

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

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**QUESTION 1**

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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**QUESTION 2**

Which of the following are TRUE concerning instructor credibility?(Select two)

- A. Adult learners automatically grant credibility to individuals in position of authority or responsibility.
- B. Adult learners may not perceive value in learning without instructor credibility.
- C. Instructor credibility is only important at the beginning of a course.
- D. Instructor credibility can be gamed or lost through words or actions.

Correct Answer: BD

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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**

What is the PRIMARY reason for using a variety of media in a presentation?

- A. To confirm effectiveness of course design
- B. To enhance instructor credibility
- C. To demonstrate subject matter expertise
- D. To receive favorable evaluations from the student
- E. To maintain learner attention and interest

Correct Answer: E

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**QUESTION 5**

An Instructor knows a humorous story that will highlight a point they are trying to convey to the class. The story is of questionable taste for the audience. How should the instructor proceed?

- A. The instructor should tell the story as it will highlight a concept
- B. The instructor should ask the students that might be offended to leave the room
- C. The Instructor should not tell the story
- D. The Instructor should ask permission from attendees to tell the story

Correct Answer: C

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**QUESTION 6**

As an instructor it is very important that you demonstrate excellent personal self-esteem. Select two ways of demonstrating this in class:(Select two)

- A. Purchase the students pizza on the first day of class.
- B. Allow for positive differences of opinion within the classroom.
- C. Ask overhead questions.
- D. Invite and be open to having students share experiences that may be different from the instructors.
- E. Ask directed questions.

Correct Answer: CD

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**QUESTION 7**

The main reason an Instructor uses questions, restates information, and uses media is to amplify the following:

- A. To clarify and make sure leaning objectives are met

- B. To meet the learning needs of the students.
- C. To make sure students can use new skills in the field.

Correct Answer: A

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**QUESTION 8**

You are teaching a class and find yourself in an embarrassing moment. You have used a word that has a double meaning and the students are laughing and a few of the real left-brainers are personally offended. You did not intend the reference that the class has accepted into your vocabulary.

- A. Contact your training manager and ask him/her to write a memo to the students as an apology.
- B. Move forward and ignore the issue.
- C. Make a clarification that you did not intend the inappropriate reference to the word used and give an apology and move on swiftly.
- D. Laugh and look at the students in their eyes for approval.

Correct Answer: C

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**QUESTION 9**

Martin is conducting a First Look session of ENSA program for nearly 60 attendees over the Internet. Which of the following instructional methods will be most effective for a large audience?

- A. Webinar
- B. Group discussion
- C. Giving the students independent assignments
- D. Case study

Correct Answer: C

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**QUESTION 10**

Before a class is started, it is instructor's role is to do all of the following before the class commences:

- A. The adequacy of the facility is confirmed.
- B. Room status report is written and given to courseware designer.
- C. Make sure learner supplies and courseware are ready and neat.
- D. Equipment is checked to make sure it is operable.

Correct Answer: ACD

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