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CompTIA TK0-201

CTT+ Exam (Certified Technical)

☀ This VCE is enough to pass the exam and I have to do.

☀ All questions ok, many answers are well explained.

☀ Thank you for the very helpful information!

Exam A

QUESTION 1
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
Section: (none)
Explanation

Explanation/Reference:
answer is corrected.

QUESTION 2
The BEST method of recording attendance is to:

A. Compile a roster from end of class surveys.

B. Pass a roster around during introductions.

C. Call out a roster for confirmation.

D. Have learners sign the roster as they enter the class.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
Which of the following is the main advantage of using a multiple choice questionnaire when conducting training needs analysis?

A. Generates real-life data

B. Exposes the cause of performance problems

C. Allows the data to be anonymous

D. Yields data that is easily summarized and reported

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
An instructor has asked the learners to perform a task. If they successfully complete the task they have demonstrated:

A. Authentic assessment
B. Learning
C. Skill transfer
D. Active listening

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
In a learner-centered environment, an instructor's role should be to present information and guidance which allows learners to:

A. Decide what skills they will achieve
B. Develop their concepts around the objective
C. Decide the objectives
D. Determine how they learn

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
An instructor is presenting a technical class through a virtual classroom. The instructor provides an essay question for the learners to verify the comprehension of the topic and asks for the answers to be posted to the instructor in private chat. After a few minutes, learners begin sending in their

answers and all the responses are identical. Which of the following methods of evaluation would have been BEST to utilize in this situation?

A. Various questions to each learner individually
B. Ask probing questions to individual learners
C. Use an online multiple choice exam
D. Perform a survey of the class and the understanding of the topics

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
An instructor is preparing the classroom for a course at an on-site location. The course material contains a video clip with sound, but the presentation computer has no sound card. Which of the following should the instructor do FIRST to maintain the delivery method intended by the course designers?

Real 75
CompTIA TK0-201 Exam

A. Ask the IT staff to install a sound card on the presentation computer before the class starts.
B. Explain the video to the class rather than play it.
C. Create presentation slides before the class starts that contain screenshots from the video.
D. Perform a voice-over while the video plays

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
An instructor noticed that several learners were not paying attention, not completing the assigned tasks, and were uninterested in the topic discussed. Which of the following is the BEST action to motivate these learners?

A. Assign teams for a competitive group activity.
B. Stress the importance of focusing at all times.
C. Move to another topic and come back to this one later.

D. Send everyone on a break and resume the topic after break.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
Which of the following question types should an instructor typically avoid?

A. Viewpoint questions
B. Open-ended questions
C. Closed-ended questions
D. Run-on questions

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
During a training course an instructor invites learners to discuss how the training will benefit them. Which of the following BEST describes the skill demonstrated?

Real 76
CompTIA TK0-201 Exam

A. Engage learners to obtain input about their personal objectives and expectations
B. Engage learners to communicate learner performance objectives as indicated by course design
C. Engage learners to get their acceptance of the required training objectives and expectations
D. Engage learners to determine their prerequisite knowledge of the training course

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 11
An instructor is conducting a three week course for a company. The learners' managers request the instructor's insight as to how the learners are progressing. The instructor needs to report to management at the end of each week. Which of the following will BEST show the progress of the learners as well as justify the instructor's opinion?

A. Invite management to observe the learners in the classroom.
B. Test the skills of the learners at the end of the course to show if the course objectives were met.
C. Perform individual interviews with the learners to ask how they feel their progress is coming along.
D. Deliver a weekly assessment test that validates the improvement of the skills of the learners.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
Which of the following is the MOST useful feedback for the curriculum in course evaluations? (Select TWO).

A. Was it easy for the instructor to stay on topic?
B. Did the flow of the course follow the objectives?
C. Is the Instructor qualified to teach the material?
D. What material would you add to the course?
E. Where you satisfied with the course extra course material for independent study?

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A class is working on a lab that requires them to follow lengthy instructions; the instructor recognizes the pace of the class has slowed significantly and wants to ensure that all objectives are covered. Which of the following should the instructor do?

A. Manage the course flow and achieve learning objectives by asking the class to shorten their breaks and possibly return after a dinner break.

B. Achieve learning objectives by demonstrating the lab to the class then have them complete the lab together.
C. Group all slow learners together and offer extra assistance; have the other learners do additional labs.
D. Manage the course flow and achieve learning objectives by making the lab into a contest awarding a prize for the first three to finish.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
The instructor asks the learners for practical examples of how skills they are learning in the course relate to their jobs. This is an example of the instructor soliciting:

A. Content expertise
B. Preferred media
C. A frame of reference
D. Delivery methods

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
An instructor is conducting a highly technical subject with a large media presentation. Just after getting started the bulb blew out on the overhead projector. Which of the following will BEST allow the class to continue without interruption?

A. Make copies of the slide presentation to hand out to the class.
B. Take a break and seek out the facility manager for assistance.
C. Tell the learners to follow along in their textbooks and not worry about the slides.
D. Dismiss the learners and reschedule for the following day.
Real 78
CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 16
During a lecture an instructor constantly paces about the room making noise with a set of keys. Which of the following skills has the instructor failed to demonstrate?

A. Content expertise
B. Proper use of non-verbal communication
C. Proper use of communication and presentation skills
D. A comfortable learning environment

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
Which of the following statements BEST describes 'synchronous training' when discussing Internet learning technologies?

A. Synchronous training refers to training delivered to a participant group of varied genders at the same time.
B. Synchronous training refers to training delivered to a geographically dispersed group of participants at the same time.
C. Synchronous training refers to training delivered by a skilled instructor using various collaboration tools at different times.
D. Synchronous training refers to training delivered in any classroom setting where all participants are collaborating at the same time.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
An instructor is observing participants during an exercise in a classroom environment. The MOST appropriate feedback to offer is:

Real 79
CompTIA TK0-201 Exam

A. Outline two specific things the participant did well, and one specific opportunity for improvement.
B. Spend most of the time focusing on the participants' weaknesses.
C. Focus on all the participants' positive skills in order to build esteem.
D. Tell everyone that they did a really good job.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
An instructor delivers a complex topic and notices that most of the class is continuously falling behind during exercises. Which of the following is the BEST way to prevent this situation?

A. Provide real-world examples in the exercises.
B. Conduct pre-class assessments to determine the skill levels.
C. Provide a written exam before the exercises.
D. During introductions have the learners assess their knowledge.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
The MOST significant advantage of using structured exercises in a training session is that participants:

A. Will benefit from exchanging information with their peers.
B. Are allowed to practice and receive feedback on new skills.
C. Are allowed to reflect on their skill sets.
D. Will receive a lot of new information.

Correct Answer: B
Section: (none)
Explanation

QUESTION 21
A lecture has been delivered that included a clear delivery of the lab material, a lab overview, lab instructions and a full participation question and answer succession. Several learners are having

Real 80
CompTIA TK0-201 Exam
considerable difficulty performing the lab. Which of the following will be the MOST effective assistance the instructor can offer?

