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**QUESTION 1**

An instructor is preparing a virtual classroom session covering a computer application. The learners will all be on high bandwidth connections. Which of the following is the BEST method of displaying the application?

- A. Create a PDF with screen shots and procedural references and make it available for download.
- B. Create video clips to be shown during the class demonstrating functionality.
- C. Use the screen sharing function of the virtual classroom software to do the demonstrations.
- D. Take screenshots and display them in the presentation.

Correct Answer: C

QUESTION 2

A student has been struggling with a lengthy topic. Which of the following is the BEST way to encourage the student?

- A. Praise the student each time a correct answer is given.
- B. Praise the student privately only.
- C. Improve the student's grade with extra quizzes.
- D. Say nothing when the student is incorrect.

Correct Answer: A

QUESTION 3

The least experienced learner in a class is falling behind. Which of the following is the BEST method for addressing this issue?

- A. Ask the advanced learners for a volunteer to assist the lesser experienced learner.
- B. Set up a private consultation with the learner to create an action plan.
- C. Provide the learner with an audio tape for review after class.
- D. Ask the learner which advanced learner they would prefer to work with.

Correct Answer: B

QUESTION 4

A sales trainer must distinguish and illustrate the advantages the training client's brand of equipment offers over a competitive brand's paper path. In the absence of the competitive machine, which of the following will BEST convey the importance of this key advantage to the learners?



- A. Devising a role play where the salespeople practice delivering a script, explaining the advantage to a machine operator
- B. Inserting a video of the chief engineer discussing how working around a patent issue led to developing this key advantage
- C. Demonstrating how to clear a paper misfeed from the client's brand of equipment and acting out the same process for the competitor's equipment
- D. Developing an accelerated learning type of exercise, teaching the representatives to draw the paper path of the training client's brands

Correct Answer: C

QUESTION 5

Two instructors are team teaching. The first instructor receives an excellent evaluation and the second instructor receives a lower evaluation. Which of the following methods would work BEST to make the second instructor more effective?

- A. Have the second instructor perform a self-evaluation.
- B. Have the first instructor provide feedback to the second instructor's teaching techniques.
- C. Report the evaluation to a supervisor and have the instructor replaced.
- D. Have the class re-evaluate the second instructor using an alternate method.

Correct Answer: B

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