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QUESTION 1

An instructor is developing an exam. Which of the following emphasizes the way the exam should be written?

- A. An exam should cover the material and instructor techniques.
- B. An exam should allow a learner the opportunity to show what they know.
- C. A classroom test should cover all topics, in detail, ensuring complete coverage.
- D. An exam should measure a learner's ability to study the presented material.

Correct Answer: B

QUESTION 2

Which of the following is the GREATEST drawback in implementing streaming videos to enhance learning and engage the audience?

- A. Internet speed
- B. Volume control
- C. Sound quality
- D. Video quality

Correct Answer: A

QUESTION 3

An instructor is instructing a virtual class and a computer virus has reduced bandwidth making video and audio impossible at several locations. Which of the following is the MOST appropriate action for the instructor to take?

- A. Overnight all course materials to the learners who could not participate in the recorded session.
- B. Contact the system administrator and hold the session open until the bandwidth issue is corrected.
- C. Cancel the current session and compress the remaining sessions to finish on schedule.
- D. Inform the learners who could not actively participate to review the recorded session.

Correct Answer: D

QUESTION 4

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.

Correct Answer: D

QUESTION 5

Which of the following methods encourages learners to resolve their own inquiries?

- A. Hypothetical questions
- B. Guiding questions
- C. Direct questions
- D. Closed questions

Correct Answer: B

QUESTION 6

After covering a topic, a trainer asks, "What did Columbus think of the new world?" Several learners indicate that they know the answer and the trainer calls upon one of them. This is an example of which of the following types of questions?

- A. Hypothetical question
- B. Overhead-direct question
- C. Overhead question
- D. Direct question

Correct Answer: C

QUESTION 7

While facilitating a class an instructor uses a variety of questioning techniques. Which of the following BEST describes the benefits?

- A. Challenges learners, involves them and helps to monitor their progress.
- B. Establishes an environment that supports learning, and maintains focus on meeting stated learning objectives
- C. Facilitates group dynamics in a positive way, while encouraging respectful interactions.
- D. Keeps the learners engaged as to what is coming next and conveys the importance of their knowledge.



Correct Answer: A

QUESTION 8

An instructor is teaching a week long class in a highly technical subject area specific to the contracting company. On the second day, three-fourths of the class is confused. Which of the following is the MOST effective plan for the third day?

- A. Create a lab exercise to be performed in groups
- B. Create a new presentation using graphics
- C. Plan more time for questions on the third day
- D. Spend time reviewing the concepts that seemed to cause confusion

Correct Answer: A

QUESTION 9

When writing an exam question, which of the following should be covered?

- A. Study objectives
- B. Pre-requisite knowledge
- C. Inferred knowledge
- D. Course objectives

Correct Answer: D

QUESTION 10

A trainer needs to explain to a group of learners the need for pre-course and post-course assessments. Which of the following represents the BEST explanation?

- A. A tool to measure participant's knowledge level before a training session compared to after a training session has been completed
- B. A tool that measures the engagement level of individual participants in the class and is sent to management for documentation
- C. A tool that determines if the course should continue to be offered to a particular group based on the before and after results
- D. A tool whose results are used to target the types of participants that should attend a particular training course in the future

Correct Answer: A

**QUESTION 11**

An instructor has been asked by a customer to conduct a course in two weeks. The course material being used is outdated. Which of the following is the BEST course of action for the customer's request?

- A. Inform the customer that updated material is available.
- B. Ask the learners if they want to use the old material or the new material,
- C. Use the present material because the learners will not know the difference.
- D. Modify the material to meet current standards and teach the class.

Correct Answer: A

QUESTION 12

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

Correct Answer: DE

QUESTION 13

An instructor asks a learner a question. The learner's response confuses some of the other learners. Which of the following would be the BEST action for the instructor to take?

- A. Ask the learner to repeat the response.
- B. Ask other learners what they think about the response.
- C. Restate the question again to the same learner.
- D. Ask clarifying questions about the response.

Correct Answer: D

QUESTION 14

Which of the following is the BEST way to motivate and reinforce learners?



- A. Probe learners for information
- B. Tell stories during the class
- C. Use a variety of techniques during training
- D. Provide end-of-course exams

Correct Answer: C

QUESTION 15

While the class is working on training modules, the instructor intermittently polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

- A. Determine and apply appropriate motivational strategies for individual learners.
- B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
- C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered.
- D. Monitor learner comfort level during the use of participatory activities.

Correct Answer: C

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