



# TK0-201<sup>Q&As</sup>

CTT+ Exam (Certified Technical Trainer)

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### QUESTION 1

During the start of a class an instructor uses jargon and acronyms that are familiar to most of the learners and that are part of the course content. Which of the following BEST describes what the instructor is doing?

- A. The instructor is establishing credibility and using appropriate communication skills.
- B. The instructor should avoid using jargon and acronyms before explaining them because it could confuse the learners.
- C. The instructor is establishing credibility but is not using appropriate communication skills.
- D. By using jargon and acronyms the instructor is being arrogant and showing off their skill level in the subject matter.

Correct Answer: A

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### QUESTION 2

A company has provided material to use for IT training. After analyzing the needs assessment, the instructor realizes that the company will need some additional content. Which of the following would be the BEST action for the instructor to take?

- A. Ask the company to modify its needs to coincide with the materials.
- B. Modify the materials to meet the needs of the company.
- C. Inform the company that the course design cannot be changed.
- D. Meet with the company to conduct another needs assessment.

Correct Answer: B

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### QUESTION 3

A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

- A. Review basic concepts with entire group
- B. Provide constructive feedback
- C. Suggest peer tutoring
- D. Avoid calling on those learners

Correct Answer: B

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### QUESTION 4



A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

- A. Use non-verbal communication as verification.
- B. Ask other learners for verification of the answer.
- C. Ask the learner. "Did I answer your question?"
- D. Ask the learner to reference the technical manual for verification.

Correct Answer: C

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#### QUESTION 5

While holding a company-wide virtual training session, several students are having issues accessing a company-hosted website needed for the session. Which of the following actions should the trainer have the students take?

- A. Have students contact their network support about the website.
- B. Have students restart the virtual session and connect to the website.
- C. Have students contact the company's Internet provider about the website.
- D. Have students contact the website's tech support.

Correct Answer: A

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