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QUESTION 1

A student asks a question that is not relevant to the class topic. Which of the following should the trainer do?

- A. Reply that the question is outside the scope of the course, but an answer can be researched after class.
- B. Let the learner know an answer is not known and the topic should not be discussed again.
- C. Ignore the question and move on to the next learning objective.
- D. Open the question to the class as an answer is not available.

Correct Answer: A

QUESTION 2

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

Correct Answer: C

QUESTION 3

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.

Correct Answer: A

QUESTION 4

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

Correct Answer: C

QUESTION 5

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.

Correct Answer: B

QUESTION 6

A student informs an instructor about the lack of knowledge the student has on the subject matter. Which of the following would be the BEST questioning technique to find the root of the issue?

- A. Probing
- B. Higher-order
- C. Closed-ended
- D. Hypothetical

Correct Answer: A

QUESTION 7

Which of the following should a virtual trainer do during a synchronous training session if students report excessive noise?

- A. Have the students turn their speaker volume down to reduce the noise level
- B. Ensure all students have muted their microphones except when speaking in the session
- C. Ensure that they are using a dedicated Internet connection for the training session

D. Increase the volume level for their microphone to enhance their lecture

Correct Answer: B

QUESTION 8

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

Correct Answer: A

QUESTION 9

A sales trainer must distinguish and illustrate the advantages the training client's brand of equipment offers over a competitive brand's paper path. In the absence of the competitive machine, which of the following will BEST convey the importance of this key advantage to the learners?

- A. Devising a role play where the salespeople practice delivering a script, explaining the advantage to a machine operator
- B. Inserting a video of the chief engineer discussing how working around a patent issue led to developing this key advantage
- C. Demonstrating how to clear a paper misfeed from the client's brand of equipment and acting out the same process for the competitor's equipment
- D. Developing an accelerated learning type of exercise, teaching the representatives to draw the paper path of the training client's brands

Correct Answer: C

QUESTION 10

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 11

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.

Correct Answer: D

QUESTION 12

At the end of a class, a trainer is required to have students sign a printed attendance roster and write their social security numbers for the accounting department. Next, the trainer faxes the completed roster to the secure facsimile unit in accounting. Which of the following demonstrates proper handling of the documents?

A. Destroy the signed roster sheets and all files associated with the rosters

B. Retain the signed roster sheets as part of the post-class report to document the event

C. Confirm with accounting that the fax is received and destroy the signed originals

D. Scan the signed roster, store it electronically on the instructor's laptop, and destroy all paper versions of the rosters

Correct Answer: C

QUESTION 13

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

Correct Answer: D

QUESTION 14

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

Correct Answer: B

QUESTION 15

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

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