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Topic Break Down

Topic	No. of Questions
Topic 1, Volume A	100
Topic 2, Volume B	100
Topic 3, Volume C	100
Topic 4, Volume D	100
Topic 5, Volume E	56
Total	456

QUESTION NO: 1

While teaching, an instructor comes across an important point. Which of the following shows how an instructor could BEST communicate this to the students? (Select TWO).

- A. Cover it just like the other material
- B. Use a monotone delivery method
- C. Change the pitch of delivery
- D. Highlight in the instructor's manual
- E. Use more pronounced hand gestures

ANSWER: C E

QUESTION NO: 2

A learner asks a trainer a question about a topic area that is related to the course. The trainer has no knowledge on the topic area. Which of the following are the BEST ways to respond to the question? (Select TWO).

- A. Redirect the question to the class.
- B. Research the question over a break, and then provide an answer.
- C. Discuss how that topic is outside the scope of the class.
- D. Provide an answer that sounds plausible.
- E. Admit lack of knowledge on the topic and move on with the class.

ANSWER: A B

QUESTION NO: 3

An instructor is ending a training course and has covered all the material. The instructor has just conducted a final summary of the material. Which of the following should the instructor do NEXT?

- A. Provide an end of course critique to the learners.
- B. Conduct an assessment to ensure the learning objectives have been met.
- C. Ask the learners if they have any questions.

D. Thank the learners for their participation and conclude the course.

ANSWER: C

QUESTION NO: 4

Which of the following is the MOST important issue to consider when identifying the target audience for a training program?

- A. Potential gains in participant productivity
- B. How much the program will cost
- C. The knowledge and skill of the participants
- D. The type of incentive to provide for completing the training

ANSWER: A

QUESTION NO: 5

An instructor receives a graphic that needs to be used as an exhibit in a virtual classroom. The graphic type is not compatible for use with the virtual classroom software or the presentation software. The graphic must be shown in the class. Which of the following should the instructor try FIRST?

- A. Attempt to open the graphic on another computer and use that computer to run the virtual classroom.
- B. During the class, ask the learners if they are able to open the given file type. If so, provide the graphic file via email.
- C. Ask the provider of the graphic to provide a compatible file format of the graphic.
- D. Re-create the graphic using another software tool.

ANSWER: C

QUESTION NO: 6

An instructor has just covered a particularly difficult topic in class. To ensure that the learners understand the material which kind of questioning would be most helpful?

- A. Higher order
- B. Clarifying
- C. Hypothetical

D. Closed-ended

ANSWER: B

QUESTION NO: 7

A company wants to develop a training course that will help develop job skills as well as broaden the knowledge of their employees. The instructor has developed the training course and has already begun teaching. Which of the following would be the BEST method for the instructor to evaluate the learners? (Select TWO).

- A. Provide quizzes and written exams on the learning objectives
- B. Conduct practical applications and role plays
- C. Ask the learners to complete an end-of-course critique
- D. Encourage the learners to ask questions
- E. Review the learning objectives periodically during training

ANSWER: A B

QUESTION NO: 8

In order to understand and answer a learner's question, an effective active listening technique would be to: (Select TWO).

- A. Refer the question to another learner.
- B. Repeat the question back to the learner.
- C. Ask the learner if the question was answered.
- D. Answer the question immediately.
- E. Quiz the learner on the material.

ANSWER: B C

QUESTION NO: 9

When facilitating a group discussion, the trainer must: (Select TWO).

- A. Put learners together who do not cooperate.
- B. Handle disruptions discreetly.

- C. Encourage respectful interactions.
- D. Abruptly interrupt any conversations that go off topic.
- E. Give close-ended questions to groups.
- F. Put learners of the same level together.

ANSWER: B C

QUESTION NO: 10

Which of the following should an instructor consider when distributing motivational incentives?

- A. The incentives should be geared towards individuals and not the group as a whole.
- B. The incentives should be used to gain the learners attention.
- C. The incentives should be given out freely as encouragement to the learners.
- D. The incentives should be considered by the learners as appropriate and necessary.

ANSWER: D

QUESTION NO: 11

When delivering terminal objective information, the instructor should include which of the following motivators? (Select TWO).

- A. Bring statistics from other classes
- B. Explain this is part of their job responsibilities
- C. Use multitasking teaching methods
- D. Involve other classmates in the explanation
- E. Focus on the benefits of the objective

ANSWER: D E

QUESTION NO: 12

An instructor has been assigned to work with a learner in a one-to-one setting to improve the learner's understanding of a particular subject. When they meet, the learner seems uninterested and unmotivated by the subject. Which of the following would be the BEST way for the instructor to motivate the learner?

- A. The instructor should include more handouts, charts and graphs in the instruction period; this will keep the learner on task.
- B. The instructor should remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.
- C. The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.
- D. The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

ANSWER: C

QUESTION NO: 13

A student has incorrectly answered a trainer's question. Which of the following responses should the trainer use? (Select TWO).

- A. Try to clarify the question based on the student's answer
- B. Provide hints that will help the student see what was really desired
- C. Explain how clearly wrong the answer is
- D. Do not ask any further questions and continue on with the class
- E. Ask if any other students are more intelligent and can answer correctly

ANSWER: A B

QUESTION NO: 14

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

ANSWER: A C

QUESTION NO: 15

A trainer is in the middle of making a point with difficult material when a learner asks a question that is slightly off-topic. Which of the following is the BEST course of action for the trainer to take?

- A. Answer the question immediately so it will not hang in the background distracting others
- B. Inform the student that it is an off-topic question and has no place within the material
- C. Redirect the question to another learner so their knowledge can be shared with the class
- D. Defer the question, promising to get back to it as soon as is reasonable

ANSWER: D

QUESTION NO: 16

At which of the following times should student pre-class surveys be completed? (Select TWO)

- A. Prior to a class by the manager of the organization
- B. After signing-up for the class by the training coordinator
- C. Once the class starts by the instructor of the course
- D. Once the class starts by the training coordinator
- E. Prior to signing-up for class by the training coordinator

ANSWER: C E

QUESTION NO: 17

Which of the following would an instructor do with a new class to get the learners involved?

- A. Have the learners introduce themselves.
- B. Lecture on the topic and then ask questions about the lecture.
- C. Have the learners stand around and talk to each other.
- D. Give a survey to assess each learner's knowledge.

ANSWER: A

QUESTION NO: 18

An instructor notices that the course participants are sluggish, engaging in side conversations and appear somewhat distracted. Which of the following should the instructor do to reengage the learners? (Select TWO).

- A. The instructor should give a quiz to see if the learners retained information so far.
- B. The instructor should use an energizing activity as a redirector.
- C. The instructor should tell the learners why it is important to pay attention at all times
- D. The instructor should give the participants a break.
- E. The instructor should report their behavior to management

ANSWER: B D

QUESTION NO: 19

An instructor uses formative assessment in their classroom. This form of assessment can help the learners learn from their mistakes. Which of the following is another way to use this form of assessment?

- A. Evaluating the course and modifications made during the course
- B. Giving the learners a grade
- C. To emphasize the amount of work the learners did
- D. Use to report the work to the learners supervisors

ANSWER: A

QUESTION NO: 20

The BEST way to get learners to contribute to a discussion is to:

- A. Listen to what the learners are saying.
- B. Provide handouts to learners.
- C. Set expectations at the beginning of the course.
- D. Encourage learners to ask questions.

ANSWER: D