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QUESTION 1

Company eBay helps individuals sell products to other individuals and takes a small commission on each sale. What EC classification do they fit?

- A. P2P
- B. B2B
- C. B2C
- D. C2C

ANSWER: D

QUESTION 2

While leading a group discussion, one student makes an inappropriate comment about the other sex. An hour later, the same student makes a second inappropriate comment. What is the best action to take?

- A. Talk to the student's employer and get him removed from the class.
- B. Wait for the next break and then take the student aside quietly and discuss the issue.
- C. Ask the student to leave.
- D. Immediately respond to the student and ask him to review the acceptable norms of behavior.

ANSWER: D

QUESTION 3

As an instructor it is very important that you demonstrate excellent personal self-esteem. Select two ways of demonstrating this in class: (Select two)

- A. Purchase the students pizza on the first day of class.
- B. Allow for positive differences of opinion within the classroom.
- C. Ask overhead questions.

D. Invite and be open to having students share experiences that may be different from the instructors.

E. Ask directed questions.

ANSWER: C D

QUESTION 4

You are an instructor and finish your class. During this class you had problems with the projector functioning properly. Before you leave work you should do the following:

A. Use material the next day that does not require a projector.

B. Communicate with appropriate faculties person regarding the problem with the projector.

C. Request a new classroom.

ANSWER: B

QUESTION 5

Mrs. Keen's accounting students are having difficulty with accounts payable concepts. She develops a package of material that contains contracts, receiving reports, and invoices. She tells her students to make the proper accounting entries using the documents. She is available to provide guidance on how to use the materials.

What type of simulation is illustrated in the above case?

A. Gaming

B. Group Work

C. Equipment

D. Case study

E. Brainstorming

ANSWER: D

QUESTION 6

What is the exam code for E-Commerce Architect exam?

- A. 212-31
- B. 212-32
- C. 212-33
- D. 312-32
- E. 212-34

ANSWER: B

QUESTION 7

Mf. Moore is poor at articulating his thoughts and opinions. Sometimes his responses to your questions do NOT make total sense or they are not well organized, how should you deal with the student's responses in the above situation?

- A. Accept his answers as they are because he is participating in class.
- B. Stop asking him questions that require a detailed answer.
- C. Ask him only open-end questions.
- D. Try to get a clearer picture of what he said and rephrase his answer.
- E. Direct another student to rephrase Mr. Moore's answer.

ANSWER: D

QUESTION 8

Which of the following can be done to help minimize distractions?

- A. Ensure learners know the rules for dress and conduct.
- B. Ensure exterior noises or interruptions are controlled as well as possible.
- C. Ensure learners know the schedule for breaks and meals.

D. All of the above.

ANSWER: D

QUESTION 9

To achieve the Certified Ethical Hacker Certification, you must pass the following exams:

Ethical Hacking and Counter measures What is the exam code for the above title?

A. EC0-212

B. 312-34

C. 212-45

D. 312-89

E. 312-50

ANSWER: E



QUESTION 10

Sheryl often uses incorrect grammar in her questions and answers.

Referring to the above scenario, how do you tactfully indicate the correct grammar usage?

A. Restate her question or answer in correct grammar.

B. Only answer questions and acknowledge her answers

C. Interrupt her questions or answers so it does NOT aggravate other students.

D. Privately criticize her grammar on the next break.

E. Privately criticize her grammar on the next break and tell her if it does NOT improve, you will be critical of her grammar in front of the class.

ANSWER: B

QUESTION 11

Which of the following is NOT an assumption made when analyzing course materials and learner information?

- A. All important learner characteristics are available to the instructor in advance.
- B. Different learners learn at different rates.
- C. Different learners learn in different ways.
- D. Learners come to a training situation knowing different things.

ANSWER: A

QUESTION 12

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.

Which one of the following presentation techniques is correct to use in the above situation?

- A. Role play in which the student plays the help desk technician
- B. Role play in which the instructor plays the help desk technician
- C. A lecture presented on the basic principles of customer relations
- D. Reading assignments on the subject of customer relations

ANSWER: D

QUESTION 13

During the ENSA program, you notice that one of the students in the class does not have the prerequisites for the course.