A. Demonstrate steps for the lab while the learners write them down
B. Ask an advanced learner to guide this group so they do not fall behind
C. Patiently reiterate instructions as the questions come up
D. Focus instructor attention on these learners so they do not fall behind

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
verified.

QUESTION 22
During a lecture, learners continuously interrupt by asking each other questions over the topic. Which of the following should the instructor do to better assist the learners during the class?

A. Ask each learner to stop disrupting the lecture.
B. Open opportunities for learners to ask questions.
C. Have the learners removed from the lecture.
D. Discontinue the lecture until the learners are quiet.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 23

An instructor is teaching a week long course for a vendor certification. A few learners are slowing the class down due to the lack of experience with the product. The rest of the learners are doing fine with the pace of the class. Which of the following would the instructor do to BEST assist the less experienced learners?

A. Slow the pace of the training down to ensure all the learners are learning at the same level.
B. Maintain the same pace of the class and work individually with the less experienced learners.
C. Suggest the learners retake the course again at a later time when they have more experience.
D. Allow the less experienced learners to have additional lab time before or after class.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
An assessment technique that focuses on the development or improvement of a program is known
as:

A. Objective evaluation
B. Formative evaluation
C. Skill transfer
D. Summative evaluation

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
An instructor is approached by a learner that expresses fear that they will not properly understand the material and may lose their job. This fear is preventing the learner from participating in the course. Which of the following is the MOST reasonable course of action for the instructor to take?

A. Tell the learner that their fears are unfounded and to relax.
B. Inform the learner they will receive from the course what they put into it.
C. Remind the learner that the course is designed for their level and they should do fine.
D. Offer to speak to the learner's supervisor.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
A learner asks a question that the instructor did not understand. Which of the following should the instructor do?

A. Ask the learner to hold the question until a break and then discuss the question.
B. Ask the learner to rephrase the question.
C. Ask the class to rephrase the question.
D. Ask the learner to research the answer and share their findings with the class.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Which of the following questioning techniques is BEST suited to engage learners right after a lunch break?

A. Close-ended review questions
B. Pop quiz with ranking questions
C. Questions about what they expect to learn next
D. Probing review questions

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

A. Use non-verbal communication as verification.
B. Ask other learners for verification of the answer.
C. Ask the learner. "Did I answer your question?"
D. Ask the learner to reference the technical manual for verification.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
During the start of the class, three of the learners who are competent in the subject matter inform the instructor that their attendance in the class is due to job requirement. Which of the following techniques will BEST motivate these three learners to get more out of the class?

A. Give the three learners various scenarios about how the acquired knowledge will increase their effectiveness.
B. Ask the three learners to share information they have learned from their real life experiences to the rest of the class.
C. Ask the three learners to lead discussions and aid the other learners in the class if needed.
D. Find out what the three learners know and focus on what they might not know about the subject Real 83
   CompTIA TK0-201 Exam
   matter.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
An instructor has become ill and cannot continue a course. A new instructor is brought in, but has received no knowledge transfer from the previous instructor. Which of the following is the BEST option to assess the learner's knowledge level quickly?

A. Proceed with the course at a beginner level
B. Ask the learners during introductions
C. Assume all learners' knowledge is equal
D. Administer a written pre-test

Correct Answer: B

QUESTION 31
During a lunch break, several learners state the classroom is too cold. Which of the following should the instructor do FIRST?

A. Survey the comfort level of the learners in the class.
B. Continue on with class and ask the learners to wear more layers the next day.
C. Assure the learners that the class will end on time, and that the temperature is not that extreme.
D. Contact the facilities manager for the class and ask that the temperature be adjusted.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
An instructor is teaching a class and is constantly getting interrupted by a learner that is familiar with the subject. The learner's interruptions are starting to affect the class's ability to learn. Which of the following would be the FIRST action that the instructor could take to resolve the issue?

Real 84
CompTIA TK0-201 Exam

A. Have one of the other learners inform the disruptive learner that they are affecting everyone's ability to learn.
B. Firmly tell the learner they are disrupting the class in front of the entire class.
C. Pull the learner to the side and let them know they are distracting the class.
D. Ignore the learner's comments and continue to teach the material.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 33

An instructor has a learner in the class that is struggling with the subject matter being presented. The instructor notices the learner making facial expressions. Which of the following will MOST likely help the learner with the material?

A. Go to the learner privately and ask if there are any questions to clarify the material.
B. Ask the learner in front of the class why they do not understanding the material.
C. Make note of the learner's facial expressions, continuing on with discussing the topic to see if they later understand the subject.
D. Ask the learner to come forward and demonstrate the information that was just presented.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
An instructor asks a question and notices that most of the learners seem distracted and are looking out the windows. Which of the following is the BEST approach to this problem?

A. Call on a specific learner to answer the question.
B. Turn the question into an exercise.
C. Rephrase the question using an appropriate frame of reference.
D. Wait a little longer until someone answers the question.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Real 85
CompTIA TK0-201 Exam
An instructor is delivering a computer training course. Which of the following is the BEST method for delivering the lecture that includes a presentation?

A. Stand in front of the projector at the front of the classroom.
B. Sit at a desk at the back of the classroom to watch all of the learners.
C. Sit behind a computer terminal in the front of the classroom.
D. Stand off to the side of the presentation screen at the front of the classroom.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
corrected.

QUESTION 36
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
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.
Real 86
CompTIA TK0-201 Exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
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.
Real 87
CompTIA TK0-201 Exam

C. Call on the learner to answer a question.

D. Ask an advanced learner to assist this learner.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
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.

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
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.

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 43
Real 88
CompTIA TK0-201 Exam
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.

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
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.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
answer is verified.

QUESTION 46
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
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.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
An instructor is preparing an application form for a new class which presents intermediate level material on a particular topic. Which of the following information should be included on the form?

A. The students' education level

B. The students' gender

C. The students' experience

D. The students' employer
Real 91
CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
After several discussions, a client is insisting that a training course be cut from two days to just one. Which of the following is the BEST way to proceed?

A. Adjust the material as necessary

B. Delay the course until other arrangements can be made

C. Cancel the course

D. Make no adjustments to the material

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
A contract trainer is hired to deliver a business writing class for an accounting department of a large organization. The terminal objective for the class is to decrease the amount of time workers spend writing the annual report. Which of the following shows how the trainer might BEST measure the group's improvement?

A. A trainer should attempt to measure performance on an objective service instead.
B. Ask the controller what percentage of improvement they think the organization will experience as a result of the training.
C. Create a pre-test and deliver it at the beginning of the class and again at the end of the class.
D. Create a post-class essay question and assign the essay as a final test of the group's writing improvement.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
After evaluation of the course content, a section of class is not needed for this audience. Which of the following is the BEST solution?

