

**CompTIA TK0-201**



**CTT+ Exam (Certified Technical)**

**Version: 10.0**

**Topic 1, Volume A**

**QUESTION NO: 1**

While facilitating a class an instructor uses a variety of questioning techniques. Which of the following BEST describes the benefits?

- A.**  
Challenges learners, involves them and helps to monitor their progress.
- B.**  
Establishes an environment that supports learning, and maintains focus on meeting stated learning objectives
- C.**  
Facilitates group dynamics in a positive way, while encouraging respectful interactions.
- D.**  
Keeps the learners engaged as to what is coming next and conveys the importance of their knowledge.

**Answer: A**

**Explanation:**

**QUESTION NO: 2**

An instructor is conducting a virtual class and finds that several learners do not have computer systems that actually meet the guidelines for the course. Due to this, certain required shared applications will not work for them. Which of the following represents the BEST action for the instructor?

- A.**  
Contact the course coordinator to remind learners of the requirements
- B.**  
Remove the sharing of applications as the entire class cannot participate.
- C.**  
Change the applications that are shared to ones that are compatible to all systems
- D.**  
Request the learners use systems that are compatible with the course.

**Answer: D**

**Explanation:**

**QUESTION NO: 3**

An instructor asks a question and a learner provides an incorrect answer that has nothing to do with the question asked. Which of the following is the BEST response?

- A.**  
Ask another learner to provide an answer to the question.
- B.**  
Repeat the question exactly as originally stated.
- C.**  
Rephrase the question completely and ask it again.
- D.**  
Reprimand the learner for their response.

**Answer: A**

**Explanation:**

**QUESTION NO: 4**

An instructor is preparing to start a class where several learners have arrived late due to bad weather. The general mood of the learners is poor. Which of the following is the BEST way to handle this situation?

- A.**  
Use humor that will create a positive mood.
- B.**  
Tell the learners that the class will run late that day
- C.**  
Have the learners introduce themselves.
- D.**

Proceed with the course material.

**Answer: A**

**Explanation:**

**QUESTION NO: 5**

An instructor wants to demonstrate a technical topic that requires a certain procedure. Which of the following is the BEST way to achieve this?

**A.**

Have the learners brainstorm ideas on the topic.

**B.**

Have the learners role play the topic.

**C.**

Hold an open discussion on the topic.

**D.**

Show the learners via a desktop sharing demonstration.

**Answer: D**

**Explanation:**

**QUESTION NO: 6**

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.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 7**

An instructor has a class of learners who are required to attend. Most of the learners are not paying attention or participating. Which of the following will increase the level of learner motivation?

**A.**

Explain to the learners that the material is really interesting and they might want to pay attention.

**B.**

Ask the learners if there is something more relevant they would prefer to learn.

**C.**

Explain to the learners the skills they learn by taking this class could lead to career benefits.

**D.**

Explain to the learners that they are only in class for a few days, and to make the best of it.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 8**

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.

**Answer: A**

**Explanation:**

### **QUESTION NO: 9**

At the beginning of a training session, a trainer instructed the learners to use Brand X computers because the instructional design assumes Brand X computers. Many learners objected. They felt that since they will be using Brand Y computers at work, they should work on Brand Y computers in the room. If the instructor needs to use Brand X computers to instruct, which of the following is the MOST appropriate way to respond to the learners' need to be able to apply course materials to job requirements?

**A.**

First explain to the class how the materials apply to Brand X. and then do the same for Brand Y.

**B.**

Do not mention either brand by name, but refer learners to the manual covering each of the respective brands.

**C.**

Provide a guide that relates Brand X to Brand Y computer functions

**D.**

After providing the planned instruction on the Brand X computers, discuss differences that Brand Y computers present to the user.

**Answer: D**

**Explanation:**

### **QUESTION NO: 10**

Learners are MOST likely to learn a skill successfully when a topic is presented:

- A.**  
In a cluster with other, similar skills
- B.**  
Just in time for the learner to apply it
- C.**  
As part of a summary of related skills
- D.**  
As part of a review session prior to an examination

**Answer: B**

**Explanation:**

#### **QUESTION NO: 11**

An instructor uses multiple forms of media to help the class understand a difficult topic. Unfortunately learners are still having a hard time with the concept. Noticing difficulty, the instructor creates another learning tool to explain the topic another way. Which of the following BEST describes the skill the instructor is using?

- A.**  
Create opportunities for learners to contribute to the discussion
- B.**  
Plan and use a variety of reinforcement techniques during training
- C.**  
Adapt learning methods as intended by the course designers
- D.**  
Enhance, substitute or create media as appropriate

**Answer: D**

**Explanation:**

**QUESTION NO: 12**

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.

**Answer: B**

**Explanation:**

**QUESTION NO: 13**

Which of the following statements BEST describes the value of using a variety of question types during instruction?

- A.**  
Regularly asking questions during a course helps to identify those that are paying attention.
- B.**  
Effective use of questions will enhance learners' conceptual understanding; encourage deep thinking and meaningful participation.
- C.**  
Using a variety of questions during instruction prevents anyone in the group from becoming disinterested with the same question types.
- D.**  
Questions asked often during a course will keep learners engaged, it is not important if they do not know the correct answer.

**Answer: B**



**Explanation:**

**QUESTION NO: 14**

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.

**Answer: A**

**Explanation:**

**QUESTION NO: 15**

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.

**Answer: D**

**Explanation:**

**QUESTION NO: 16**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 17**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 18**

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.

**Answer: D**

**Explanation:**

**QUESTION NO: 19**

During a computer software training class the projector fails. Which of the following should the instructor do FIRST?

**A.**

Attempt to quickly fix the projector.

**B.**

Move the class to another room.

**C.**

Take a class break and find another projector.

**D.**

Cancel the class and reschedule for a later date.

**Answer: A**

**Explanation:**

**QUESTION NO: 20**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 21**

An instructor is conducting a virtual classroom with an international audience and finds that any single method used for delivery of the material leaves about a third of the learners uninvolved. Which of the following is the BEST course of action?

**A.**

Send out a public message to the class asking which method of delivery is working best for the class

**B.**

Send out a private message to each learner asking which method of delivery is working best for them

**C.**

Query for commonalities amongst the learners,

**D.**

Continue to use multiple means of delivery

**Answer: D**

**Explanation:**

### **QUESTION NO: 22**

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.

**Answer: C**

**Explanation:**

### **QUESTION NO: 23**

An instructor is discussing key material for a course when a learner asks a question that will lead to material that the class is not yet prepared for. Which of the following is the BEST course of action for the instructor?

- A.**  
Inform the learner that the question can be asked during a break
- B.**  
Answer the question as not doing so may cause the learner to be confused.
- C.**  
Defer the question and assure the learner that it will be covered later in the course.
- D.**  
Inform the learner that the question falls outside of scope and will not be answered.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 24**

An instructor receives poor evaluations for a particular class. Which of the following should the instructor do FIRST to improve the performance?

- A.**  
Read the comments to gain understanding of the low scores to find specific areas to work on.
- B.**  
Re-develop the course from scratch.
- C.**  
Practice the course in front of other instructors to receive direct feedback on how to improve.
- D.**  
Contact each learner and ask for clarity on their responses.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 25**

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

**Answer: B**

**Explanation:**

#### **QUESTION NO: 26**

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

**Answer: A,C**

**Explanation:**

**QUESTION NO: 27**

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.

**Answer: D**

**Explanation:**

**QUESTION NO: 28**

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.

**Answer: B**

**Explanation:**



**QUESTION NO: 29**

While conducting a class the power goes out. After an hour it is restored. Which of the following would be the BEST method of delivering the remainder of the course?

- A.**  
Condense the remaining topics.
- B.**  
Reduce the break time for the remainder of the day to catch-up on the missed material
- C.**  
Give the learners home work to do independent study on the missed material.
- D.**  
Have the learners stay late to make-up for the missed course time.

**Answer: A**

**Explanation:**

**QUESTION NO: 30**

A learner responds incorrectly to an instructor's question. Which of the following is the BEST response?

- A.**  
The instructor should answer the question in order to maintain the self-confidence of the learner
- B.**  
Be honest and tell the learner the answer was incorrect.
- C.**  
Thank the participant for trying and desk if someone could help out.
- D.**  
Move quickly to the next question so the learner will not feel embarrassed.

**Answer: C**

**Explanation:**

**QUESTION NO: 31**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 32**

Which of the following is an advantage of using the open questioning technique?

- A.**  
It allows the questioning period to proceed quickly and effectively.
- B.**  
It allows quick assessment of learner knowledge in a virtual environment.
- C.**  
It creates opportunities for learners to contribute to the discussion.
- D.**  
It provides an opportunity for the first learner to respond, to direct the discussion.

**Answer: C**

**Explanation:**

**QUESTION NO: 33**

When delivering lecture in a virtual classroom environment, an instructor should:

- A.**  
Use markup tools (e.g. highlighter) to guide the learners focus.
- B.**  
Record as much as possible ahead of time to avoid misspeaking.
- C.**  
Use open-ended questions to facilitate discussion.
- D.**  
Only use live video as a backup plan due to bandwidth restrictions.

**Answer: A**

**Explanation:**

**QUESTION NO: 34**

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

**Answer: B,D**

**Explanation:**

**QUESTION NO: 35**

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.

**Answer: A**

**Explanation:**

**QUESTION NO: 36**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 37**

An instructor wants to quickly evaluate learner knowledge after an exercise. Which of the following methods would BEST achieve this?

**A.**

Give a written exam on the topic.

**B.**

Have the learners perform an additional exercise on the topic

**C.**

Ask the learners random questions about the topic.

**D.**

Have the learners engage in a group discussion of the topic.

**Answer: C**

**Explanation:**

**QUESTION NO: 38**

Which of the following is an essential technique for holding a learner's attention?

**A.**

Providing a model for professional and interpersonal behavior

**B.**

Using humorous stories to interest learners in the course content

**C.**

Asking open-ended questions and allowing sufficient time for learners to elaborate on their responses

**D.**

Using eye contact to engage learners when making an oral presentation

**Answer: D**

**Explanation:**

**QUESTION NO: 39**

After teaching a very long block of instruction before lunch, the instructor wants to check how well the learners have learned the material. Which of the following methods is the BEST to accomplish this goal?

**A.**

Have the learners answer review questions about the block of instruction

**B.**

Have each learner recite what was said during the block of instruction

**C.**

Give the learners home work that night and go over it the next day

**D.**

Put the learners in groups to discuss the instruction that was taught.

**Answer: A**

**Explanation:**

**QUESTION NO: 40**

An instructor completed the required content of a technical course early. The instructor decided to fill the time by writing tasks on the board and assigning them to individual students. A timeline was provided for the overall task completion and all students were expected to apply their new knowledge to the task assigned. The instructor then proceeded to work on plans for the next course in this situation, which of the following statements about the appropriateness of the activity is true?

**A.**

It was appropriate because use of the exercises covered the gap in the timing of the course.

**B.**

It was appropriate because the students were given a frame of reference upon which to apply

what they learned.

**C.**

It was inappropriate because it placed a heavy burden on students to successfully complete the exercise.

**D.**

It was inappropriate because it did not offer students a stated learning result applicable to their experience

**Answer: C**

**Explanation:**

#### **QUESTION NO: 41**

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

**Answer: C,E**

**Explanation:**

#### **QUESTION NO: 42**

Prior to a course an instructor remembers that learners always challenge a topic's technical accuracy. Which of the following actions should the instructor take in order to avoid this?

**A.**

Allow the learners to decide on a resolution.

**B.**

Omit the topic from the course.

**C.**

Tell the learners that controversy on this topic is normal

**D.**

Produce authoritative references.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 43**

An instructor gives several tests over the course of the class. The tests given should focus on:

**A.**

The prerequisites of the course

**B.**

The syllabus objectives

**C.**

Knowledge learned

**D.**

Objectives covered

**Answer: D**

**Explanation:**

#### **QUESTION NO: 44**

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.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 45**

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

**Answer: C**

**Explanation:**

#### **QUESTION NO: 46**

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

**Answer: C**

**Explanation:**

#### **QUESTION NO: 47**

An instructor is teaching a beginner topic. Most of the learners explain that they are already familiar with the course content. Which of the following should the instructor do?

**A.**

Continue the class as planned assuring completion of current course objectives

**B.**

Ask the advanced learners what they would like to cover in the course and then change objectives based on advanced learner's requests.

**C.**

Ask the experienced learners to return for a more advanced course

**D.**

Modify the curriculum as necessary to fulfill student expectations while still meeting course objectives.

**Answer: D**

**Explanation:**

**QUESTION NO: 48**

While giving an overhead presentation the projector being used powers off. Which of the following is the FIRST course of action?

**A.**

Take a break and have technical support address the problem.

**B.**

Lecture from the instructor notes until the next break.

**C.**

Dismiss the class until the projector can be fixed.

**D.**

Have technical support correct the problem immediately during class

**Answer: B**

**Explanation:**

**QUESTION NO: 49**

An instructor is contracted to teach a highly technical on-site course. The instructor walks into a classroom filled with learners from various backgrounds. Which of the following should the instructor do FIRST?

**A.**

Ask each student about their level of knowledge about the content in order to tailor the courseware

**B.**

Incorporate more demonstrations during course delivery to make the content more interesting.

**C.**

Immediately discuss the nature of the situation with the course contact and ask how much of the content should actually be taught

**D.**

Reschedule the class after a skills assessment to better prepare for the class.

**Answer: A**

**Explanation:**

**QUESTION NO: 50**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 51**

An instructor is teaching an advanced two-day workshop for experienced users of a specific software program. The learners were recommended to participate by their supervisors. The instructor is informally talking with the learners prior to the first session, when one learner confides concerns about their ability to succeed in the course. The BEST way for the instructor to respond to the learner is to:

- A.**  
Convince the learner they should feel confident because of the recommendation by the learner's supervisor
- B.**  
Offer to contact the learner's supervisor and verify that the learner has the prerequisite skills for the course.
- C.**  
Monitor the learner's performance during the first part of the course and meet with the learner at the first break.
- D.**  
Assure the learner that the course material for the workshop will teach what the learner needs to

succeed in the course.

**Answer: C**

**Explanation:**

**QUESTION NO: 52**

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.

**Answer: B**

**Explanation:**

**QUESTION NO: 53**

Which of the following methods will monitor the learning retention that is occurring during training?

- A.**  
Tests
- B.**  
Learner's self-assessment and evaluation
- C.**

Initial learner assessment

**D.**

Instructor evaluation form

**Answer: A**

**Explanation:**

#### **QUESTION NO: 54**

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

**A.**

Assign independent labs for each concept

**B.**

Provide a technical document for each concept

**C.**

Apply real world examples for each concept

**D.**

Spend more time in open discussion

**Answer: C**

**Explanation:**

#### **QUESTION NO: 55**

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.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 56**

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

**A.**

Review the section that has just been covered

**B.**

Validate that the learner has understood and is ready to continue

**C.**

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

**D.**

Elicit further questions from the class as a whole

**Answer: B**

**Explanation:**

#### **QUESTION NO: 57**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: B**

**Explanation:**

#### **QUESTION NO: 58**

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

**Answer: D**

**Explanation:**



**QUESTION NO: 59**

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.

**Answer: B**

**Explanation:**

**QUESTION NO: 60**

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 61**

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

**A.**

Observations

**B.**

Course evaluations

**C.**

Independent study

**D.**

Uniform testing

**Answer: A**

**Explanation:**

#### **QUESTION NO: 62**

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

**A.**

Recommend that the prerequisite class be completed prior to returning

**B.**

Assign an advanced student as a partner to help in learning

**C.**

Allow the student to continue with the current course objectives

**D.**

Offer to meet with the student after class for additional assistance

**Answer: A**

**Explanation:**

### **QUESTION NO: 63**

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

**A.**

Monitored learner performance during instruction

**B.**

Administered tests

**C.**

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

**D.**

Judged the adequacy of the evaluation

**Answer: D**

**Explanation:**

### **QUESTION NO: 64**

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

**A.**

The instructor selected and implemented appropriate delivery methods

**B.**

The instructor used a variety of question types and techniques

**C.**

The instructor used appropriate instructional media

**D.**

The instructor used active listening techniques to facilitate learning

**Answer: A**

**Explanation:**

#### **QUESTION NO: 65**

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

**Answer: B**

**Explanation:**

#### **QUESTION NO: 66**

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

the instructor is demonstrating?

**A.**

Determine and apply appropriate motivational strategies for individual learners,

**B.**

Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.

**C.**

Control the flow and timing of the course based on learner needs ensuring that objectives are covered,

**D.**

Monitor learner comfort level during the use of participatory activities.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 67**

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

**A.**

Look around the room as to not intimidate any specific learner.

**B.**

Briefly make eye contact with each learner as the instructor moves around the room.