Which of these actions is an appropriate method for you to do?

- A. Modify the pace of the course so that the student can accommodate and learn the course objectives effectively.
- B. Ignore such students and continue the class.
- C. Ask the student to cancel his admission and leave the classroom immediately.

D. Tell the student that you can assist the student, but without the basic knowledge requested for the course it would be difficult for him/her to successfully complete the program.

ANSWER: A

QUESTION 14

While preparing for an upcoming Knowledge Management course, the instructor teams from the student's manager that all of the students already possesses sufficient skills and experience in a few of the sections of the course. What action should the instructor take when planning the course delivery?

A. Accelerate the course schedule.

B. The Instructor should validate the existing skill level of the students during each section identified, while planning additional exercises to challenge the students.

C. The instructor should omit the sections that the student's manager feels that the students already possess sufficient skills in.

D. The Instructor should make alterations to the planned course to include additional topics that may interest students.

ANSWER: B

QUESTION 15

You are teaching a class and find yourself in an embarrassing moment. You have used a word that has a double meaning and the students are laughing and a few of the real left-brainers are personally offended. You did not intend the reference that the class has accepted into your vocabulary.

A. Contact your training manager and ask him/her to write a memo to the students as an apology.

B. Move forward and ignore the issue.

C. Make a clarification that you did not intend the inappropriate reference to the word used and give an apology and move on swiftly.

D. Laugh and look at the students in their eyes for approval.

ANSWER: C

QUESTION 16

You are an instructor and show up to class as usual in a coat and tie. You are in Hawaii teaching at the University of Hawaii at their site. All of your students are wearing Hawaii shirts. It is most likely that your dress may create an issue with which type of credibility:

- A. Content
- B. Social Racial
- C. Racial
- D. Personal

ANSWER: B

QUESTION 17

Company James, Inc sells a variety of products on its Web site to the highest bidder.

What type of business model are they using?

- A. Supply Chain improver
- B. Affiliate Marketing
- C. Online Auction
- D. Name your price

ANSWER: C

QUESTION 18

Mr. Jacob is taking over a class in hardware maintenance from another instructor. The current instructor informs him that the students he will teach are slower learners.

Referring to the above scenario, which of the following is NOT an effective teaching technique for slower learners?

- A. Defining all space-time relationships
- B. Expecting all students to learn at the same rate of speed

- C. Teaching visually
- D. Providing time necessary to learn
- E. Rewarding the students

ANSWER: D

QUESTION 19

Tell students what to observe during the demonstration². Describe each step and then demonstrate it³.

Explain tasks students will have to perform⁴. Guide students as they practice the task⁵What is the correct order to perform the above steps when teaching a manipulative skill?

- A. 3, 1, 2, 4
- B. 1, 2, 3, 4
- C. 1, 3, 2, 4
- D. 3, 2, 4, 1

ANSWER: B

QUESTION 20

Which of the following are TRUE concerning instructor credibility? (Select two)

- A. Adult learners automatically grant credibility to individuals in position of authority or responsibility.
- B. Adult learners may not perceive value in learning without instructor credibility.
- C. Instructor credibility is only important at the beginning of a course.
- D. Instructor credibility can be gamed or lost through words or actions.

ANSWER: B D

QUESTION 21

You are introducing a lesson to a group of students. After presenting the objectives of the lesson, you tell a three minute story. You look around the classroom and the students seem perplexed and confused.

Which one of the following is the main reason for the students' reaction in the above scenario?

- A. You should have used an analogy.
- B. The story included some startling or shocking statements.
- C. The story was too long.
- D. The story did NOT relate to the objectives you presented.
- E. The story was NOT funny.

ANSWER: D

QUESTION 22

Ethel asks a question that is completely irrelevant to the topic being discussed. Your course schedule does NOT allow time to discuss the topic of her question. What should you do in the above situation?

- A. Acknowledge the importance of her question. Offer to discuss it with her on break or after class.
- B. Have Ethel research the answer to her question.
- C. Politely tell her to stick to the subject matter. Explain that you do NOT have time for her question.
- D. Ignore the question because It does NOT relate to a course objective.
- E. Answer the question in class because you know it will improve Ethel's self-esteem.

