

QUESTIONS & ANSWERS

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CompTIA

TK0-201

Certified Technical Trainer+ (CTT+)



QUESTION: 233

An instructor is conducting a virtual classroom session that also includes a chat room. A learner becomes confused and sends the instructor an irate private message. Which of the following would be the BEST response to the situation?

- A. Use the administrator control panel in the virtual classroom client to cut off access for the irate user until the learner is calm.
- B. Send the user a private chat message explaining the concept better and add a positive emoticon to calm the learner.
- C. Reply to the class and ask the class to use appropriate netiquette when responding to any messages.
- D. Rephrase the comment into an anonymous question in case other learners are confused and discuss as a group.

Answer: B

QUESTION: 234

An instructor has been asked by a customer to conduct a course in two weeks. The course material being used is outdated. Which of the following is the BEST course of action for the customer's request?

- A. Inform the customer that updated material is available.
- B. Ask the learners if they want to use the old material or the new material,
- C. Use the present material because the learners will not know the difference.
- D. Modify the material to meet current standards and teach the class.

Answer: A

QUESTION: 235

An instructor needs to motivate a learner to complete a course, but the learner is not excited about the course due to lack of knowledge. Which of the following is the BEST motivation method?

- A. Implement more real life scenarios into the instruction to make the learner more interested.
- B. Create a group for this learner to work with to make the learner feel more comfortable.
- C. Give the learner words of affirmation and tell them the instructor is available after class.
- D. Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

Answer: C

QUESTION: 236

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.

Answer: B

QUESTION: 237

During an exercise an instructor notices a learner that is avoiding eye contact and not working. Which of the following actions should the instructor take?

- A. Directly ask the learner during the exercise if there is a problem.
- B. Discreetly go over to the learner and ask if help is needed.
- C. Call on the learner to answer a question.
- D. Ask an advanced learner to assist this learner.

Answer: B

QUESTION: 238

While teaching a course the instructor asks a question and a learner answers the question incorrectly. Which of the following is the BEST way to respond? (Select THREE).

- A. Inform the learner that they need to research their answer.
- B. Correct the learner's response in a humorous manner.
- C. Ask the rest of the class to provide the correct answer.
- D. Rephrase the question, and wait for the learner to provide the correct answer.
- E. Acknowledge the learner's response and provide the correct response.

F. Ask the learner to cite a reference for the answer.

Answer: C, D, E

QUESTION: 239

While teaching a course online the instructor tells all learners to work through the material as a group. During the second day of the class the instructor recognizes that a learner is moving into the next online course unit early and then doing them incorrectly. Which of the following should the instructor do to control the pace of the learner?

- A. Send a private message to the learner addressing this issue.
- B. Inform the entire class that extra information will be given during each unit that they will need for their assessments.
- C. Assign outside research to the learner as independent study. Inform the learners that if they continue to work ahead they will be removed from the course.

Answer: A

QUESTION: 240

An instructor is conducting an online class and notices some learners are less responsive than others. The instructor wants to ensure all the learners are participating in the class. Which of the following is BEST accomplish this? (Select TWO).

- A. Send the less responsive learners a private message asking if there are any questions.
- B. Observe the less responsive learners while performing tasks to ensure comprehension.
- C. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.
- D. Ask the less responsive learners direct questions about the subject matter.
- E. Ask each of the learners how the material being presented is relevant to their job.

Answer: A, E

QUESTION: 241

Which of the following statements describes a good method to motivate learners to ask questions?

- A. Acknowledge and appreciate all questions asked.
- B. Leave questions for the end of class.
- C. Redirect questions to the other learners.
- D. Call out learners individually.

Answer: A

QUESTION: 242

While an instructor is answering questions during a course it is BEST for them to:

- A. Answer the learner's questions by completely verifying their understanding of the subject.
- B. Answer the question by referencing supporting documentation so the documents become tools.
- C. Preface the answer with the learning objective and referenced section of the training course.
- D. Create an open culture of information taken from every learner's background and job experience.

Answer: B

QUESTION: 243

Which of the following explains why an instructor would use probing questions?

- A. To give learners a chance to think through a possible scenario
- B. To provide concise answers to cover all of the review material
- C. To gain clarity about the learners understanding of the material
- D. To increase participation in the review process and encourage critical thinking

Answer: D

QUESTION: 244

In a virtual classroom, which of the following factors might an instructor have the MOST difficulty controlling?

- A. Distracting questions from other learners
- B. Surroundings of the distant learner
- C. Inappropriate comments in chat
- D. Motivation of the learners in the class

Answer: B

QUESTION: 245

An instructor has been hired to instruct a pre-packaged course; however, the site manager informs the instructor that the learners have been overly prepared for the course and that the first three chapters of the material should already be known by the learners. Which of the following is the BEST course of action?

- A. Skip the first three chapters of the material and spend more time on the remaining material.
- B. Skip the first three chapters of the material and reduce the length of the course accordingly.
- C. Quickly cover the first three chapters of the material ensuring the learners actually know it.
- D. Follow the syllabus and pre-set time table as the course has been designed.

Answer: C

QUESTION: 246

An instructor is teaching a class that is filled with a variety of acronyms and technical jargon. Which of the following would help reinforce the definitions of the terms while using the least amount of classroom time?

- A. Create written vocabulary quizzes for each module of the course.
- B. Provide and use a reference page or glossary of terms.
- C. Ask the learners to review the terms in the materials during breaks.
- D. Have the learners quiz each other over the terms in the first part of class.

Answer: B

QUESTION: 247

An instructor is being observed while teaching a virtual class with learners from different parts of the country. During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

- A. Let the instructor keep on going because the training has to get done.
- B. Have the instructor explain the colloquialisms to the learner and go on.

- C. Have the instructor tell the learners to take a break and correct the instructor.
- D. Go to a private chat and explain to the instructor what they are doing wrong.

Answer: D



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