**C.**

Stop and look at each individual for a few seconds to let them know they are important to the class.

**D.**

Avoid contact and focus on the media being used so the learners can do the same.

**Answer: B**

**Explanation:**

**QUESTION NO: 68**

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

**A.**

The instructor should incorporate more visual aids during instruction in order to improve the level of interest.

**B.**

The instructor should encourage the learners to repeat the course when they are ready to participate.

**C.**

The instructor should schedule a meeting with each individual learner to discuss the lack of effort,

**D.**

The instructor should adjust the instructional approach to better meet the learner backgrounds and skill sets

**E.**

The instructor should assign relevant practice and offer positive feedback where appropriate

**Answer: D,E**

**Explanation:**

**QUESTION NO: 69**

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

**A.**

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

**B.**

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

**C.**

Focus on the motivated learners and offer them incentives.

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

**Answer: D**  
**Explanation:**

**QUESTION NO: 70**

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.

**Answer: C**  
**Explanation:**

**QUESTION NO: 71**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 72**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

Take screenshots and display them in the presentation.

**Answer: C**

**Explanation:**



**QUESTION NO: 73**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 74**

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

- A.**  
Physical learner
- B.**  
Visual learner
- C.**  
Auditory learner
- D.**  
Kinesthetic learner

**Answer: B**

**Explanation:**

**QUESTION NO: 75**

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

- A.**  
Have the facilities coordinator provide a projector.
- B.**  
Continue with the demonstration with all learners looking at the instructor's screen,
- C.**  
Continue the demonstration by explaining what is on the instructor's screen.
- D.**  
Postpone the class until the network becomes available.

**Answer: A**

**Explanation:**

**QUESTION NO: 76**

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.

**Answer: A**

**Explanation:**

**QUESTION NO: 77**

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

- A.**  
The company that pays to have its employees trained
- B.**  
The person who schedules trainers
- C.**  
The instructional designer
- D.**  
The other trainers who teach the same course

**Answer: D**

**Explanation:**

**QUESTION NO: 78**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 79**

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

**A.**

Provide a link to the course requirements with a tutorial.

**B.**

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

**C.**

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

**D.**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 80**

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

**A.**

Ask learners to come after class and redo the assignment.

**B.**

Redirect the learners who deviated from the directions.

- C.**  
Change the pairing of learners to prevent further deviation from assigned tasks.
- D.**  
Bring the learners deviation to the attention of the class and make them an example.

**Answer: B**

**Explanation:**

**QUESTION NO: 81**

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

- A.**  
Call on individuals by name to engage them.
- B.**  
Have each learner take turns asking and answering a question.
- C.**  
Ask for raised hands if they know the correct answer.
- D.**  
Move closer to the participants in order to actively engage them.

**Answer: D**

**Explanation:**

**QUESTION NO: 82**

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

- A.**  
The incentives should be geared towards individuals and not the group as a whole.
- B.**  
The incentives should be used to gain the learners attention.

- C.**  
The incentives should be given out freely as encouragement to the learners.
- D.**  
The incentives should be considered by the learners as appropriate and necessary.

**Answer: D**

**Explanation:**

**QUESTION NO: 83**

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

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

**Answer: B**

**Explanation:**

**QUESTION NO: 84**

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 85**

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

**A.**

Discreetly talk to the learner and explain proper classroom etiquette

**B.**

Give the learner a disapproving look until the talking stops

**C.**

Use humor in front of the class to keep the learner quiet

**D.**

Tell the learner to leave the classroom

**Answer: A**

**Explanation:**

#### **QUESTION NO: 86**

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

**A.**

Create a lab exercise to be performed in groups

**B.**

Create a new presentation using graphics

**C.**

Plan more time for questions on the third day

**D.**

Spend time reviewing the concepts that seemed to cause confusion

**Answer: A**

**Explanation:**

#### **QUESTION NO: 87**

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.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 88**

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.

**Answer: A**

**Explanation:**

**QUESTION NO: 89**

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

- A.**  
Have a time management discussion with the learner after the lecture.
- B.**  
Interrupt the lecture and acknowledge the learner's return.
- C.**  
Stop the lecture and quickly review with the learner.
- D.**  
Continue on with the class and discuss time management with the entire class.

**Answer: A**

**Explanation:**

**QUESTION NO: 90**

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

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

**Answer: C**

**Explanation:**

#### **QUESTION NO: 91**

An instructor has been teaching for three hours on the first day of a three-day course. At the lunch break, the instructor reviews the preparedness of the learners and their responses to questions. The instructor notes that one learner does not demonstrate mastery of the concepts taught that morning. In this situation, which of the following should the instructor do?

- A.**  
Give an advanced activity to the other learners and re-teach the morning activity to the learner who has not mastered the concepts.
- B.**  
Re-teach the concepts taught in the morning session to the class, but use different handouts.
- C.**  
Pair the learner with one of the more advanced learners who likes to share knowledge.
- D.**  
Continue to teach the course as outlined, and after class offer to help the learner who has not mastered the concepts.

**Answer: C**

**Explanation:**

**QUESTION NO: 92**

When a company provides training for their employees, which category on an evaluation will be MOST beneficial to the instructor?

- A.**  
Business results
- B.**  
Environment
- C.**  
Learning effectiveness
- D.**  
Courseware

**Answer: C**

**Explanation:**

**QUESTION NO: 93**

An instructor asks a class if they understand the material being covered. Which of the following BEST describes the skill the instructor is demonstrating?

- A.**  
Plan and use a variety of reinforcement techniques during training.
- B.**  
Determine the learners need for clarification and/or feedback.
- C.**  
Evaluate the effectiveness of the training to meet the learning objectives.
- D.**  
Compare learner achievement with learning objectives.

**Answer: B**

**Explanation:**

**QUESTION NO: 94**

An instructor is lecturing on a manufacturing approach to ordering. The instructor is attempting to explain the concept that every order to purchase a finished product has an effect on the complete process from start to finish. Which of the following is an example of the effective use of props to demonstrate this principle?

- A.**  
Drawing pictures on a white board or a flip chart to indicate each new step in the process.
- B.**  
Using an automated slide presentation with each slide representing a step in the process.
- C.**  
Lining up dominoes to indicate each new step in the process and then knocking them over.
- D.**  
Handing each learner a different object as each step is introduced and then having them talk about their objects.

**Answer: C**

**Explanation:**

**QUESTION NO: 95**

During a lecture on a complex technical topic, learners do not understand what is being presented. Which of the following is the BEST course of action for the instructor to take?

- A.**  
Give the learners a break then re-teach me topic
- B.**  
Administer a short quiz to see where the confusion is
- C.**  
Present a video clip of the topic in question
- D.**  
Ask general questions to check understanding

**Answer: C**

**Explanation:**

**QUESTION NO: 96**

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.

**Answer: B**

**Explanation:**

**QUESTION NO: 97**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 98**

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

**Answer: B**

**Explanation:**

**QUESTION NO: 99**

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

**Answer: B**

**Explanation:**

#### **QUESTION NO: 100**

A learner asks a question, and the instructor provides an answer. The learner's face immediately shows signs of confusion. Which of the following is the BEST approach the instructor should take?

**A.**

Verbally confirm the learner understands and provide another explanation

**B.**

Provide the same answer and ask if the learner understands

**C.**

Wait for a couple minutes to determine if the learner comprehends the answer

**D.**

Ignore the look on the learner's face and move on to the next point

**Answer: A**

**Explanation:**

#### **Topic 2, Volume B**

#### **QUESTION NO: 101**

Which of the following BEST describes a situation in which it would be acceptable for an instructor to use appropriate colloquialisms, technical terms and acronyms in a classroom setting?

**A.**

When the instructor has polled the participants and all agree that they should be used

**B.**

When the courseware specifies that technical jargon can be used

**C.**

If the instructor had received permission from management

**D.**

When facilitating a subject related to a profession in which the learners are highly familiar with the terms

**Answer: D**

**Explanation:**

### **QUESTION NO: 102**

A training class has been rescheduled for one hour earlier than originally planned. Ten of the fifteen participants arrived at the adjusted start time. The remaining learners will likely not arrive until the original start time. Which of the following would be the BEST action for the instructor to take in this instance?

**A.**

Explain to the ten participants present that this was not an error on instructor's part, suggest that they speak with the scheduler to voice their concerns.

**B.**

Conduct individual interviews at the end of the session to provide insight on whether this type of mistake happens frequently.

**C.**

Inform the client of the discrepancy and begin the course on time.

**D.**

Suggest to the client that the class be cancelled and rescheduled for another time.

**Answer: C**

**Explanation:**

### **QUESTION NO: 103**

At the end of a class all of the learners have passed the written exam; however, the majority of the learners are still not able to perform the specified task properly. Which of the following statements



BEST describes the instructor's performance?

- A.**  
The instructor compared learning achievements to learning objectives
- B.**  
The instructor failed to monitor learner progress during training
- C.**  
The instructor failed to properly motivate the class.
- D.**  
The instructor used too many delivery methods during training

**Answer: B**

**Explanation:**

#### **QUESTION NO: 104**

Which of the following is the BEST question to use when an instructor wants to engage an entire group of learners in a discussion?

- A.**  
Single response questions
- B.**  
Closed-ended questions
- C.**  
Open-ended questions
- D.**  
Individually directed questions

**Answer: C**

**Explanation:**

#### **QUESTION NO: 105**

An instructor often receives feedback that learners do not feel involved during the course. To improve the presentation, the instructor has decided to incorporate additional opportunities for learners to become involved in the course. Which of the following is the MOST effective change for the instructor to implement?

**A.**

Ask closed-ended questions that will likely provide an opportunity for more in the group to get involved.

**B.**

Ask rhetorical questions to involve the entire group by getting them to think deeply, this practice can add emphasis to what is being discussed.

**C.**

Ask effective, clear, logically sequenced open-ended questions; this will increase learner involvement.

**D.**

Ask questions and allow learners to call out the answer without calling on anyone specific to ensure all are involved.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 106**

An instructor decides to divide their class into groups. In order to motivate the learners in the groups the instructor designs the groups and the activity such that thE. (Select TWO).

**A.**

Learners need to complete a small part of a larger project without seeing the final outcome.

**B.**

Learners are paired with the members they feel most comfortable with.

**C.**

Learners have more autonomy over the direction of the activity.

**D.**

Activity is relevant to the learners job function as it relates to the material.

**E.**

Skill level is below that of the class, making the activity easy to complete and building the learners

esteem.

**Answer: C,D**

**Explanation:**

**QUESTION NO: 107**

An instructor has been assigned to work with a learner in a one-to-one setting to improve the learner's understanding of a particular subject. When they meet, the learner seems uninterested and unmotivated by the subject. Which of the following would be the BEST way for the instructor to motivate the learner?

**A.**

The instructor should include more handouts, charts and graphs in the instruction period; this will keep the learner on task.

**B.**

The instructor should remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.

**C.**

The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.

**D.**

The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

**Answer: C**

**Explanation:**

**QUESTION NO: 108**

After class introductions the instructor defines objectives and the expected timeline. Some learners have a different expectation of the class. Which of the following is the BEST response?

**A.**

Contact the course designer and ask to send new objectives that meet learner's expectations.

**B.**

Provide resources for learners to go beyond the class objectives.

**C.**

Ask the learners to design the objectives for the course.

**D.**

Reconcile any discrepancies between the objectives and the expectations.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 109**

An instructor will deliver a course where the material has been recently revised but poorly written. Which of the following is the BEST approach in ensuring that the objectives of the course are obtained by the learners?

**A.**

Teach from the revised material and give additional information to complement the material based on instructor's expertise.

**B.**

Deliver the revised courseware and explain to the learners that other material is available upon request.

**C.**

Instruct the learners using the revised course material and solicit feedback from the learners about the material.

**D.**

Inform the learners that the revised material is a good reference but teach from the previous edition of the course.

**Answer: A**

**Explanation:**

**QUESTION NO: 110**

An instructor is preparing to teach in a virtual classroom with twenty-five learners. Ten of the learners, all from the same location, report that they cannot login to the virtual classroom. Which of the following is the MOST likely cause?

- A.**  
Anti-virus software is blocking the virtual classroom connection.
- B.**  
The learner's computers cannot handle the virtual classroom.
- C.**  
Firewall issues at the instructor's location.
- D.**  
Firewall issues at the learners' location.

**Answer: D**

**Explanation:**

**QUESTION NO: 111**

Which of the following BEST describes the advantages of open-ended questions?

- A.**  
It creates opportunities for learners to contribute to the discussion and apply course content.
- B.**  
It keeps all of the learners engaged and prepared to answer a question.
- C.**  
It is less likely that the learners will answer them incorrectly.
- D.**  
It enables a less knowledgeable instructor to question a class.

**Answer: A**

**Explanation:**

**QUESTION NO: 112**

An instructor realizes that a learner is confused about the information based upon a question the learner asks. Which of the following should the instructor do to address this issue?

**A.**

The instructor should rephrase the question asked by the learner and clarify their confusion.

**B.**

The instructor should stop instruction and have a review of all of the information covered.

**C.**

The instructor should immediately provide clarification so as to not impede the progress of the rest of the group.

**D.**

The instructor should refer the learner to additional study materials that they can review for clarification after the class.

**Answer: A**

**Explanation:**

**QUESTION NO: 113**

An instructor is explaining a topic and realizes that the learners seem confused. Which of the following approaches would BEST clarify the topic?

**A.**

Repeat the explanation of the topic.

**B.**

Use a real-world reference.

**C.**

Use humor to explain the topic.

**D.**

Start asking the learners closed-ended questions about the topic.

**Answer: B**

**Explanation:**

**QUESTION NO: 114**

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 manage time available for the course.

ACTION: At the beginning of the course, the trainer hands out several supplemental labs for homework that the trainer has created especially for this material.

**A.**

Likely, because the trainer expects the learners to complete them outside class time.

**B.**

Likely, because the learners can decide which labs they can do independently.

**C.**

Unlikely, because the instructional designer has calculated the appropriate time for the course.

**D.**

Unlikely, because adding supplemental material will disrupt the flow of the class.

**Answer: A**

**Explanation:**

**QUESTION NO: 115**

An instructor arrives at a remote classroom site about an hour before class begins only to find the wrong student material (e.g. books) has been shipped. Which of the following is the BEST course of action for the instructor to take?

**A.**

Contact the publisher/vendor to receive permission to reproduce the first day's materials.

**B.**

Cancel the class as the right material has not arrived.

**C.**

Contact the site administrator about dismissing the class for the day and compress the material into the remaining days.

**D.**

Use past material from another course for the first day and catch up during subsequent days.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 116**

The members of a corporate training department have been asked to conduct an overall organizational training assessment. Which of the following BEST defines the training needs of the organization?

**A.**

Individual skill gaps noted in performance appraisals

**B.**

Common mistakes people make when doing their jobs

**C.**

Number of employees in the company and how many days are allocated to train the company

**D.**

Reasons for high turnover, high absenteeism, or low performance

**Answer: A**

**Explanation:**

#### **QUESTION NO: 117**

A client has asked an instructor to modify information for a course to give the learners the knowledge needed for their company's proprietary system. The instructor discovers that the



material cannot be modified due to copyright regulations. Which of the following is the BEST course of action for the instructor?

- A.**  
Modify the material anyway for the client and do not tell them about the regulations.
- B.**  
Call the developer to see what the charge would be to change the material.
- C.**  
Advise the client of the copyright regulations and offer to use different material.
- D.**  
Tell the client class cannot be conducted because of the copyright regulations.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 118**

An instructor is preparing to deliver a hands-on lab course. The client provides material and asks the instructor to develop a method to determine the skill increase from the course. Which of the following should the instructor prepare?

- A.**  
A pre-class and post-class assessment
- B.**  
A verbal quiz to be given at the end of each course topic
- C.**  
A comprehensive lab that incorporates all of the skills taught in the course
- D.**  
A written exam to be given at the completion of the course

**Answer: A**

**Explanation:**

**QUESTION NO: 119**

An instructor is conducting a course comprised of learners from an international audience. The instructor asks questions of the learners and notices that several of the learners do not participate even though they understand the material. Which of the following actions would be BEST for the instructor to take?

**A.**

Remind the learners that this training is for their benefit and non-participation will only hinder their learning.

**B.**

Implement additional validation methods that address the multiple cultures represented in the classroom,

**C.**

Select non-participating learners to answer questions where they are likely to understand the material.

**D.**

Inform the class that the course is intended to be instructed in a particular manner and they need to participate.

**Answer: B**

**Explanation:**

**QUESTION NO: 120**

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

**A.**

"Which partner would be best suited for this task?"

**B.**

"Would you be comfortable explaining this procedure to another learner?"

**C.**

"Which plan did you use to accomplish this task?"

**D.**

"Can you elaborate on how you would accomplish this task?"