ANSWER: A

QUESTION 23

EC-Council is a non-profit Organization.

- A. False

B. True

ANSWER: B

QUESTION 24

You are teaching a class in which two students are talking with each other and disrupting the learning environment. Select three methods below that you might use to give the students a message to stop the disruptive talking: (Select three)

- A. Maintain the self esteem of the talking students while correcting them.
- B. Use facial gestures and eye contact to communicate with the students.
- C. Move yourself near the talking students.
- D. Directly address the students and ask them to shut up.

ANSWER: A B C

QUESTION 25

Which one of the following statements is TRUE about kinesthetic learners?

- A. They benefit most from reading the information.
- B. They benefit from having information diagrammed.
- C. They react well to scenarios and stories.
- D. They are hands-on learners.
- E. They prefer lectures versus hands-on experience.

ANSWER: C

QUESTION 26

Which one of the following statements is TRUE about auditory learners?

- A. They react well to scenarios and stores.

- B. They tend to lose interest if there is little or no external stimulation.
- C. They use color highlighters and take notes by drawing pictures.
- D. They benefit from having outlines, agendas, and handouts for reading and taking notes.
- E. They are hands-on learners.

ANSWER: A

QUESTION 27

Content Credibility is best accomplished by which of the following?

- A. Feedback regarding the instructor performance is invited and positively accepted.
- B. Learner's questions are answered thoroughly, confidently, and accurately.
- C. Modeling group norms of behavior.
- D. Respect a given equally to all learners.

ANSWER: B

QUESTION 28

During a classroom session, the instructor accidentally misses one step of system Hacking Technique that is outlined in the course materials. A student notices the mistake and brings it to the attention of the instructor. How should the instructor respond to maintain credibility?

- A. Explain to the student that the mistake was intentional.
- B. Thank the student for pointing out the error and critical rest of the class for not being attentive.
- C. Explain to the student that it will become clear when they return to their work environment.
- D. Thank the student for pointing out the error and continue the demonstration from the point of error.

ANSWER: C

QUESTION 29

Mr. Bell has a large amount of Information to present In a short period of time. Referring to the above scenario, what presentation method can Mr. Bell use to accomplish this?

- A. Group discussion approach
- B. Buzz Groups
- C. Teacher-centered approach
- D. Student-teacher interaction
- E. Role playing

ANSWER: B

QUESTION 30

Which one of the following is a CORRECT statement about using viewgraphs, slides, overheads, or transparencies?

- A. Presenters should keep their eyes on their slides to make certain they do not forget any points.
- B. Viewgraphs, overheads, or transparencies should be read.
- C. Viewgraphs, slides, overheads, or transparencies should be simple and should use bullet statements whenever possible.
- D. There should be a minimum of eight points on viewgraphs, overheads, or transparencies.
- E. There is NO need to cover every point on viewgraphs, overheads, or transparencies.

ANSWER: C

QUESTION 31

It is the third day of the 5 days CEH program and John is taking a session on Session Hijacking.

John resumes the session after lunch break and finds that one of the students "s missing. What is the ideal action that John should take under such circumstances?

- A. Enquire about the problem from other students and wait

- B. Resume the session
- C. Wait until the student arrives
- D. Criticize the student about his/her behavior

ANSWER: C

QUESTION 32

You are delivering a lecture to a new group of learners. At different points in the lecture students have problems understanding the new concepts. Select two techniques below that you can use to help them overcome their confusion:

- A. Give additional examples about the concept.
- B. Make minor re-sequencing of activities to meet learner's needs-
- C. Restate the information you just gave about the concept.

ANSWER: A C

QUESTION 33

Which e-Business certifications does EC-Council offer? (Select three)

- A. Certified Computer Operator
- B. Certified E++Technical Consultant
- C. Certified e-Business Consultant
- D. Certified e-Business Associate
- E. Certified Project Manager
- F. Certified e-Business Professional

ANSWER: C D F

QUESTION 34

Mrs. Roper is instructing an adult computer class. She overhears Johnny tell a joke that is offensive to an ethnic group. This is NOT the first instance of Johnny displaying this behavior. She is concerned about the effect this will have on the learning environment.

