
The MAIN reason for conducting end-of-course assessments is to:

A. Recognize the learner with the highest exam percentage.

B. Determine which learners will retake the training.

C. Assess the needs of the organization.

D. Compare learner achievement to course objectives.

Correct Answer: D
Section:

QUESTION 139
After completing instruction on a topic, which of the following tasks would the instructor perform to evaluate learner retention? (Select TWO).

A. Give the students a break to absorb the information.

B. Watch for non-verbal communication from the students.

C. Create a hypothetical scenario.

D. Generate a skills inventory on the next subject.

E. Perform a teach-back through role play.

F. Ask probing questions to select students.

Correct Answer: C, E
Section:

QUESTION 140
A trainer is designing a lab to evaluate the learners' ability to apply the information learned. They want to provide the learners with feedback from the evaluation. Which of the following evaluation methods will provide the BEST feedback?

A. Classroom ranking scale

B. Self assessment

C. Grading rubric comparison

D. Percentage score

Correct Answer: C
Section:

QUESTION 141
On several end-of-course evaluations, a trainer noticed that participants stated that the pace of the course was too slow. Which of the following actions should the trainer take?

A. Adjust the pace of the training and check periodically with the participants to see if further adjustments need to be made.

B. Set expectations for the training at the beginning so the participants will know what pace to expect.

C. Continue the training as delivered because the leader's guide was followed and that is what was most important.

D. Test participants at the beginning of the course and exempt anyone who makes a predetermined score.

Correct Answer: A
Section:

QUESTION 142
After teaching a class, a trainer needs to address the fact that an entire domain of material is missing from the course. Which of the following should the trainer do?

A. Discuss with the contact about an additional class session to cover the missing material.

B. Contact the course developer and report the missing topics, providing suggestions where appropriate.

C. Purchase material from a different vendor for future classes on the subject.

D. Create material for the missing topics and send it on to the course developer for inclusion in future versions.

Correct Answer: B
Section:

QUESTION 143
A company has provided material to use for IT training. After analyzing the needs assessment, the instructor realizes that the company will need some additional content. Which of the following would be the BEST action for the instructor to take?

A. Ask the company to modify its needs to coincide with the materials.

B. Modify the materials to meet the needs of the company.

C. Inform the company that the course design cannot be changed.

D. Meet with the company to conduct another needs assessment.

Correct Answer: B
Section:

QUESTION 144
During pre-course communications the instructor discovers that the course is different than the one expected by the class. Which of the following would be the BEST course of action?

A. Conduct the class expected by the learners.

B. Contact the training coordinator and ask for further instructions.

C. Cancel the class because not enough time was given to prepare for the unexpected subject matter.

D. Conduct the class according to new material.

Correct Answer: B
Section:

QUESTION 145
During a pre-class meeting with the training manager, the instructor is informed that two of the participants are foreign learners and have difficulty with the English language. The class to be presented is an advanced topic.Which of the following would be the MOST appropriate course of action?

A. Suggest that someone be brought in to assist these learners.

B. Ask other learners to assist during the course.

C. Slow the pace of the course even if all the material is not covered.

D. Try to translate any sections that might be difficult.

Correct Answer: A
Section:

QUESTION 146
A company is hosting a training event at their location. The instructor has started the training, and one of the learners indicates that a page is missing from the handout. Which of the following should the instructor do NEXT?

A. Ask the learner to get a copy from another learner

B. Inform the company of the issue

C. Continue with the training and provide the missing page after the next break

D. Inform the learner that it was an error by their quality control department

Correct Answer: C
Section:

QUESTION 147
Which of the following delivery methods should be used sparingly?

A. Reading from the book

B. Lecture periods

C. Discussion sessions

D. Hands-on lab sessions

Correct Answer: A
Section:

QUESTION 148
Certain business practices are driven by scenarios that are centered on performing specific tasks. The BEST delivery method would be:

A. Lecture
B. Role play
C. Discussion
D. Brainstorm

Correct Answer: B
Section:

QUESTION 149
A trainer has been tasked with developing a safety course for workers in a manufacturing plant.
Which of the following learning styles would be used MOST often?

A. Kinesthetic
B. Auditory
C. Mathematic
D. Visual

Correct Answer: A
Section:

QUESTION 150
Using every available feature of a computer-based graphic presentation is:

A. A benefit to the visual learner.
B. Distracting to the learner.
C. An excellent use of training materials.
D. A creative use of resources.

Correct Answer: B
Section:

QUESTION 151
A student points out an error in the training materials during a class. Which of the following is the BEST course of action the trainer should take?

A. Ignore the error and follow the material as designed.
B. Verify the error and acknowledge it during the class.
C. During the class, call the designer to make the correction to the material.
D. Continue presenting the material and correct the course designers after class.

Correct Answer: B
Section:

QUESTION 152
In an economics lecture, the instructor wants to illustrate that, theoretically, a situation could never happen. Which of the following hand gestures would be MOST effective in making this point?