**Answer: D**

**Explanation:**

**QUESTION NO: 121**

During introductions a learner asks if a related topic can be reviewed during the course; however, the topic is outside the prescribed course material. Which of the following is the BEST way to handle this request?

- A.**  
Review the topic in the next more advanced course.
- B.**  
Extend the length of the course to include the topic.
- C.**  
Remove a section from the course material to make room for the requested topic.
- D.**  
Include the topic without modifying the course material.

**Answer: D**

**Explanation:**

**QUESTION NO: 122**

Two instructors are team teaching. The first instructor receives an excellent evaluation and the second instructor receives a lower evaluation. Which of the following methods would work BEST to make the second instructor more effective?

- A.**  
Have the second instructor perform a self-evaluation.
- B.**  
Have the first instructor provide feedback to the second instructor's teaching techniques.
- C.**  
Report the evaluation to a supervisor and have the instructor replaced.
- D.**

Have the class re-evaluate the second instructor using an alternate method.

**Answer: B**

**Explanation:**

**QUESTION NO: 123**

Which of the following is a learner oriented method of evaluating the delivery of training?

- A.**  
Group discussion
- B.**  
Feedback form
- C.**  
Videotaping
- D.**  
Peer review

**Answer: B**

**Explanation:**

**QUESTION NO: 124**

An instructor has a learner in the class that needs to frequently check and reply to email during the course time. Which of the following is the BEST course of action for the instructor to take?

- A.**  
Dismiss the learner from the class as they are not focused on the material.
- B.**  
Ask the learner to dismiss themselves from the class when they need to check and reply to email.
- C.**  
Inform the learner that their action is inappropriate and they need to check their email only during breaks.

**D.**

Ask the learner to take the necessary steps to cause the least distraction to the rest of the class.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 125**

Which of the following is important when an instructor is leading a group discussion?

**A.**

Learning is enhanced through interaction and conversation

**B.**

Designate someone in the group to be the leader

**C.**

The group's individual knowledge of the members of the group

**D.**

The amount of time it takes for each group to solve an issue

**Answer: A**

**Explanation:**

#### **QUESTION NO: 126**

An instructor has given the class materials to complete an assignment and instructs them to start. One of the learners finishes the assignment in two minutes, but the instructor says it is incomplete. Which of the following should the instructor have done to clarify the requirements for the assignment?

**A.**

Hand out written instructions so the learners can refer back to them

**B.**

Demonstrate the assignment for the learner

**C.**

Review the instructions and check for understanding

**D.**

Email the instructions before the course starts so the learners can prepare for the assignment

**Answer: C**

**Explanation:**

#### **QUESTION NO: 127**

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

**A.**

A benefit to the visual learner.

**B.**

Distracting to the learner.

**C.**

An excellent use of training materials.

**D.**

A creative use of resources.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 128**

A manager has assigned a group of learners to take a course. All of the learners are familiar with the course topics. A new student arrives after lunch on the first day and informs the instructor that they are a new-hire and are not familiar with the course topics. Which of the following BEST describes the step the instructor should take?

**A.**

Remove the student from the class so they do not disrupt their co-workers.

**B.**

Pair the non-experienced student with an experienced student for assistance.

**C.**

Give the student additional resources for independent study.

**D.**

Assess the entire group to determine where additional assistance is needed.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 129**

After the first week of a two week training class, the instructor notices that there are four learners in Group A that are motivated and doing a great job in with the material. In Group B the entire group seems to be moving slow and not very successful with the material. Which of the following can the instructor do to continue the class?

**A.**

Offer more assistance to Group B and give Group A an extended break

**B.**

Offer Group B incentives if they can keep up with Group A's work

**C.**

Combine both groups together and let them work on the material.

**D.**

Switch some of the individuals from Group A to Group B

**Answer: D**

**Explanation:**

#### **QUESTION NO: 130**

When delivering a class for a group that contains primarily kinesthetic learners, it is important to:

- A.**  
Let each participant tell their own story about how they have applied the course content.
- B.**  
Share many examples of how the content should be used.
- C.**  
Allow for sufficient practice time.
- D.**  
Have the participants brainstorm ideas for content application.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 131**

A learner asks a question about material that has been thoroughly covered. The instructor believes that the learner generally understands the material. Which of the following would be the BEST action for the instructor to take?

- A.**  
Guide the learner to answering their own question.
- B.**  
Employ active listening and respond with a complete answer.
- C.**  
Request another learner answers the question.
- D.**  
Diagram the steps needed to answer the question

**Answer: A**

**Explanation:**

#### **QUESTION NO: 132**

An instructor has just covered a particularly difficult topic in class. To ensure that the learners



understand the material which kind of questioning would be most helpful?

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

**Answer: B**

**Explanation:**

**QUESTION NO: 133**

Right after a break in a classroom setting, a learner asks for a broader explanation of the last topic discussed. After a more detailed explanation, the learner states, "I'm still not seeing that." Which of the following should the instructor do to bring clarity to the topic?

- A.**  
Use a whiteboard or flip chart to draw a graphic that illustrates the concept.
- B.**  
Redirect the question to the class using active listening.
- C.**  
Ask the learner to remain after class to discuss the concept further.
- D.**  
Ask the learner. "Which aspect can I help explain further?"

**Answer: A**

**Explanation:**

**QUESTION NO: 134**

An instructor covering industry specific material asks the learners in the class if they believe whether a specific regulation that has been passed will help their industry, hurt it or essentially have no effect. Which of the following question types is the instructor asking?

- A.**  
Higher order
- B.**  
Hypothetical
- C.**  
Open-ended
- D.**  
Closed-ended

**Answer: D**

**Explanation:**

**QUESTION NO: 135**

Which of the following is the BEST benefit of allowing time for introductions at the beginning of class?

- A.**  
Ease tensions associated with many courses.
- B.**  
Enhances the instructor's technical competency.
- C.**  
Helps to determine team building groups.
- D.**  
Determines the class objectives.

**Answer: A**

**Explanation:**

**QUESTION NO: 136**

A day prior to a course an instructor discovers that information in the text book is outdated and a new edition is available. Which of the following is the BEST course of action for the instructor to take?

**A.**

Ask the training manager to make adjustments to the course prior to the class.

**B.**

Acquire updated curriculum for maximum learner benefit.

**C.**

Present the course as is but incorporate the updated information.

**D.**

Present the course as set by the course designer.

**Answer: C**

**Explanation:**

**QUESTION NO: 137**

An instructor is delivering a distance learning class and the instructor is informed that some of the student's computers do not have sound cards. Which of the following should the instructor do?

**A.**

Set up conference calls with the learners so they can participate in the class.

**B.**

Buy inexpensive sound cards and ship them to the student's locations.

**C.**

Pre-record the lectures and make them downloadable from the virtual classroom.

**D.**

Have the other learners take notes on the lectures and send the notes to the learners who do not have sound cards.

**Answer: A**

**Explanation:**

**QUESTION NO: 138**

An instructor is teaching a week long course. One of the learners has not had as much exposure to the course material as the other learners. Which of the following describes how the instructor should handle the situation?

- A.**  
Give the learner additional homework to raise their competency level
- B.**  
Adjust the instruction to meet the needs of the learner while ensuring that all learning objectives are met
- C.**  
Excuse the learner from the class and have them check with their supervisor to determine if they had been assigned to the class in error
- D.**  
Administer a pre-test to all learners to see where the learners are ranking with the objectives

**Answer: B**

**Explanation:**

**QUESTION NO: 139**

An instructor arrives at a site with a full day of course material. The contact at the site informs the instructor that a last minute change has occurred, and the course will need to be shortened to a half-day. Which of the following should the instructor do FIRST?

- A.**  
Discuss how this violates the contract for the event.
- B.**  
Demand full payment for the day immediately.
- C.**  
Discuss which topics should be covered and which should be cut.

**D.**

Inquire as to the reason why the course is being cut short.

**Answer: C**

**Explanation:**

**QUESTION NO: 140**

An instructor is instructing a virtual class and a computer virus has reduced bandwidth making video and audio impossible at several locations. Which of the following is the MOST appropriate action for the instructor to take?

**A.**

Overnight all course materials to the learners who could not participate in the recorded session.

**B.**

Contact the system administrator and hold the session open until the bandwidth issue is corrected.

**C.**

Cancel the current session and compress the remaining sessions to finish on schedule.

**D.**

Inform the learners who could not actively participate to review the recorded session.

**Answer: D**

**Explanation:**

**QUESTION NO: 141**

At which of the following times should student pre-class surveys be completed? (Select TWO)

**A.**

Prior to a class by the manager of the organization

**B.**

After signing-up for the class by the training coordinator

**C.**

Once the class starts by the instructor of the course

**D.**

Once the class starts by the training coordinator

**E.**

Prior to signing-up for class by the training coordinator

**Answer: C,E**

**Explanation:**

#### **QUESTION NO: 142**

In delivering a course for adult learners it is essential to:

**A.**

Keep the course content brief so the learners can remember the materials.

**B.**

Test participants throughout the learning experience,

**C.**

Have the learners repeat back key concepts of the training to the instructor.

**D.**

Emphasize how the learning can be immediately applied to their jobs.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 143**

Which of the following BEST describes the learner benefits of minimal note taking during an instructor led presentation or lecture?

**A.**

Minimizing note taking provides a new approach that will likely gain the approval of the student group creating a pleasant learning environment.

**B.**

The instructor will waste valuable time giving instruction on note taking prior to delivering the presentation.

**C.**

Instructor notes given to learners will contain more detail and will ensure that all the learners have the same information to work from.

**D.**

The effort required in extensive note taking could be better directed toward the processing of the information being presented.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 144**

An instructor is preparing to teach a class that requires a component break down demonstration. After arriving, the instructor is told by the client that this class will be taught as lecture only. Who is responsible for preventing this type of conflict in the future?

**A.**

The instructor's contract manager because pre-course student assessments should have addressed this need.

**B.**

The instructor because a pre-course classroom setup assessment should have been conducted.

**C.**

The client's training manager because they should know how to properly deliver this training.

**D.**

The client's training coordinator because they should setup that class according to delivery method normally used for the topic.

**Answer: B**

**Explanation:**

**QUESTION NO: 145**

Which of the following is the MOST important action for an instructor who wants to ensure effective communication?

- A.**  
Limit the use of regional colloquialisms and jargon.
- B.**  
Establish a common frame of reference with each learner.
- C.**  
Establish nonverbal contact with each learner.
- D.**  
Enable knowledgeable learners to share their expertise with the class.

**Answer: B**

**Explanation:**

**QUESTION NO: 146**

The BEST way for a training department to ensure continued support and budgeted dollars for its function is to:

- A.**  
Link learning objectives and activities directly to business goals.
- B.**  
Interview the organization's senior executives regarding training needs,
- C.**  
Participate in the strategic planning process.
- D.**  
Offer classes that will benefit employees.

**Answer: C**

**Explanation:**



**QUESTION NO: 147**

Which of the following would BEST identify a need for additional explanation?

- A.**  
Learners' poor evaluation of the course delivery
- B.**  
Learners' promptness to class
- C.**  
Learners' questions and comments
- D.**  
Learners' evaluation of the course design
- E.**  
Learners' body language

**Answer: D**

**Explanation:**

**QUESTION NO: 148**

While lecturing a group of learners, the instructor moved around the room and paused several times for emphasis. These actions are:

- A.**  
Appropriate non-verbal communication techniques that help to keep learners focused.
- B.**  
Inappropriate techniques to use during lectures.
- C.**  
Offensive to the learners and should be avoided.
- D.**  
Inappropriate non-verbal communication techniques that is distracting to the learners.

**Answer: A**

**Explanation:**

**QUESTION NO: 149**

The learners in a class have limited knowledge and experience with the material being presented. The instructor wants to ensure the learners are paying close attention. Which of the following will accomplish this task?

**A.**

Use closed-ended questions to not intimidate any of the learners.

**B.**

Use interesting questions to make the material significant.

**C.**

Tell them that their performance will be reported at the end of the session.

**D.**

Change the course to all labs so learners stay focused.

**Answer: B**

**Explanation:**

**QUESTION NO: 150**

During a class several learners are eager to learn a related skill that is useful on the job but is not in the curriculum. Which of the following is the BEST way to handle this request?

**A.**

Ask the learners to request additional training so that this unrelated topic can be covered.

**B.**

Explain to the learners that as time permits the skill may be covered.

**C.**

Introduce the new skill topic once the current topic is completed.

**D.**

Inform the learners that additional material cannot be covered during the class.

**Answer: B**

**Explanation:**

**QUESTION NO: 151**

When writing an exam question, which of the following should be covered?

- A.**  
Study objectives
- B.**  
Pre-requisite knowledge
- C.**  
Inferred knowledge
- D.**  
Course objectives

**Answer: D**

**Explanation:**

**QUESTION NO: 152**

Several learners are already familiar with the course topics, while other learners are having difficulty with the course topics. Which of the following is the BEST action for the instructor to take?

- A.**  
Teach the course to the learners that are having difficulty and have the experienced learners do independent labs.
- B.**  
Use diagrams that further clarify the material.
- C.**  
Encourage the learners who have experience with the course to share and discuss it with the class.

- D.**  
Teach expanded objectives so the experienced learners get the most out of the course.

**Answer: C**

**Explanation:**

**QUESTION NO: 153**

When an instructor is unsure whether or not participants comprehend course content, it is BEST to:

- A.**  
Ask the learners to demonstrate key course learning points
- B.**  
Have the learners repeat the learning objectives back to the instructor
- C.**  
Ask the group to brainstorm ideas for applying the learning
- D.**  
Give the learners a pop quiz

**Answer: A**

**Explanation:**

**QUESTION NO: 154**

An instructor uses formative assessment in their classroom. This form of assessment can help the learners learn from their mistakes. Which of the following is another way to use this form of assessment?

- A.**  
Evaluating the course and modifications made during the course
- B.**  
Giving the learners a grade

**C.**

To emphasize the amount of work the learners did

**D.**

Use to report the work to the learners supervisors

**Answer: A**

**Explanation:**

#### **QUESTION NO: 155**

After delivering a course and reviewing the course evaluations, the instructor notices that the majority of the learners reported having difficulty with a required course topic. Which of the following is the BEST way to handle this information?

**A.**

Remove the difficult areas of the course.

**B.**

Ask the course designer to rewrite the objectives.

**C.**

Recommend that the course be cancelled.

**D.**

Recommend that a pre-requisite course be created.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 156**

A learner is having difficulty completing a particular lab exercise. Which of the following can the instructor do FIRST to help the learner complete the exercise?

**A.**

Ask the learner why they are having so much trouble with the lab.

**B.**

Verify the learner's steps; guide the learner through the next uncompleted steps by using encouraging words.

**C.**

Ask the learner to watch as the instructor completes the exercise first, and then reset the exercise so the learner can complete it.

**D.**

Quickly create a task list on a whiteboard providing more clear step-by-step instructions for the whole class to use.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 157**

A learner seems to understand the material yet still has a question concerning it. Which of the following actions will BEST facilitate the learner?

**A.**

Request other learners share their experiences with similar material.

**B.**

Clearly and concisely answer the learner's question.

**C.**

Have the learners get into groups and discuss the question.

**D.**

Guide the learner to answering their own question.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 158**

Throughout the delivery of a five day class the instructor noticed many improvements that need to

be made to the course curriculum. Which of the following is the BEST course of action?

**A.**

Wait for the updated curriculum from the regularly scheduled developer review.

**B.**

Make revisions and changes to the existing materials and activities so the materials will be more effective for subsequent courses.

**C.**

Report recommended revisions and changes to existing materials, and make suggestions for new programs and activities as appropriate.

**D.**

Inform the developer each time an improvement needs to be made so the change can be implemented immediately

**Answer: C**

**Explanation:**

#### **QUESTION NO: 159**

An instructor wants to begin their class in a positive manner. Which of the following would accomplish this?

**A.**

Tell a lengthy story related to the importance of the class

**B.**

Begin with a joke to create a relaxed environment

**C.**

List every credential and acronym the instructor has for learner confidence

**D.**

Let the learners know that the course is very challenging

**Answer: B**

**Explanation:**

**QUESTION NO: 160**

An instructor separates the class into groups. The learners are not working as hard in the groups as they would if they were working individually. Which of the following could the instructor do to create more group interaction? (Select TWO).

- A.**  
Create groups with members from different backgrounds.
- B.**  
Emphasize conformity to move the group along.
- C.**  
The group participation to individual rewards.
- D.**  
Limit the accountability of each individual.
- E.**  
Clearly define the role for each of the group members.

**Answer: C,E**

**Explanation:**

**QUESTION NO: 161**

An instructor wants to evaluate the classes' knowledge after they completed the course. Which of the following should be the instructor's FIRST choice for this process?