- A. Speak to Johnny in private about the consequences of continuing his behavior.
- B. Ask other members of the class if they found the Joke to be offensive to determine if further action is necessary.
- C. -DELETEDD.

Talk to facility management and get the student removed from the class.

- E. Criticize Johnny's behavior in front of the entire class, encouraging class members to contribute their feelings.

ANSWER: D

QUESTION 35

Which one of the following is NOT a characteristic of a good question?

- A. Short enough for students to remember
- B. Stated so that it suggests an answer
- C. Stated in a language familiar to the student
- D. Constructed to stress the key points of a lesson
- E. Stated to require a simple yes or no answer

ANSWER: B

QUESTION 36

Joe is a student who often asks questions that are NOT directly related to the topic. It is beginning to annoy you and the other students, what is the proper way to handle the above situation?

- A. Criticize Joe in front of the class.
- B. Answer Joe's question immediately after he asks it.

- C. Offer to discuss Joe's questions with him after class.
- D. Privately criticize Joe for asking unrelated questions.
- E. Ignore Joe's questions.

ANSWER: C

QUESTION 37

Martin is conducting a First Look session of ENSA program for nearly 60 attendees over the Internet. Which of the following instructional methods will be most effective for a large audience?

- A. Webinar
- B. Group discussion
- C. Giving the students independent assignments
- D. Case study

ANSWER: C



QUESTION 38

An instructor's role is to do all of the following except:

- A. Make adjustments to meet student's needs.
- B. Make changes to meet instructor's preferences.
- C. Make sure learning materials are current

ANSWER: B

QUESTION 39

Mr. Jenkins is presenting a lecture that requires no direct feedback from the students until the presentation has finished.

Referring to the above scenario, what can Mr. Jenkins do during the lecture to determine if the students understand his presentation?

- A. Observe the class during the presentation for nonverbal clues.
- B. Use good visual aids and nonverbal gestures in the presentation.
- C. Immediately establish his credibility so that the students learn out of respect for him.
- D. Use analogies and anecdotes to guarantee student understanding.
- E. He should do nothing, a test at the end of the presentation will determine student understanding.

ANSWER: A

QUESTION 40

Before a class is started, it is instructor's role is to do all of the following before the class commences:

- A. The adequacy of the facility is confirmed.
- B. Room status report is written and given to courseware designer.
- C. Make sure learner supplies and courseware are ready and neat.
- D. Equipment is checked to make sure it is operable.

ANSWER: A C D

QUESTION 41

During a group discussion, a learner asks how the content being discussed would apply to a situation she described from her own workplace. Which is the best way for the instructor to handle the situation?

- A. The instructor should tell the learner how the content applies in a more generic situation.
- B. The instructor asks the learner how she thinks it applies to her situation
- C. Gather more information on the situation before responding
- D. The instructor encourages the group to discuss how they might handle the situation the learner describes

ANSWER: D

QUESTION 42

Which of the following are defined as Instructor Competencies according to IBSTPI standards?

- A. Demonstrate effective question and skills and techniques
- B. Demonstrate effective communication skills
- C. Establish and maintain instructor credibility
- D. Analyze course material and learner information

ANSWER: A B C

QUESTION 43

During the early part of the second day of a five-day course you are teaching, you suddenly hear the loud noises of a city construction crew tearing up pavement outside your classroom.

You notice that students are becoming distracted by the noise. What should you do in the above situation?

- A. Continue the class, using a louder voice while instructing.
- B. At the next break, attempt to locate another suitable classroom.
- C. Give students an assignment that does not require any instructor-student interaction.
- D. Cancel class for the rest of the day and give the students a reading assignment.
- E. Tell the class to ignore the noise and pay attention.

ANSWER: B

QUESTION 44

During the first lecture of the course, Steve responds to each of your questions and comments on all points. It causes you to lose your train of thought. Misbehavior also appears to bother the other students, but Steve is NOT aware of this. How should you handle the above situation?

- A. Privately ask Steve if he is aware how other students are responding to his behavior. Suggest modifications to his behavior.