Real 92
CompTIA TK0-201 Exam

A. Teach the course as it was designed by the development team.
B. Remove the content and expand on other objectives.
C. Explain the need for the content to the organization.
D. Replace the content with an unwritten topic.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 55
When a student in a lab is kept from participating due to a technical problem the instructor should FIRST:

A. Ignore the problem and work with the student during a break so the class is not disturbed.
B. Concentrate on getting the student's technical problem solved so they can learn with the rest of the class.
C. Try to quickly analyze the problem to resolve the issue.
D. Have another learner help the student while the instructor continues teaching.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
During an extensive needs analysis, the training group discovers that the organization's call center team is failing to mention add-on products and there are a large number of customer calls which are either abandoned or escalate to call center managers. The marketing area is adamant that call center agents refer to the add-on products in order to increase sales. In designing a training solution, the FIRST step should be to:

A. Review or revisit call center standards.
B. Create a special session just for the managers.
C. Provide a cheat sheet for the add-on products.
D. Monitor the agents for a week to truly understand their world.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
After completing a block of instruction, several learners have questions on how the material would apply to their situation. Which of the following could the instructor do to show the students the relevance of the material? (Select TWO).

A. Move on to new material as there is a lot more to cover
B. Review the content again
C. Explain that it will become clear later
D. Solicit the class for relevant stories
E. Relay anecdotes illustrating the use of the material

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 58
Which of the following can a virtual trainer use to elicit feedback if they host asynchronous training sessions?

A. Website links to external websites
B. Demonstrations during the session
C. Close-ended questions during the session
D. Host discussion areas on the website

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 59
A learner is attempting to complete a content rich online training module. Which of the following will inhibit the learner's ability to retain information in this setting?

A. Minimal use of small graphics
B. Bold text fonts introducing new topic areas
C. The topic of the lesson
D. Use of many long videos

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
answer is verified.

QUESTION 60
A participant logs in 15 minutes late for a one-hour synchronous training. Which of the following would be the leader's MOST appropriate response to the participant?

A. Ignore the participant completely. They should have logged in on time.
B. "Welcome! Glad you decided to finally join us today. Since you missed the opening exercises, you might want to just try back another day."
C. "Welcome! Please see the assistant to review what was missed."
D. "Welcome! Let me briefly review the content missed. We are currently on lesson two."

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
A trainer has included a long, high-resolution video to clarify a topic. The video did not work well at several locations due to bandwidth issues. Which of the following is the BEST alternative?

A. Continue using the video because it works at other locations
B. Use a few photos discussing what was covered by the video
C. Provide a link to download the video before viewing
D. Include the topic in the outline but skip over it in class

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
A trainer is preparing to present a class for non-technical students. Which of the following would be the BEST media to prepare?

A. Computer-generated printouts of the material
B. Video podcasts of the training sessions
C. Audio files explaining the processes in the class
D. Virtual training sessions providing a comfortable environment Real 95
    CompTIA TK0-201 Exam

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 63
A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the trainer senses a change in facial expression and body language from one student. Which of the following is the MOST appropriate action for the trainer to take?

A. On the next break, ask the student privately whether the anecdote was effective
B. Ask for a show of hands of those who did not like the anecdote
C. Approach the student immediately and ask if everything is alright
D. Call an impromptu break and ask what the student thought about the anecdote

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
An instructor receives a graphic that needs to be used as an exhibit in a virtual classroom. The graphic type is not compatible for use with the virtual classroom software or the presentation software. The graphic must be shown in the class. Which of the following should the instructor try FIRST?

A. Attempt to open the graphic on another computer and use that computer to run the virtual classroom.
B. During the class, ask the learners if they are able to open the given file type. If so, provide the graphic file via email.
C. Ask the provider of the graphic to provide a compatible file format of the graphic.
D. Re-create the graphic using another software tool.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 65
While teaching, an instructor comes across an important point. Which of the following shows how an instructor could BEST communicate this to the students? (Select TWO).

A. Cover it just like the other material
B. Use a monotone delivery method
C. Change the pitch of delivery
D. Highlight in the instructor's manual
E. Use more pronounced hand gestures

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 66
While teaching in a virtual classroom, the trainer uses which of the following to mitigate disruptions?

A. Keep all interactions public within the virtual classroom.
B. Create a discussion forum for the trainer to use with the learners.
C. Use private chat rooms with trainer monitoring.
D. Force particular disagreements to be directed to the entire group.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 67
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 68
Real 97
CompTIA TK0-201 Exam
Which of the following should a trainer do during a training session if they become interested in a student and want to learn more about their personal relationships?

A. Continue to conduct the training session
B. On a break talk to the student in private
C. During introductions ask all the students about their personal relationships
D. Inquire about the student to ensure they are not in a relationship

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 69
A trainer becomes aware that the students appear to be laughing quietly during the presentation of serious technical material. Which of the following actions should the trainer take?

A. Inform the student that their actions are inappropriate and they should stop.
B. Attempt to determine if a word used during training has a different meaning locally.
C. On break, report the behavior to the training center for proper disciplinary actions.
D. Tell a humorous story to achieve a bigger laugh.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 70
During the start of a class an instructor uses jargon and acronyms that are familiar to most of the learners and that are part of the course content. Which of the following BEST describes what the instructor is doing?

A. The instructor is establishing credibility and using appropriate communication skills.
B. The instructor should avoid using jargon and acronyms before explaining them because it could confuse the learners.
C. The instructor is establishing credibility but is not using appropriate communication skills.
D. By using jargon and acronyms the instructor is being arrogant and showing off their skill level in the subject matter.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
During a course an instructor notices that the course content seems to leave out important but not critical information regarding the subject matter. Which of the following statements describes the NEXT action the instructor should take that would be most beneficial to the current students?

A. Suggest supplemental training resources at the end of class.
B. Inform the learners of the important information and that it will be added to the course material in the future.
C. Purchase additional training resources and incorporate them into the class.
D. Contact the course designer and recommend adding the additional material.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 72
A contract trainer is delivering a customized course at a client site. In each of the last two sessions, the client has noted that the material contains incorrect information regarding several products. The client now notices that the mistakes are still in the material. The trainer has mentioned this problem twice to the development team and is frustrated. The BEST option for the trainer is to:

A. Create supplemental handouts with the correct product information.
B. Call the manager of the development department and emphasize the department's incompetence.
C. Tell the client to take personal responsibility to ensure the mistakes are corrected.

D. Skip delivering that portion of the course until the material is updated.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 73
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 ...?"
   Real 99
   CompTIA TK0-201 Exam
C. "Yes or no...?"
D. "Which do you like better...?"

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 74
An instructor is using an example where the students are contractors for an organization and have been brought in to perform a specific task. The instructor then begins to question the students regarding the example. This is using which of the following questioning types?

A. Clarifying
B. Probing
C. Closed-ended
D. Hypothetical

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 75
Which of the following describes a high-order question type?