- A.**  
Administer a written exam for the class on the course.
- B.**  
Give the class a course evaluation.
- C.**  
Use formative assessment to monitor the classes' progress.
- D.**  
Have one of the learners do a hands-on example.



**Answer: A**

**Explanation:**

**QUESTION NO: 162**

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A.**  
Ask other learners to provide an example to further clarify the material
- B.**  
Seek feedback from the learner to show they understand.
- C.**  
Restate the material with further examples and diagrams.
- D.**  
Proceed on to the next section of material.

**Answer: B**

**Explanation:**

**QUESTION NO: 163**

With a class of visual learners, which of the following methods is BEST to keep the learners involved? (Select TWO).

- A.**  
Have the learners memorize the directions.
- B.**  
Have test questions or directions read aloud.
- C.**  
Distribute written directions or write them on the board.
- D.**  
Use flow charts and diagrams for note taking.

**E.**

Teach by lecture and break the learners into study groups.

**Answer: C,D**

**Explanation:**

**QUESTION NO: 164**

A learner asks the instructor a question that was covered before the lunch break. Which of the following would the BEST response be from the instructor?

**A.**

Answer the question in short form, citing where it was covered previously.

**B.**

Redirect the question to the class, and allow other learners to answer.

**C.**

Provide a more in-depth answer to the question so that the rest of the learners gain more from the discussion.

**D.**

Ask the learner to remain after class to review the material that was already covered.

**Answer: B**

**Explanation:**

**QUESTION NO: 165**

A presentation heavy with procedural details was just completed. The subsequent demonstration exercise is not flowing well. Which of the following will be the MOST productive assistance the instructor can provide?

**A.**

Review the presentation in more detail.

**B.**

Hand out copies of the procedure from the slide presentation.

**C.**

Ask probing questions to trigger the learner's memory of the procedure.

**D.**

Quickly lead the learners in a question and answer session.

**Answer: B**

**Explanation:**

**QUESTION NO: 166**

Which of the following methods encourages learners to resolve their own inquiries?

**A.**

Hypothetical questions

**B.**

Guiding questions

**C.**

Direct questions

**D.**

Closed questions

**Answer: B**

**Explanation:**

**QUESTION NO: 167**

In order to understand and answer a learner's question, an effective active listening technique would be to: (Select TWO).

**A.**

Refer the question to another learner.

**B.**

Repeat the question back to the learner.

**C.**

Ask the learner if the question was answered.

**D.**

Answer the question immediately.

**E.**

Quiz the learner on the material.

**Answer: B,C**

**Explanation:**

#### **QUESTION NO: 168**

During a tedious technical exercise the instructor notes that the learners are nervous and apprehensive about starting. Which of the following should the instructor do?

**A.**

Reassure everyone that they will perform well and monitor their progress on a more personal basis.

**B.**

Give the learners extra time to complete the exercise.

**C.**

Present the lecture portion again to reinforce the exercise and then follow up with a question and answer session.

**D.**

Tell a humorous story to make the learners feel more comfortable during the exercise.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 169**

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A.**  
Open
- B.**  
Clarifying
- C.**  
Closed
- D.**  
Probing

**Answer: C**

**Explanation:**

#### **QUESTION NO: 170**

During the training session introduction, half of the participants indicate that they are interested in learning about topics that are not part of the course objectives. The BEST approach for the instructor is to:

- A.**  
Meet with each participant at break time and after class to address individual needs.
- B.**  
Make a list of all the participants' suggestions for the course.
- C.**  
Communicate clearly what the course will and will not address.
- D.**  
Change the course content to meet the participants' expressed needs.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 171**

Which of the following are the FIRST ways to open a training session? (Select TWO).

- A.**  
Provide instructor introductions.
- B.**  
Start right into the lesson with no introduction.
- C.**  
Hand out supplemental course materials.
- D.**  
Identify the course and state the objectives of the course.
- E.**  
Explain the logistics of the course.

**Answer: A,D**

**Explanation:**

**QUESTION NO: 172**

The MOST important key to setting motivational goals for the classroom is to set the goal:

- A.**  
So it is just out of reach of all the learners.
- B.**  
So it is reasonably achievable by everybody.
- C.**  
Low enough that everyone succeeds.
- D.**  
So only the best can achieve it.

**Answer: B**

**Explanation:**

**QUESTION NO: 173**

The adult learning methodology with the LOWEST retention rate is:

- A.**  
Discussion
- B.**  
Reading
- C.**  
Lecture
- D.**  
Demonstration

**Answer: C**

**Explanation:**

**QUESTION NO: 174**

An instructor is preparing to deliver a course in leadership effectiveness. One of the exercises causes a concern. The instructor has conducted this type of exercise before and it generally has poor results. The BEST option for the instructor is to:

- A.**  
Schedule a brief meeting with the development team to understand the purpose of the exercise.
- B.**  
Meet with the development team to provide feedback on past experiences,
- C.**  
Conduct the class and skip the exercise entirely.
- D.**  
Modify the exercise to one the instructor likes better.

**Answer: B**

**Explanation:**

**QUESTION NO: 175**

An internal instructor is completing a review of the first draft of a new sales course. The instructor notices that participants will be asked to implement new job responsibilities as part of the course. The instructor also knows that this change has not been announced, and is not aware of any plans for the announcement. Which of the following is the BEST course of action for the instructor to take?

- A.**  
Ask the sponsors of the program to release an employee communication plan regarding the changes
- B.**  
Develop a plan for how to overcome the likely resistance in the classroom.
- C.**  
Talk to a few employees who will be attending the session to get their take on the changes.
- D.**  
Continue to prepare for the course as planned.

**Answer: A**

**Explanation:**

**QUESTION NO: 176**

An instructor is delivering a course session that has a large amount of content and the allotted delivery time is short. Which of the following question types is BEST for this situation?

- A.**  
Probing
- B.**  
Closed-ended
- C.**  
Higher order
- D.**  
Open-ended

**Answer: B**



**Explanation:**

**QUESTION NO: 177**

An instructor is teaching a one week web design class. On the first, day many of the learners asks the instructor questions pertaining to the material that the instructor is not familiar with. The instructor tells them the answers will be provided the next day. The second day of the class the learners bring up more questions about the material and ask about yesterday's questions. The instructor does not have the answers and the learners lose confidence in the instructor's expertise in the subject. Which of the following BEST describes what the instructor could have done to better control this situation?

- A.**  
Go over the material several days prior to the class to be more prepared
- B.**  
Assign each of the learners a question and have them find the correct answer
- C.**  
Ask if any of the learners in the class if they knew the answers to the questions
- D.**  
Instruct the learners to hold all questions until all the material is covered

**Answer: A**

**Explanation:**

**QUESTION NO: 178**

The MOST effective way for an instructor to demonstrate active listening is to:

- A.**  
Repeat the learner's question verbatim.
- B.**  
Display open body language to indicate interest.
- C.**  
State, "So what I hear you asking is..."

**D.**

Establish eye contact with the learner.

**Answer: C**

**Explanation:**

**QUESTION NO: 179**

A learner is asking a question but the instructor does not clearly understand what the learner is asking. Which of the following should the instructor do?

**A.**

Ask the learner to see the instructor during a break

**B.**

Answer the question as the instructor understood it

**C.**

Ask another learner if they understood the question

**D.**

Ask the learner to repeat the question

**Answer: D**

**Explanation:**

**QUESTION NO: 180**

A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

**A.**

Review basic concepts with entire group

**B.**

Provide constructive feedback

**C.**

Suggest peer tutoring

**D.**

Avoid calling on those learners

**Answer: B**

**Explanation:**

**QUESTION NO: 181**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: D**

**Explanation:**

**QUESTION NO: 182**

An instructor is previewing the class materials for a course. The instructor notices that a method to monitor learner progress is not included with the course materials. Which of the following should the instructor do NEXT?

**A.**

Administer a survey following the course to gauge learner understanding.

**B.**

Encourage learners to enroll in a subsequent class to reinforce all of the material covered.

**C.**

Immediately consult the client to determine why a method to monitor learner progress was not included.

**D.**

Develop appropriate questions to be included during the course to monitor the progress of all learners.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 183**

Which of the following is the BEST indicator that a learner is disinterested?

**A.**

Yawning during learner lab exercise

**B.**

Reading other material while a lecture is being given

**C.**

Poor posture throughout the class

**D.**

No eye contact during group discussions

**Answer: B**

**Explanation:**

#### **QUESTION NO: 184**

When providing instruction to a culturally diverse group it is important to: (Select TWO)

**A.**

Remain open to ideas that may differ from the instructor's ideas.

**B.**

Limit learner dialogue during the course so that the learners do not get confused

**C.**

Strive to influence the group to adopt a neutral viewpoint.

**D.**

Value diversity, accept learners as they are.

**E.**

Break up the learners into cultural groups.

**Answer: A,D**

**Explanation:**

#### **QUESTION NO: 185**

While teaching a class two learners are constantly having difficulties with the material, and ask the instructor questions after every lecture. They are always the last two to finish any exercises. Many of the learners start noticing how frustrated the instructor is getting with the two learners, and comment on how the instructor's gestures are negative towards the two learners. Which of the following describes the correct non-verbal communication that the instructor should have in this situation?

**A.**

Do not respond to the two learners and continue with the class.

**B.**

Smile and call on the two learners very frequently.

**C.**

Keep eye contact with the learners and spend time with them after class.

**D.**

Speak louder to the two learners when explaining.

**Answer: C**

**Explanation:**

**QUESTION NO: 186**

The instructor is teaching a class in a very large room and is utilizing a projector to show the class the equipment being taught. Several of the learners seated in the back report they are not able to see the presentation. Which of the following is the BEST solution to the problem?

**A.**

Ask the learners to rotate chairs once they see the presentation.

**B.**

Move to a smaller room so that all learners can be close to the presentation.

**C.**

Tell the learners that the presentation will be available after class.

**D.**

Print out hand-outs of the slides for the learners.

**Answer: D**

**Explanation:**

**QUESTION NO: 187**

An instructor arrives for a lab class with twelve laptops. The contact takes the instructor into a conference room that contains one large table and twelve chairs. There are no visible outlets in the room. Which of the following should the instructor do?

**A.**

Request assistance to locate outlets or for an extension cord to be run into the room.

**B.**

Instruct the learners at the beginning of the class that laptops will not be used in the course.

**C.**

Run the class on battery power using the laptops as minimally as possible.

**D.**

Select a different room that accommodates twelve learners and has visible outlets.

**Answer: A**

**Explanation:**

**QUESTION NO: 188**

An instructor arrives at the classroom and discovers that the power is out in the building. There are plenty of windows to provide light to the classroom. Class starts in a few minutes. Which of the following is the FIRST action the instructor should take?

- A.**  
Print out the slide presentation and give to them as a handout.
- B.**  
Read the day's topics to the learners and have the learners follow along in their books.
- C.**  
Dismiss class until the power goes back on.
- D.**  
Use a flip chart and white board to communicate material.

**Answer: D**

**Explanation:**

**QUESTION NO: 189**

An instructor is delivering a live distance learning class and is informed that some of the learner's computers do not have sound cards. Which of the following should the instructor do in the future to ensure that the learners will have the ability to hear all lectures?

- A.**  
Make the class technology requirements available for the learners before the class.
- B.**  
Buy inexpensive sound cards and headphones and ship them to the learners' locations before the class starts.
- C.**  
Pre-write the speaking portion of the presentation. Use the chat function in the virtual classroom, copying and pasting in relevant sections as they are demonstrated on-screen.

**D.**

Pre-record the speaking portions of the presentation and make them downloadable from the virtual classroom.

**Answer: A**

**Explanation:**

**QUESTION NO: 190**

An instructor noticed that several participants would look away when questions were being asked while other individuals would continue to answer. Which of the following could the instructor do to involve all participants?

**A.**

Stop the class and ask if there were any problems with the instruction of the class.

**B.**

Pull individuals aside to identify reasons for lack of participation.

**C.**

Inform the class that everyone needs to participate to pass the class.

**D.**

Assign small groups and give each a task.

**Answer: D**

**Explanation:**

**QUESTION NO: 191**

Which of the following is the MOST important issue to consider when identifying the target audience for a training program?

**A.**

Potential gains in participant productivity

**B.**

How much the program will cost



**C.**

The knowledge and skill of the participants

**D.**

The type of incentive to provide for completing the training

**Answer: A**

**Explanation:**

#### **QUESTION NO: 192**

An instructor notices that the classroom is extremely hot and several participants report that they are having trouble concentrating on the material. Which of the following is the BEST course of action for the instructor to take?

**A.**

Contact facilities management to try to find a prompt interim solution.

**B.**

Stay on task and use humor to distract.

**C.**

Cancel class for the remainder of the day and start fresh the next morning.

**D.**

Tell the learners they have to endure the heat and the problem will be addressed later.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 193**

When a learner leans back and crosses their arms in response to a direct question, this MOST likely indicates they:

**A.**

Know the answer but do not want to share it with the rest of the class

**B.**

Are indifferent to the question and want to be disruptive to the class

**C.**

Are uncomfortable with their knowledge of the correct answer

**D.**

Are interested, invested but considering their response carefully

**Answer: C**

**Explanation:**

#### **QUESTION NO: 194**

An instructor perceives that a learner is continually flirting with the instructor during class.

Which of the following should the instructor do to reduce the distraction level caused by the learner?

**A.**

Remove the learner immediately from the class. Report the behavior to the learner's manager.

**B.**

Avoid eye contact and continue with the class. Report the behavior to the learner's manager.

**C.**

Move the learner to a more distant location from the instructor. Report the behavior to the learner's manager.

**D.**

Discuss the behavior with the learner at a break. Report the behavior to the learner's manager.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 195**

A client requests a half-day course on a software application from an instructor. The instructor has

laptops available for rent, but the client is not interested in paying the cost. Which of the following is the BEST method to handle this situation?

**A.**

Instruct the client that the course can only be run with the laptop rental fee.

**B.**

Bring one laptop and a projector to display presentations and demonstrations.

**C.**

Increase the price of the class and say the laptop usage is free.

**D.**

Explain the best return on investment (ROI) will be realized by hands-on training.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 196**

An instructor is use to instructing experienced individuals. The instructor is delivering a class to a group of entry level learners. Which of the following will the instructor need to adjust for this specific group of learners?

**A.**

Body movements and gestures

**B.**

Technical terminology and acronyms

**C.**

Proper syntax and use of grammar

**D.**

Voice inflection and rate of speech

**Answer: B**

**Explanation:**

**QUESTION NO: 197**

On the first day an instructor administers a pre-test. The results of the test are mixed; some learners scored high and some scored low. Which of the following is an effective use of these results?

- A.**  
Modify the delivery to match the abilities of the learners.
- B.**  
Use the results as a baseline to measure learning.
- C.**  
Remove the over-qualified learners from the class.
- D.**  
Remove the under-qualified learners from the class.

**Answer: A**

**Explanation:**

**QUESTION NO: 198**

An instructor is almost finished completing a course and has a very dissatisfied learner. Which of the following would be the BEST course of action to help the learner?

- A.**  
Ask other learners if they had issues with the course.
- B.**  
Offer the learner a refund on the course,
- C.**  
Ask the learner if they had an issue with the course.
- D.**  
Invite the learner back to retake the course.

**Answer: C**

**Explanation:**

**QUESTION NO: 199**

The BEST method of recording attendance is to:

- A.**  
Compile a roster from end of class surveys.
- B.**  
Pass a roster around during introductions.
- C.**  
Call out a roster for confirmation.
- D.**  
Have learners sign the roster as they enter the class.

**Answer: C**

**Explanation:**

**QUESTION NO: 200**

Which of the following is the main advantage of using a multiple choice questionnaire when conducting training needs analysis?

- A.**  
Generates real-life data
- B.**  
Exposes the cause of performance problems
- C.**  
Allows the data to be anonymous
- D.**  
Yields data that is easily summarized and reported

**Answer: D**

**Explanation:**

### Topic 3, Volume C

#### QUESTION NO: 201

An instructor has asked the learners to perform a task. If they successfully complete the task they have demonstrated:

- A.**  
Authentic assessment
- B.**  
Learning
- C.**  
Skill transfer
- D.**  
Active listening

**Answer: C**

**Explanation:**

#### QUESTION NO: 202

In a learner-centered environment, an instructor's role should be to present information and guidance which allows learners to:

- A.**  
Decide what skills they will achieve
- B.**  
Develop their concepts around the objective
- C.**  
Decide the objectives
- D.**  
Determine how they learn

**Answer: B**

**Explanation:****QUESTION NO: 203**

An instructor is presenting a technical class through a virtual classroom. The instructor provides an essay question for the learners to verify the comprehension of the topic and asks for the answers to be posted to the instructor in private chat. After a few minutes, learners begin sending in their answers and all the responses are identical. Which of the following methods of evaluation would have been BEST to utilize in this situation?

