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QUESTION 1

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.

Correct Answer: C

QUESTION 2

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

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

Correct Answer: C

QUESTION 3

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

Correct Answer: A

QUESTION 4

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.

Correct Answer: D

QUESTION 5

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

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

Correct Answer: B

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