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QUESTION 1
After a training class was completed, the instructor conducted several passive on the job observations of each learner who attended the class. Which of the following is the primary benefit of the observations?

A. It measures the application of the skills taught.
B. It validates the quality of the course material.
C. It requires the learners to use what they learned.
D. It helps to reinforce the learning concepts.

Answer: A

QUESTION 2
An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

A. Plan and use a variety of reinforcement techniques during training.
B. Elicit learner feedback on the adequacy of instructor responses.
C. Provide feedback that is specific to learners needs.
D. Create opportunities for learners to contribute to the discussion.

Answer: D

QUESTION 3
Which of the following would be on an evaluation when seeking feedback concerning courseware material used during a class?

A. Design of the courseware materials
B. Accuracy of the courseware
C. Cost of the courseware
D. Instructor's use of the courseware

Answer: B

QUESTION 4
Which of the following describes a form of feedback with the GREATEST positive impact?

A. Suggestions that focus on procedures versus the concepts
B. Measurable results from summative assessments
C. Specific comments on errors with suggestions on how to improve
D. Comparing learner performance with other learners

Answer: C

QUESTION 5
An instructor is conducting a review of written instructions and is aware that the preferred learning style of one of the learners is kinesthetic. Which of the following is the BEST choice for the instructor?

A. Adjust the delivery of the review to include more graphs and charts as part of the exercise.
B. Administer an exam to verify learner's knowledge of the material.
C. Deliver the curriculum as defined in the documentation so that the rest of the class does not fall behind.
D. Adjust the delivery of the review to include a demonstration as part of the exercise.

Answer: D

QUESTION 6
During a computer software training class the projector fails. Which of the following should the instructor do FIRST?

A. Attempt to quickly fix the projector.
B. Move the class to another room.
C. Take a class break and find another projector.
D. Cancel the class and reschedule for a later date.

Answer: A

QUESTION 7
A company is preparing to roll-out a training course on advanced accounting skills. The company has asked a contract instructor to facilitate the course. The instructor has no background in accounting.
Which of the following should the instructor do?

A. Ask to team teach the course with an expert
B. Accept the offer contingent upon six weeks of preparation time
C. Decline the offer based on lack of knowledge of accounting principles
D. Accept the offer and learn the content by observing accounting experts

Answer: C

QUESTION 8
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

Answer: D

QUESTION 9
An instructor is beginning a course and wants to measure the level of expertise of the learners.
Which of the following is the BEST method for measuring the level of understanding over the course material?

A. Ask the learners about their level of understanding over the course material.

B. Assume that the class has a medium level of understanding over the course material.
C. Deliver a pre-test covering the course objectives.
D. Ask another instructor who has taught the learners before.

Answer: C

QUESTION 10
An instructor is discussing key material for a course when a learner asks a question that will lead to material that the class is not yet prepared for. Which of the following is the BEST course of action for the instructor?

A. Inform the learner that the question can be asked during a break
B. Answer the question as not doing so may cause the learner to be confused.
C. Defer the question and assure the learner that it will be covered later in the course.
D. Inform the learner that the question falls outside of scope and will not be answered.

Answer: C

QUESTION 11
An instructor receives poor evaluations for a particular class. Which of the following should the instructor do FIRST to improve the performance?

A. Read the comments to gain understanding of the low scores to find specific areas to work on.
B. Re-develop the course from scratch.
C. Practice the course in front of other instructors to receive direct feedback on how to improve.
D. Contact each learner and ask for clarity on their responses.

Answer: A

QUESTION 12
An instructor is presenting to a class and notices that a particular learner is not paying attention; however, when the instructor gives a pop quiz, this learner earns the best grade. Which of the following BEST describes the situation?

A. The quiz did not cover the class concepts effectively
B. The learner has mastery of the information tested.
C. The quiz motivated the learner.
D. The answers to the pop quiz were distributed prior to class

Answer: B

QUESTION 13
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: AC

QUESTION 14
An instructor delivering a class with thirty learners defines acceptable and non-acceptable behavior at the beginning of the class on the first day. The instructor also requests learners to be on time. The second day of class a few learners show up late to class. Which of the following is the BEST course of action to take to resolve this issue?

A. Start the class and as each late learner comes in, thank them for joining the class.
B. Wait to start the class until all the learners have arrived and are react to start.
C. Once all the learners have arrived, remind the learners of all the class policies.
D. Begin class on time and privately talk with the learners who were late.

Answer: D

QUESTION 15
An instructor has placed the learners into groups to discuss several topics. When the instructor walked around to monitor the group progress, the learners were off-task. Which of the following contributes MOST frequently to this situation?

A. The learners were disinterested in group discussions about the topics.
B. The learners were neither familiar with nor understood the assigned topics.
C. The learners were not comfortable with the members of the group.
D. The learners were ready for a break and the instructor failed to recognize this.

Answer: B

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