- A.**  
Various questions to each learner individually
- B.**  
Ask probing questions to individual learners
- C.**  
Use an online multiple choice exam
- D.**  
Perform a survey of the class and the understanding of the topics

**Answer: B**

**Explanation:****QUESTION NO: 204**

An instructor is preparing the classroom for a course at an on-site location. The course material contains a video clip with sound, but the presentation computer has no sound card. Which of the following should the instructor do FIRST to maintain the delivery method intended by the course designers?

- A.**  
Ask the IT staff to install a sound card on the presentation computer before the class starts.
- B.**  
Explain the video to the class rather than play it.
- C.**

Create presentation slides before the class starts that contain screenshots from the video.

**D.**

Perform a voice-over while the video plays

**Answer: A**

**Explanation:**

#### **QUESTION NO: 205**

An instructor noticed that several learners were not paying attention, not completing the assigned tasks, and were uninterested in the topic discussed. Which of the following is the BEST action to motivate these learners?

**A.**

Assign teams for a competitive group activity.

**B.**

Stress the importance of focusing at all times.

**C.**

Move to another topic and come back to this one later.

**D.**

Send everyone on a break and resume the topic after break.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 206**

Which of the following question types should an instructor typically avoid?

**A.**

Viewpoint questions

**B.**

Open-ended questions



- C.**  
Closed-ended questions
- D.**  
Run-on questions

**Answer: D**

**Explanation:**

**QUESTION NO: 207**

During a training course an instructor invites learners to discuss how the training will benefit them. Which of the following BEST describes the skill demonstrated?

- A.**  
Engage learners to obtain input about their personal objectives and expectations
- B.**  
Engage learners to communicate learner performance objectives as indicated by course design
- C.**  
Engage learners to get their acceptance of the required training objectives and expectations
- D.**  
Engage learners to determine their prerequisite knowledge of the training course

**Answer: A**

**Explanation:**

**QUESTION NO: 208**

An instructor is conducting a three week course for a company. The learners' managers request the instructor's insight as to how the learners are progressing. The instructor needs to report to management at the end of each week. Which of the following will BEST show the progress of the learners as well as justify the instructor's opinion?

- A.**  
Invite management to observe the learners in the classroom.

**B.**

Test the skills of the learners at the end of the course to show if the course objectives were met.

**C.**

Perform individual interviews with the learners to ask how they feel their progress is coming along.

**D.**

Deliver a weekly assessment test that validates the improvement of the skills of the learners.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 209**

Which of the following is the MOST useful feedback for the curriculum in course evaluations?  
(Select TWO).

**A.**

Was it easy for the instructor to stay on topic?

**B.**

Did the flow of the course follow the objectives?

**C.**

Is the Instructor qualified to teach the material?

**D.**

What material would you add to the course?

**E.**

Where you satisfied with the course extra course material for independent study?

**Answer: B,D**

**Explanation:**

#### **QUESTION NO: 210**

A class is working on a lab that requires them to follow lengthy instructions; the instructor recognizes the pace of the class has slowed significantly and wants to ensure that all objectives

are covered. Which of the following should the instructor do?

**A.**

Manage the course flow and achieve learning objectives by asking the class to shorten their breaks and possibly return after a dinner break.

**B.**

Achieve learning objectives by demonstrating the lab to the class then have them complete the lab together.

**C.**

Group all slow learners together and offer extra assistance; have the other learners do additional labs.

**D.**

Manage the course flow and achieve learning objectives by making the lab into a contest awarding a prize for the first three to finish.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 211**

The instructor asks the learners for practical examples of how skills they are learning in the course relate to their jobs. This is an example of the instructor soliciting:

**A.**

Content expertise

**B.**

Preferred media

**C.**

A frame of reference

**D.**

Delivery methods

**Answer: C**

**Explanation:**

**QUESTION NO: 212**

An instructor is conducting a highly technical subject with a large media presentation. Just after getting started the bulb blew out on the overhead projector. Which of the following will BEST allow the class to continue without interruption?

- A.**  
Make copies of the slide presentation to hand out to the class.
- B.**  
Take a break and seek out the facility manager for assistance.
- C.**  
Tell the learners to follow along in their textbooks and not worry about the slides.
- D.**  
Dismiss the learners and reschedule for the following day.

**Answer: C**

**Explanation:**

**QUESTION NO: 213**

During a lecture an instructor constantly paces about the room making noise with a set of keys. Which of the following skills has the instructor failed to demonstrate?

- A.**  
Content expertise
- B.**  
Proper use of non-verbal communication
- C.**  
Proper use of communication and presentation skills
- D.**  
A comfortable learning environment

**Answer: C**

**Explanation:**

**QUESTION NO: 214**

Which of the following statements BEST describes 'synchronous training' when discussing Internet learning technologies?

- A.**  
Synchronous training refers to training delivered to a participant group of varied genders at the same time.
- B.**  
Synchronous training refers to training delivered to a geographically dispersed group of participants at the same time.
- C.**  
Synchronous training refers to training delivered by a skilled instructor using various collaboration tools at different times.
- D.**  
Synchronous training refers to training delivered in any classroom setting where all participants are collaborating at the same time.

**Answer: B**

**Explanation:**

**QUESTION NO: 215**

An instructor is observing participants during an exercise in a classroom environment. The MOST appropriate feedback to offer is:

- A.**  
Outline two specific things the participant did well, and one specific opportunity for improvement.
- B.**  
Spend most of the time focusing on the participants' weaknesses.
- C.**  
Focus on all the participants' positive skills in order to build esteem.

**D.**

Tell everyone that they did a really good job.

**Answer: A**

**Explanation:**

**QUESTION NO: 216**

An instructor delivers a complex topic and notices that most of the class is continuously falling behind during exercises. Which of the following is the BEST way to prevent this situation?

**A.**

Provide real-world examples in the exercises.

**B.**

Conduct pre-class assessments to determine the skill levels.

**C.**

Provide a written exam before the exercises.

**D.**

During introductions have the learners assess their knowledge.

**Answer: B**

**Explanation:**

**QUESTION NO: 217**

The MOST significant advantage of using structured exercises in a training session is that participants:

**A.**

Will benefit from exchanging information with their peers.

**B.**

Are allowed to practice and receive feedback on new skills.

**C.**

Are allowed to reflect on their skill sets.

**D.**

Will receive a lot of new information.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 218**

A lecture has been delivered that included a clear delivery of the lab material, a lab overview, lab instructions and a full participation question and answer succession. Several learners are having considerable difficulty performing the lab. Which of the following will be the MOST effective assistance the instructor can offer?

**A.**

Demonstrate steps for the lab while the learners write them down

**B.**

Ask an advanced learner to guide this group so they do not fall behind

**C.**

Patiently reiterate instructions as the questions come up

**D.**

Focus instructor attention on these learners so they do not fall behind

**Answer: A**

**Explanation:**

#### **QUESTION NO: 219**

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

**A.**

Ask each learner to stop disrupting the lecture.

**B.**

Open opportunities for learners to ask questions.

**C.**

Have the learners removed from the lecture.

**D.**

Discontinue the lecture until the learners are quiet.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 220**

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

**A.**

Slow the pace of the training down to ensure all the learners are learning at the same level.

**B.**

Maintain the same pace of the class and work individually with the less experienced learners.

**C.**

Suggest the learners retake the course again at a later time when they have more experience.

**D.**

Allow the less experienced learners to have additional lab time before or after class.

**Answer: D**

**Explanation:**

#### **QUESTION NO: 221**

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



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

**Answer: B**

**Explanation:**

**QUESTION NO: 222**

An instructor is approached by a learner that expresses fear that they will not properly understand the material and may lose their job. This fear is preventing the learner from participating in the course. Which of the following is the MOST reasonable course of action for the instructor to take?

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

**Answer: C**

**Explanation:**

**QUESTION NO: 223**

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

instructor do?

**A.**

Ask the learner to hold the question until a break and then discuss the question.

**B.**

Ask the learner to rephrase the question.

**C.**

Ask the class to rephrase the question.

**D.**

Ask the learner to research the answer and share their findings with the class.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 224**

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

**A.**

Close-ended review questions

**B.**

Pop quiz with ranking questions

**C.**

Questions about what they expect to learn next

**D.**

Probing review questions

**Answer: D**

**Explanation:**

#### **QUESTION NO: 225**

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

**A.**

Use non-verbal communication as verification.

**B.**

Ask other learners for verification of the answer.

**C.**

Ask the learner. "Did I answer your question?"

**D.**

Ask the learner to reference the technical manual for verification.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 226**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 227**

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

- A.**  
Proceed with the course at a beginner level
- B.**  
Ask the learners during introductions
- C.**  
Assume all learners' knowledge is equal
- D.**  
Administer a written pre-test

**Answer: B**

**Explanation:**

**QUESTION NO: 228**

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

- A.**  
Survey the comfort level of the learners in the class.
- B.**  
Continue on with class and ask the learners to wear more layers the next day.
- C.**  
Assure the learners that the class will end on time, and that the temperature is not that extreme.
- D.**  
Contact the facilities manager for the class and ask that the temperature be adjusted.

**Answer: A**

**Explanation:**

**QUESTION NO: 229**

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

- A.**  
Have one of the other learners inform the disruptive learner that they are affecting everyone's ability to learn.
- B.**  
Firmly tell the learner they are disrupting the class in front of the entire class.
- C.**  
Pull the learner to the side and let them know they are distracting the class.
- D.**  
Ignore the learner's comments and continue to teach the material.

**Answer: C**

**Explanation:**

**QUESTION NO: 230**

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

- A.**  
Go to the learner privately and ask if there are any questions to clarify the material.
- B.**  
Ask the learner in front of the class why they do not understanding the material.
- C.**  
Make note of the learner's facial expressions, continuing on with discussing the topic to see if they later understand the subject.

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

**Answer: A**

**Explanation:**

**QUESTION NO: 231**

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

- A.**  
Call on a specific learner to answer the question.
- B.**  
Turn the question into an exercise.
- C.**  
Rephrase the question using an appropriate frame of reference.
- D.**  
Wait a little longer until someone answers the question.

**Answer: A**

**Explanation:**

**QUESTION NO: 232**

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

- A.**  
Stand in front of the projector at the front of the classroom.
- B.**  
Sit at a desk at the back of the classroom to watch all of the learners.
- C.**

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

**D.**

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

**Answer: D**

**Explanation:**

### **QUESTION NO: 233**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: B**

**Explanation:**

### **QUESTION NO: 234**

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

**A.**

Inform the customer that updated material is available.

**B.**

Ask the learners if they want to use the old material or the new material,

**C.**

Use the present material because the learners will not know the difference.

**D.**

Modify the material to meet current standards and teach the class.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 235**

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

**A.**

Implement more real life scenarios into the instruction to make the learner more interested.

**B.**

Create a group for this learner to work with to make the learner feel more comfortable.

**C.**

Give the learner words of affirmation and tell them the instructor is available after class.

**D.**

Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 236**

During a virtual class the instructor has a learner that seems to be growing increasingly confused



and now has questions that are distracting the rest of the class. Which of the following is the BEST course of action for the instructor to take?

**A.**

Inform the class that they need to move on to new material.

**B.**

Take the learner's questions into private chat.

**C.**

Use the learner's questions to reinforce the material for the entire class.

**D.**

Recommend the learner seek outside tutoring.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 237**

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

**A.**

Directly ask the learner during the exercise if there is a problem.

**B.**

Discreetly go over to the learner and ask if help is needed.

**C.**

Call on the learner to answer a question.

**D.**

Ask an advanced learner to assist this learner.

**Answer: B**

**Explanation:**

**QUESTION NO: 238**

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

**A.**

Inform the learner that they need to research their answer.

**B.**

Correct the learner's response in a humorous manner.

**C.**

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

**D.**

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

**E.**

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

**F.**

Ask the learner to cite a reference for the answer.

**Answer: C,D,E**

**Explanation:**

**QUESTION NO: 239**

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

**A.**

Send a private message to the learner addressing this issue.

**B.**

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

**C.**

Assign outside research to the learner as independent study.

**D.**

Inform the learners that if they continue to work ahead they will be removed from the course.

**Answer: A**

**Explanation:**

**QUESTION NO: 240**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**E.**

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

**Answer: A,E**

**Explanation:**

**QUESTION NO: 241**

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

**A.**

Acknowledge and appreciate all questions asked.

**B.**

Leave questions for the end of class.

**C.**

Redirect questions to the other learners.

**D.**

Call out learners individually.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 242**

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

**A.**

Answer the learner's questions by completely verifying their understanding of the subject.

**B.**

Answer the question by referencing supporting documentation so the documents become tools.

**C.**

Preface the answer with the learning objective and referenced section of the training course.

**D.**

Create an open culture of information taken from every learner's background and job experience.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 243**

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

**A.**

To give learners a chance to think through a possible scenario

**B.**

To provide concise answers to cover all of the review material

**C.**

To gain clarity about the learners understanding of the material

**D.**

To increase participation in the review process and encourage critical thinking

**Answer: D**

**Explanation:**

#### **QUESTION NO: 244**

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

**A.**

Distracting questions from other learners

**B.**

Surroundings of the distant learner

**C.**

Inappropriate comments in chat

**D.**

Motivation of the learners in the class

**Answer: B**

**Explanation:**

#### **QUESTION NO: 245**

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

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

**Answer: C**

**Explanation:**

**QUESTION NO: 246**

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

- A.**  
Create written vocabulary quizzes for each module of the course.
- B.**  
Provide and use a reference page or glossary of terms.
- C.**  
Ask the learners to review the terms in the materials during breaks.
- D.**  
Have the learners quiz each other over the terms in the first part of class.

**Answer: B**

**Explanation:**

**QUESTION NO: 247**

An instructor is being observed while teaching a virtual class with learners from different parts of

the country. During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: D**

**Explanation:**

#### **QUESTION NO: 248**

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

**A.**

The students' education level

**B.**

The students' gender

**C.**

The students' experience

**D.**

The students' employer

**Answer: C**

**Explanation:**

**QUESTION NO: 249**

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

- A.**  
Adjust the material as necessary
- B.**  
Delay the course until other arrangements can be made
- C.**  
Cancel the course
- D.**  
Make no adjustments to the material

**Answer: A**

**Explanation:**

**QUESTION NO: 250**

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

- A.**  
A trainer should attempt to measure performance on an objective service instead.
- B.**  
Ask the controller what percentage of improvement they think the organization will experience as a result of the training.
- C.**  
Create a pre-test and deliver it at the beginning of the class and again at the end of the class.
- D.**  
Create a post-class essay question and assign the essay as a final test of the group's writing improvement.

**Answer: C**



**Explanation:**

**QUESTION NO: 251**

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

- A.**  
Teach the course as it was designed by the development team.
- B.**  
Remove the content and expand on other objectives.
- C.**  
Explain the need for the content to the organization.
- D.**  
Replace the content with an unwritten topic.

**Answer: B**

**Explanation:**

**QUESTION NO: 252**

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

- A.**  
Ignore the problem and work with the student during a break so the class is not disturbed.
- B.**  
Concentrate on getting the student's technical problem solved so they can learn with the rest of the class.
- C.**  
Try to quickly analyze the problem to resolve the issue.
- D.**  
Have another learner help the student while the instructor continues teaching.

**Answer: C**

**Explanation:**

**QUESTION NO: 253**

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

**A.**

Review or revisit call center standards.

**B.**

Create a special session just for the managers.

**C.**

Provide a cheat sheet for the add-on products.

**D.**

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

**Answer: A**

**Explanation:**

**QUESTION NO: 254**

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

**A.**

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

**B.**

Review the content again

**C.**

Explain that it will become clear later

**D.**

Solicit the class for relevant stories

**E.**

Relay anecdotes illustrating the use of the material

**Answer: D,E**

**Explanation:**

#### **QUESTION NO: 255**

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

**A.**

Website links to external websites

**B.**

Demonstrations during the session

**C.**

Close-ended questions during the session

**D.**

Host discussion areas on the website

**Answer: D**

**Explanation:**

#### **QUESTION NO: 256**

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

**A.**

Minimal use of small graphics

**B.**

Bold text fonts introducing new topic areas

**C.**

The topic of the lesson

**D.**

Use of many long videos

**Answer: D**

**Explanation:**

#### **QUESTION NO: 257**

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

**A.**

Ignore the participant completely. They should have logged in on time.

**B.**

"Welcome! Glad you decided to finally join us today. Since you missed the opening exercises, you might want to just try back another day."

**C.**

"Welcome! Please see the assistant to review what was missed."

**D.**

"Welcome! Let me briefly review the content missed. We are currently on lesson two."

