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QUESTION 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.

Correct Answer: A

QUESTION 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.

Correct Answer: D

QUESTION 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.

Correct Answer: A

QUESTION 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.

Correct Answer: A

QUESTION 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 learner's role play the topic.
- C. Hold an open discussion on the topic.
- D. Show the learners via a desktop sharing demonstration.

Correct Answer: D

QUESTION 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.

Correct Answer: A

QUESTION 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.
- A. Ask the learners if there is something more relevant they would prefer to learn.
- B. Explain to the learners the skills they learn by taking this class could lead to career benefits.
- C. Explain to the learners that they are only in class for a few days, and to make the best of it.

Correct Answer: C

QUESTION 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.

Correct Answer: A

QUESTION 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.
- A. Do not mention either brand by name, but refer learners to the manual covering each of the respective brands.
- B. Provide a guide that relates Brand X to Brand Y computer functions
- C. After providing the planned instruction on the Brand X computers, discuss differences that Brand Y computers present to the user.
- D. Brand Y computers present to the user.

Correct Answer: D

QUESTION 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

Correct Answer: B

QUESTION 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

Correct Answer: D

QUESTION 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.

Correct Answer: B

QUESTION 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.

Correct Answer: B

QUESTION 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.

Correct Answer: A

QUESTION 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.

Correct Answer: D

QUESTION 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

Correct Answer: B

QUESTION 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

Correct Answer: C

QUESTION 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.

Correct Answer: D

QUESTION 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.

Correct Answer: A

QUESTION 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

Correct Answer: C

QUESTION 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

Correct Answer: D

QUESTION 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.

Correct Answer: C

QUESTION 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.

Correct Answer: C

QUESTION 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.

Correct Answer: A

QUESTION 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

Correct Answer: B

QUESTION 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

Correct Answer: AC

QUESTION 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.

Correct Answer: D

QUESTION 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.

Correct Answer: B

QUESTION 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 learner's home work to do independent study on the missed material.
- D. Have the learners stay late to make-up for the missed course time.

Correct Answer: A

QUESTION 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.

Correct Answer: C

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