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QUESTION 1

A trainer who speaks only English will teach a course to a group of non-native English speakers who are visiting from a country where English is not the primary language. In this situation, the trainer should do each of the following EXCEPT:

- A. Modify instructional strategies to accommodate the learners' language skills.
- B. Select words at an appropriate vocabulary level for the learning group.
- C. Confirm that the learners understand the technical jargon used.
- D. Repeat the same statement a number of times.

Answer: D

QUESTION 2

For this question, decide whether the action makes it likely or unlikely that the instructor will achieve the goal. Select the BEST statement of the reason that the action is likely or unlikely to accomplish the goal. GOAL: To create applicable, real-life scenarios that relate to the day's curriculum ACTION: After a brief topical introduction, the instructor breaks the class into small groups to brainstorm scenarios. The instructor moves from group to group, giving direction and input.

- A. LIKELY, because small groups will make the learners better understand the topic being discussed
- B. UNLIKELY, because small groups tend to get off task and off topic
- C. UNLIKELY, because the instructor is keeping learners from generating their own ideas
- D. LIKELY, because the learners are engaged personally and the instructor is guiding the discussions

Answer: D

QUESTION 3

Which of the following is the MOST effective way of teaching a complex concept?

- A. Advanced theories relating to the concept that will be new and unusual to the learners.
- B. Employing activities that facilitate discussion as an aid in clarifying the concept.
- C. Presenting the concept in a formal lecture and having the learners take notes.
- D. Introducing the concept in a take-home reading assignment that is accompanied by factual questions about the reading.

Answer: B

QUESTION 4

For this question, determine whether the action makes it likely or unlikely that the instructor will achieve the goal.

Select the BEST statement of the reason that the action is likely or unlikely to accomplish

TK0-201

the goal.

GOAL: To evaluate the effectiveness of an instructor's presentation techniques delivered to a group of participants.

ACTION: Place a video camera in the classroom to record the instruction given during class time. Review the videotape at the conclusion of the class and self-critique of the techniques observed.

- A. UNLIKELY, because the true measure of effectiveness is reflected in the tests, quizzes, and projects of the learners.
- B. LIKELY, because watching the videotape can help assess the use of gestures, posture, and movement.
- C. UNLIKELY, because it is difficult for an instructor to fairly judge classroom performance personally.
- D. LIKELY, because the videotape will show if the learners were paying attention to the instructor.

Answer: A

QUESTION 5

For this question, decide whether the action makes it likely or unlikely that the instructor will achieve the goal. Select the BEST statement of the reason that the action is likely or unlikely to accomplish the goal. GOAL: To cover material while addressing the aural, visual, and kinesthetic learners ACTION: The instructor presents important points through lecture and presentation slides followed by hands-on exercises.

- A. LIKELY, because the instructor identifies with different learning styles
- B. UNLIKELY, because multiple methods will simply confuse the learners
- C. LIKELY, because the instructor is presenting information in a variety of ways
- D. UNLIKELY, because the information is being repeated in too many ways

Answer: C

QUESTION 6

An instructor uses a course design that has worked successfully in the past. This time, it has only limited success. Which of the following is a likely explanation for the limited success?

- A. An increase in the cost of the course for the learners
- B. Instructor presentation skills
- C. Learner characteristics and prerequisite knowledge
- D. Time of day that course was offered

Answer: C

QUESTION 7

For this question, decide whether the action makes it likely or unlikely that the trainer

TK0-201

will achieve the goal. Select the best statement of the reason that the action is likely or unlikely to accomplish the goal.

GOAL: To use an effective opening that will raise the participants' level of comfort and interest in an introductory computer course for support staff.

ACTION: Begin the session by relating a story about an ineffective presentation the instructor once made to a group of marketing managers.

- A. LIKELY, because beginning the session with a personal story about a previous failure will earn learner respect.
- B. UNLIKELY, because this anecdote does not attempt to engage learner interest in the course.
- C. UNLIKELY, because this group of learners did not personally know the marketing managers mentioned in the story.
- D. LIKELY, because personal anecdotes relax the audience.

Answer: B

QUESTION 8

An instructor has just finished the lesson on a topic that is essential to understanding the next topic of the course. Most of the learners are looking at the instructor with blank expressions. When the instructor asks questions to see if the learners understand the concept, most learners look away. Which of the following is the BEST next step for the instructor to take, given the learners' reactions?

- A. Continue with the next phase of the lesson and refer back periodically to the concept.
- B. Give the learners a short study break to review any notes they might have taken during the presentation.
- C. Review the main points of the concept and use examples that aid in stimulating discussion.
- D. Hand out a set of written questions designed to evaluate individual comprehension of the concept.

Answer: C

QUESTION 9

A learner has asked a question about a very obscure and minor point. Which of the following is the MOST appropriate response for an instructor to make in this situation?

- A. Redirect the question to the other learners.
- B. Ask the learner to save the question for later.
- C. Rephrase the question to verify that other learners understand it.
- D. Give a brief response to the learner's question.

Answer: B

QUESTION 10

An instructor has completed the teaching of an important concept of a course. In order to evaluate the learners' understanding, which of the following is the approach that is MOST appropriate?

- A. Organizing the class into small groups and moving from group to group to monitor group discussions
- B. Administering a quick quiz that requires the learners to state the concept that was taught
- C. Posing questions systematically that require application of the concept
- D. Continuing discussion of the topic by asking questions of learners who rarely participate

Answer: C

QUESTION 11

The instructor is delivering course material regarding a new software application that a company is considering rolling out. The application has not been released in retail and has only been made available to specific companies. Which of the following is an appropriate action for the instructor to take to gain credibility for the delivery of this product?

- A. Discuss previous exposure and skill sets related to earlier versions of the same product.
- B. Illustrate the new features in the product by performing several routine tasks and processes.
- C. Discuss the quantity and quality of the course material with the students noting new features.
- D. Openly discuss the new features of the application and personal impressions of the product.

Answer: B

QUESTION 12

After reviewing the course objectives on the first day of a training course, several learners indicate they have already covered one-third of the objectives in a previous course. For most others in the course, the course content is entirely new. In deciding what to do under these circumstances, the instructor should take each of the following into consideration EXCEPT whether the:

- A. Course objectives were advertised before the beginning of the course.
- B. Advanced learners will benefit from reviewing course content they have already covered.
- C. Advanced learners will disrupt instruction if they remain in the course.
- D. Course is a prerequisite for more advanced learners.

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