**Answer: C**

**Explanation:**

#### **QUESTION NO: 258**

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

**A.**

Continue using the video because it works at other locations

**B.**

Use a few photos discussing what was covered by the video

**C.**

Provide a link to download the video before viewing

**D.**

Include the topic in the outline but skip over it in class

**Answer: C**

**Explanation:**

#### **QUESTION NO: 259**

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

**A.**

Computer-generated printouts of the material

**B.**

Video podcasts of the training sessions

**C.**

Audio files explaining the processes in the class

**D.**

Virtual training sessions providing a comfortable environment

**Answer: A**

**Explanation:**

#### **QUESTION NO: 260**

A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the trainer senses a change in facial expression and body language from one

student. Which of the following is the MOST appropriate action for the trainer to take?

**A.**

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

**B.**

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

**C.**

Approach the student immediately and ask if everything is alright

**D.**

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 261**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

Re-create the graphic using another software tool.

**Answer: C**

**Explanation:**

**QUESTION NO: 262**

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

- A.**  
Cover it just like the other material
- B.**  
Use a monotone delivery method
- C.**  
Change the pitch of delivery
- D.**  
Highlight in the instructor's manual
- E.**  
Use more pronounced hand gestures

**Answer: C,E**

**Explanation:**

**QUESTION NO: 263**

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

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

**Answer: C**

**Explanation:**

**QUESTION NO: 264**

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

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

**Answer: B**

**Explanation:**

**QUESTION NO: 265**

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

- A.**  
Continue to conduct the training session
- B.**  
On a break talk to the student in private
- C.**  
During introductions ask all the students about their personal relationships
- D.**



Inquire about the student to ensure they are not in a relationship

**Answer: A**

**Explanation:**

**QUESTION NO: 266**

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

**A.**

Inform the student that their actions are inappropriate and they should stop.

**B.**

Attempt to determine if a word used during training has a different meaning locally.

**C.**

On break, report the behavior to the training center for proper disciplinary actions.

**D.**

Tell a humorous story to achieve a bigger laugh.

**Answer: B**

**Explanation:**

**QUESTION NO: 267**

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

**A.**

The instructor is establishing credibility and using appropriate communication skills.

**B.**

The instructor should avoid using jargon and acronyms before explaining them because it could confuse the learners.

**C.**  
The instructor is establishing credibility but is not using appropriate communication skills.

**D.**  
By using jargon and acronyms the instructor is being arrogant and showing off their skill level in the subject matter.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 268**

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

**A.**  
Suggest supplemental training resources at the end of class.

**B.**  
Inform the learners of the important information and that it will be added to the course material in the future.

**C.**  
Purchase additional training resources and incorporate them into the class.

**D.**  
Contact the course designer and recommend adding the additional material.

**Answer: A**

**Explanation:**

#### **QUESTION NO: 269**

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

trainer is to:

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

**Answer: A**

**Explanation:**

#### **QUESTION NO: 270**

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

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

**Answer: B**

**Explanation:**

#### **QUESTION NO: 271**

An instructor is using an example where the students are contractors for an organization and have been brought in to perform a specific task. The instructor then begins to question the students regarding the example. This is using which of the following questioning types?

- A.**  
Clarifying
- B.**  
Probing
- C.**  
Closed-ended
- D.**  
Hypothetical

**Answer: D**

**Explanation:**

#### **QUESTION NO: 272**

Which of the following describes a high-order question type?

- A.**  
An instructor asks a specific student a question.
- B.**  
An instructor tells a fictitious story to illustrate an example.
- C.**  
An instructor asks how many steps are in a process.
- D.**  
An instructor asks learners to compare and contrast two elements.

**Answer: D**

**Explanation:**

**QUESTION NO: 273**

An online exam has just begun in a classroom setting. The instructor notices that a student has not started the exam and is avoiding eye contact. The student is MOST likely:

- A.**  
Cheating
- B.**  
Confused
- C.**  
Angry
- D.**  
Focused

**Answer: B**

**Explanation:**

**QUESTION NO: 274**

The BEST way to get learners to contribute to a discussion is to:

- A.**  
Listen to what the learners are saying.
- B.**  
Provide handouts to learners.
- C.**  
Set expectations at the beginning of the course.
- D.**  
Encourage learners to ask questions.

**Answer: D**

**Explanation:**

**QUESTION NO: 275**

It is obvious that the class is becoming uninterested in the material being taught. Which of the following is the BEST way to remedy the situation?

**A.**

Provide more notes on the content.

**B.**

Provide links to a website with more information on the material.

**C.**

Provide detailed review of the material.

**D.**

Provide tangible rewards for correct answers.

**Answer: D**

**Explanation:**

**QUESTION NO: 276**

Allowing the learners to generate a scenario is an example of:

**A.**

Closed questions.

**B.**

Hypothetical questioning.

**C.**

Higher-order questioning.

**D.**

Probing questions.

**Answer: B**

**Explanation:**

**QUESTION NO: 277**

Which of the following is a reason that none of the learners respond to a trainer's closed-ended question?

**A.**

Learners may not know the answer to the specific question.

**B.**

The question was not directed to a specific student to answer.

**C.**

The trainer is pausing too long for a response.

**D.**

Closed-end questions do not require answers.

**Answer: A**

**Explanation:**

**QUESTION NO: 278**

Which of the following is a reason learners are NOT responding to questions from a trainer?

**A.**

The trainer is an expert and the learners do not have questions.

**B.**

Only open-ended questions are being asked and learners do not know the specific answers.

**C.**

The trainer is providing positive feedback when questions are asked.

**D.**

The trainer is not pausing long enough before answering the questions themselves.

**Answer: D**

**Explanation:**

**QUESTION NO: 279**

Which of the following methods should be used to positively motivate students in a mandatory training session?

- A.**  
Create empathy with the students by stating you do not want to be there either.
- B.**  
Allow students to determine their break times to provide them a feeling of control.
- C.**  
Rush through the material so that the class ends early.
- D.**  
Inform students that their participation in the class will be evaluated and reported.

**Answer: B**

**Explanation:**

**QUESTION NO: 280**

An instructor is tasked with adding more interaction to an online synchronous program. Which of the following is the MOST important factor for the instructor to consider?

- A.**  
Physical location of the students
- B.**  
Using more email exchanges
- C.**  
Variation of learning activities
- D.**  
The holiday schedule

**Answer: C**

**Explanation:**



**QUESTION NO: 281**

During a synchronous class, a participant is presenting when the participant's dog begins to bark. Which of the following should the instructor do to BEST eliminate the distraction?

- A.**  
Mute the participant and use private chat to ask if they are ready to proceed
- B.**  
Laugh audibly and then comment that the instructor's dog also barks during sessions
- C.**  
Allow the distraction to continue until the participant is finished presenting the point
- D.**  
Interrupt the participant mid-sentence and scold the participant

**Answer: A**

**Explanation:**

**QUESTION NO: 282**

After completing a block of instruction, the instructor notices students nodding and posing hypothetical questions with answers. This MOST likely indicates which of the following?

- A.**  
The students need to hear the entire lesson again
- B.**  
The students understand the material
- C.**  
The students are confused on the material
- D.**  
The students need a review on the instruction block

**Answer: B**

**Explanation:**

**QUESTION NO: 283**

Which of the following should an instructor be sure to include in the introduction of a beginner's class?

- A.**  
The instructor evaluation form
- B.**  
The course evaluation form
- C.**  
The employment opportunities
- D.**  
The outline for the first lesson

**Answer: D**

**Explanation:**

**QUESTION NO: 284**

The trainer assigns a lab and then wanders around the room observing the students. The trainer makes comments or helps students some of the time. Which of the following would be the BEST feedback for a student who has finished the lab early without difficulties?

- A.**  
Ask the student to describe to the class how the lab ties in with the topic
- B.**  
Ignore the student; other students need more help
- C.**  
Watch the student in future labs to ensure no cheating is occurring
- D.**  
Quietly comment on how the student has done a good job

**Answer: D**

**Explanation:**

**QUESTION NO: 285**

A class has just finished a group assignment. To save time and generate immediate feedback, the instructor has the groups exchange the assignments for grading. This is an example of:

- A.**  
Providing opportunities for learner and group banter.
- B.**  
Encouraging interactions respectful of individual learners.
- C.**  
Reconciling learner discrepancies as a group.
- D.**  
Communicating learner performance with other groups.

**Answer: B**

**Explanation:**

**QUESTION NO: 286**

The phrase "I can do this, if they can" represents which of the following forms of motivation?

- A.**  
Building a model of success socially
- B.**  
Exploitation of personal interests
- C.**  
Using criterion-referenced learning
- D.**  
Utilization of situational awareness

**Answer: A**

**Explanation:**

**QUESTION NO: 287**

In the following scenario, the learners all scored well on the exit assessment. However, upon returning to work, the learners were unable to use any of the learned processes. Which of the following BEST represents the information transfer?

- A.**  
Teaching how but not why
- B.**  
Poor managerial support
- C.**  
Success in problem-solving training
- D.**  
Recall in hypothetical situations

**Answer: A**

**Explanation:**

**QUESTION NO: 288**

On the first day of a course, the trainer realizes that a friend is taking the course. Which of the following actions should the trainer take?

- A.**  
Proceed with the course; no additional action is required
- B.**  
Avoid eye contact during the course
- C.**  
Have the friend reschedule their course
- D.**

During introductions inform the students of the situation

**Answer: A**

**Explanation:**

**QUESTION NO: 289**

During a virtual class session, the trainer is having issues with learners speaking at the same time during a discussion. Which of the following actions should the trainer take?

- A.**  
Disable the chat feature to avoid interruptions by learners
- B.**  
Review the policy on proper etiquette for online chat
- C.**  
Post the lesson online for learners to view
- D.**  
Have learners podcast their comments to the instructor

**Answer: B**

**Explanation:**

**QUESTION NO: 290**

Which of the following is the BEST way to motivate and reinforce learners?

- A.**  
Probe learners for information
- B.**  
Tell stories during the class
- C.**  
Use a variety of techniques during training

**D.**  
Provide end-of-course exams

**Answer: C**

**Explanation:**

**QUESTION NO: 291**

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A.**  
Open
- B.**  
Clarifying
- C.**  
Closed
- D.**  
Probing

**Answer: C**

**Explanation:**

**QUESTION NO: 292**

An instructor has almost finished discussing a new topic when a learner is observed making unusual facial expressions. The instructor's BEST response is to:

- A.**  
Determine and apply appropriate motivational strategies for the learner.
- B.**  
Wait and monitor learner progress during training.
- C.**

Confirm the communication identifies the need for clarification or feedback.

**D.**

Maintain a consistent behavior with all learners.

**Answer: C**

**Explanation:**

**QUESTION NO: 293**

An instructor needs to actively facilitate learning by: (Select TWO).

**A.**

Making the training relevant to the learner and their job.

**B.**

Showing how the training will benefit the learners.

**C.**

Allowing the learners to set their own goals.

**D.**

Guiding their time to get the most out of the class.

**E.**

Lecturing as the primary form of course communication.

**Answer: A,B**

**Explanation:**

**QUESTION NO: 294**

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

**A.**

Determine and apply appropriate motivational strategies for individual learners.

**B.**

Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.

**C.**

Control the flow and timing of the course based on learner needs ensuring that objectives are covered.

**D.**

Monitor learner comfort level during the use of participatory activities.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 295**

While teaching a class the instructor constantly notices a learner is straining to see the information on the whiteboard and is looking frustrated. The instructor asked the class if everyone understands the material, and the learners confirmed that they all understand the material. Which of the following can the instructor do to improve the learning opportunities for the frustrated learner? (Select TWO).

**A.**

Ask the learner to sit closer to the whiteboard so it can be seen easier.

**B.**

Approach the learner during lunch to see if the material is being understood.

**C.**

Ask one of the advanced learners to check on the frustrated learner.

**D.**

Give the learner homework to see if they understand the lesson.

**E.**

Call the learner to the front of the class to explain some of the material.

**Answer: A,B**

**Explanation:**



**QUESTION NO: 296**

During a training class, a few aggressive learners continued to dominate the question and answer sessions. Which of the following is the FIRST course of action for the instructor to take?

**A.**

Talk to the learners on break and reprimand them.

**B.**

Do not make eye contact with these learners when looking for answers.

**C.**

Ignore the learners so they will know not to answer the questions anymore.

**D.**

Tell the learners to give other learners a chance.

**Answer: B**

**Explanation:**

**QUESTION NO: 297**

The only advanced learner is polite but obviously bored. Which of the following is the BEST way to improve the learner's class experience?

**A.**

Ask the learner if they would like to assist in room preparation and class documentation.

**B.**

Ask the learner if they would like to prepare to teach a lecture of the class.

**C.**

Ask the other learners to quiz the expertise of the advanced learner.

**D.**

Ask the learner to cite real world examples to use in class.

**Answer: D**

**Explanation:**

**QUESTION NO: 298**

A company is hosting a major training event which several other companies have been invited to attend. The instructor is onsite and has already started the training. All of a sudden, the fire alarm goes off and everyone is instructed to leave the facility. After a 30-minute delay, everyone is instructed to reenter the building. Which of the following actions is the BEST way for the instructor to get the training back on schedule?

- A.**  
Keep the learners 30 minutes longer to make up the training
- B.**  
Reschedule the training for another day
- C.**  
Continue the training as scheduled and do not make it up
- D.**  
Adjust the schedule to allow 30 minutes for lunch instead of one hour

**Answer: D**

**Explanation:**

**QUESTION NO: 299**

A trainer read that frequent evaluations are considered better for evaluating student progress than a single exam at the end of the course. Which of the following would be the BEST example of such evaluations?

- A.**  
Student labs led by the instructor during class
- B.**  
The trainer's mental notes about the students' ability
- C.**  
The trainer evaluation form filled out by the students
- D.**  
Short tests developed by the trainer

**Answer: D**

**Explanation:**

**QUESTION NO: 300**

From the surveys, which of the following measurement tools will give the trainer the MOST meaningful assessment on how successful a course was to a particular audience?

- A.**  
True/false questions
- B.**  
The Likert scale
- C.**  
Open-ended questions
- D.**  
The comment section

**Answer: D**

**Explanation:**

**Topic 4, Volume D**

**QUESTION NO: 301**

An instructor has just completed a five-day technical seminar. Which of the following would be the BEST post-course support method to communicate with learners?

- A.**  
Electronic newsletter
- B.**  
Blog
- C.**  
Email

**D.**  
Telephone

**Answer: C**  
**Explanation:**

**QUESTION NO: 302**

A class is even more unresponsive than usual. The trainer would like to find out what the students are learning. Which of the following is the BEST approach in this situation?

- A.**  
Give the students a paper quiz.
- B.**  
Ask students at breaks if they are learning anything.
- C.**  
Ask the students probing questions by name.
- D.**  
Send a message to their managers explaining they are not responding.

**Answer: C**  
**Explanation:**

**QUESTION NO: 303**

Which of the following exam types is BEST for objective grading?

- A.**  
Ranked
- B.**  
Essay question
- C.**  
Multiple-choice

**D.**

Short answer

**Answer: C**

**Explanation:**

**QUESTION NO: 304**

When writing assessment items which of the following should a trainer do?

**A.**

Use easy grading by creating patterns in multiple-choice assessments.

**B.**

Provide unnecessary details to ensure learners understand the information.

**C.**

Ensure there are an equal number of items for matching questions.

**D.**

Create concise questions without repetition of leading words in answers.

**Answer: D**

**Explanation:**

**QUESTION NO: 305**

In order to determine a learners understanding of a specific topic or procedure, which of the following demonstrates the GREATEST understanding?

**A.**

Ask the learner a close-ended question to determine their understanding of the topic or procedure.

**B.**

Ask the group a question to determine their understanding of the topic or procedure.

**C.**

Have the learner demonstrate the procedure while describing each step to determine their

understanding.

- D.**  
Have the learners take a quiz to determine their understanding of the topic or procedure.

**Answer: C**

**Explanation:**

**QUESTION NO: 306**

A new trainer is continually receiving poor evaluation scores. Which of the following is the MOST effective way of evaluating overall performance to improve scores?

- A.**  
Send the trainer to a Train-The-Trainer workshop for the content area being taught.
- B.**  
Record video of a class and evaluate it with a more experienced instructor.
- C.**  
Record audio of a class and evaluate it with a more experienced instructor.
- D.**  
Discuss the metrics that are currently being used and provide additional measures of performance.

**Answer: B**

**Explanation:**

**QUESTION NO: 307**

An instructor has been asked to develop a customized training course for a company. Which of the following should the instructor do FIRST?

- A.**  
Purchase the equipment and material needed for the training course.
- B.**

Conduct a needs assessment with the company managers.

**C.**

Develop the training course and then ask the company to review it for accuracy.

**D.**

Ask for a list of personnel that will be attending the training.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 308**

An instructor does not receive any paperwork on the students in the class until the last minute, therefore not allowing an assessment of their current skill level. Which of the following is the BEST way to proceed?

