

## 312-75<sup>Q&As</sup>

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**QUESTION 1**

Company eBay helps individuals sell products to other individuals and takes a small commission on each sale. What EC classification do they fit?

- A. P2P
- B. B2B
- C. B2C
- D. C2C

Correct Answer: D

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**QUESTION 2**

Ethel asks a question that is completely irrelevant to the topic being discussed. Your course schedule does NOT allow time to discuss the topic of her question. What should you do in the above situation?

- A. Acknowledge the importance of her question. Offer to discuss it with her on break or after class.
- B. Have Ethel research the answer to her question.
- C. Politely tell her to stick to the subject matter. Explain that you do NOT have time for her question.
- D. Ignore the question because it does NOT relate to a course objective.
- E. Answer the question in class because you know it will improve Ethel's self-esteem.

Correct Answer: A

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**QUESTION 3**

During the ENSA program, you notice that one of the students in the class does not have the prerequisites for the course. Which of these actions is an appropriate method for you to do?

- A. Modify the pace of the course so that the student can accommodate and learn the course objectives effectively.
- B. Ignore such students and continue the class.
- C. Ask the student to cancel his admission and leave the classroom immediately.
- D. Tell the student that you can assist the student, but without the basic knowledge requested for the course it would be difficult for him/her to successfully complete the program.

Correct Answer: D

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**QUESTION 4**

Mrs. Roper is instructing an adult computer class. She overhears Johnny tell a joke that is offensive to an ethnic group. This is NOT the first instance of Johnny displaying this behavior. She is concerned about the effect this will have on the learning environment.

- A. Speak to Johnny in private about the consequences of continuing his behavior.
- B. Ask other members of the class if they found the Joke to be offensive to determine if further action is necessary.
- C. -DELETED
- D. Talk to facility management and get the student removed from the class.
- E. Criticize Johnny's behavior in front of the entire class, encouraging class members to contribute their feelings.

Correct Answer: D

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## QUESTION 5

Louie, an Instructor for the ENSA program identified that one of the survey statistics mentioned in the instructor slides is not up to date as the survey body had released the updated version of the survey two days prior to the commencement of the ENSA class, what should Lou\* do to ensure that students are updated with the latest information?

- A. Skip the survey slide and ask the students to ignore it.
- B. Ignore the latest information and do not discuss it with the students unless someone in the classroom points out the new survey.
- C. Blame the course material for not having the latest information and criticize the entire courseware.
- D. Discuss the old survey results with the students and provide them with the latest statistics to analyze the change in survey data.

Correct Answer: D

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