- B. Publicly ask Steve if he is aware how other students are responding to his behavior and how « distracts your train of thought.
- C. Do NOT intervene. Steve paid for the course and has the right to behave any way he pleases.
- D. Publicly tell Steve how other students are responding to his behavior and how it distracts your train of thought.
- E. Fill out a counseling form on Steve and advise him of the consequences of continuing his behavior.

ANSWER: A

QUESTION 45

As an instructor you discover that key learning objectives are not addressing student's needs in your learning material.

Choose below the appropriate action that the instructor should take:

- A. Make content changes to meet student's needs.
- B. Refer this matter to the courseware/instructional designers.
- C. Inform your manager to take action.

ANSWER: C

QUESTION 46

Select below three ways an Instructor can create an appropriate level of learner comfort. (Select three)

- A. Students that make errors are given positive feedback.
- B. Students who participate less receive more questions and feedback.
- C. Student's personal risk is minimized.
- D. Students, who participate more, receive more questions and feedback.
- E. Student's are given games to supporting learning objectives.

ANSWER: A C E

QUESTION 47

Which use of eye contact by an instructor is most likely to put the learners at ease?

- A. Limiting eye contact to avoid intimidating the learners.
- B. Glancing around frequently to make sure everyone engaged
- C. Maintain eye contact with learners who seem most engaged in the presentation
- D. Establishing and maintaining eye contact with each learner as often as possible

ANSWER: B

QUESTION 48

The most important reason an instructor must establish and maintain credibility is:

- A. Students are less likely to make personal attacks on the instructor.
- B. Students will not be open to learning course objectives if they do not fully accept the instructor credibility.
- C. Students need a role model.

ANSWER: B

QUESTION 49

You are taking over a class that has many problems with the previous instructor, who was terminated for his lack of technical knowledge. Although you are well-qualified to teach the course, you realize that it is essential to establish your credibility before it will NOT help you establish credibility with the class?

- A. Mentioning the reasons the previous instructor was terminated
- B. Stating your qualification to teach the course
- C. Stating that each student will be graded based on his or her performance of the objectives.
- D. Informing the class of your expectations and defining the classroom rules
- E. Allowing the class to ask about your background

ANSWER: C

QUESTION 50

An instructor is teaching an e-commerce infrastructure course and during the lengthy final exercise, it is discovered that one of the student's computers has a faulty component needed to complete the exercise. A replacement component is not available.

What action should the instructor take to allow the student to continue the exercise?

- A. Quickly replace the faulty component in the student's computer with the working component in the instructor's demonstration system.
- B. Ask the student to observe other student
- C. Ask the student to complete the exercise another day when the computer is ready to work with.
- D. Ask the student to wait for another student to complete the exercise, and then use their computer to complete the exercise.

ANSWER: A

QUESTION 51

You are asked to teach a class on the basic of using SAP R/3 as ERP, students are migrating from using BAAN and are hostile to the new ERP program. The best action you can take in this matter would be:

- A. Poll the learners if they want to continue with the new ERP program.
- B. Assure the students they will like the new ERP application better.
- C. Tell them that their boss is requiring them to attend.
- D. Explain the course objectives and receive acceptance from the students at the beginning of the class.

ANSWER: D

QUESTION 52

The main reason an Instructor uses questions, restates information, and uses media is to amplify the following:

- A. To clarify and make sure learning objectives are met

B. To meet the learning needs of the students.

C. To make sure students can use new skills in the field.

ANSWER: A

QUESTION 53

Which of the following is the PRIMARY reasons an instructor should display effective presentation skills?

A. To get good evaluations from students

B. To ensure learners have a comfortable learning environment

C. To attract and maintain the student's attention

D. To encourage students to refer to their friends to the instructor school

E. To ensure that student drop-out rate is low

ANSWER: C



QUESTION 54

The following three elements make up Professional Credibility:

A. Content Credibility Personal Credibility

B. Social Credibility

C. Technical Credibility

D. Field Experience Credibility

ANSWER: A D

QUESTION 55

One thing an Instructor should never do in class is:

A. Use analogies

- B. Use Jargon
- C. Use stories from the field
- D. Use video recorder

ANSWER: D

QUESTION 56

Mrs. Helen is lecturing on highly complex subject matter. A student asks her a question. Mrs. Helen does NOT know the answer. In the above scenario, how should Mrs. Helen respond to the question?