**A.**

Begin the class assuming an advanced skill level

**B.**

Guide the introduction portion to attain personal information

**C.**

Delay the class until the information has been reviewed

**D.**

Begin the class assuming a basic skill level

**Answer: D**

**Explanation:**

#### **QUESTION NO: 309**

During a training session, a bulb goes out in the overhead projector. Which of the following is the BEST way to handle this situation?

**A.**

Continue with the class as though nothing happened.

**B.**

Put the class on break and notify the appropriate personnel.

**C.**

Refuse to continue until the situation can be fixed.

**D.**

Skip ahead to material that does not require the projector.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 310**

An instructor is preparing to teach a virtual class that requires students to download two large files in order to participate in class. Which of the following is the BEST way to handle the situation?

**A.**

At the end of the first day, make sure students receive a link to the files so that they can download them.

**B.**

Provide students with a link to the files so that they can download them when needed.

**C.**

Make sure an email is sent with a link to the location with instructions to download before class starts.

**D.**

During class introduction, ensure that students receive a link to the files so that they can download them.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 311**



The client has provided third party training materials to use during a class. The trainer notices that several outcomes for the training are not covered in the material. Which of the following should the trainer do to prepare to teach the course?

- A.**  
Inform the students they will need to learn material not covered.
- B.**  
Research and provide supplemental materials approved by the client.
- C.**  
Purchase another vendor's materials and add it to the client's bill after the training.
- D.**  
Create a course outline that includes material not covered in the outcomes.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 312**

Students in a class complain about the temperature of the room. The client expressed that they wanted the room colder so that students would be more alert during the class. Which of the following actions should the trainer take?

- A.**  
Tell the students the client wants it colder and suggest the use of jackets.
- B.**  
Express to the client that the temperature should be raised.
- C.**  
During a break, purchase a heater and put it in the room.
- D.**  
Block the cold air vents to raise the temperature of the room.

**Answer: B**

**Explanation:**

**QUESTION NO: 313**

During a course, the students express the need for additional training on a specific topic. Which of the following should the trainer do FIRST?

- A.**  
Determine if there is time in the current course to cover the topic and add the topic if possible.
- B.**  
Extend the course an additional day and provide students the time to adjust their travel arrangements.
- C.**  
Inform the client that the students will need an additional course and request the funds to design it.
- D.**  
Dismiss the students since the topic was not in the original course and continue training.

**Answer: A**

**Explanation:**

**QUESTION NO: 314**

Performing a needs assessment with an audience directly relates to:

- A.**  
Future content and training outcomes.
- B.**  
The development of media relevant content.
- C.**  
The course objectives and goals.
- D.**  
Assessing the learner's current skills and abilities.

**Answer: D**

**Explanation:**

**QUESTION NO: 315**

An instructor has developed a customized virtual training course for a company. The instructor has procured all of the equipment and materials, and all tests have been successful. Which of the following should the instructor do NEXT?

- A.**  
Conduct research on the company
- B.**  
Send login information to the learners
- C.**  
Determine the training needs of the company
- D.**  
Ask the learners to complete a course evaluation

**Answer: B**

**Explanation:**

**QUESTION NO: 316**

A trainer delivers a course, leaving out information. Delivering a course in this fashion can lead to:

- A.**  
Learner satisfaction.
- B.**  
Better student evaluations.
- C.**  
Consolidation of the course objectives.
- D.**  
Learner confusion.

**Answer: D**

**Explanation:**

**QUESTION NO: 317**

Which of the following should a trainer perform prior to a training session that will utilize a book that they have not used in the past?

- A.**  
Request the client to use a known book
- B.**  
Search the publishers' website for current errata
- C.**  
Postpone the session
- D.**  
Contact the book author requesting changes to the book

**Answer: B**

**Explanation:**

**QUESTION NO: 318**

Which of the following should a virtual trainer do to build a personal connection between the students in the class?

- A.**  
Use jokes to build a personal connection to the learners.
- B.**  
Post evaluation scores to encourage competition.
- C.**  
Add the students to the trainer's personal social networks.
- D.**  
Have students post a photo or avatar to represent themselves.

**Answer: D**

**Explanation:**

**QUESTION NO: 319**

After performing a needs assessment, the trainer determines that the audience's skills and talents do not coincide with the training that the organization is requesting. The audience's skill level is inadequate and it is not possible to move forward with the curriculum suggested by the organization. Which of the following would be the BEST approach for the trainer?

- A.**  
Work with the most competent individuals and ask them to assist others.
- B.**  
Initiate training and try to compensate for the skill deficiencies throughout the lecture.
- C.**  
Initiate training ignoring the original course design and train on the skills that they currently need.
- D.**  
Report the finding to the organization and suggest another training strategy.

**Answer: D**

**Explanation:**

**QUESTION NO: 320**

While preparing to deliver a new course, the instructor notices several areas that could be confusing. Which of the following is the BEST way for the instructor to introduce these sections to the learners?

- A.**  
Identify the developer of this topic.
- B.**  
Contact the course developer for corrections.
- C.**  
Create a supplement to the existing material.
- D.**  
Integrate more probing questions to the learners.

**Answer: C**

**Explanation:**

**QUESTION NO: 321**

Fifteen minutes before class is to start, a trainer realizes there is no overhead projector or screen to deliver the presentation. Which of the following solutions will minimize impact to the learning experience while minimizing class delay and cost?

**A.**

Make paper copies of the presentation to distribute to the class.

**B.**

Rent a projector and screen to deliver the presentation.

**C.**

Refuse to deliver the training course because the environment does not meet the requirements.

**D.**

Explain that a great presentation was prepared but a lecture approach will be used.

**Answer: A**

**Explanation:**

**QUESTION NO: 322**

Which of the following methods of delivery allows the learner to act out aspects of the course topics?

**A.**

Role playing

**B.**

Brainstorming

**C.**

Lecture

**D.**

Demonstration

**Answer: A**

**Explanation:**

**QUESTION NO: 323**

A trainer gave a one-hour, continuous lecture on a technical topic to a diverse audience. Many learners were lost and therefore became disgruntled and uninterested. The BEST approach for delivering the content would have been to:

- A.**  
Cut the lecture in half and offer virtual content for self-paced learning.
- B.**  
Hold a discussion period first, then lecture for the remaining time.
- C.**  
Segment the lecture into two 30-minute blocks.
- D.**  
Engage learners using various learning activities within the hour.

**Answer: D**

**Explanation:**

**QUESTION NO: 324**

Which of the following is the GREATEST drawback in implementing streaming videos to enhance learning and engage the audience?

- A.**  
Internet speed
- B.**  
Volume control
- C.**

Sound quality

**D.**

Video quality

**Answer: A**

**Explanation:**

#### **QUESTION NO: 325**

Which of the following is a disadvantage of using handouts?

**A.**

Some students will be able to find pertinent information

**B.**

Some students think handouts take the place of note taking

**C.**

Students are more likely to pay attention to the presentation

**D.**

Students who peruse the handout might think of questions to ask

**Answer: B**

**Explanation:**

#### **QUESTION NO: 326**

Which of the following should a trainer do if they need to hold training sessions once a week during a ten-week period, but also need to travel out of state during two of those weeks?

**A.**

Skip the material during the two out-of-state weeks

**B.**

Extend the training to 12 weeks and hold two sessions a week



**C.**

Hold virtual training sessions when needed

**D.**

Cancel the class until a ten-week period can be arranged

**Answer: C**

**Explanation:**

**QUESTION NO: 327**

A classroom instructor wants to deliver an exam using the Internet-enabled computers in the classroom. The instructor wants students to have access to the exam only from the classroom on a specific date and time. Which of the following will accomplish these goals?

**A.**

Make the exam available just before it is to be taken.

**B.**

Set a password to open the exam during class time.

**C.**

Make the exam available only on the date specified.

**D.**

Ask students to keep the password a secret.

**Answer: B**

**Explanation:**

**QUESTION NO: 328**

An instructor is teaching a course to learners with limited experience. During the course, one learner asks the instructor to further explain a concept that was just taught. Which of the following provides the MOST effective way for the instructor to respond? (Select TWO).

**A.**

Provide the learner with an additional handout during the class

**B.**

Tell the learner to conduct additional research after the class

**C.**

Ask one of the other learners to provide the explanation

**D.**

Use the concept in a personal story to enhance the learner's understanding

**E.**

Probe the learner to clarify the level of confusion on the topic

**Answer: D,E**

**Explanation:**

#### **QUESTION NO: 329**

Which of the following media should a trainer use to provide the objectives to students in a virtual course?

**A.**

Direct the students to the publisher's website

**B.**

Email the material to the students

**C.**

Provide handouts to the students

**D.**

Post the objectives in the front of the classroom

**Answer: B**

**Explanation:**

#### **QUESTION NO: 330**

A learner profiles as a traditional learner, but interactions with the instructor are very important to the learner to ensure that their specific learning needs are addressed. Which of the following

delivery methods would be BEST for this learner?

- A.**  
Brainstorm
- B.**  
Lecture
- C.**  
Role play
- D.**  
Virtual

**Answer: B**

**Explanation:**

**QUESTION NO: 331**

Which of the following formats is MOST effective when using the polling function in synchronous virtual classrooms?

- A.**  
Matching
- B.**  
Fill in the blank
- C.**  
Multiple choice
- D.**  
Essay function

**Answer: C**

**Explanation:**

**QUESTION NO: 332**

Which of the following would be BEST used with tactile learners?

- A.**  
Implied agreement
- B.**  
Hands-on activities
- C.**  
Audio recordings
- D.**  
Teacher demonstrations

**Answer: B**

**Explanation:**

**QUESTION NO: 333**

In an asynchronous learning environment, the instructor should avoid:

- A.**  
Integrating typed text into visuals.
- B.**  
Explaining online visuals using jargon.
- C.**  
Combining visuals with audio.
- D.**  
Using visual props during presentations.

**Answer: B**

**Explanation:**

**QUESTION NO: 334**

During a training session, the trainer becomes aware that a student in the first row of the class appears to be having difficulty viewing material displayed on the screen in the front of the classroom. Which of the following actions should the trainer perform FIRST?

- A.**  
Stop using the screen to present the slides for class
- B.**  
Discontinue using the slides
- C.**  
On the next break print out the slides for the students
- D.**  
Turn the lights off in the classroom to allow better viewing of the slides

**Answer: C**

**Explanation:**

#### **QUESTION NO: 335**

While delivering a course, the trainer notices that the examples included with the pre-written material are less than adequate. Which of the following would be the MOST appropriate action for the trainer to take?

- A.**  
Create spontaneous examples as needed
- B.**  
Incorporate commercial third-party material as deemed appropriate
- C.**  
Replace the material with another vendor's material
- D.**  
Deliver the material as intended by the developer

**Answer: A**

**Explanation:**

**QUESTION NO: 336**

Which of the following is a non-verbal communication method an instructor should use?

- A.**  
Eye contact
- B.**  
Proper use of jargon
- C.**  
Correct vocabulary
- D.**  
Voice intonation

**Answer: A**

**Explanation:**

**QUESTION NO: 337**

A student insists on asking advanced non-relevant questions during class. The instructor believes the student is challenging their knowledge. Which of the following shows how the instructor would BEST handle the situation?

- A.**  
Address the issue in private with the student at the next break.
- B.**  
Address the issue by removing the student from the classroom.
- C.**  
Address the issue publicly in front of the class.
- D.**  
Address the issue by ignoring the student.

**Answer: A**

**Explanation:**

**QUESTION NO: 338**

A student makes several mistakes while working on a computer-based lab. The trainer should:

**A.**

Assist the student in repeating the lab.

**B.**

Complete the lab for the student to keep the pace of the class.

**C.**

Explain to all students the mistakes that were made.

**D.**

Restart the student's computer to see if that fixes the problem.

**Answer: A**

**Explanation:**

**QUESTION NO: 339**

The trainer is teaching a class unexpectedly comprised of students who speak a different language than the instructor. By the first break it is obvious many of the students are having trouble understanding the instruction. Which of the following is the NEXT step for the trainer?

**A.**

Be sure to enunciate all appropriate jargon and acronyms so the students learn the material

**B.**

Speak very slowly and distinctly so the students cannot misunderstand

**C.**

Reschedule the class until proper accommodations can be made for the students

**D.**

Speak with those who arranged for the class to discuss appropriate options

**Answer: D**

**Explanation:**

**QUESTION NO: 340**

While facilitating learning, the trainer must:

- A.**  
continue talking while writing on the board to maximize time.
- B.**  
use abbreviations on the board when possible to save time while instructing.
- C.**  
use technical jargon when possible to gain rapport with the learners.
- D.**  
use correct vocabulary, grammar, and syntax in both verbal communication and board writing.

**Answer: D**

**Explanation:**

**QUESTION NO: 341**

A problem occurs while delivering a course. The trainer was not prepared for this problem and needs to maintain credibility with the class. The trainer should:

- A.**  
Continue training as if nothing happened.
- B.**  
Make the problem a learning moment.
- C.**  
Blame other members of the training team.
- D.**  
Fault the training materials for the problem.

**Answer: B**

**Explanation:**



**QUESTION NO: 342**

During a class, a student points out that one of the procedures that was explained has recently changed and the wrong steps are being taught. Which of the following should the trainer do to maintain an expert status with the class?

**A.**

On a break verify the information and inform the class of the findings.

**B.**

Inform the class the student is incorrect.

**C.**

Ask the student if they are an expert and let them know not to interrupt.

**D.**

Inform the client that they need to change their material to match the procedure.

**Answer: A**

**Explanation:**

**QUESTION NO: 343**

A trainer overhears students talking about the last class and how unqualified the trainer was for that class. Which of the following should the trainer do to establish credibility?

**A.**

Find out who the last trainer was and inform the trainer not to work for the client anymore.

**B.**

Let the client know about the conversation and have them reassure the students.

**C.**

Approach the students and tell them the last trainer was new and is no longer working for the company.

**D.**

During the introductions to the class, present certifications and credentials.

**Answer: D**

**Explanation:**

**QUESTION NO: 344**

Which of the following are the BEST methods for assessing learners' knowledge of an objective when their work entails life-or-death decision-making skills? (Select TWO).

- A.**  
Scenario-based learning
- B.**  
Course surveys
- C.**  
Teach back
- D.**  
Situational interest
- E.**  
Exclusion from a list

**Answer: A,C**

**Explanation:**

**QUESTION NO: 345**

The BEST way for an instructor to provide an introduction to the course content is to:

- A.**  
Hand out course evaluations.
- B.**  
Summarize the topics discussed.
- C.**  
Conduct a course overview.
- D.**

Give examples on specific topics.

**Answer: C**

**Explanation:**

**QUESTION NO: 346**

During a training session, a learner asks an instructor an irrelevant question regarding politics. Which of the following BEST indicates how the instructor should respond?

- A.**  
Ask another learner to answer the question
- B.**  
Conduct a group discussion
- C.**  
Answer the learner's question
- D.**  
Explain politics is not applicable to the discussion

**Answer: D**

**Explanation:**

**QUESTION NO: 347**

An analogy in a classroom setting is the:

- A.**  
Use of information in terms of existing experiences.
- B.**  
Only instance where humor is accepted.
- C.**  
Insertion of examples the learners are unfamiliar with.

**D.**

Way to concentrate all learners on the objective.

**Answer: A**

**Explanation:**

**QUESTION NO: 348**

A trainer is suspecting that a specific learner is not grasping the material that was just covered. Which of the following question types would BEST determine this student's comprehension?

**A.**

Clarifying question

**B.**

Direct question

**C.**

Open question

**D.**

Probing question

**Answer: B**

**Explanation:**

**QUESTION NO: 349**

Which of the following is an advantage to using the probing question type?

**A.**

It allows learners to think more deeply on the topic.

**B.**

It allows the trainer to silence a chatty student.

**C.**

It gives learners the chance to learn from each other.

**D.**

It allows learners to test their understanding of the topic.

**Answer: A**

**Explanation:**

**QUESTION NO: 350**

Working independently, several learners are completing a computer lab assignment. One learner wants to know when an advanced topic related to the lab will be covered in the course. Which of the following should be the instructor's response?

**A.**

Tell the learner that you are unsure but will email the learner with the answer.

**B.**

Tell the learner when the topic will be covered.

**C.**

Direct the learner to consult another student.

**D.**

Ask the learner why it is important to have this information.

**Answer: B**

**Explanation:**

**QUESTION NO: 351**

Last week, a trainer completed lecturing on a topic. This week, a learner asks a question related to last week's topic. Which of the following techniques should be used when attempting to encourage learners to answer questions themselves?