A. An instructor asks a specific student a question.

B. An instructor tells a fictitious story to illustrate an example.

C. An instructor asks how many steps are in a process.

D. An instructor asks learners to compare and contrast two elements.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 76
An online exam has just begun in a classroom setting. The instructor notices that a student has not started the exam and is avoiding eye contact. The student is MOST likely:

A. Cheating
   Real 100
   CompTIA TK0-201 Exam

B. Confused

C. Angry

D. Focused

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77
The BEST way to get learners to contribute to a discussion is to:

A. Listen to what the learners are saying.

B. Provide handouts to learners.

C. Set expectations at the beginning of the course.

D. Encourage learners to ask questions.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78
It is obvious that the class is becoming uninterested in the material being taught. Which of the following is the BEST way to remedy the situation?

A. Provide more notes on the content.
B. Provide links to a website with more information on the material.
C. Provide detailed review of the material.
D. Provide tangible rewards for correct answers.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 79
Allowing the learners to generate a scenario is an example of:

A. Closed questions.
B. Hypothetical questioning.
   Real 101
   CompTIA TK0-201 Exam
C. Higher-order questioning.
D. Probing questions.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 80
Which of the following is a reason that none of the learners respond to a trainer's closed-ended question?

A. Learners may not know the answer to the specific question.
B. The question was not directed to a specific student to answer.
C. The trainer is pausing too long for a response.
D. Closed-end questions do not require answers.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 81
Which of the following is a reason learners are NOT responding to questions from a trainer?

A. The trainer is an expert and the learners do not have questions.
B. Only open-ended questions are being asked and learners do not know the specific answers.
C. The trainer is providing positive feedback when questions are asked.
D. The trainer is not pausing long enough before answering the questions themselves.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 82
Which of the following methods should be used to positively motivate students in a mandatory training session?

A. Create empathy with the students by stating you do not want to be there either.
B. Allow students to determine their break times to provide them a feeling of control.
   Real 102
   CompTIA TK0-201 Exam
C. Rush through the material so that the class ends early.
D. Inform students that their participation in the class will be evaluated and reported.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 83
An instructor is tasked with adding more interaction to an online synchronous program. Which of the following is the MOST important factor for the instructor to consider?

A. Physical location of the students
B. Using more email exchanges
C. Variation of learning activities
D. The holiday schedule

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84
During a synchronous class, a participant is presenting when the participant's dog begins to bark. Which of the following should the instructor do to BEST eliminate the distraction?

A. Mute the participant and use private chat to ask if they are ready to proceed
B. Laugh audibly and then comment that the instructor's dog also barks during sessions
C. Allow the distraction to continue until the participant is finished presenting the point
D. Interrupt the participant mid-sentence and scold the participant

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 85
After completing a block of instruction, the instructor notices students nodding and posing hypothetical questions with answers. This MOST likely

indicates which of the following?

A. The students need to hear the entire lesson again
   Real 103
   CompTIA TK0-201 Exam
B. The students understand the material
C. The students are confused on the material
D. The students need a review on the instruction block

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86
Which of the following should an instructor be sure to include in the introduction of a beginner's class?

A. The instructor evaluation form
B. The course evaluation form
C. The employment opportunities
D. The outline for the first lesson

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 87
The trainer assigns a lab and then wanders around the room observing the students. The trainer makes comments or helps students some of the time.
Which of the following would be the BEST feedback for a student who has finished the lab early without difficulties?

A. Ask the student to describe to the class how the lab ties in with the topic
B. Ignore the student; other students need more help
C. Watch the student in future labs to ensure no cheating is occurring
D. Quietly comment on how the student has done a good job

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 88
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:

Real 104
CompTIA TK0-201 Exam

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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 89
The phrase "I can do this, if they can" represents which of the following forms of motivation?

A. Building a model of success socially
B. Exploitation of personal interests
C. Using criterion-referenced learning
D. Utilization of situational awareness

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 90
In the following scenario, the learners all scored well on the exit assessment. However, upon returning to work, the learners were unable to use any of the learned processes. Which of the following BEST represents the information transfer?

A. Teaching how but not why
B. Poor managerial support
C. Success in problem-solving training
D. Recall in hypothetical situations

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 91
On the first day of a course, the trainer realizes that a friend is taking the course. Which of the following actions should the trainer take?

Real 105
CompTIA TK0-201 Exam

A. Proceed with the course; no additional action is required
B. Avoid eye contact during the course
C. Have the friend reschedule their course
D. During introductions inform the students of the situation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 92
During a virtual class session, the trainer is having issues with learners speaking at the same time during a discussion. Which of the following actions should the trainer take?

A. Disable the chat feature to avoid interruptions by learners
B. Review the policy on proper etiquette for online chat

C. Post the lesson online for learners to view

D. Have learners podcast their comments to the instructor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 93
Which of the following is the BEST way to motivate and reinforce learners?

A. Probe learners for information

B. Tell stories during the class

C. Use a variety of techniques during training

D. Provide end-of-course exams

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 94
The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

Real 106
CompTIA TK0-201 Exam

A. Open

B. Clarifying

C. Closed

D. Probing

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 95
An instructor has almost finished discussing a new topic when a learner is observed making unusual facial expressions. The instructor's BEST response is to:

A. Determine and apply appropriate motivational strategies for the learner.
B. Wait and monitor learner progress during training.
C. Confirm the communication identifies the need for clarification or feedback.
D. Maintain a consistent behavior with all learners.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 96
An instructor needs to actively facilitate learning by: (Select TWO).

A. Making the training relevant to the learner and their job.
B. Showing how the training will benefit the learners.
C. Allowing the learners to set their own goals.
D. Guiding their time to get the most out of the class.
E. Lecturing as the primary form of course communication.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 97
While the class is working on training modules, the instructor intermittently polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

Real 107

CompTIA TK0-201 Exam

A. Determine and apply appropriate motivational strategies for individual learners.
B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered.
D. Monitor learner comfort level during the use of participatory activities.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
While teaching a class the instructor constantly notices a learner is straining to see the information on the whiteboard and is looking frustrated. The instructor asked the class if everyone understands the material, and the learners confirmed that they all understand the material. Which of the following can the instructor do to improve the learning opportunities for the frustrated learner? (Select TWO).

A. Ask the learner to sit closer to the whiteboard so it can be seen easier.
B. Approach the learner during lunch to see if the material is being understood.
C. Ask one of the advanced learners to check on the frustrated learner.
D. Give the learner homework to see if they understand the lesson.
E. Call the learner to the front of the class to explain some of the material.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 99
During a training class, a few aggressive learners continued to dominate the question and answer sessions. Which of the following is the FIRST course of action for the instructor to take?

A. Talk to the learners on break and reprimand them.
B. Do not make eye contact with these learners when looking for answers.
C. Ignore the learners so they will know not to answer the questions anymore.
D. Tell the learners to give other learners a chance.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
The only advanced learner is polite but obviously bored. Which of the following is the BEST way to improve the learner's class experience?

