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QUESTION 1

Martin is conducting a First Look session of ENSA program for nearly 60 attendees over the Internet. Which of the following instructional methods will be most effective for a large audience?

- A. Webinar
- B. Group discussion
- C. Giving the students independent assignments
- D. Case study

Correct Answer: C

QUESTION 2

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 3

Mrs. Keen's accounting students are having difficulty with accounts payable concepts. She develops a package of material that contains contracts, receiving reports, and invoices. She tells her students to make the proper accounting entries using the documents. She is available to provide guidance on how to use the materials. What type of simulation is illustrated in the above case?

- A. Gaming
- B. Group Work
- C. Equipment
- D. Case study
- E. Brainstorming

Correct Answer: D



QUESTION 4

Jules, an instructor with XSecurity Training Corp was assigned to deliver the ENSA course for a batch of working professionals from a reputed technology firm. In mid of the classroom session one of the students asks Jules a highly technical question. Jules was not sure of the answer to the question, what should Jules do to overcome this situation?

- A. Give a quick generic answer and move immediately into the next section
- B. Pretend to know the answer, but defer the question until the end of the course
- C. The instructor should explain that the question is beyond the scope of the course
- D. Appreciate the student for raising the question and admit that he is not sure of the answer but ensure that the doubt would be resolved the next day of the class

Correct Answer: C

QUESTION 5

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.

Which one of the Mowing presentation techniques is correct to use m the above situation?

- A. Role play in which the student plays the help desk technician
- B. Role play in which the instructor plays the help desk technician
- C. A lecture presented on the basic principles of customer relations
- D. Reading assignments on the subject of customer relations

Correct Answer: A

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