**A.**

Use closed questions

**B.**

Refer to online references

**C.**

Ask probing questions

**D.**

Review last week's material

**Answer: C**

**Explanation:**

**QUESTION NO: 352**

A trainer asks each learner to present a different chapter of the textbook in front of the class. During one presentation, another learner asks the presenter a question that the presenter cannot answer. Which of the following is the BEST action from a trainer who strives to involve all learners?

**A.**

The trainer asks a specific learner to answer the question.

**B.**

The trainer asks if anyone in the class knows the answer.

**C.**

The trainer answers the question.

**D.**

The trainer asks all learners to read a specific page in the textbook.

**Answer: B**

**Explanation:**

**QUESTION NO: 353**

An instructor is lecturing a class shortly after lunch. Learners are starting to appear restless and are paying less attention to the instructor. Which of the following is the BEST action for the instructor to take?

**A.**

Give the learners a break so they refresh themselves

**B.**

Ask learners if they have any questions about the material

**C.**

Conduct a review of the material to assess what the learners have retained

**D.**

Use a variety of delivery methods to reinforce training and motivate learners

**Answer: D**

**Explanation:**

#### **QUESTION NO: 354**

A student has incorrectly answered a trainer's question. Which of the following responses should the trainer use? (Select TWO).

**A.**

Try to clarify the question based on the student's answer

**B.**

Provide hints that will help the student see what was really desired

**C.**

Explain how clearly wrong the answer is

**D.**

Do not ask any further questions and continue on with the class

**E.**

Ask if any other students are more intelligent and can answer correctly

**Answer: A,B**

**Explanation:**

#### **QUESTION NO: 355**

Which of the following virtual tools would be BEST for students in an online synchronous class to indicate they have a question?

**A.**

Click the No button

**B.**

Call the tech support line to forward the question

**C.**

Email the question to the instructor

**D.**

Send the question over the chat line

**Answer: D**

**Explanation:**

#### **QUESTION NO: 356**

Which of the following questioning types would be used to compare and contrast a complex concept?

**A.**

Closed

**B.**

Clarifying

**C.**

Open

**D.**

Higher order

**Answer: D**

**Explanation:**



**QUESTION NO: 357**

When facilitating a group discussion, the trainer must: (Select TWO).

- A.**  
Put learners together who do not cooperate.
- B.**  
Handle disruptions discreetly.
- C.**  
Encourage respectful interactions.
- D.**  
Abruptly interrupt any conversations that go off topic.
- E.**  
Give close-ended questions to groups.
- F.**  
Put learners of the same level together.

**Answer: B,C**

**Explanation:**

**QUESTION NO: 358**

The MOST effective technique for encouraging learners to interact and share ideas, while attaining the objectives of the course and developing learner confidence, is to facilitate a(n):

- A.**  
Classroom debate.
- B.**  
Group dynamic.
- C.**  
Discussion group.
- D.**  
Online lecture.

**Answer: B**

**Explanation:**

**QUESTION NO: 359**

An instructor is assigned to deliver training with several objectives that require a team approach. Which of the following seating configurations would BEST encourage participants to work together in teams?

- A.**  
Round tables
- B.**  
U-shaped seating
- C.**  
Assigned classroom seating
- D.**  
Rectangular tables

**Answer: A**

**Explanation:**

**QUESTION NO: 360**

In an asynchronous learning environment:

- A.**  
the learner is allowed to learn at their own pace without time constraints.
- B.**  
the learner and the instructor must be located within the same classroom at the same time.
- C.**  
a combination of live classroom and live on-line learning are utilized.
- D.**  
the learner and the instructor work together using various Internet technologies.

**Answer: A**

**Explanation:**

**QUESTION NO: 361**

A spirited discussion begins among the learners, centered on the lecture topic. Which of the following should the instructor do?

- A.**  
Do nothing to allow for natural group dynamics
- B.**  
Correct learners who have differing opinions
- C.**  
Ask the learners to stop the discussion
- D.**  
Use active listening to manage the discussion

**Answer: D**

**Explanation:**

**QUESTION NO: 362**

Two students begin questioning an instructor at the same time. Which student should be allowed to proceed FIRST?

- A.**  
The instructor should randomly choose
- B.**  
The student who arrived late
- C.**  
The female should be given priority
- D.**  
The most insistent of the two

**Answer: A**

**Explanation:**

**QUESTION NO: 363**

An instructor asks students to write five multiple-choice questions on a topic. This exercise will help to:

- A.**  
Create an opportunity to use the questions on the final exam.
- B.**  
Encourage students to ask and answer questions themselves.
- C.**  
Evaluate and monitor student progress.
- D.**  
Improve the instructor's active listening skills.

**Answer: B**

**Explanation:**

**QUESTION NO: 364**

Which of the following would allow an instructor to motivate students to learn a complex topic?

- A.**  
Divide the class into teams and play a game using topic principles.
- B.**  
Provide handouts describing shortcuts.
- C.**  
Allow students to take quizzes multiple times.
- D.**  
Offer extra credit to the student who masters the topic first.

**Answer: A**

**Explanation:**

**QUESTION NO: 365**

Which of the following would allow an instructor to determine a learner's need for clarification?

- A.**  
The learner's body language
- B.**  
The learner's motivation
- C.**  
The learner's test results
- D.**  
The learner's question type

**Answer: A**

**Explanation:**

**QUESTION NO: 366**

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

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

**Answer: C**

**Explanation:**

**QUESTION NO: 367**

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

**A.**

Explain that the contract requires teaching to the outline without deviation and begin the course as planned.

**B.**

Clearly mark areas for quick review and speak to management at the first opportunity.

**C.**

Excuse the students who already know the material and arrange for an advanced course.

**D.**

Change the outline to satisfy all students' expectations.

**Answer: B**

**Explanation:**

**QUESTION NO: 368**

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

**A.**

Closed

**B.**

Hypothetical

**C.**

Open

**D.**

Clarifying

**Answer: A**

**Explanation:**

**QUESTION NO: 369**

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

**A.**

Give the class an extra break to refocus the group.

**B.**

Finish the conversation and adjust the remaining class time and objectives.

**C.**

Guide the discussion back to the objective.

**D.**

Overlook the off-topic conversation and continue with the discussion.

**Answer: C**

**Explanation:**

**QUESTION NO: 370**

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

**A.**

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

**B.**

Reduce the number of breaks.

**C.**

Adjust the course flow and pace of the remaining time.

**D.**

Have a working lunch period.

**Answer: C**

**Explanation:**

**QUESTION NO: 371**

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

**A.**

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

**B.**

Allow the learners to use the Internet as a resource.

**C.**

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

**D.**

Disable all visual media and allow learners to type responses.

**Answer: C**

**Explanation:**

**QUESTION NO: 372**

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

**A.**

Closed-ended questions to initiate conversations

**B.**

Probing questions to facilitate knowledge transfer



**C.**

A mixture of open-ended and closed-ended questions

**D.**

Questions that inspire thought and initiate discussion

**Answer: D**

**Explanation:**

**QUESTION NO: 373**

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

**A.**

Post a multiple-choice exam

**B.**

Invite students to email each other

**C.**

Create a writing assignment

**D.**

Divide students into groups

**Answer: D**

**Explanation:**

**QUESTION NO: 374**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

Remind the student that not all assignments will align with a course objective.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 375**

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

**A.**

Use student-owned mobile phones with projected still images.

**B.**

Use an electronic student response device for each team in a game.

**C.**

Use electronic student response devices with a game.

**D.**

Use presentation remote devices with an online video game.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 376**

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

**A.**

Privately ask the student to refrain from this activity.

**B.**

Divide the class into teams and ask the student to be the moderator.

**C.**

Ask the student to answer only one question per class.

**D.**

Call on other students by name.

**Answer: B**

**Explanation:**

### **QUESTION NO: 377**

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

**A.**

Direct the learner to the Internet to get more information

**B.**

Reschedule the learner for another course

**C.**

Maintain the current pace and continue to answer questions as needed

**D.**

Tell the learner to ask all questions at the end of the class

**Answer: C**

**Explanation:**

### **QUESTION NO: 378**

After reviewing several topics, an instructor decides to ask the learners some review questions. After asking the first question, one of the learners answered incorrectly. Which of the following is

the BEST approach for the instructor to take?

**A.**

Allow another learner to answer the question and continue training

**B.**

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

**C.**

Ask the learner to research the correct answer

**D.**

Explain the correct response and provide positive and constructive feedback

**Answer: D**

**Explanation:**

#### **QUESTION NO: 379**

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

**A.**

Review the main lecture points again

**B.**

Have the student perform the actions

**C.**

Demonstrate the lesson to the student

**D.**

Draw an illustration on the board

**Answer: B**

**Explanation:**

**QUESTION NO: 380**

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

- A.**  
Put the class on break
- B.**  
Start the next lesson
- C.**  
Begin a thorough review of the lesson
- D.**  
Solicit stories from the students

**Answer: D**

**Explanation:**

**QUESTION NO: 381**

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

- A.**  
Clarifying that there are no winners or losers in the classroom
- B.**  
Allowing the student to make multiple attempts at the labs and providing praise for effort
- C.**  
Explaining that the student's learning disability is the cause of a failure
- D.**  
Providing customized labs that can be completed successfully by the student

**Answer: D**

**Explanation:**

**QUESTION NO: 382**

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

- A.**  
Use more elaborative questioning to elicit connections.
- B.**  
Continue with the course and make no adjustments.
- C.**  
Create scenarios on more interesting topics than the objective.
- D.**  
Remind the students that this is a requirement.

**Answer: A**

**Explanation:**

**QUESTION NO: 383**

Mastery goal setting has better success because it leads to:

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

**Answer: D**

**Explanation:**

**QUESTION NO: 384**

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

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

**Answer: B**

**Explanation:**

**QUESTION NO: 385**

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

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

**Answer: D,E**

**Explanation:**

**QUESTION NO: 386**

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

- A.**  
Inform the student that they may not want to finish the course
- B.**  
Remove the student's evaluation of the course
- C.**  
Comment that the objective topic is not required
- D.**  
Direct the student to additional resources on the objective

**Answer: D**

**Explanation:**

**QUESTION NO: 387**

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

- A.**  
Direct a question to the student to engage them in the class
- B.**  
Approach the student's manager about the problem
- C.**  
Avoid the student since they indicate they do not want attention
- D.**  
Assign a short assessment during instruction



**Answer: A**

**Explanation:**

**QUESTION NO: 388**

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

**A.**

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

**B.**

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

**C.**

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

**D.**

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

**Answer: C**

**Explanation:**

**QUESTION NO: 389**

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

**A.**

Probing

**B.**

Clarifying

**C.**

Hypothetical

**D.**

Closed-ended

**Answer: A**

**Explanation:**

**QUESTION NO: 390**

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

- A.**  
Instructional relevancy
- B.**  
Frequent assessments to gauge understanding
- C.**  
Cost of the course
- D.**  
Prior knowledge of the learners

**Answer: A**

**Explanation:**

**QUESTION NO: 391**

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

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

It prevents participants from upstaging the instructor

**Answer: A**

**Explanation:**

**QUESTION NO: 392**

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

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

**Answer: B**

**Explanation:**

**QUESTION NO: 393**

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

- A.**  
Quickly search online for a website or two that appears to cover the data.
- B.**  
After class that night contact the course developer to request additional study material.
- C.**

Give a homework assignment to search the web; the next day, review the suggestions in class.

**D.**

Look through the files for an appropriate handout to give the next day.

**Answer: D**

**Explanation:**

**QUESTION NO: 394**

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

**A.**

Select

**B.**

Summarize

**C.**

Justify

**D.**

Rephrase

**Answer: C**

**Explanation:**

**QUESTION NO: 395**

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

**A.**

Stop working and focus on the student asking the question.

**B.**

Continue working while listening to the student.

**C.**

Focus on the student behind the one asking the question.

**D.**

Stare at the student while listening to the question.

**Answer: A**

**Explanation:**

**QUESTION NO: 396**

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

**A.**

Direct the learner to a more introductory course.

**B.**

Inform the learner's supervisor of the concerns.

**C.**

Have the learner take notes during the lessons.

**D.**

Wait for a required assessment and report the lack of knowledge.

**Answer: C**

**Explanation:**

**QUESTION NO: 397**

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

**A.**

Answer the question immediately so it will not hang in the background distracting others

**B.**

Inform the student that it is an off-topic question and has no place within the material

- C.**  
Redirect the question to another learner so their knowledge can be shared with the class
- D.**  
Defer the question, promising to get back to it as soon as is reasonable

**Answer: D**

**Explanation:**

**QUESTION NO: 398**

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

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

**Answer: A**

**Explanation:**

**QUESTION NO: 399**

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

- A.**  
Ask the advanced learners for a volunteer to assist the lesser experienced learner.

**B.**

Set up a private consultation with the learner to create an action plan.

**C.**

Provide the learner with an audio tape for review after class.

**D.**

Ask the learner which advanced learner they would prefer to work with.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 400**

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

**A.**

Provide an end of course critique to the learners.

**B.**

Conduct an assessment to ensure the learning objectives have been met.

**C.**

Ask the learners if they have any questions.

**D.**

Thank the learners for their participation and conclude the course.

**Answer: C**

**Explanation:**

#### **Topic 5, Volume E**

#### **QUESTION NO: 401**

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**

**Explanation:**

#### **QUESTION NO: 402**

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**

**Explanation:**

#### **QUESTION NO: 403**

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**

**Explanation:**

#### **QUESTION NO: 404**

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**

**Explanation:**

#### **QUESTION NO: 405**

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**

**Explanation:**

#### **QUESTION NO: 406**

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**

**Explanation:**

#### **QUESTION NO: 407**

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: A,B**

**Explanation:**

#### **QUESTION NO: 408**

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**

**Explanation:**

**QUESTION NO: 409**

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: D,E**

**Explanation:**

**QUESTION NO: 410**

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**

**Explanation:**

**QUESTION NO: 411**

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: D,E**

**Explanation:**

**QUESTION NO: 412**

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**

**Explanation:**

**QUESTION NO: 413**

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: B,C**

**Explanation:**

**QUESTION NO: 414**

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**

**Explanation:**

#### **QUESTION NO: 415**

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: C,E**

**Explanation:**

#### **QUESTION NO: 416**

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**

**Explanation:**

#### **QUESTION NO: 417**

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**

**Explanation:**



**QUESTION NO: 418**

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**

**Explanation:**

**QUESTION NO: 419**

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**

**Explanation:**

**QUESTION NO: 420**

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**

**Explanation:**

**QUESTION NO: 421**

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**

**Explanation:**

**QUESTION NO: 422**

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**

**Explanation:**

**QUESTION NO: 423**

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**

**Explanation:**

**QUESTION NO: 424**

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**

**Explanation:**

**QUESTION NO: 425**

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**

**Explanation:**

**QUESTION NO: 426**

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

**A.**

A benefit to the visual learner.

**B.**

Distracting to the learner.

**C.**

An excellent use of training materials.

**D.**

A creative use of resources.

**Answer: B**

**Explanation:**

**QUESTION NO: 427**

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**

**Explanation:**

#### **QUESTION NO: 428**

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**

**Explanation:**

#### **QUESTION NO: 429**

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: A,B**

**Explanation:**

#### **QUESTION NO: 430**

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

**A.**

Identify a hidden eighth step.

**B.**

Use listening techniques to understand learner questions.

**C.**

Manage course flow.

**D.**

Lead learners from recall to application.

**Answer: D**

**Explanation:**

**QUESTION NO: 431**

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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**



**QUESTION NO: 433**

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**

**Explanation:**

**QUESTION NO: 434**

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**

**Explanation:**

**QUESTION NO: 435**

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**

**Explanation:**

**QUESTION NO: 436**

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

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

**Answer: D**

**Explanation:**

**QUESTION NO: 437**

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**

**Explanation:**

**QUESTION NO: 438**

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**

**Explanation:**

**QUESTION NO: 439**

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**

**Explanation:**

**QUESTION NO: 440**

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**

**Explanation:**

**QUESTION NO: 441**

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**

**Explanation:**

**QUESTION NO: 442**

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**

**Explanation:**

**QUESTION NO: 443**

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**

**Explanation:**

**QUESTION NO: 444**

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**

**Explanation:**

**QUESTION NO: 445**

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**

**Explanation:**

**QUESTION NO: 446**

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**

**Explanation:**

#### **QUESTION NO: 447**

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**

**Explanation:**

#### **QUESTION NO: 448**

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**

**Explanation:**

#### **QUESTION NO: 449**

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**

**Explanation:**

#### **QUESTION NO: 450**

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: A,D,E**

**Explanation:**

**QUESTION NO: 451**

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**

**Explanation:**

**QUESTION NO: 452**

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**

**Explanation:**

**QUESTION NO: 453**

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**

**Explanation:**

**QUESTION NO: 454**

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**

**Explanation:**

**QUESTION NO: 455**

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**

**Explanation:**

**QUESTION NO: 456**

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**

**Explanation:**