A. Ask the learner if they would like to assist in room preparation and class documentation.
B. Ask the learner if they would like to prepare to teach a lecture of the class.
C. Ask the other learners to quiz the expertise of the advanced learner.
D. Ask the learner to cite real world examples to use in class.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 101
A company is hosting a major training event which several other companies have been invited to attend. The instructor is onsite and has already started the training. All of a sudden, the fire alarm goes off and everyone is instructed to leave the facility. After a 30-minute delay, everyone is instructed to reenter the building. Which of the following actions is the BEST way for the instructor to get the training back on schedule?

A. Keep the learners 30 minutes longer to make up the training
B. Reschedule the training for another day
C. Continue the training as scheduled and do not make it up
D. Adjust the schedule to allow 30 minutes for lunch instead of one hour

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 102

A trainer read that frequent evaluations are considered better for evaluating student progress than a single exam at the end of the course. Which of the following would be the BEST example of such evaluations?

A. Student labs led by the instructor during class
B. The trainer's mental notes about the students' ability
C. The trainer evaluation form filled out by the students
D. Short tests developed by the trainer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
answer is corrected.

QUESTION 103
From the surveys, which of the following measurement tools will give the trainer the MOST meaningful assessment on how successful a course was to a particular audience?

A. True/false questions
B. The Likert scale
C. Open-ended questions
D. The comment section

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
An instructor has just completed a five-day technical seminar. Which of the following would be the BEST post-course support method to communicate with learners?

A. Electronic newsletter
B. Blog
C. Email
D. Telephone

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 105
A class is even more unresponsive than usual. The trainer would like to find out what the students are learning. Which of the following is the BEST approach in this situation?

A. Give the students a paper quiz.
B. Ask students at breaks if they are learning anything.
C. Ask the students probing questions by name.
D. Send a message to their managers explaining they are not responding.
   Real 110
   CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 106
Which of the following exam types is BEST for objective grading?

A. Ranked
B. Essay question
C. Multiple-choice
D. Short answer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 107

When writing assessment items which of the following should a trainer do?

A. Use easy grading by creating patterns in multiple-choice assessments.
B. Provide unnecessary details to ensure learners understand the information.
C. Ensure there are an equal number of items for matching questions.
D. Create concise questions without repetition of leading words in answers.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 108
In order to determine a learners understanding of a specific topic or procedure, which of the following demonstrates the GREATEST understanding?

A. Ask the learner a close-ended question to determine their understanding of the topic or procedure.
B. Ask the group a question to determine their understanding of the topic or procedure.
C. Have the learner demonstrate the procedure while describing each step to determine their understanding.
D. Have the learners take a quiz to determine their understanding of the topic or procedure.
   Real 111
   CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 109
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 110
An instructor has been asked to develop a customized training course for a company. Which of the following should the instructor do FIRST?

A. Purchase the equipment and material needed for the training course.
B. Conduct a needs assessment with the company managers.
C. Develop the training course and then ask the company to review it for accuracy.
D. Ask for a list of personnel that will be attending the training.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 111
An instructor does not receive any paperwork on the students in the class until the last minute, therefore not allowing an assessment of their current skill level. Which of the following is the BEST way to proceed?

A. Begin the class assuming an advanced skill level
B. Guide the introduction portion to attain personal information Real 112
   CompTIA TK0-201 Exam
C. Delay the class until the information has been reviewed
D. Begin the class assuming a basic skill level

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 112
During a training session, a bulb goes out in the overhead projector. Which of the following is the BEST way to handle this situation?

A. Continue with the class as though nothing happened.

B. Put the class on break and notify the appropriate personnel.

C. Refuse to continue until the situation can be fixed.

D. Skip ahead to material that does not require the projector.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 113
An instructor is preparing to teach a virtual class that requires students to download two large files in order to participate in class. Which of the following is the BEST way to handle the situation?

A. At the end of the first day, make sure students receive a link to the files so that they can download them.

B. Provide students with a link to the files so that they can download them when needed.

C. Make sure an email is sent with a link to the location with instructions to download before class starts.

D. During class introduction, ensure that students receive a link to the files so that they can download them.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 114
The client has provided third party training materials to use during a class. The trainer notices that several outcomes for the training are not covered in the material. Which of the following should the

Real 113
CompTIA TK0-201 Exam
trainer do to prepare to teach the course?

A. Inform the students they will need to learn material not covered.

B. Research and provide supplemental materials approved by the client.

C. Purchase another vendor's materials and add it to the client's bill after the training.

D. Create a course outline that includes material not covered in the outcomes.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 115
Students in a class complain about the temperature of the room. The client expressed that they wanted the room colder so that students would be more alert during the class. Which of the following actions should the trainer take?

A. Tell the students the client wants it colder and suggest the use of jackets.
B. Express to the client that the temperature should be raised.
C. During a break, purchase a heater and put it in the room.
D. Block the cold air vents to raise the temperature of the room.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 116
During a course, the students express the need for additional training on a specific topic. Which of the following should the trainer do FIRST?

A. Determine if there is time in the current course to cover the topic and add the topic if possible.
B. Extend the course an additional day and provide students the time to adjust their travel arrangements.
C. Inform the client that the students will need an additional course and request the funds to design it.
D. Dismiss the students since the topic was not in the original course and continue training.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117

Performing a needs assessment with an audience directly relates to:

A. Future content and training outcomes.
B. The development of media relevant content.
C. The course objectives and goals.
D. Assessing the learner's current skills and abilities.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 118
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 119
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
Section: (none)

Explanation

Explanation/Reference:

QUESTION 120
Which of the following should a trainer perform prior to a training session that will utilize a book that they have not used in the past?

A. Request the client to use a known book
B. Search the publishers' website for current errata
C. Postpone the session
D. Contact the book author requesting changes to the book

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 121
Which of the following should a virtual trainer do to build a personal connection between the students in the class?

A. Use jokes to build a personal connection to the learners.
B. Post evaluation scores to encourage competition.
C. Add the students to the trainer's personal social networks.
D. Have students post a photo or avatar to represent themselves.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 122
After performing a needs assessment, the trainer determines that the audience's skills and talents do not coincide with the training that the organization is requesting. The audience's skill level is inadequate and it is not possible to move forward with the curriculum suggested by the organization. Which of the following would be the BEST approach for the trainer?

A. Work with the most competent individuals and ask them to assist others.

B. Initiate training and try to compensate for the skill deficiencies throughout the lecture.
C. Initiate training ignoring the original course design and train on the skills that they currently need.
D. Report the finding to the organization and suggest another training strategy.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
While preparing to deliver a new course, the instructor notices several areas that could be confusing. Which of the following is the BEST way for the instructor to introduce these sections to the learners?

