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QUESTION 1

During training, students work as groups with several scenarios that involve successfully troubleshooting issues. However, when the students return to work there is no change in their abilities. Which of the following BEST represents the failure in information transfer?

- A. Teaching how but not why
- B. Failure of problem-solving training
- C. Poor managerial support
- D. Recall in practical situations

Correct Answer: D

QUESTION 2

An instructor was unable to cover the last concept in the course, yet test results from the last day indicated that all members of the class correctly answered questions addressing this concept. In this situation, which of the following should the instructor have done?

- A. Monitored learner performance during instruction
- B. Administered tests
- C. Evaluated learner's attainment of end-of-course objectives
- D. Judged the adequacy of the evaluation

Correct Answer: D

QUESTION 3

During a virtual class the instructor has a learner that seems to be growing increasingly confused and now has questions that are distracting the rest of the class. Which of the following is the BEST course of action for the instructor to take?

- A. Inform the class that they need to move on to new material.
- B. Take the learner's questions into private chat.
- C. Use the learner's questions to reinforce the material for the entire class.
- D. Recommend the learner seek outside tutoring.

Correct Answer: B

QUESTION 4



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

QUESTION 5

An instructor is observing participants during an exercise in a classroom environment. The MOST appropriate feedback to offer is:

- A. Outline two specific things the participant did well, and one specific opportunity for improvement.
- B. Spend most of the time focusing on the participants' weaknesses.
- C. Focus on all the participants' positive skills in order to build esteem.
- D. Tell everyone that they did a really good job.

Correct Answer: A

QUESTION 6

Creating a topic "parking lot" is an effective method of:

- A. enhancing and engaging learners through appropriate anecdotes stories and analogies.
- B. opening a training session and facilitating group activity in a positive way.
- C. handling relevant learner inquiries on topics for which the trainer has less expertise.
- D. using activities and media to support learning objectives to handle minor problems.

Correct Answer: C

QUESTION 7

Which of the following is the BEST way to get learners engaged and to garner responses during a lecture?

- A. Ask for a show of hands.
- B. Ask a participant to come up to the head of the class to speak.
- C. Pick a random participant to address the question.



D. Wait for responses.

Correct Answer: A

QUESTION 8

Which of the following statements BEST describes the value of using a variety of question types during instruction?

- A. Regularly asking questions during a course helps to identify those that are paying attention.
- B. Effective use of questions will enhance learners' conceptual understanding; encourage deep thinking and meaningful participation.
- C. Using a variety of questions during instruction prevents anyone in the group from becoming disinterested with the same question types.
- D. Questions asked often during a course will keep learners engaged, it is not important if they do not know the correct answer.

Correct Answer: B

QUESTION 9

An instructor separates the class into groups. The learners are not working as hard in the groups as they would if they were working individually. Which of the following could the instructor do to create more group interaction? (Select TWO).

- A. Create groups with members from different backgrounds.
- B. Emphasize conformity to move the group along.
- C. The group participation to individual rewards.
- D. Limit the accountability of each individual.
- E. Clearly define the role for each of the group members.

Correct Answer: CE

QUESTION 10

After covering a topic, a trainer asks, "What is the third step of the process?" The trainer waits a few seconds and then asks a particular learner to answer the question. This particular approach is an example of which of the following types of questions?

- A. Overhead-direct question
- B. Open question
- C. Direct question



D. Overhead question

Correct Answer: A

QUESTION 11

Which of the following is a common technique that trainers use to assess learners during and after a lecture?

- A. Question and answer periods
- B. Using analogies and humor in discussions
- C. Observing and facilitating group activity
- D. Formative and summative evaluation

Correct Answer: D

QUESTION 12

Which of the following is important when an instructor is leading a group discussion?

- A. Learning is enhanced through interaction and conversation
- B. Designate someone in the group to be the leader
- C. The group's individual knowledge of the members of the group
- D. The amount of time it takes for each group to solve an issue

Correct Answer: A

QUESTION 13

Which of the following would an instructor do with a new class to get the learners involved?

- A. Have the learners introduce themselves.
- B. Lecture on the topic and then ask questions about the lecture.
- C. Have the learners stand around and talk to each other.
- D. Give a survey to assess each learner's knowledge.

Correct Answer: A

QUESTION 14

A company is hosting a training event at their location. The instructor has started the training, and one of the learners



indicates that a page is missing from the handout. Which of the following should the instructor do NEXT?

- A. Ask the learner to get a copy from another learner
- B. Inform the company of the issue
- C. Continue with the training and provide the missing page after the next break
- D. Inform the learner that it was an error by their quality control department

Correct Answer: C

QUESTION 15

An instructor is conducting a highly technical subject with a large media presentation. Just after getting started the bulb blew out on the overhead projector. Which of the following will BEST allow the class to continue without interruption?

- A. Make copies of the slide presentation to hand out to the class.
- B. Take a break and seek out the facility manager for assistance.
- C. Tell the learners to follow along in their textbooks and not worry about the slides.
- D. Dismiss the learners and reschedule for the following day.

Correct Answer: C

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