



TK0-201 Q&As

CTT+ Exam (Certified Technical Trainer)





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Vendor: CompTIA

Exam Code: TK0-201

Exam Name: CTT+ Exam (Certified Technical Trainer)

Q&As: Demo

QUESTION 1

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

QUESTION 2

Which of the following is the BEST method for assessing a learner's comprehension of a lab exercise?

- A. Practical exam
- B. Open-ended questions with a scenario
- C. Essay question test
- D. Pop quiz

Correct Answer: A

QUESTION 3

The Human Resources department is conducting a class for new employees when the air conditioning stops working. Which of the following should the instructor do FIRST?

- A. Report the incident to the maintenance department
- B. Tell the employees it is not unbearable and continue with the course
- C. Cancel the class and reschedule the class for another time.
- D. Continue on with the instruction ignoring the temperature issue.

Correct Answer: A

QUESTION 4

An instructor is teaching a virtual class and notices that learner interaction has begun to taper off. A break was recently taken so fatigue does not seem to be the issue, but rather a lack of understanding. Which of the following should the instructor implement to help identify where learners are getting confused"?

- A. Switching from lecture to a more visual training method.
- B. Quiz the learners during the virtual session.
- C. Conduct a quick review session.
- D. Introduce supporting materials.

Correct Answer: B

QUESTION 5

After a training class was completed, the instructor conducted several passive on the job observations of each learner who attended the class. Which of the following is the primary benefit of the observations?

- A. It measures the application of the skills taught.
- B. It validates the quality of the course material.
- C. It requires the learners to use what they learned.
- D. It helps to reinforce the learning concepts.

Correct Answer: A

QUESTION 6

An instructor was preparing for a one-hour virtual class anticipating that several questions would come up during the event. Which of the following steps should the instructor take to prepare for this session?

- A. Conduct a pre-course assessment to defer any questions
- B. Ask all participants to hold questions until the end to manage time
- C. Prepare answers to common questions ahead of time
- D. Only allow five minutes for questions at the beginning of the training

Correct Answer: C

QUESTION 7

Which of the following would be on an evaluation when seeking feedback concerning courseware material used during a class?

- A. Design of the courseware materials
- B. Accuracy of the courseware
- C. Cost of the courseware
- D. Instructor's use of the courseware

Correct Answer: B

QUESTION 8

An instructor is presenting to a class and notices that a particular learner is not paying attention; however, when the instructor gives a pop quiz, this learner earns the best grade. Which of the following BEST describes the situation?

- A. The quiz did not cover the class concepts effectively
- B. The learner has mastery of the information tested.
- C. The quiz motivated the learner.
- D. The answers to the pop quiz were distributed prior to class

Correct Answer: B

QUESTION 9

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

QUESTION 10

Pause at an appropriate place during a presentation can contribute to: (Select TWO)

- A. Reviewing the material
- B. Maintaining consistent behavior
- C. Adding emphasis to a statement
- D. Pronouncing words properly
- E. Assessing learner's level of interest

Correct Answer: CE

QUESTION 11

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

QUESTION 12

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

QUESTION 13

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

QUESTION 14

An instructor is conducting a review of written instructions and is aware that the preferred learning style of one of the learners is kinesthetic. Which of the following is the BEST choice for the instructor?

- A. Adjust the delivery of the review to include more graphs and charts as part of the exercise.
- B. Administer an exam to verify learner's knowledge of the material.
- C. Deliver the curriculum as defined in the documentation so that the rest of the class does not fall behind.
- D. Adjust the delivery of the review to include a demonstration as part of the exercise.

Correct Answer: D

QUESTION 15

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

QUESTION 16

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

QUESTION 17

A contract instructor has been hired to teach a course with twelve learners. After surveying the learners it is identified that half of the class is not familiar with the subject being taught. Which of the following should the instructor do to help the entire class achieve success?

- A. Contact the training manager for suggestions on how to proceed.
- B. Teach to the more experienced learners; the others will catch up.
- C. Make the six learners that already know the material wait until the other learners catch up
- D. Cancel the class and then divide the class into two difference courses.

Correct Answer: A

QUESTION 18

An instructor is delivering a course with limited time and has learners with various skill levels. Which of the following would the instructor do to BEST follow up any needs of the learners?

- A. Offer fee based consulting for the program
- B. Divide the class into groups with similar skill sets
- C. Provide additional material on the technology
- D. Contract for additional training time

Correct Answer: C

QUESTION 19

If a class has some slow learners and some fast learners, which of the following is the correct pace in which to present material to the class?

- A. To the pace of the slowest learner
- B. To the pace of the average learner
- C. To the pace of the course suggestions
- D. To the pace of the fastest learner

Correct Answer: B

QUESTION 20

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

QUESTION 21

At the end of a class, the instructor provides an online evaluation of the course to the learners. Which of the following is MOST appropriate to put on the evaluation? (Select TWO).

- A. Instructor's presentation abilities
- B. Accessibility of the facility
- C. Technical accuracy of the course material
- D. Amount of time the learner studied for the course
- E. Job title of the learner

Correct Answer: AC

QUESTION 22

An instructor notices that the course participants are sluggish, engaging in side conversations and appear somewhat distracted. Which of the following should the instructor do to reengage the learners? (Select TWO).

- A. The instructor should give a quiz to see if the learners retained information so far.
- B. The instructor should use an energizing activity as a redirector.
- C. The instructor should tell the learners why it is important to pay attention at all times
- D. The instructor should give the participants a break.
- E. The instructor should report their behavior to management

Correct Answer: BD

QUESTION 23

Which of the following describes a form of feedback with the GREATEST positive impact?

- A. Suggestions that focus on procedures versus the concepts
- B. Measurable results from summative assessments
- C. Specific comments on errors with suggestions on how to improve
- D. Comparing learner performance with other learners

Correct Answer: C

QUESTION 24

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 start 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

QUESTION 25

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

QUESTION 26

A company is preparing to roll-out a training course on advanced accounting skills. The company has asked a contract instructor to facilitate the course. The instructor has no background in accounting. Which of the following should the instructor do?

- A. Ask to team teach the course with an expert
- B. Accept the offer contingent upon six weeks of preparation time
- C. Decline the offer based on lack of knowledge of accounting principles
- D. Accept the offer and learn the content by observing accounting experts

Correct Answer: C

QUESTION 27

An instructor has placed the learners into groups to discuss several topics. When the instructor walked around to monitor the group progress, the learners were off-task. Which of the following contributes MOST frequently to this situation?

- A. The learners were disinterested in group discussions about the topics.
- B. The learners were neither familiar with nor understood the assigned topics.
- C. The learners were not comfortable with the members of the group.
- D. The learners were ready for a break and the instructor failed to recognize this.

Correct Answer: B

QUESTION 28

Which of the following would an instructor do with a new class to get the learners involved?

- A. Have the learners introduce themselves.
- B. Lecture on the topic and then ask questions about the lecture.
- C. Have the learners stand around and talk to each other.
- D. Give a survey to assess each learner's knowledge.

Correct Answer: A

QUESTION 29

A contract instructor is preparing training materials for a corporate client. The corporate client has supplied standardized material, but wishes to tailor it for their particular needs. Which of the following steps would BEST address this situation?

- A. Use the standardized material and supply the learners with supplemental visual aids,
- B. Modify the standardized materials as necessary to suit the expectations of the corporate client.
- C. Use the standardized material and explain how this material will be sufficient to meet their needs
- D. Ask the corporate client to supplement the material after the class.

Correct Answer: B

QUESTION 30

An instructor notices that several learners in a virtual classroom have not been actively participating. The learners are still connected to the session. Which of the following would be the FIRST action to re-engage the learners in the class?

- A. Send them a private message to make sure they understand the material
- B. Survey the class with a question and require a response.
- C. Use more visual demonstrations to get the learners interested.
- D. Send the class a public message that everyone needs to participate.

Correct Answer: B

QUESTION 31

An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

- A. Plan and use a variety of reinforcement techniques during training.
- B. Elicit learner feedback on the adequacy of instructor responses.
- C. Provide feedback that is specific to learners needs.
- D. Create opportunities for learners to contribute to the discussion.

Correct Answer: D

QUESTION 32

An instructor is beginning a course and wants to measure the level of expertise of the learners. Which of the following is the BEST method for measuring the level of understanding over the course material?

- A. Ask the learners about their level of understanding over the course material.
- B. Assume that the class has a medium level of understanding over the course material.
- C. Deliver a pre-test covering the course objectives.
- D. Ask another instructor who has taught the learners before.

Correct Answer: C

QUESTION 33

Which of the following is the BEST example of a probing questioning?

- A. Ask a question about a scenario that relates to a subject or process.
- B. Ask a general question followed by more detailed questions on a subject or process.
- C. Ask a basic question and ask the learner to apply a real world answer.
- D. Ask a specific question and then have it redirected to other learners to probe their understanding

Correct Answer: B

QUESTION 34

When an instructor is trying to gather information from learners about a subject, which of the following question types can be asked?

- A. Closed-ended
- B. Open-ended
- C. Clarifying
- D. True/false

Correct Answer: B

QUESTION 35

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

QUESTION 36

When a learner responds incorrectly to a question during class, an instructor should give some

acknowledgement for the answer. Which of the following is the BEST reason for this action?

- A. Use the incorrect answer to move the class to a different topic
- B. It enforces active participation and creates teachable moments
- C. Wrong answers should be pointed out and corrected quickly to prevent misconceptions
- D. It ensures participation is limited to the correct answers

Correct Answer: B

QUESTION 37

An instructor delivering a class with thirty learners defines acceptable and non-acceptable behavior at the beginning of the class on the first day. The instructor also requests learners to be on time. The second day of class a few learners show up late to class. Which of the following is the BEST course of action to take to resolve this issue?

- A. Start the class and as each late learner comes in, thank them for joining the class.
- B. Wait to start the class until all the learners have arrived and are react to start.
- C. Once all the learners have arrived, remind the learners of all the class policies.
- D. Begin class on time and privately talk with the learners who were late.

Correct Answer: D

QUESTION 38

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

QUESTION 39

An instructor is leading a virtual class when several learners start having significant bandwidth issues that cause them to drop out of the live session. Which of the following represents the BEST solution to the problem?

- A. Inform the learners that most of the same material will be covered in the next class session.
- B. Have the learners watch a recorded session of the class.
- C. Request that those learners with bandwidth issues be moved to an in-person live class,
- D. Cancel the current session and schedule a make-up class.

Correct Answer: B

QUESTION 40

In a virtual classroom, which of the following would be the BEST reason for an instructor to poll the learners?

- A. Allows the instructor to deliver exams to each student
- B. Allows the learners to interact with one another

- C. Allows the instructor to survey the class
- D. Allows the instructor to see which learners are participating

Correct Answer: C

QUESTION 41

An online instructor has received several emails from students who are asking the same question regarding an assignment. The online instructor would like to turn this into a learning opportunity. Which of the following options would BEST suit the instructor's purpose?

- A. Create a discussion board on the topic.
- B. Refer the students to the textbook.
- C. Ask an advanced student to respond to the questions.
- D. Answer each student individually.

Correct Answer: A

QUESTION 42

The trainer is instructing a course on a specific job function using an upgraded application. Before the trainer introduces the new features within the application that make specific tasks easier, the trainer should FIRST:

- A. explain there is less of a learning curve to adapt to the new features as opposed to the old procedures.
- B. provide a visual guide in the presentation demonstrating the ease of use compared to the past system.
- C. center the lesson on activating prior knowledge in relation to the job function.
- D. provide written documentation on the new features and ask students to follow along throughout the lesson.

Correct Answer: C

QUESTION 43

An instructor is preparing to teach a course at an organization. The course has a lot of slides, but the instructor has been told that there will be no overhead projector available. Which of the following would be the BEST way to proceed?

- A. Delay the class until proper arrangements can be made
- B. Cancel the class
- C. Prepare to teach without any visual aids
- D. Prepare handouts of the slides

Correct Answer: D

QUESTION 44

Which of the following hand gestures would BEST illustrate something that is increasing?

- A. Moving the left hand upward while moving the right hand downward
- B. Gliding the right hand in a parallel motion to the floor
- C. Moving the right hand up slowly while discussing the subject
- D. Holding up three fingers on the left hand

Correct Answer: C

QUESTION 45

A university offers classes that meet for four hours once each week for 16 weeks. Which of the following should the instructor do to keep students motivated each week?

- A. Dismiss class early once a month.
- B. Offer snacks and refreshments.

- C. Vary learning activities every hour.
- D. Provide more frequent breaks.

Correct Answer: C

QUESTION 46

Which of the following would be the MOST likely response to a student arriving late to class?

- A. Inform the student of the location in the materials and which objective the class is currently covering.
- B. Make the student wait until the next break of class before allowing them entry into the room.
- C. Let the student discuss with a neighboring classmate the current learning objective.
- D. Make the late student stay after class to cover what was missed.

Correct Answer: A

QUESTION 47

A student in an online course is feeling overwhelmed by the material that is in the student's major. The student has also experienced a few life-altering events. Which of the following would be the BEST action to promote the student's success?

- A. Contact the student's academic advisor.
- B. Email the student with encouragement and suggestions.
- C. Offer to meet the student to discuss academic alternatives.
- D. Allow the student to retake the last exam.

Correct Answer: B

QUESTION 48

A number of new hires need to receive training on emerging technologies. An instructor has conducted a needs assessment and realizes that the learners all have varying degrees of experience. Which of the following is the BEST way for the instructor to begin the course?

- A. Ask the learners if they have any questions
- B. Ask the learners to introduce themselves
- C. Tell a story to humor the learners
- D. Review all of the learning objectives and start teaching the course

Correct Answer: B

QUESTION 49

Which of the following is the BEST skill for an instructor to have?

- A. Ability to adapt delivery methods to meet various learning needs
- B. Ability to ask direct questions of all learners
- C. Ability to identify problems with classroom equipment
- D. Ability to handle classroom disruptions

Correct Answer: A

QUESTION 50

Participants have just completed an intensive sales conversation class where a specific sales model has been taught. There are six steps in the model, and each step has several sub-steps. The trainer wants to ensure that participants remember and practice the model. The BEST way to help the transfer of training is to:

- A. send each participant an email quiz on the steps of the model two weeks after class.
- B. provide each participant with a laminated job aid which outlines all the steps of the model.
- C. ask that the participants call the instructor within one week to inform the instructor how they are using

the model.

D. ask that each participant's manager discusses the class content with their employee.

Correct Answer: B

QUESTION 51

Which of the following would BEST stimulate student interest in a topic?

- A. Conducting a debate on the topic's validity
- B. Presenting slide shows on the topic
- C. Watching a movie on the history of the topic
- D. Listening to real-life experiences on the topic

Correct Answer: D

QUESTION 52

A student contacts an online instructor with news that the student's house burned down the previous night. The instructor wants to show compassion while encouraging the student. Which of the following are appropriate responses to the student? (Select TWO).

- A. Express regret that the instructor's policy does not permit assignments to be submitted late.
- B. Give the student money and/or goods to allow the student to concentrate on course assignments.
- C. Listen sympathetically and wish the student luck in the rest of the course.
- D. Permit the student to submit the next few assignments late.
- E. Inquire about the safety of the student's family while expressing sympathy for the student's situation.

Correct Answer: DE

QUESTION 53

At the end of a class, a trainer is required to have students sign a printed attendance roster and write their social security numbers for the accounting department. Next, the trainer faxes the completed roster to the secure facsimile unit in accounting. Which of the following demonstrates proper handling of the documents?

- A. Destroy the signed roster sheets and all files associated with the rosters
- B. Retain the signed roster sheets as part of the post-class report to document the event
- C. Confirm with accounting that the fax is received and destroy the signed originals
- D. Scan the signed roster, store it electronically on the instructor's laptop, and destroy all paper versions of the rosters

Correct Answer: C

QUESTION 54

During an online course, a trainer posts discussion questions each week. During the trainer's review of the students' discussions at the end of the week, the trainer notices many of the posts are off topic. Which of the following actions should the trainer perform?

- A. Email the students to explain their errors and repost the discussion.
- B. Clarify the discussion topics for the following weeks.
- C. Meet with students face-to-face to ensure they understand the material.
- D. Monitor and contribute to the discussions several times a week.

Correct Answer: D

QUESTION 55

An instructor's last course evaluations were unfavorable in the area of practical application of content. Which of the following would improve the instructor's evaluations in this regard?

- A. Present content using primarily the technical terms of the field.
- B. Motivate learners by using examples that are concrete and vivid.
- C. Increase training on why and decrease training on how.
- D. Help students to take better notes during content delivery.

Correct Answer: B

QUESTION 56

In an attempt to inject humor into the course, an online instructor wants to ensure that students know the intent of a comment. Which of the following could the instructor use to convey this sentiment? (Select TWO).

- A. Put the comment in all capital letters, indicating humor.
- B. Remove any references to race, religion, or gender.
- C. Refer only to a fictitious race or religion.
- D. Single out a learner who has a good sense of humor.
- E. Use an emoticon at the end of the comment.

Correct Answer: BE

QUESTION 57

During a training session, students cannot clearly see the slide presentation with the lights on and cannot see to write notes with the lights off. Which of the following should the trainer do?

- A. Turn all the lights on and then disable the lighting units near the front.
- B. Inform the students they should not have to take notes to remember the material.
- C. Perform the training without the presentation.
- D. Print the presentation and allow students to write notes on the printouts.

Correct Answer: D

QUESTION 58

Learners with mechanical mastery are learning a new technology. Which of the following is the MOST effective method?

- A. Hard copy notes from the auditorium presentation showing state-of-the-art technology in use.
- B. Instructor supervised lab while learners have work benches and stools to use if desired.
- C. Detailed instructions of navigating the source website for future resources.
- D. Verbal and visual lecture while learners have comfortable desks for note taking.

Correct Answer: B

QUESTION 59

A trainer realizes that a handout used in the last course is missing the second page. Which of the following should the trainer do?

- A. Email the students a corrected version.
- B. Search the Internet for the students' phone numbers and call them.
- C. Contact the client's IT department to see what they think should be done.
- D. Ignore it since some of the missing data is in the book.

Correct Answer: A

QUESTION 60

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

- A. Demonstrations during the session

- B. Host a recorded session on the website
- C. Links to external websites
- D. Open-ended questions during the session

Correct Answer: D

QUESTION 61

Which of the following should a trainer do when they realize while they are covering the required training material that many learners appear to be confused?

- A. Create an evaluation that covers the course objectives to gauge the learners' level of understanding
- B. Create an evaluation for the learners to evaluate the other learners' understanding of the material
- C. Create an evaluation of how well the trainer is performing to gauge the trainer's delivery methods
- D. Create an evaluation of the learning environment to understand if it is affecting the learners

Correct Answer: A

QUESTION 62

Which of the following should a trainer do to encourage learner response during a training session?

- A. Use only closed-ended questions during the session
- B. Arrange the classroom so that learners are in a circle
- C. Send the class on break to refocus the learners
- D. Use name cards to refer to each learner by name

Correct Answer: D

QUESTION 63

A trainer is concerned that weather conditions will affect weekly class attendance. Which of the following actions is BEST to take?

- A. Conduct class on time and request classmates to relay the information to missing students.
- B. Conduct class on time and record the session to post for students to view later on.
- C. Delay the class, skipping the material until weather permits.
- D. Postpone the class to allow the late students to arrive.

Correct Answer: B

QUESTION 64

A trainer receives feedback from several classes that the pace of the class is acceptable but students comment that they have trouble taking notes while listening to the trainer. Which of the following tools could a trainer BEST use to assist the students?

- A. Print and distribute copies of the course objectives
- B. At the beginning of class inform the students of the issue
- C. Record the sessions for review after the class is over
- D. Outline the cover material at the beginning of the class

Correct Answer: C

QUESTION 65

Responding to learner questions and asking learners to perform hands-on activities are examples of:

- A. classroom engagement.
- B. trainer performance.
- C. group dynamics.
- D. active listening.

Correct Answer: A

QUESTION 66

Which of the following accommodation options would be BEST for disseminating handouts and job aides prior to a company-wide training session?

- A. Converting all documentation to web formats and hosting them internally.
- B. Converting all documentation to PDF (downloadable) formats and hosting them externally.
- C. Converting all documentation to web formats and hosting them externally.
- D. Converting all documentation to PDF (downloadable) formats and hosting them internally.

Correct Answer: C

QUESTION 67

A slide presentation is heavy in details for a hands-on, mechanical setup for the launch of a new product. The MOST effective support resource is:

- A. instructions posted on a flip chart.
- B. links to the distributor's website.
- C. instructor demonstration.
- D. hard copies of the slide presentation.

Correct Answer: D

QUESTION 68

Which of the following is the BEST time to distribute course evaluations for a 16-week class?

- A. Four weeks before the end of the course to allow time for processing
- B. At least two weeks before the end of the course
- C. Within the last week of the course
- D. At the beginning and end of the course for comparison purposes

Correct Answer: C

QUESTION 69

Which of the following is MOST important in the chat area of a virtual course?

- A. The trainer should never speak while any students are chatting.
- B. Because some students are distracted by the chat area, they should never chat while the trainer is teaching.
- C. The students must know that the chat area is public.
- D. Spelling must be checked before sending anything in the chat area.

Correct Answer: C

QUESTION 70

During lecture, several learners can relate to topics discussed because they have had similar types of experiences. Excited, the learners are trying to interrupt class to share their experiences. Which of the following is the BEST course of action by the trainer?

- A. Using a timer, give the learners equal amounts of time.
- B. Use the time allotted in planning for learner contributions.
- C. Overlook the comments during class to maintain time and pace.
- D. Place the class on break to talk with the learners privately.

Correct Answer: B

QUESTION 71

While preparing for a class, an instructor discovers some missing information from the course materials. Which of the following would the instructor MOST likely do?

- A. Inform the client that the requested information is outside the scope of the course.
- B. Inform the course development team of what information is missing.
- C. Use instructional design techniques to create the additional materials.
- D. During the introduction inform the learners of the information that will not be covered.

Correct Answer: C

QUESTION 72

Which of the following question types would be the BEST way to lead learners from recall to application of content?

- A. Hypothetical
- B. Higher order
- C. Clarifying
- D. Closed

Correct Answer: A

QUESTION 73

Which of the following is considered professional conduct for a virtual trainer?

- A. A broadcaster's voice and cadence
- B. Maintaining a positive attitude toward the training materials
- C. Immediately handling questions in areas outside of the trainer's expertise
- D. Having a perfectly worded script that can be easily read during the training

Correct Answer: B

QUESTION 74

While preparing to teach a lesson, the instructor notices a section with a complicated series of steps. Which of the following will supplement the lesson BEST?

- A. Overhead projector
- B. Website forum
- C. Structured handout
- D. Vendor source material

Correct Answer: C

QUESTION 75

An instructor needs to measure the progress on a complex assignment for students in an online class. Which of the following would be the BEST tool to use to acquire this information while respecting the anonymity of each student?

- A. Student/instructor conference
- B. Online polling tool
- C. Classroom chat
- D. Discussion board

Correct Answer: B

QUESTION 76

Which of the following will help eliminate distractions caused by the presenter?

- A. Providing name cards on the tables before class begins
- B. Removing the coffee pot and tea pot from the room before the class begins
- C. Removing all coins and keys from pockets
- D. Creating all flip chart pages ahead of time

Correct Answer: C

QUESTION 77

Which of the following would BEST serve an instructor in ensuring that grammar and syntax are correct on any handouts that the instructor is to distribute within a session? (Select TWO).

- A. Create a data dictionary
- B. Read the handout backwards before approving it
- C. Consult a recognized style guide
- D. Solicit a colleague as a proofreader
- E. Create session summaries

Correct Answer: CD

QUESTION 78

A trainer has been teaching a course for a company for some time. Several classes have had students who appear to have needs that are different than the rest of the class. Answering their special questions adds to the course time. As the trainer checks the records, it becomes clear that those students are all from one department. The trainer talks to that department's manager. Which of the following would be BEST?

- A. Create a modified version of the course to be open only to students from that department.
- B. Explain to the department managers why their students have to learn the materials the corporate way.
- C. When students from that department are attending, give them a special handout during introductions.
- D. Continue as always to meet corporate needs, and defer questions to the department manager.

Correct Answer: A

QUESTION 79

A trainer is concerned that one of the students does not understand the material. The student performs well on labs and responds to questions during class but has not passed any of the written course evaluations. Which of the following BEST meets the needs of the student?

- A. Require the student to re-take the evaluations
- B. Meet with the student in private
- C. Have the student partner with an advanced student for labs
- D. Adjust the course to increase the number of labs

Correct Answer: B

QUESTION 80

A contract trainer has been hired to deliver a custom course for a corporate client that still has not completely committed to the content. Which of the following actions would BEST allow the trainer to deliver a successful course?

- A. Deliver a particular vendor's material to the client to show the content.
- B. Work with internal resources to decide which material is relevant.
- C. Use pre-built material that maps to the general area the client wants covered.
- D. On the first day of the course take a poll of the learners to see what is important to them.

Correct Answer: B

QUESTION 81

An instructor uses candy for correct answers as a motivational tool. The instructor notices that an individual student gives most of their candy to the student next to them, but continues to volunteer answers to questions. This is MOST likely an indication that:

- A. the student is motivated by answering correctly.
- B. the student really likes candy.
- C. the first student does not like that type of candy.
- D. the student is not interested in the material.

Correct Answer: A

QUESTION 82

A learner consistently is competing with the trainer on the upgraded methods of performing the same tasks. The trainer is using the methods laid out within the course materials, and the learner is using previous experiences. Which of the following is the BEST method to control the learner's contributions?

- A. Contact the training manager to have the learner removed from the course.
- B. Show the class where the learner's comments are incorrect.
- C. Engage in a debate with the learner on the correct methods.
- D. During a break privately explain the objectives of the course.

Correct Answer: D

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