A. Identify the developer of this topic.
B. Contact the course developer for corrections.
C. Create a supplement to the existing material.
D. Integrate more probing questions to the learners.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 124
Fifteen minutes before class is to start, a trainer realizes there is no overhead projector or screen to deliver the presentation. Which of the following solutions will minimize impact to the learning experience while minimizing class delay and cost?

A. Make paper copies of the presentation to distribute to the class.
B. Rent a projector and screen to deliver the presentation.
C. Refuse to deliver the training course because the environment does not meet the requirements.
D. Explain that a great presentation was prepared but a lecture approach will be used.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 125
Which of the following methods of delivery allows the learner to act out aspects of the course topics?

A. Role playing
B. Brainstorming
C. Lecture
   Real 117
   CompTIA TK0-201 Exam
D. Demonstration

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 126
A trainer gave a one-hour, continuous lecture on a technical topic to a diverse audience. Many learners were lost and therefore became disgruntled and uninterested. The BEST approach for delivering the content would have been to:

A. Cut the lecture in half and offer virtual content for self-paced learning.
B. Hold a discussion period first, then lecture for the remaining time.
C. Segment the lecture into two 30-minute blocks.
D. Engage learners using various learning activities within the hour.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 127
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 128
Which of the following is a disadvantage of using handouts?

A. Some students will be able to find pertinent information

B. Some students think handouts take the place of note taking Real 118
   CompTIA TK0-201 Exam

C. Students are more likely to pay attention to the presentation

D. Students who peruse the handout might think of questions to ask

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 129
Which of the following should a trainer do if they need to hold training sessions once a week during a ten-week period, but also need to travel out of state during two of those weeks?

A. Skip the material during the two out-of-state weeks

B. Extend the training to 12 weeks and hold two sessions a week

C. Hold virtual training sessions when needed

D. Cancel the class until a ten-week period can be arranged

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 130
A classroom instructor wants to deliver an exam using the Internet-enabled computers in the classroom. The instructor wants students to have access to the exam only from the classroom on a specific date and time. Which of the following will accomplish these goals?

A. Make the exam available just before it is to be taken.
B. Set a password to open the exam during class time.
C. Make the exam available only on the date specified.
D. Ask students to keep the password a secret.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 131
An instructor is teaching a course to learners with limited experience. During the course, one learner asks the instructor to further explain a concept that was just taught. Which of the following provides the MOST effective way for the instructor to respond? (Select TWO).

Real 119
CompTIA TK0-201 Exam

A. Provide the learner with an additional handout during the class
B. Tell the learner to conduct additional research after the class
C. Ask one of the other learners to provide the explanation
D. Use the concept in a personal story to enhance the learner's understanding
E. Probe the learner to clarify the level of confusion on the topic

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 132
Which of the following media should a trainer use to provide the objectives to students in a virtual course?

A. Direct the students to the publisher's website
B. Email the material to the students
C. Provide handouts to the students
D. Post the objectives in the front of the classroom

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 133
A learner profiles as a traditional learner, but interactions with the instructor are very important to the learner to ensure that their specific learning needs are addressed. Which of the following delivery methods would be BEST for this learner?

A. Brainstorm
B. Lecture
C. Role play
D. Virtual

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 134
Which of the following formats is MOST effective when using the polling function in synchronous

Real 120
CompTIA TK0-201 Exam
virtual classrooms?

A. Matching
B. Fill in the blank
C. Multiple choice
D. Essay function

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 135
Which of the following would be BEST used with tactile learners?

A. Implied agreement
B. Hands-on activities
C. Audio recordings
D. Teacher demonstrations

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 136
In an asynchronous learning environment, the instructor should avoid:

A. Integrating typed text into visuals.
B. Explaining online visuals using jargon.
C. Combining visuals with audio.
D. Using visual props during presentations.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 137
During a training session, the trainer becomes aware that a student in the first row of the class appears to be having difficulty viewing material displayed on the screen in the front of the

classroom. Which of the following actions should the trainer perform FIRST?

A. Stop using the screen to present the slides for class
B. Discontinue using the slides
C. On the next break print out the slides for the students
D. Turn the lights off in the classroom to allow better viewing of the slides

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 138
While delivering a course, the trainer notices that the examples included with the pre-written material are less than adequate. Which of the following would be the MOST appropriate action for the trainer to take?

A. Create spontaneous examples as needed
B. Incorporate commercial third-party material as deemed appropriate
C. Replace the material with another vendor's material
D. Deliver the material as intended by the developer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 139
Which of the following is a non-verbal communication method an instructor should use?

A. Eye contact
B. Proper use of jargon
C. Correct vocabulary
D. Voice intonation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 140
Real 122
CompTIA TK0-201 Exam
A student insists on asking advanced non-relevant questions during class. The instructor believes the student is challenging their knowledge. Which of the following shows how the instructor would BEST handle the situation?

A. Address the issue in private with the student at the next break.
B. Address the issue by removing the student from the classroom.
C. Address the issue publicly in front of the class.
D. Address the issue by ignoring the student.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 141
A student makes several mistakes while working on a computer-based lab. The trainer should:

A. Assist the student in repeating the lab.
B. Complete the lab for the student to keep the pace of the class.
C. Explain to all students the mistakes that were made.
D. Restart the student's computer to see if that fixes the problem.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 142

The trainer is teaching a class unexpectedly comprised of students who speak a different language than the instructor. By the first break it is obvious many of the students are having trouble understanding the instruction. Which of the following is the NEXT step for the trainer?

A. Be sure to enunciate all appropriate jargon and acronyms so the students learn the material
B. Speak very slowly and distinctly so the students cannot misunderstand
C. Reschedule the class until proper accommodations can be made for the students
D. Speak with those who arranged for the class to discuss appropriate options

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
While facilitating learning, the trainer must:

A. continue talking while writing on the board to maximize time.
B. use abbreviations on the board when possible to save time while instructing.
C. use technical jargon when possible to gain rapport with the learners.
D. use correct vocabulary, grammar, and syntax in both verbal communication and board writing.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
answer is verified.

QUESTION 144
A problem occurs while delivering a course. The trainer was not prepared for this problem and needs to maintain credibility with the class. The trainer should:

A. Continue training as if nothing happened.
B. Make the problem a learning moment.
C. Blame other members of the training team.
D. Fault the training materials for the problem.

Correct Answer: B

QUESTION 145
During a class, a student points out that one of the procedures that was explained has recently changed and the wrong steps are being taught. Which of the following should the trainer do to maintain an expert status with the class?

A. On a break verify the information and inform the class of the findings.
B. Inform the class the student is incorrect.
C. Ask the student if they are an expert and let them know not to interrupt.
D. Inform the client that they need to change their material to match the procedure.

Correct Answer: A

QUESTION 146
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

QUESTION 147
Which of the following are the BEST methods for assessing learners' knowledge of an objective when their work entails life-or-death decision-making skills? (Select TWO).

