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QUESTION 1

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

Correct Answer: B

QUESTION 2

Which of the following is the GREATEST drawback in implementing streaming videos to enhance learning and engage the audience?

- A. Internet speed
- B. Volume control
- C. Sound quality
- D. Video quality

Correct Answer: A

QUESTION 3

After covering a topic, a trainer asks, "What did Columbus think of the new world?" Several learners indicate that they know the answer and the trainer calls upon one of them. This is an example of which of the following types of questions?

- A. Hypothetical question
- B. Overhead-direct question
- C. Overhead question
- D. Direct question

Correct Answer: C

QUESTION 4

An instructor has determined that a particular student is a visual learner. Upon completing a lesson, the student is

asking a lot of questions and not fully comprehending the material. Which of the following would be the BEST way to help the student?

- A. Have another student try to explain it to the student
- B. Draw an illustration on the board
- C. Review the main lecture points again
- D. Have the student perform an action from the lesson

Correct Answer: B

QUESTION 5

If a class has some slow learners and some fast learners, which of the following is the correct pace in which to present material to the class?

- A. To the pace of the slowest learner
- B. To the pace of the average learner
- C. To the pace of the course suggestions
- D. To the pace of the fastest learner

Correct Answer: B

QUESTION 6

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A. Ask other learners to provide an example to further clarify the material
- B. Seek feedback from the learner to show they understand.
- C. Restate the material with further examples and diagrams.
- D. Proceed on to the next section of material.

Correct Answer: B

QUESTION 7

A class has just finished a group assignment. To save time and generate immediate feedback, the instructor has the groups exchange the assignments for grading. This is an example of:

- A. Providing opportunities for learner and group banter.
- B. Encouraging interactions respectful of individual learners.

- C. Reconciling learner discrepancies as a group.
- D. Communicating learner performance with other groups.

Correct Answer: B

QUESTION 8

During a training session, a learner asks an instructor an irrelevant question regarding politics. Which of the following BEST indicates how the instructor should respond?

- A. Ask another learner to answer the question
- B. Conduct a group discussion
- C. Answer the learner's question
- D. Explain politics is not applicable to the discussion

Correct Answer: D

QUESTION 9

Which of the following can a virtual trainer use to elicit feedback if they host synchronous training sessions?

- A. Demonstrations during the session
- B. Host a recorded session on the website
- C. Links to external websites
- D. Open-ended questions during the session

Correct Answer: D

QUESTION 10

An instructor notices that the course participants are sluggish, engaging in side conversations and appear somewhat distracted. Which of the following should the instructor do to reengage the learners? (Select TWO).

- A. The instructor should give a quiz to see if the learners retained information so far.
- B. The instructor should use an energizing activity as a redirector.
- C. The instructor should tell the learners why it is important to pay attention at all times
- D. The instructor should give the participants a break.
- E. The instructor should report their behavior to management

Correct Answer: BD

QUESTION 11

Which of the following questions is more likely to require students to think through the answer?

- A. "From the list on the board, which did we discuss first?"
- B. "What are the causes of ...?"
- C. "Yes or no...?"
- D. "Which do you like better...?"

Correct Answer: B

QUESTION 12

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.

Correct Answer: A

QUESTION 13

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 14

Which of the following should a virtual trainer do during a synchronous training session if students report excessive noise?

- A. Have the students turn their speaker volume down to reduce the noise level
- B. Ensure all students have muted their microphones except when speaking in the session
- C. Ensure that they are using a dedicated Internet connection for the training session
- D. Increase the volume level for their microphone to enhance their lecture

Correct Answer: B

QUESTION 15

Which of the following is an essential technique for holding a learner's attention?

- A. Providing a model for professional and interpersonal behavior
- B. Using humorous stories to interest learners in the course content
- C. Asking open-ended questions and allowing sufficient time for learners to elaborate on their responses
- D. Using eye contact to engage learners when making an oral presentation

Correct Answer: D

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