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QUESTION 1

An instructor has developed a customized virtual training course for a company. The instructor has procured all of the equipment and materials, and all tests have been successful. Which of the following should the instructor do NEXT?

- A. Conduct research on the company
- B. Send login information to the learners
- C. Determine the training needs of the company
- D. Ask the learners to complete a course evaluation

Correct Answer: B

QUESTION 2

A trainer discovers that the assigned room for the program is equipped with a projector and two easel pads. The curriculum requires several important overheads that help explain key objectives of the program. However, the sun coming through the uncovered windows will prevent students from seeing any of the overheads. Which of the following should the trainer do FIRST?

- A. Deliver the training and omit overhead projection until a different time of day.
- B. Ask if there is another room available in the facility that will accommodate the course.
- C. Use pages from the easel pad to block light from the windows.
- D. Contact the building's facilities manager to provide a different projector.

Correct Answer: B

QUESTION 3

A trainer delivers a course, leaving out information. Delivering a course in this fashion can lead to:

- A. Learner satisfaction.
- B. Better student evaluations.
- C. Consolidation of the course objectives.
- D. Learner confusion.

Correct Answer: D

QUESTION 4

An instructor arrives at the classroom and discovers that the power is out in the building. There are plenty of windows to

provide light to the classroom. Class starts in a few minutes. Which of the following is the FIRST action the instructor should take?

- A. Print out the slide presentation and give to them as a handout.
- B. Read the day's topics to the learners and have the learners follow along in their books.
- C. Dismiss class until the power goes back on.
- D. Use a flip chart and white board to communicate material.

Correct Answer: D

QUESTION 5

A trainer in a virtual class wants to ensure students can learn from the other learners in the class. Which of the following methods should the trainer use?

- A. Post a discussion on a relevant topic.
- B. Open private chat windows during the lecture.
- C. Assign a paper about student experiences.
- D. Share student's personal email addresses.

Correct Answer: A

QUESTION 6

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 7

A trainer receives unfavorable evaluations for a mandatory class held on a Saturday. Which of the following should the trainer do?

- A. Read all comments on the evaluations and take corrective measures
- B. Dismiss the evaluations because students did not want to attend the session

- C. Discuss modifications of the content with the course developer
- D. Report to management on the behavior of the students

Correct Answer: A

QUESTION 8

At the beginning of a course, the trainer is aware that a nearby natural disaster may have personal impact on several learners. Which of the following should the trainer do to begin the class in a positive manner?

- A. Postpone the course until learners attention can be on the material.
- B. Acknowledge the event and accommodate learners.
- C. Open the course with a joke to alleviate any tension in the room.
- D. Begin the course and move directly into the material.

Correct Answer: B

QUESTION 9

An instructor is almost finished completing a course and has a very dissatisfied learner. Which of the following would be the BEST course of action to help the learner?

- A. Ask other learners if they had issues with the course.
- B. Offer the learner a refund on the course,
- C. Ask the learner if they had an issue with the course.
- D. Invite the learner back to retake the course.

Correct Answer: C

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

An instructor is conducting a virtual class and finds that several learners do not have computer systems that actually meet the guidelines for the course. Due to this, certain required shared applications will not work for them. Which of the following represents the BEST action for the instructor?

- A. Contact the course coordinator to remind learners of the requirements
- B. Remove the sharing of applications as the entire class cannot participate.
- C. Change the applications that are shared to ones that are compatible to all systems
- D. Request the learners use systems that are compatible with the course.

Correct Answer: D

QUESTION 12

During a class several learners are eager to learn a related skill that is useful on the job but is not in the curriculum. Which of the following is the BEST way to handle this request?

- A. Ask the learners to request additional training so that this unrelated topic can be covered.
- B. Explain to the learners that as time permits the skill may be covered.
- C. Introduce the new skill topic once the current topic is completed.
- D. Inform the learners that additional material cannot be covered during the class.

Correct Answer: B

QUESTION 13

A corporate trainer has their session recorded on video as a part of their evaluation. Throughout the video, the evaluator noticed that the trainer stood in front of the room throughout the entire session. The

presenter MOST lacks which of the following methods of communication with learners?

- A. Opportunities for questions and answers
- B. Interpersonal skills
- C. Group involvement
- D. Management of course flow and training activities

Correct Answer: B

QUESTION 14

A new trainer is continually receiving poor evaluation scores. Which of the following is the MOST effective way of evaluating overall performance to improve scores?

- A. Send the trainer to a Train-The-Trainer workshop for the content area being taught.
- B. Record video of a class and evaluate it with a more experienced instructor.
- C. Record audio of a class and evaluate it with a more experienced instructor.
- D. Discuss the metrics that are currently being used and provide additional measures of performance.

Correct Answer: B

QUESTION 15

A trainer overhears students talking about the last class and how unqualified the trainer was for that class. Which of the following should the trainer do to establish credibility?

- A. Find out who the last trainer was and inform the trainer not to work for the client anymore.
- B. Let the client know about the conversation and have them reassure the students.
- C. Approach the students and tell them the last trainer was new and is no longer working for the company.
- D. During the introductions to the class, present certifications and credentials.

Correct Answer: D

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