A. Scenario-based learning
B. Course surveys
C. Teach back
D. Situational interest
E. Exclusion from a list

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 148
The BEST way for an instructor to provide an introduction to the course content is to:

A. Hand out course evaluations.
B. Summarize the topics discussed.
C. Conduct a course overview.
D. Give examples on specific topics.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
valid and updated.

QUESTION 149
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
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 150
An analogy in a classroom setting is the:

A. Use of information in terms of existing experiences.
B. Only instance where humor is accepted.
C. Insertion of examples the learners are unfamiliar with.
D. Way to concentrate all learners on the objective.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 151
A trainer is suspecting that a specific learner is not grasping the material that was just covered. Which of the following question types would BEST determine this student's comprehension?

A. Clarifying question
B. Direct question
C. Open question
D. Probing question

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
Which of the following is an advantage to using the probing question type?

A. It allows learners to think more deeply on the topic.

B. It allows the trainer to silence a chatty student.

C. It gives learners the chance to learn from each other.

D. It allows learners to test their understanding of the topic.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 153
Working independently, several learners are completing a computer lab assignment. One learner wants to know when an advanced topic related to the lab will be covered in the course. Which of the following should be the instructor's response?

A. Tell the learner that you are unsure but will email the learner with the answer.

B. Tell the learner when the topic will be covered.

C. Direct the learner to consult another student.

D. Ask the learner why it is important to have this information.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 154
Last week, a trainer completed lecturing on a topic. This week, a learner asks a question related to last week's topic. Which of the following techniques should be used when attempting to encourage learners to answer questions themselves?

A. Use closed questions

B. Refer to online references

C. Ask probing questions

D. Review last week's material

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
A trainer asks each learner to present a different chapter of the textbook in front of the class. During one presentation, another learner asks the presenter a question that the presenter cannot answer. Which of the following is the BEST action from a trainer who strives to involve all learners?

A. The trainer asks a specific learner to answer the question.
B. The trainer asks if anyone in the class knows the answer.
C. The trainer answers the question.
D. The trainer asks all learners to read a specific page in the textbook.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 156
An instructor is lecturing a class shortly after lunch. Learners are starting to appear restless and are paying less attention to the instructor. Which of the following is the BEST action for the instructor to take?

A. Give the learners a break so they refresh themselves
B. Ask learners if they have any questions about the material
C. Conduct a review of the material to assess what the learners have retained
D. Use a variety of delivery methods to reinforce training and motivate learners

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 157
A student has incorrectly answered a trainer's question. Which of the following responses should the trainer use? (Select TWO).

A. Try to clarify the question based on the student's answer
B. Provide hints that will help the student see what was really desired Real 128
    CompTIA TK0-201 Exam

C. Explain how clearly wrong the answer is
D. Do not ask any further questions and continue on with the class
E. Ask if any other students are more intelligent and can answer correctly

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 158
Which of the following virtual tools would be BEST for students in an online synchronous class to indicate they have a question?

A. Click the No button
B. Call the tech support line to forward the question
C. Email the question to the instructor
D. Send the question over the chat line

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 159
Which of the following questioning types would be used to compare and contrast a complex concept?

A. Closed
B. Clarifying
C. Open
D. Higher order

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 160
When facilitating a group discussion, the trainer must: (Select TWO).

A. Put learners together who do not cooperate.
    Real 129
    CompTIA TK0-201 Exam
B. Handle disruptions discreetly.
C. Encourage respectful interactions.
D. Abruptly interrupt any conversations that go off topic.
E. Give close-ended questions to groups.
F. Put learners of the same level together.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 161
The MOST effective technique for encouraging learners to interact and share ideas, while attaining the objectives of the course and developing learner confidence, is to facilitate a(n):

A. Classroom debate.
B. Group dynamic.
C. Discussion group.
D. Online lecture.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 162
An instructor is assigned to deliver training with several objectives that require a team approach. Which of the following seating configurations would BEST encourage participants to work together in teams?

A. Round tables
B. U-shaped seating
C. Assigned classroom seating
D. Rectangular tables

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 163
In an asynchronous learning environment:

Real 130
CompTIA TK0-201 Exam

A. the learner is allowed to learn at their own pace without time constraints.
B. the learner and the instructor must be located within the same classroom at the same time.
C. a combination of live classroom and live on-line learning are utilized.
D. the learner and the instructor work together using various Internet technologies.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 164
A spirited discussion begins among the learners, centered on the lecture topic. Which of the following should the instructor do?

A. Do nothing to allow for natural group dynamics
B. Correct learners who have differing opinions
C. Ask the learners to stop the discussion
D. Use active listening to manage the discussion

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 165
Two students begin questioning an instructor at the same time. Which student should be allowed to proceed FIRST?

A. The instructor should randomly choose
B. The student who arrived late
C. The female should be given priority
D. The most insistent of the two

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 166
An instructor asks students to write five multiple-choice questions on a topic. This exercise will help to:

Real 131
CompTIA TK0-201 Exam

A. Create an opportunity to use the questions on the final exam.
B. Encourage students to ask and answer questions themselves.
C. Evaluate and monitor student progress.
D. Improve the instructor's active listening skills.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 167
Which of the following would allow an instructor to motivate students to learn a complex topic?

A. Divide the class into teams and play a game using topic principles.
B. Provide handouts describing shortcuts.
C. Allow students to take quizzes multiple times.
D. Offer extra credit to the student who masters the topic first.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 168
Which of the following would allow an instructor to determine a learner's need for clarification?

A. The learner's body language
B. The learner's motivation
C. The learner's test results
D. The learner's question type

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 169
A student asks the trainer an intricate question. Which of the following should the trainer do to interpret the question?

A. Ask the student to hold off until the end of the lecture Real 132
   CompTIA TK0-201 Exam
B. Interrupt the student and answer the question
C. Occasionally ask for clarification
D. Review the objectives

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 170
A trainer is contracted to teach from a particular outline and prepares accordingly. During the introduction, it is determined that the students are already versed in some topics and expected to review additional topics not included in the course outline. Which of the following is the BEST response?

A. Explain that the contract requires teaching to the outline without deviation and begin the course as planned.
B. Clearly mark areas for quick review and speak to management at the first opportunity.
C. Excuse the students who already know the material and arrange for an advanced course.
D. Change the outline to satisfy all students' expectations.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 171
Which of the following question techniques would be LEAST likely to assess the understanding of a learner?

A. Closed
B. Hypothetical
C. Open
D. Clarifying

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 172
Because of learner conversation and questioning, a course has moved away from the intended

Real 133
CompTIA TK0-201 Exam
learning objectives. Which of the following techniques can bring the learners back on track?

A. Give the class an extra break to refocus the group.
B. Finish the conversation and adjust the remaining class time and objectives.
C. Guide the discussion back to the objective.
D. Overlook the off-topic conversation and continue with the discussion.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 173
A fire alarm sounds at the beginning of a training course. The evacuation and inspection process takes 30 minutes. Which of the following would be the BEST solution to finishing the day?