- A. Admit she does NOT know the answer in a professional manner.
- B. Not admit she does NOT know the answer and make an educated guess at the answer.
- C. Ignore the question and immediately continue the lecture.
- D. Tell the student the question does NOT relate to the objective of the lecture.
- E. Admit she does NOT know the answer and immediately continue the lecture.

ANSWER: A

QUESTION 57

Mrs. Johnson has just finished teaching a class. She wants to know if her teaching was effective Referring to the above scenario, Which one of the following is NOT an appropriate measure of effectiveness?

- A. Course critical has many favorable comments.
- B. Instruction encouraged student participation.
- C. Instructor was not late for class and students.
- D. Instruction met or exceeded training objectives.
- E. Favorable student comments on applicability of instruction o “real-word” situations.

ANSWER: B

QUESTION 58

What is the PRIMARY reason for using a variety of media in a presentation?

- A. To confirm effectiveness of course design
- B. To enhance instructor credibility
- C. To demonstrate subject matter expertise
- D. To receive favorable evaluations from the student
- E. To maintain learner attention and interest

ANSWER: E

QUESTION 59

On the first day of a one week E-Commerce Architect course, an instructor notices the heat in the increased to distracting levels throughout the afternoon session. What action should the instructor take?

- A. Discuss the inadequacy with the manager, seeking a more suitable classroom.
- B. Apologize to the class for the inconvenience and continue with the session.
- C. Bring in a fan the next day.
- D. Cancel the course until suitable conditions can be met.

ANSWER: A

QUESTION 60

Ms. Jones is teaching her students the correct order of mathematical operations. She uses the phrase "Please Excuse My Dear Sister Susan" to help them remember the correct order.

- A. Narrative Task Description

- B. Decision tree
- C. Annotated model
- D. Mnemonic
- E. Checklist

ANSWER: A

QUESTION 61

Louie, an Instructor for the ENSA program identified that one of the survey statistics mentioned in the instructor slides is not up to date as the survey body had released the updated version of the survey two days prior to the commencement of the ENSA class, what should Lou* do to ensure that students are updated with the latest information?

- A. Skip the survey slide and ask the students to ignore it.
- B. Ignore the latest information and do not discuss it with the students unless someone in the classroom points out the new survey.
- C. Blame the course material for not having the latest information and criticize the entire courseware.
- D. Discuss the old survey results with the students and provide them with the latest statistics to analyze the change in survey data.

ANSWER: D

QUESTION 62

An Instructor knows a humorous story that will highlight a point they are trying to convey to the class. The story is of questionable taste for the audience. How should the instructor proceed?

- A. The instructor should tell the story as it will highlight a concept
- B. The instructor should ask the students that might be offended to leave the room
- C. The Instructor should not tell the story
- D. The Instructor should ask permission from attendees to tell the story

ANSWER: C

QUESTION 63

Jules, an instructor with XSecurity Training Corp was assigned to deliver the ENSA course for a batch of working professionals from a reputed technology firm. In mid of the classroom session one of the students asks Jules a highly technical question. Jules was not sure of the answer to the question, what should Jules do to overcome this situation?

- A. Give a quick generic answer and move immediately into the next section
- B. Pretend to know the answer, but defer the question until the end of the course
- C. The instructor should explain that the question is beyond the scope of the course
- D. Appreciate the student for raising the question and admit that he is not sure of the answer but ensure that the doubt would be resolved the next day of the class

ANSWER: C

QUESTION 64

An instructor is teaching an e Business class in Seattle Washington during a category 7.5 earthquake. The instructor is standing and feels the earth shaking and opening up under him/her. The instructor jumps to the ground and find protection under a table. The projector shakes off the ceiling and nearly hits a student named Fuck. The goal of the instructor over everything else is to maintain safe learning environment.

Address where the action taken by the instructor of jumping under the table will meet that stated goal.

- A. Likely, as the instructor is alive and can now resolve student safety issues.
- B. Likely, as the instructor realized that such natural disasters are exception to his duty.
- C. Because instructor's safety comes before the students
- D. Unlikely, as the instructor met his/her needs and not the safety needs of the students.

ANSWER: A