A. Right hand moving parallel to the floor
B. A fist with the index finger extended upward
C. Using both hands out front, palm to palm and spreading them slowly apart
D. A closed fist

Correct Answer: A
Section:

QUESTION 153
A learner asks a trainer a question about a topic area that is related to the course. The trainer has no knowledge on the topic are a. Which of the following are the BEST ways to respond to the question? (Select TWO).

A. Redirect the question to the class.
B. Research the question over a break, and then provide an answer.
C. Discuss how that topic is outside the scope of the class.
D. Provide an answer that sounds plausible.
E. Admit lack of knowledge on the topic and move on with the class.

Correct Answer: A, B
Section:

QUESTION 154
A trainer has just completed instruction on a seven-step process. The trainer tells a real-world story to the class and then asks the learners to identify which step of the process was used in that story.
The trainer was effectively attempting to:

A. Identify a hidden eighth step.
B. Use listening techniques to understand learner questions.
C. Manage course flow.
D. Lead learners from recall to application.

Correct Answer: D
Section:

QUESTION 155
An instructor takes a negative stance on a course topic. Using concepts learned in the course, learners are asked to debate why the instructor's position is faulty. This strategy will:

A. Cause anger and frustration.
B. Create opportunities for learners to contribute to the discussion.
C. Confuse the learners.
D. Encourage resourceful learners to answer their own questions.

Correct Answer: B

Section:

QUESTION 156
Which of the following is MOST appropriate for a trainer to use to regain students' focus?

A. Take a short break to come up with an interactive discussion
B. Stop lecturing until the class regains focus
C. Create a loud noise to get students' attention
D. Turn the lights on and off to increase students' awareness

Correct Answer: A
Section:

QUESTION 157
While delivering a course, the trainer notices one learner who is not grasping some of the concepts.
Which of the following would BEST assess the needs of the learner?

A. Slow the pace of the class to meet the needs of the learner.
B. Ask the learner to keep up with the person next to them.
C. Ask the learner to answer more questions than other classmates.
D. During a break, discuss challenges with the learner.

Correct Answer: D
Section:

QUESTION 158
During a lecture, an open-ended question is given to the class. A learner responds with an answer that is not completely correct. Which of the following would be the BEST way to give the learner the correct answer?

A. Explain to the learner that the answer was wrong, and then go through the correct answer. While explaining the incorrect answer, point out where the learner was wrong.
B. Repeat the learner's response, while explaining the areas of the question that were wrong, then asking the learner if they would change the answer to the correct response.
C. Focus on the parts of the answer that were correct. Next explain those aspects that were incorrect. Afterward, repeat those parts that were correct.
D. Ask another learner to explain why the answer given was incorrect, then repeat the learner's response. Ask the class to give other examples as to why this is incorrect.

Correct Answer: C
Section:

QUESTION 159
When planning to deliver an online course, the trainer MUST make time for:

A. Constructive feedback on the materials.
B. Keyboard shortcuts in applications.
C. Rude and disrespectful comments from learners.
D.

Correct Answer: A
Section:
Explanation:

Answer: A
Explanation:

QUESTION 160
During a training class on increasing productivity, the client requests suggestions on how to motivate their employees upon returning to work. Which of the following methods should the trainer suggest to BEST motivate the client's employees?

A. Dismiss the employee with the lowest increase in productivity.
B. Reward the employee with the highest increase in productivity.
C. Provide a bonus to the trainer if productivity increases.
D. Provide a bonus to all employees that increase productivity.

Correct Answer: D
Section:

QUESTION 161
A student asks an off-topic open-ended question. Which of the following would be the BEST response?

A. Inform the students that the question will not be on the test
B. Explain politely why the question is off topic and move on
C. Ask the student to research the question
D. Clarify with the student which topic the question pertains to

Correct Answer: B
Section:

QUESTION 162
Which of the following would a trainer use to motivate students as a class?

A. Make evaluations difficult to motivate the students to study harder and do better
B. Create an evaluation that is easy early in the class to create confidence in the students
C. Only provide an evaluation at the end of training so that students can look forward to the tests
D. Create evaluations with only true and false answers to provide students with a better chance to pass

Correct Answer: B
Section:

QUESTION 163
At the beginning of a course, an instructor suspects that a student has not grasped the information covered in a prerequisite course. Which of the following should the instructor do?

A. Direct the student to additional resources.
B. Consult the student's transcript.
C. Suggest that the student drop the course.
D.

Correct Answer: A
Section:
Explanation:

Answer: A
Explanation:

QUESTION 164
A student emails an instructor with an entire life story of why assignments are being turned in late.
The instructor suspects that the student simply lacks motivation. Which of the following is the BEST option for the instructor?

A. Sympathize with the student and explain why late assignments cannot be accepted.
B. Give the student extended time to complete the missing assignments.
C. Refer the student to the school's Student Services department.
D. Promise the student extra credit points for each assignment turned in on time.

Correct Answer: A
Section: