CompTIA CTT+ Certification TK0-201 Exam

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- ➤ **Exam Name: CompTIA CTT+ Essentials**

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QUESTION 401
Which of the following items are MOST important to include on an evaluation form for an asynchronous course? (Select THREE.)

A. The instructor's response time
B. The number of breaks permitted
C. The Internet connection speed
D. The success of meeting course objectives
E. The ease of use of the course's interface
F. The quality of the testing environment
G. The instructor's attendance record

Answer: ADE

QUESTION 402
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. Contact the student's advisor for an explanation.

Answer: A

QUESTION 403
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.

Answer: C

QUESTION 404
A business curriculum that begins with a web-based learning module, followed by traveling to the corporate training center for classroom instruction, and a final instructor-led review via online conference is BEST defined as _____.

A. blended learning
B. synchronous learning
C. structured experience learning
D. asynchronous learning

Answer: A

QUESTION 405
An instructor asks a learner a question. The learner's response confuses some of the other learners. Which of the following would be the BEST action for the instructor to take?

A. Ask the learner to repeat the response.
B. Ask other learners what they think about the response.
C. Restate the question again to the same learner.
D. Ask clarifying questions about the response.

Answer: D

QUESTION 406
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.

Answer: A

QUESTION 407
An instructor has just discussed several topics. Which of the following should the instructor do NEXT before moving on to discuss other topics? (Select TWO.)

A. Review the content and ask if there are any questions.
B. Conduct practical applications to assess learning.
C. Ask the learners to evaluate the instructor.
D. Ask closed-ended questions to assess learner knowledge.
E. Select partners and conduct peer reviews.
F. Tell learners to conduct research if they have any questions.

Answer: AB

QUESTION 408
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.

Answer: BC

QUESTION 409
There are several students in a class with similar special needs. Which of the following would be LEAST likely to be considered proper accommodations for their needs?

A. Read the directions and questions aloud to those students.
B. Allow an aide to stay with and encourage the student.
C. Allow the student to take the test with the student's textbook and notes.
D. Give the test over several short periods.

Answer: C

QUESTION 410
During the morning session of a class, a student's cell phone rang repeatedly causing multiple interruptions. Which of the following should the trainer do FIRST to address the issue?

A. Talk to the student and ask them to turn the ringer off.
B. Tell the student not to return after lunch due to their interruptions.
C. Report the student to the client for disciplinary actions.
D. Take the student's phone and return it after the class.

Answer: A

QUESTION 411
Using every available feature of a computer-based graphic presentation is _____.

A. abenefit to the visual learner
B. distracting to the learner
C. an excellent use of training materials
D. acreative use of resources

Answer: B

QUESTION 412
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

Answer: A

QUESTION 413
A student constantly interrupts the presentation to show their knowledge of the subject matter to impress their boss who is also in the class. Which of the following shows how the trainer should handle the situation?

A. When the student makes a mistake point it out to the class to embarrass them.
B. Publicly announce that the interruptions will not be tolerated.
C. Ask the student's boss to leave the class in order to stop the interruptions.
D. On a break talk to the student and ask them to limit their interruptions.

Answer: D

QUESTION 414
At the beginning of a course that the trainer is presenting for the first time, the trainer should _____.

A. explain the mandated courseware is not the trainer's choice
B. ask the students to fill out the trainer evaluation
C. ask the students to introduce themselves
D. ask the students to return the next day because the trainer is not prepared

Answer: C

QUESTION 415
In a virtual classroom, prior to the start of class, the trainer should _____.

A. contact the students to establish a social presence
B. start all communication at the pre-defined time to set expectations
C. meet with the students in person to cover the format of the training
D. ensure the students' environment is conducive to learning

Answer: A

QUESTION 416
A student asks a relevant question about the material for which the instructor does not know the answer. Which of the following is the BEST response?

A. The instructor should admit lack of knowledge and report back after the next break.
B. The instructor should not admit lack of knowledge and should tell the student the question is irrelevant to the class.
C. The instructor should not admit lack of knowledge and should provide an answer that sounds accurate.
D. The instructor should admit lack of knowledge, but tell the student it is irrelevant to the class.

Answer: A

QUESTION 417
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.

Answer: B

QUESTION 418
In preparation for a class that requires many devices to be plugged into a power outlet, which of the following is the BEST way to proceed?

A. Quickly plug in the cords to minimize the required setup time.
B. Plug the cords into the nearest outlet available to shorten cord length.
C. Consolidate cords into one outlet to minimize the number of outlets needed.
D. Plug in the cords, arranging them to minimize the tripping hazard.

Answer: D

QUESTION 419
An instructor is leading a class that has multiple purposes in the industry. The learners come from different disciplines and technical backgrounds. Which of the following will BEST assist the instructor in conducting a successful course?

A. Treat the learners as a homogenous group to avoid any bias.
B. Follow the syllabus as closely as possible.
C. Inquire as to the learners' objectives and expectations.

D. Separate learners into different groups aligned with their particular disciplines.

Answer: C

QUESTION 420
Before instructing a class, the instructor receives information on the students' experience levels and realizes there are several experienced students along with several beginner students. Which of the following would be the BEST way to arrange student seating?

A. Mix in the more experienced students with the less experienced students.
B. Keep the more experienced students together.
C. Disregard the experience level and arrange students alphabetically.
D. Make sure the less experienced students are in the back of the classroom.

Answer: A

QUESTION 421
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'semployees?

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.

Answer: D

QUESTION 422
In each asynchronous learning session, the trainer needs to _____.

A. review all the materials in all the previous sessions
B. outline the material to be covered in that session
C. set up the students' computers
D. ask the students to introduce themselves

Answer: B

QUESTION 423
A trainer has just finished delivering the theory and steps to perform a task. Which of the following would be the BEST way to assess if the learners have grasped the information?

A. Look for eye contact from the learners.
B. Ask hypothetical questions to the class.
C. Point out students to summarize each step.
D. Determine if the learners have questions.

Answer: B

QUESTION 424
A trainer has just completed instruction on a seven-step process. Which of the following questions test for learner understanding? (Select TWO.)

A. How many steps are in the process?
B. What are the steps in alphabetical order?
C. What would be the eighth step?
D. What is your favorite step?
E. What is the fourth step of the process?
F. Why are there not nine steps?

Answer: AE

QUESTION 425
Which of the following represents an objective evaluation of a learner?

A. A multiple-choice exam
B. An essay exam
C. A five-page annotated paper
D. A short-answer exam

Answer: A

QUESTION 426
A client needs content to be delivered in a shorter timeframe than the trainer had planned for. Which of the following should the trainer do to ensure the class will meet the new time constraints?

A. Work with the client to remove material they believe is not needed.
B. Do not allow any questions from students to save time.
C. Skip covering the course objectives; they will be covered in the material.
D. Talk faster to allow more material to be covered.

Answer: A

QUESTION 427
Creating a topic "parking lot" is an effective method of ____.

A. enhancing and engaging learners through appropriate anecdotes stories and analogies
B. opening a training session and facilitating group activity in a positive way
C. handling relevant learner inquiries on topics for which the trainer has less expertise
D. using activities and media to support learning objectives to handle minor problems

Answer: C

QUESTION 428
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.

Answer: A

QUESTION 429
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.

Answer: CE

QUESTION 430
Which of the following BEST explains why a trainer needs to evaluate student performance?

A. To determine improvements that need to be made.
B. To provide intrinsic motivation to the students through grades.
C. To gauge the amount of training that occurred over the course.
D. To measure the amount of learner participation throughout the course.

Answer: A

QUESTION 431
Prior to delivering a course, a trainer should consider which of the following? (Select TWO.)

A. Ways to take shortcuts in the delivery of the course
B. Areas that may cause confusion or resistance
C. Areas to sell the learner on more training
D. Real world examples of the content
E. Challenges with the development of the instructional materials
F. A way to rewrite the content of the course

Answer: BD

QUESTION 432
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

Answer: A

QUESTION 433
An instructor asks a learner a question. The learner's response confuses some of the other learners. Which of the following would be the BEST action for the instructor to take?

A. Ask the learner to repeat the response.
B. Ask other learners what they think about the response.
C. Restate the question again to the same learner.
D. Ask clarifying questions about the response.

Answer: D

QUESTION 434
Why would it be important to rotate learners into different groups when performing group activities?

A. To encourage all learners to get to know each other and build rapport.
B. To slow down the pace of the class when there is limited content.
C. To allow the trainer to see which learners work best with each other to create a group of the best students.
D. To allow learning without building self-confidence.

Answer: A

QUESTION 435
During a corporate training event, the trainer is covering all the course objectives and skills the managers have described in the course outcomes. Which of the following can the trainer do to ensure that the students can apply the skills?

A. Have the students take a quiz on the outcomes to test their knowledge.
B. Have the students explain how they would utilize the skills on their job.
C. Have the students write the outcomes in their own words to submit to their managers.
D. Have the managers speak to the students to ensure the outcomes were covered.

Answer: B

QUESTION 436
Which of the following instructional delivery methods will assist in easing the learners' comfort level during participatory activities? (Select TWO.)

A. Group centered games
B. Board writing activities
C. Role playing
D. Learner-led discussions
E. Learner demonstrations

Answer: AC

QUESTION 437
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.

Answer: B

QUESTION 438
While teaching a block of content, the instructor notices several students who appear to be confused. Which of the following is the BEST way to confirm the observation?

A. Ask questions about the material

B. Start the lesson over
C. Review the objectives
D. Ask the assistant instructor to review the material

Answer: A

QUESTION 439
The trainer reaches a portion of the course that is not as captivating as the rest of the course. Which of the following would be the BEST method to motivate students?

A. Use real world examples that relate to the information.
B. Give a writing assignment on the information.
C. Give the class a pop quiz on the information.
D. Tell the class to pay attention.

Answer: A

QUESTION 440
A trainer is reluctant to teach a virtual course because the classroom course has interaction and sharing of ideas between students. Which of the following virtual tools should the trainer use to provide interaction?

A. Online quiz
B. Online discussion
C. Emails
D. Recorded lecture

Answer: B

QUESTION 441
A learner asks a long, drawn-out question that seems to ramble. The question is not clear to the trainer. Which of the following are appropriate next steps? (Select TWO.)

A. Ask the other learners if anyone understands the question.
B. Confirm understanding by restating the question.
C. Ask the learner to stay after class to clarify the question.
D. Answer the question with the information provided.
E. Ask the learner to restate the question.

Answer: BE

QUESTION 442
An instructor is developing an exam. Which of the following emphasizes the way the exam should be written?

A. An exam should cover the material and instructor techniques.
B. An exam should allow a learner the opportunity to show what they know.
C. A classroom test should cover all topics, in detail, ensuring complete coverage.
D. An exam should measure a learner's ability to study the presented material.

Answer: B

QUESTION 443

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After covering a topic, a trainer asks, "What did Columbus think of the new world?". Several learners indicate that they know the answer and the trainer calls upon one of them. This is an example of which of the following types of questions?

A. Hypothetical question
B. Overhead-direct question
C. Overhead question
D. Direct question

Answer: C

QUESTION 444
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

Answer: DE

QUESTION 445
During a training course, the instructor notices that there are errors on some of the materials issued to learners. Which of the following should the instructor do NEXT?

A. Blame the quality control department.
B. Delay the class to inform the training center manager of the errors.
C. Disregard the errors and continue with the course.
D. Make corrections to the material as the course progresses.

Answer: D

QUESTION 446
After the completion of delivering a training event, a student should _____.

A. write a statement of completion and submit it to the client contact
B. complete an evaluation of the trainer's preparedness and performance during the event
C. evaluate the learning style of the best participant and note it for future reference
D. create a mind map of the learning outcomes covered throughout the event

Answer: B

QUESTION 447
A trainer has just covered material where the learners have a reasonable and expected understanding. A learner then asks a question relevant to the material covered. Which of the following is the BEST action for the instructor to take?

A. Query the class as to whether they wish to dwell on this material or move on
B. Review the material again
C. Encourage the learner to answer their own question

D. Respond back quickly and move on to new material

Answer: C

QUESTION 448
A trainer has been asked to adapt a specific application courseware for an upgrade of the application. In modifying the courseware, the trainer's FIRST concerns should be _____.

A. making modifications as needed, while delivering the new version of the courseware
B. monitoring the vocabulary and jargon in the material that may not always apply
C. providing adequate break time from the training room so the participants can take calls
D. meeting the specific objectives of the application and preserving the original course design

Answer: D

QUESTION 449
A client has asked for a trainer to teach a customized course to their staff. The client provides the trainer with the required outcomes of the training. Before providing the client with an outline of the course, the trainer should _____.

A. develop the entire course to meet the outcomes and send the outline
B. adjust the outcomes to match third party training materials
C. talk to the managers to learn the employees' skill levels
D. survey the potential students to determine their present knowledge

Answer: D

QUESTION 450
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.

Answer: A

QUESTION 451
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

Answer: B

QUESTION 452
Which of the following is a common technique that trainers use to assess learners during and after a lecture?

A. Question and answer periods
B. Using analogies and humor in discussions
C. Observing and facilitating group activity
D. Formative and summative evaluation

Answer: D

QUESTION 453
A learner is frequently distracted. When the instructor asks a question the learner appears confused.
Which of the following is the BEST assessment of the learner's behavior?
A. The learner is disturbing the group and should be removed.
B. The learner is displaying negative behavior and needs to be reprimanded.
C. The learner would benefit from additional explanation and clarification.
D. The learner may not be interested in the subject being discussed.

Answer: C

QUESTION 454
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.

Answer: A

QUESTION 455
The BEST method for verifying that a learner is absorbing the information is by _____.

A. asking the student's supervisor how much the student learned at the completion of the course
B. using an evaluation at the end of the course
C. asking the student to evaluate what was learned
D. monitoring the student throughout the course and evaluating progress with an exam

Answer: D

QUESTION 456
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.

Answer: D

QUESTION 457
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.

Answer: C

QUESTION 458
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

Answer: C

QUESTION 459
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.

Answer: A

QUESTION 460
Which of the following question types would be used to elicit the MOST discussion on a topic?

A. Clarifying
B. Probing
C. Closed
D. Direct

Answer: B

QUESTION 461
An outside trainer was hired to train different audiences on a new human resource application. The audience was comprised of technical and non-technical users. Which of the following is the BEST delivery method for the training?

A. Create web-based training to service all populationss.
B. Adapt the delivery method based on the different learning styles.
C. Create a training calendar centered around the audience's schedules.
D. Agree on one particular delivery method and implement it to all populations.

Answer: B

QUESTION 462
Surveys and comment sheets are essential to the training lesson because they _____.

A. provide feedback on instruction and serve as a guide for future topics and lessons
B. are assessment tools for the trainer that measure learner retention
C. keep valuable records of the names of each of the attendees
D. allow the instructor to decide which method of delivery is best

Answer: A

QUESTION 463
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. explanations of the emoticons used in the course

Answer: A

QUESTION 464
A student asks a question that is not relevant to the class topic. Which of the following should the trainer do?

A. Reply that the question is outside the scope of the course, but an answer can be researched after class.
B. Let the learner know an answer is not known and the topic should not be discussed again.
C. Ignore the question and move on to the next learning objective.
D. Open the question to the class as an answer is not available.

Answer: A

QUESTION 465
After teaching a particularly technical lesson, it is clear that some students do not understand the purpose of the lesson. Which of the following shows how an instructor could BEST handle the situation?

A. Tell the students that this is a necessary skill that will benefit them.
B. Review the course again emphasizing that this will benefit them.
C. Ask for examples from other students on how this may benefit them.
D. Re-teach the lesson emphasizing that this will benefit them.

Answer: C

QUESTION 466
The lab environment for a class only has six computers for the 12 students to use during lab. The trainer is concerned about the lack of computers but many of the students are advanced and have completed similar labs in a previous class. Which of the following is the BEST course of action the trainer should take?

A. Allow the advanced students to leave during lab to open up computers for the other students.
B. Make some of the students skip lunch to perform their labs.

C. Send half the class to lab while continuing to lecture the others.
D. Partner the students together so that the advanced students can assist the others.

Answer: D

QUESTION 467
An instructor just finished discussing a topic. Afterwards, one of the learners displays uncertainty with their body movement. Which of the following is the MOST likely action the instructor should take NEXT?

A. Check with the learner to see if further clarification is needed.
B. Review the topic again and continue with the training.
C. Review the topic again to ensure all learners understand the content.
D. Inform the learner that any concerns will be addressed at the end of class.

Answer: A

QUESTION 468
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 effectivelyattempting 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

Answer: D

QUESTION 469
Which of the following would be an example of setting up a proper learning environment?

A. Ask students to sit according to age when entering the room.
B. Place students who have previously attended classes in the back of the room.
C. Have experienced users in the front of the room.
D. Remove assigned seating in the setup.

Answer: D

QUESTION 470
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.

Answer: B

QUESTION 471
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.

Answer: B

QUESTION 472
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.

Answer: C

QUESTION 473
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.

Answer: C

QUESTION 474
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.

Answer: D

QUESTION 475
Implementing a brief daily quiz helps to _____.

A. keep the learners engaged
B. monitor learners' progress

C. speed up the pace of the lesson
D. enrich the course content

Answer: B

QUESTION 476
After covering a topic, a trainer asks, "What is the third step of the process?". The trainer waits a few seconds and then asks a particular learner to answer the question. This particular approach is an example of which of the following types of questions?

A. Overhead-direct question
B. Open question
C. Direct question
D. Overhead question

Answer: A

QUESTION 477
A class is comprised of highly visual learners. Which of the following techniques would BEST reiterate facts and details for memorization?

A. Closed-ended, random, but direct question and answer, requiring multiple repetition for the same answers.
B. Role play that includes scenarios illustrating the effect of the facts in the real world.
C. Instructor recites scenarios illustrating the effect of the facts in the real world.
D. Learners provide answers to questions on the instructor's presentation slides.

Answer: D

QUESTION 478
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.

Answer: AB

QUESTION 479
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.

Answer: B

QUESTION 480

Which of the following is the MOST effective instructional media to offer trainees to keep them engaged during instruction?

A. Survey
B. Activity handouts
C. Instructor's guide
D. Website

Answer: B

QUESTION 481
A trainer discovers that the assigned room for the program is equipped with a projector and two easel pads. The curriculum requires several important overheads that help explain key objectives of the program. However, the sun coming through the uncovered windows will prevent students from seeing any of the overheads. Which of the following should the trainer do FIRST?

A. Deliver the training and omit overhead projection until a different time of day.
B. Ask if there is another room available in the facility that will accommodate the course.
C. Use pages from the easel pad to block light from the windows.
D. Contact the building's facilities manager to provide a different projector.

Answer: B

QUESTION 482
During the introduction to the course material, the trainer realizes that the students do not have the required prerequisite knowledge. Which of the following courses of action should the trainer take?

A. Inform the students they do not have the prerequisite knowledge and cancel the course.
B. Prepare supplemental materials to cover the prerequisite knowledge.
C. Spend the first day covering the prerequisite material and drop the last day's material from the class.
D. Let the client know the students will not be able to learn the material and the trainer should not be blamed.

Answer: B

QUESTION 483
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.

Answer: B

QUESTION 484
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.

Answer: B

QUESTION 485
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

Answer: D

QUESTION 486
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

Answer: DE

QUESTION 487
Which technique is BEST for creating an effective learning environment that will engage learners and lead to learner retention?

A. Create a group setting by assigning roles.
B. Use formal classroom training as a delivery method.
C. Scale objectives based on learners capabilities.
D. Ensure that instruction is self-paced based on learners needs.

Answer: D

QUESTION 488
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

Answer: D

QUESTION 489
A contractor is conducting training for a company. After arriving, the contractor realizes that the room assigned for training is missing a required element (e.g. projector, screen, etc.). The contractor is frustrated because the client was aware of the needed equipment in ample time. Which of the following is the FIRST course of action?

A. Cancel the training
B. Notify the appropriate people

C. Teach the course
D. Delay the training

Answer: B

QUESTION 490
In the middle of a lecture, a learner abruptly asks where the restrooms are located. Which of the following represents an appropriate response?

A. Inform the learner that interruptions during lecture are not permitted.
B. Ask someone else to take the learner to the restroom.
C. Briefly tell the learner how to find the nearest restroom.
D. Ask the learner if there is a problem.

Answer: C

QUESTION 491
An instructor believes students will not recognize several acronyms. When encountering these acronyms for the first time, an instructor should _____.

A. avoid using acronyms in presentations
B. skip over the acronym and continue with instruction
C. use the acronym as it is explained in the book
D. present the acronym with its meaning on the board

Answer: D

QUESTION 492
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

Answer: B

QUESTION 493
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.

Answer: C

QUESTION 494
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.

Answer: B

QUESTION 495
A trainer has just completed a content rich asynchronous training session for a live, formal class and virtual audience. Which of the following methods would be BEST to support their learning when returning to their offices?

A. Provide the class with the instructor's contact information.
B. Designate a time after the session for individuals to print the training manual.
C. Have the group exchange contact information and emails.
D. Provide support documentation via the web.

Answer: D

QUESTION 496
Which of the following is likely to be appropriate during a non-virtual class?

A. Verifying the IT department has provided enough WAN links for the asynchronous students.
B. Preprinted papers that supplement materials from the courseware.
C. Connecting the camera so the remote students can see the trainer.
D. Helping remote students to log in.

Answer: B

QUESTION 497
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

Answer: A

QUESTION 498
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

Answer: B

QUESTION 499
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 area. 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.

Answer: AB

QUESTION 500
At the beginning of a class, the trainer notices that the power cord for the projector is lying in the path of one of the aisles where students will be walking. The instructor should _____.

A. move the desks to block the aisle so that students cannot walk there
B. teach the class without using a projector and have it removed
C. inform the client and ask to have the cord taped down
D. cancel the class because a safe environment cannot be maintained

Answer: C

QUESTION 501
A trainer should solicit the MOST evaluations from the learners by _____.

A. giving the learners the expected answers to the survey
B. informing the class that it will affect the trainer's job
C. providing a survey at each station before class begins
D. asking for the completion of a course survey

Answer: D

QUESTION 502
Which of the following should a trainer do if during a training session the classroom computers no longer have Internet access?

A. Reschedule the class until the Internet connection is working.
B. Report the problem and conduct the class using available resources.
C. Explain that the network was poorly designed and the problem will occur again.
D. Inform the students that another training center nearby has a better connection.

Answer: B

QUESTION 503
During a virtual class, a trainer delivers all of the relevant course material via email. The trainer receives errors from several email addresses. Which of the following would cause errors for valid email addresses?

A. The course website had not been updated with the course enrollment.
B. The files sent exceeded the email server's limit.
C. The download site for the files requires students to log in.
D. The trainer used their personal email address.

Answer: B

QUESTION 504

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.

Answer: B

QUESTION 505
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.

Answer: C

QUESTION 506
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.

Answer: D

QUESTION 507
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

Answer: A

QUESTION 508
A trainer notices that a participant is tapping a pen onto a surface and realizes the noise may be distracting other participants. Which of the following would be considered the MOST effective action to eliminate the possible distraction? (Select TWO.)

A. Ask all participants to ensure that their microphones are muted.
B. Use private chat to address the issue with the distracting participant.
C. Ask an overhead question to identify the distracting participant.

D. Address all participants humorously to avoid embarrassing the distracting participant.
E. Use the public chat tool to point out the distracting participant.

Answer: AB

QUESTION 509
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.

Answer: B

QUESTION 510
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.

Answer: BE

QUESTION 511
An instructor notices all the students on social networking sites or cell phones. Which of the following would be the BEST solution to encourage student engagement?

A. Ask for everyone's attention and review the classroom rules.
B. Move to the back of the room and read the social networking posts.
C. Extend the length of the break and begin at a later time.
D. Ask that all cell phones are brought to the front of the room.

Answer: A

QUESTION 512
Midway through delivering a training course, the instructor notices many students struggling to maintain the instructor's pace. Which of the following might the instructor do to slow down the pace of the course?

A. Reduce the amount of time for questions and elaborate on the topics.
B. Put the struggling students in a group to accomplish tasks.
C. Have side conversations with the struggling students to develop a plan.
D. Ask the class more open-ended questions to determine the retention level.

Answer: A

QUESTION 513
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.

Answer: A

QUESTION 514
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.

Answer: D

QUESTION 515
An instructor is told by an organization that its employees are not happy about having to attend this training. Which of the following should the instructor do on the first day of class?

A. Use a variety of activities that will quickly engage the students.
B. Train the students only on the content in which they are interested.
C. Convince management to delay the training until employees are committed to the training.
D. Ask the students why they do not want to attend and then make adjustments accordingly.

Answer: A

QUESTION 516
At the beginning of a course, the trainer is aware that a nearby natural disaster may have personal impact on several learners. Which of the following should the trainer do to begin the class in a positive manner?

A. Postpone the course until learners attention can be on the material.
B. Acknowledge the event and accommodate learners.
C. Open the course with a joke to alleviate any tension in the room.
D. Begin the course and move directly into the material.

Answer: B

QUESTION 517
A trainer is giving a session on a new system implemented company wide. The trainer has determined that this audience is more visually centered. Which of the following techniques would be BEST to use in the transfer of knowledge?

A. Availability of a mentor
B. Have the students perform the task
C. Written narrative of the steps to perform the task
D. Video of an individual performing the task

Answer: D

QUESTION 518
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.

Answer: C

QUESTION 519
After viewing a tradeshow demonstration, the trainer has been asked to develop a course highlighting the major points. Which of the following MUST be included when converting a demonstration into a training course? (Select TWO.)

A. The number of learners taking the course.
B. Opportunities for students to contribute to the class.
C. Comparing and contrasting upcoming local events.
D. Additional content at the trainer's discretion.
E. Real-world examples of practical applications.

Answer: BE

QUESTION 520
In an asynchronous virtual course, the instructor needs input from all students on the understanding of the class rules and objectives. Which of the following virtual class tools would be the BEST solution?

A. Screenshots
B. Chat room
C. Online poll
D. Video conference

Answer: C

QUESTION 521
The MOST effective way for a trainer to build rapport with a training audience is to _____.

A. meet the participants after work at their favorite restaurant
B. weave into the discussion something personal about each participant
C. dress in very casual attire so the class feels comfortable with the trainer
D. spend break time swapping jokes with the participants

Answer: B

QUESTION 522
During the introduction a student states an objective was not mentioned. The instructor finds that the objective is a personal objective of the student. Which of the following would be the MOST likely solution?

A. Meet with the student outside of class to discuss their interruption.
B. Direct the student to the course developer.
C. Explain that the course is pre-built and cannot be changed.
D. As time permits, include information about the missing objective.

Answer: D

QUESTION 523
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

Answer: A

QUESTION 524
Which of the following represents why an instructor should include elements of themselves within the presentations and printed materials?

A. To professionally separate the instructor from the learners.
B. To establish themselves as the course developer.
C. To amplify the credibility of the course deliverables.
D. To personalize the training through conversational language.

Answer: D

QUESTION 525
A trainer is assigned a new course. The trainer has been asked to prepare some questions that will be included in the course assessment. The BEST way to formulate questions would be to use ____.

A. course objectives
B. the trainer's notes
C. course material
D. lesson plans

Answer: A

QUESTION 526
An advantage of using the closed question type over the open question type is that ____.

A. the open question type is more difficult to write
B. the closed question type is more conducive to online environments
C. the closed question type does not require perfect grammar
D. the closed question type will illicit a short response

Answer: D

QUESTION 527
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.

Answer: A

QUESTION 528
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.

Answer: A

QUESTION 529
During training, students work as groups with several scenarios that involve successfully troubleshooting issues. However, when the students return to work there is no change in their abilities. Which of the following BEST represents the failure in information transfer?

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

Answer: D

QUESTION 530
An instructor has determined that a particular student is a visual learner. Upon completing a lesson, the student is asking a lot of questions and not fully comprehending the material. Which of the following would be the BEST way to help the student?

A. Have another student try to explain it to the student.
B. Draw an illustration on the board.
C. Review the main lecture points again.
D. Have the student perform an action from the lesson.

Answer: B

QUESTION 531
The MOST effective way to encourage a learner is to _____.

A. use non-verbal communication
B. provide a course overview
C. ask direct questions
D. provide positive feedback

Answer: D

QUESTION 532
A trainer begins every new class with a short humorous anecdote and introductions, and then immediately begins teaching the material. Which of the following should be added to the beginning of the course to set a more effective tone for the course?

A. A discussion of the manager's reasons for providing the course.
B. An explanation of the learning objectives for the class.
C. An opportunity for students to ask questions about the course content.
D. Instructions for the students to not eat in the classroom during the course.

Answer: B

QUESTION 533
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.

Answer: C

QUESTION 534
An instructor wants to monitor the progress of students in an online course. Which of the following types of questions challenges student retention?

A. Multiple answer questions
B. Essay questions
C. Multiple choice questions
D. Matching questions

Answer: B

QUESTION 535
A trainer has just delivered a large lecture. Although most of the learners seem satisfied, it is obvious from facial expressions that some did not fully grasp the material. Which of the following would be the BEST action for the trainer to take?

A. Diagram the lecture material on the board.
B. Directly ask those who are confused which parts did not make sense.
C. Ask an overhead direct question of the entire class.
D. Ask closed questions of the confused learners.

Answer: A

QUESTION 536
A successful training session comes from achieving the goals of the instruction and which of the following?

A. Room conditions (e.g. temperature, lighting, chairs)
B. Keeping the learners motivated
C. Providing frequent breaks
D. Positive instructor evaluations

Answer: B

QUESTION 537
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.

Answer: D

QUESTION 538
When beginning a training session the trainer should _____.

A. make any copies of reference guides for students
B. open in a positive way, using humor or positive outcomes
C. locate additional training materials to enforce objectives
D. inspect all the training equipment and supplies

Answer: B

QUESTION 539
An organization clearly states they want a high success rate after employees have completed a training course. Which of the following are the BEST methods to facilitate this requirement? (Select TWO.)

A. Present a copy of the pre-test results to the organization.
B. Prepare a written report on student progress halfway through the course.
C. Conduct periodic evaluations of students throughout the course.
D. Present the results of the final test to the organization.
E. Report the failures to the organization at the end of the course.

Answer: BC

QUESTION 540
Which of the following is the BEST method of assessing learner achievement? (Select TWO.)

A. Active listening
B. Quizzes
C. Written exams
D. Direct questions
E. Group activities

Answer: BC

QUESTION 541
A trainer is leading a virtual computer lab class. Since all the actual equipment is remotely located

from the learners, several of them have had issues receiving timely screen updates of their lab work. In which of the following ways should the trainer address this issue?

A. Reschedule the lab to facilitate the learning environment for all participants.
B. Explain the Internet can be problematic and refer the learner to the help desk.
C. Advise the learner to refresh the screen to clear the problem.
D. Have the affected learners skip the lab and await further lecture.

Answer: B

QUESTION 542
The IT department has purchased some content and developed a training program that is content rich. The lessons are modular with assessments at the end of each module. Often times, the training does not meet the completion deadlines because of response times. Users have to repeat the assessments until they receive a passing grade. Which of the following would be the GREATEST concern in respect to learners' completion and retention?

A. Cognitive load
B. Attention to prior knowledge
C. Meta-cognitive skills
D. Encoding and transfer

Answer: A

QUESTION 543
Which of the following would a trainer do if a student explained that they needed to have their phone because their child was ill and they might have to answer a phone call?

A. Keep the phone in front so that it can be answered if it rings.
B. Tell the student phones are not allowed in class and ask them to leave immediately.
C. Have the student put their phone on vibrate and leave the class to answer it.
D. Inform the students that since one person needs their phone they can all have them in class.

Answer: C

QUESTION 544
A sales trainer must distinguish and illustrate the advantages the training client's brand of equipment offers over a competitive brand's paper path. In the absence of the competitive machine, which of the following will BEST convey the importance of this key advantage to the learners?

A. Devising a role play where the sales people practice delivering a script, explaining the advantage to a machine operator.
B. Inserting a video of the chief engineer discussing how working around a patent issue led to developing this key advantage.
C. Demonstrating how to clear a paper misfeed from the client's brand of equipment and acting out the same process for the competitor's equipment.
D. Developing an accelerated learning type of exercise, teaching the representatives to draw the paper path of the training client's brands.

Answer: C

QUESTION 545
An instructor wants the class to examine a concept more deeply. Which of the following question types should the instructor use?

A. Probing
B. Direct
C. Open
D. Closed

Answer: A

QUESTION 546
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

Answer: C

QUESTION 547
The same student is responding to each question with a raised hand. The instructor is pleased about the student's motivation but wants to give other students who have raised hands a chance to respond. Which of the following is the BEST action for the instructor to take?

A. Call on various students with raised hands to ensure all are participating.
B. Call on the student more than others to sustain the student's motivation.
C. Privately speak to the student to see if a higher-level class is more appropriate.
D. In private, explain why the student is not being called upon each time.

Answer: A

QUESTION 548
A trainer arrives at a site only to find that the client has received an older version of the material to be covered. The older version had tremendous errors and does not map to the new edition which the trainer has brought along. There is insufficient time to replace the material. Which of the following represents the BEST course of action for the trainer to take?

A. Cancel the class and have the client reschedule.
B. Use the older version, but correct errors as the material is covered.
C. Use the older version and ignore the errors.
D. Use the newer version and apologize to the learners as their material is now dated.

Answer: B

QUESTION 549
An instructor is aware that there is a certain block of instruction that usually causes some confusion among learners. Which of the following is the BEST course of action for the instructor to take?

A. Research additional resources
B. Prepare to teach as designed
C. Cut the material from the course
D. Ask for another instructor to be assigned

Answer: A

QUESTION 550
A trainer receives unfavorable evaluations for a mandatory class held on a Saturday. Which of the following should the trainer do?

A. Read all comments on the evaluations and take corrective measures.
B. Dismiss the evaluations because students did not want to attend the session.
C. Discuss modifications of the content with the course developer.
D. Report to management on the behavior of the students.

Answer: A

QUESTION 551
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.

Answer: D

QUESTION 552
An instructor is teaching a virtual training course synchronously. During the class, a couple of learners have questions that are unrelated to the topic being discussed. Which of the following is the BEST way for the instructor to address the issue?

A. Use private chat to inform the learners that the question is unrelated.
B. Answer the questions.
C. Tell the learners to email their questions.
D. Ask one of the other learners to answer the question.

Answer: A

QUESTION 553
An online student poses a question to the instructor that relates to the school's procedures. The instructor should ____.

A. direct the student to the course description
B. direct the student to the school's student handbook
C. direct the student to a classmate
D. direct the student to the course syllabus

Answer: B

QUESTION 554
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.

Answer: B

QUESTION 555
During a lesson, a student asks very basic questions and is obviously not grasping the material. After a few questions, two of the more advanced students begin belittling the student. Which of the following is the BEST way to proceed?

A. Put the class on break and tell the two students that this is not appropriate behavior.
B. Tell the class to save questions until the end of the lesson.
C. Put the class on break and inform students that questions will be answered after the lesson.
D. Sympathize with the two students and continue with the lesson.

Answer: A

QUESTION 556
Which of the following facilitation techniques is the BEST method of encoding information into long-term memory?

A. Role play simulation
B. Elaborative rehearsal
C. Maintenance rehearsal
D. Hypothetical scenarios

Answer: B

QUESTION 557
Which of the following is the BEST way to get learners engaged and to garner responses during a lecture?

A. Ask for a show of hands.
B. Ask a participant to come up to the head of the class to speak.
C. Pick a random participant to address the question.
D. Wait for responses.

Answer: A

QUESTION 558
Before and after class, an instructor hears murmurs from students that the course is boring. Which of the following changes can the instructor make to motivate students?

A. Cancel the next class to give the students a break.
B. Play a game using questions from the content area.
C. Ask more overhead-direct questions during lecture.
D. Divide the students into groups to discuss ideas for course improvement.

Answer: B

QUESTION 559

Which of the following should a virtual trainer do during a synchronous training session if students report excessive noise?

A. Have the students turn their speaker volume down to reduce the noise level.
B. Ensure all students have muted their microphones except when speaking in the session.
C. Ensure that they are using a dedicated Internet connection for the training session.
D. Increase the volume level for their microphone to enhance their lecture.

Answer: B

QUESTION 560
An instructor has been assigned to design one synchronous online practical lab with the objective to prepare and discuss the capabilities of a new software product. In the past, the trainer has had difficulty managing the class with this group. Which of the following classroom management techniques would be MOST effective in this situation?

A. Spend the entire class on a demonstration so that the students are fully engaged.
B. Use an outline of the objectives and engage students by name.
C. Ask the manager to monitor the course so that the students know they are being watched.
D. Begin the class with a funny video.

Answer: B

QUESTION 561
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.

Answer: C

QUESTION 562
An instructor is planning the review for a lesson that teaches a specific set of actions to be performed. Which of the following would be the BEST question type for this type of instruction?

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

Answer: D

QUESTION 563
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

Answer: A

QUESTION 564
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.

Answer: B

QUESTION 565
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

Answer: B

QUESTION 566
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.

Answer: A

QUESTION 567
An instructor uses learner information gathered at the beginning of the course within delivery. This is an example of _____.

A. personalizing the course
B. summarizing the learners' skills
C. evaluating performance
D. surveying the class

Answer: A

QUESTION 568
A student has been struggling with a lengthy topic. Which of the following is the BEST way to encourage the student?

A. Praise the student each time a correct answer is given.
B. Praise the student privately only.
C. Improve the student's grade with extra quizzes.
D. Say nothing when the student is incorrect.

Answer: A

QUESTION 569
A student takes a phone call during a lecture. Which of the following would be the MOST discreet way of handling this disruption?

A. Stand close to the student while delivering the lecture.
B. Walk the student from the room.
C. Repeatedly tap the student on the arm to gain attention.
D. Ask the student to please take the call outside.

Answer: D

QUESTION 570
A student informs an instructor about the lack of knowledge the student has on the subject matter. Which of the following would be the BEST questioning technique to find the root of the issue?

A. Probing
B. Higher-order
C. Closed-ended
D. Hypothetical

Answer: A

QUESTION 571
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.

Answer: DE

QUESTION 572
Which of the following would be the BEST solution for determining the emotions of a virtual class?

A. Request students to not use all capital letters in assignments.
B. Never perform tasks that would upset the class.
C. Request students to use emoticons within assignments.
D. Elaborate on the emotion perceived in emails.

Answer: C

QUESTION 573

A trainer in a virtual class wants to ensure students can learn from the other learners in the class. Which of the following methods should the trainer use?

A. Post a discussion on a relevant topic.
B. Open private chat windows during the lecture.
C. Assign a paper about student experiences.
D. Share student's personal email addresses.

Answer: A

QUESTION 574
When would a hypothetical question be MOST appropriate?

A. During the course evaluations
B. During the course introductions
C. During a lecture on facts and figures
D. During a discussion about a procedure

Answer: D

QUESTION 575
Which of the following would be described as an open question type?

A. What did you do on your summer vacation?
B. What is your name?
C. How much longer is training?
D. Which action would reproduce the problem: adding or removing water?

Answer: A

QUESTION 576
A trainer is contracted to deliver a course. The client requires strict adherence to the course material as written. The trainer finds multiple areas of information to be missing. Which of the following should the trainer do? (Select TWO.)

A. Discuss the missing material with the client
B. Teach the material as-is per the contract
C. Add additional material into the class as needed
D. Create an end-of-class handout with additional information
E. Purchase additional content from another vendor

Answer: AB

QUESTION 577
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.

Answer: C

QUESTION 578
A trainer needs to explain to a group of learners the need for pre-course and post-course assessments. Which of the following represents the BEST explanation?

A. A tool to measure participant's knowledge level before a training session compared to after a training session has been completed.
B. A tool that measures the engagement level of individual participants in the class and is sent to management for documentation.
C. A tool that determines if the course should continue to be offered to a particular group based on the before and after results.
D. A tool whose results are used to target the types of participants that should attend a particular training course in the future.

Answer: A

QUESTION 579
A classroom instructor is practicing for a new seminar they have been assigned to lead. There are three points in one portion of the lesson that are similar but must be properly distinguished. Which of the following will BEST help to illustrate that the instructor is moving on to the next point and prevent learner disruptions?

A. Changing facial expressions to illustrate each separate point effectively.
B. Sitting down and reading the differentiating points in a loud voice to ensure participants are not distracted by the instructor's presence.
C. Stomping loudly each time the discussion of one of the points is complete.
D. Creating an imaginary triangle on the floor at the front of the room and stepping to a different point to deliver each portion.

Answer: D

QUESTION 580
Which of the following should a trainer do before beginning a session that has references to external websites?

A. Download all the websites' content and store it on an internal server.
B. Write the website publishers for permission to direct students to their sites.
C. Ensure all the website links are still valid and working.
D. Ensure the sites have malware installed to redirect the student.

Answer: C

QUESTION 581
After completing a block of instruction containing a highly complex series of steps for a manufacturing organization, the organization would like to evaluate the learners. The BEST way to accomplish this would be _____.

A. an oral presentation
B. an online exam
C. a written assessment
D. a practical application

Answer: D

QUESTION 582
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

Answer: C

QUESTION 583
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.

Answer: D

QUESTION 584
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

Answer: CD

QUESTION 585
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

Answer: B

QUESTION 586
When administering an open book quiz on vocabulary words, a student brings each question to the instructor for clarification. This need for constant feedback is a _____.

A. way to get the correct answers before the other students
B. method of confirming the intelligence of the instructor
C. distraction so other students in the class can cheat
D. sign that the student has not fully grasped the information

Answer: D

QUESTION 587
Which of the following environments would be BEST for a working adult learner who wishes to learn more about technology?

A. Self-paced virtual course
B. An instructor-led classroom environment
C. Synchronous virtual course
D. A demonstration-based environment

Answer: A

QUESTION 588
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.

Answer: C

QUESTION 589
During a training session the trainer notices several students in the class are not taking notes but are marking hashes on their papers as if counting. Which of the following actions should the trainer take?

A. Stand near the students until they stop their actions.
B. Calculate the number of minutes until the next break.
C. Attempt to become aware of an action the trainer is repeating.
D. Emphasize material when students should take notes.

Answer: C

QUESTION 590
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.

Answer: A

QUESTION 591
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.

Answer: B

QUESTION 592
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.

Answer: A

QUESTION 593
The trainer and students have arrived at a location for training, via the use of various vehicles. A student is asking a question regarding parking validation. Which of the following would be the BEST response to this question?

A. Explain that the question is outside the scope of the course.
B. Use an open-ended question to the class requesting verification from students.
C. During the first break period assist the student in finding the answer.
D. Delay class while finding the correct person to answer the question.

Answer: C

QUESTION 594
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

Answer: D

QUESTION 595
An example of motivation through self-confidence is _____.

A. calling on students with background experience that aligns with the subject matter
B. allowing students to write answers on the board
C. having students call out individual answers in a review quiz
D. singling out a student to answer a specific question on the current objective

Answer: A

QUESTION 596
A trainer needs to work with conflicting departments in a single classroom environment. Which of the following is the BEST way to engage the learners? (Select TWO.)

A. Assigned seating
B. Instructor-led feature/benefit discussions
C. Fill-in-the-blank
D. Use closed questions
E. Game show using buzzer devices

Answer: AD

QUESTION 597
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.

Answer: B

QUESTION 598
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

Answer: D

QUESTION 599
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.

Answer: B

QUESTION 600
Which of the following should a trainer do when excessive noise from the company break room is disturbing the students during an onsite training session?

A. Post signs in the break room asking for quiet.
B. Talk louder so that the students can hear more easily.

C. Report to the company and have the break room closed.
D. Work with the noise since the training is onsite.

Answer: A

QUESTION 601
After completing a course, a trainer is reviewing the course evaluations. It is noted on several evaluations that although the trainer knew the material, the presentation was disorganized. Which of the following is the BEST option to improve the trainer's presentation?

A. Present the material in front of a senior instructor.
B. Consider reviewing the material again.
C. Assess the validity of the evaluations based on the score of the students.
D. Ensure that the trainer is knowledgeable in the subject material.

Answer: A

QUESTION 602
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.

Answer: B

QUESTION 603
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

Answer: C

QUESTION 604
During a training session, the trainer is assisting students with a lab. The trainer approaches a student and becomes aware that the student's hygiene is affecting other members in the group. Which of the following is the BEST course of action for the trainer to take?

A. Unless mentioned by another student, avoid the topic.
B. On a break acquire an air freshener.
C. Interrupt the lab to ask the members of the group if they want to be reassigned.
D. Have the class go on a break and discuss the issue with the student.

Answer: D

QUESTION 605

At the start of the second day of a two-day class, the BEST way to begin the session is to _____.

A. ask participants what they did the previous evening
B. move right into day two material since there is still a good deal to cover
C. ask participants to share a learning concept from the previous day
D. summarize the key points for today's presentation

Answer: C

QUESTION 606
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

Answer: ......

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