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**QUESTION 1**

While preparing for an upcoming Knowledge Management course, the instructor teams from the student's manager that all of the students already possesses sufficient skills and experience in a few of the sections of the course. What action should the instructor take when planning the course delivery?

- A. Accelerate the course schedule.
- B. The Instructor should validate the existing skill level of the students during each section identified, while planning additional exercises to challenge the students.
- C. The instructor should omit the sections that the student's manager feels that the students already possess sufficient skills in.
- D. The Instructor should make alterations to the planned course to include additional topics that may interest students.

Correct Answer: B

QUESTION 2

Mr. Moore is poor at articulating his thoughts and opinions. Sometimes his responses to your questions do NOT make total sense or they are not well organized, how should you deal with the student's responses in the above situation?

- A. Accept his answers as they are because he is participating in class.
- B. Stop asking him questions that require a detailed answer.
- C. Ask him only open-end questions.
- D. Try to get a clearer picture of what he said and rephrase his answer.
- E. Direct another student to rephrase Mr. Moore's answer.

Correct Answer: D

QUESTION 3

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



QUESTION 4

You are teaching a class in which two students are talking with each other and disrupting the learning environment. Select three methods below that you might use to give the students a message to stop the disruptive talking:(Select three)

- A. Maintain the self esteem of the talking students while correcting them.
- B. Use facial gestures and eye contact to communicate with the students.
- C. Move yourself near the talking students.
- D. Directly address the students and ask them to shut up.

Correct Answer: ABC

QUESTION 5

You are an instructor and finish your class. During this class you had problems with the projector functioning properly. Before you leave work you should do the following:

- A. Use material the next day that does not require a projector.
- B. Communicate with appropriate faculties person regarding the problem with the projector.
- C. Request a new classroom.

Correct Answer: B

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