A. Extend the course time 30 minutes to compensate for the alarm.
B. Reduce the number of breaks.
C. Adjust the course flow and pace of the remaining time.
D. Have a working lunch period.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 174
To avoid students from being distracted during learning, it is a good practice to:

A. Allow for a period in the beginning of the lesson for learners to check their emails.
B. Allow the learners to use the Internet as a resource.
C. Set the lesson as default on the workstation and disable all other applications.
D. Disable all visual media and allow learners to type responses.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 175
Which of the following methods is the MOST effective questioning technique that will allow an

Real 134
CompTIA TK0-201 Exam
instructor to measure if the classroom is attentive and engaged?

A. Closed-ended questions to initiate conversations
B. Probing questions to facilitate knowledge transfer
C. A mixture of open-ended and closed-ended questions
D. Questions that inspire thought and initiate discussion

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 176
An instructor needs to assign a multi-part assignment to an online class. Which of the following deliveries would maximize student engagement?

A. Post a multiple-choice exam
B. Invite students to email each other
C. Create a writing assignment
D. Divide students into groups

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 177
A student approaches the instructor with concerns that a specific assignment does not appear to meet any of the course objectives. Which of the following would be the BEST instructor response?

A. Inform the student that the instructor did not write the objectives.
B. Identify the objective with an explanation of how the assignment meets the objective.
C. Direct the student to the instructor's supervisor for discussion.
D. Remind the student that not all assignments will align with a course objective.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 178
Real 135
CompTIA TK0-201 Exam
Which of the following teaching techniques would BEST enable a reserved student to participate more in class?

A. Use student-owned mobile phones with projected still images.
B. Use an electronic student response device for each team in a game.
C. Use electronic student response devices with a game.
D. Use presentation remote devices with an online video game.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 179
In a classroom setting, the same student keeps calling out the answer, stopping other students from participating. Which of the following would remedy this situation while motivating all learners?

A. Privately ask the student to refrain from this activity.
B. Divide the class into teams and ask the student to be the moderator.
C. Ask the student to answer only one question per class.
D. Call on other students by name.

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
answer is corrected.

QUESTION 180
An instructor is teaching a course with learners who have different levels of experience. During the course, one learner is constantly asking questions indicating that the learner does not have sufficient previous experience. Although the course is on schedule, some of the other learners are frustrated. Which of the following would be the BEST approach for the instructor to take?

A. Direct the learner to the Internet to get more information
B. Reschedule the learner for another course
C. Maintain the current pace and continue to answer questions as needed
D. Tell the learner to ask all questions at the end of the class

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 181
After reviewing several topics, an instructor decides to ask the learners some review questions. After asking the first question, one of the learners answered incorrectly. Which of the following is the BEST approach for the instructor to take?

A. Allow another learner to answer the question and continue training
B. Ask the learner to stay after class for a review of the material
C. Ask the learner to research the correct answer
D. Explain the correct response and provide positive and constructive feedback

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 182
After teaching a lesson with many sequential steps, a student is having trouble grasping the material. The student has been identified as a tactile learner. Which of the following would BEST benefit the student?

A. Review the main lecture points again

B. Have the student perform the actions

C. Demonstrate the lesson to the student

D. Draw an illustration on the board

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 183
A class has a few students who have prior knowledge in the subject matter. After teaching the lesson, which of the following would be the BEST way to proceed?

A. Put the class on break

B. Start the next lesson

C. Begin a thorough review of the lesson

D. Solicit stories from the students

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
corrected.

QUESTION 184
Which of the following is MOST likely to motivate an at-risk student?

A. Clarifying that there are no winners or losers in the classroom

B. Allowing the student to make multiple attempts at the labs and providing praise for effort

C. Explaining that the student's learning disability is the cause of a failure

D. Providing customized labs that can be completed successfully by the student

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 185
By the first break in a mandatory course, the students' non-verbal communication demonstrates a lack of connection with the subject matter. The instructor can then:

A. Use more elaborative questioning to elicit connections.
B. Continue with the course and make no adjustments.
C. Create scenarios on more interesting topics than the objective.
D. Remind the students that this is a requirement.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 186
Mastery goal setting has better success because it leads to:

A. Immediate results.
B. Better grades in class.
C. Competition with others.
D. Improvement over time.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
well defined.

QUESTION 187
A learner finds that the procedures taught in a course fit perfectly into the needs of the business. When returning to work the student finds that their workload yields insufficient time to perform the procedures. Which of the following BEST represents the failure in information transfer?

A. Teaching how but not why
B. Poor managerial support

C. Recall in practical situations

D. Failure of problem-solving training

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 188
When delivering terminal objective information, the instructor should include which of the following motivators? (Select TWO).

A. Bring statistics from other classes

B. Explain this is part of their job responsibilities

C. Use multitasking teaching methods

D. Involve other classmates in the explanation

E. Focus on the benefits of the objective

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 189
During the course introduction, a student expresses that an objective they expected to be covered in the course is not listed. Which of the following actions should the trainer perform?

A. Inform the student that they may not want to finish the course

B. Remove the student's evaluation of the course

C. Comment that the objective topic is not required

D. Direct the student to additional resources on the objective Real 139
    CompTIA TK0-201 Exam

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 190
During classroom instruction, a trainer notices that one of the students is disconnected. Which of the following actions should the trainer take?

A. Direct a question to the student to engage them in the class
B. Approach the student's manager about the problem
C. Avoid the student since they indicate they do not want attention
D. Assign a short assessment during instruction

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 191
A trainer happens to notice throughout a session that one learner is getting assistance from another learner on all of the assignments. Which of the following would be the BEST approach to diffuse this behavior?

A. Move the learner who is assisting the other learner to another area in the room.
B. Inform both learners that they will not receive credit for this particular session.
C. Ask the learner who is assisting to allow for individuals to contribute equally.
D. Allow the behavior to continue because the assessment means very little.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 192
A trainer has just covered a procedure within the lesson. Which of the following questioning techniques would be BEST when assessing an individual learner?

A. Probing
B. Clarifying

C. Hypothetical
   Real 140
   CompTIA TK0-201 Exam
D. Closed-ended

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 193
Which of the following will motivate learners MOST during a course?

A. Instructional relevancy
B. Frequent assessments to gauge understanding
C. Cost of the course
D. Prior knowledge of the learners

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 194
Which of the following is considered an advantage of using a relay question?

A. It allows the instructor to engage more than one participant with the same question
B. It prevents the instructor from injecting value judgments on the material being presented
C. It allows the instructor to test an individual's understanding against a performance objective
D. It prevents participants from upstaging the instructor

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 195
Which of the following activities is BEST when a group of workers in a class includes a high number of active learners?

A. Watching a video
B. Role play
C. Silent reading
D. Flip chart exercise
   Real 141
   CompTIA TK0-201 Exam

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 196
A trainer completes a detailed module. Several of the students ask for links or something that they can use to get the details, because they were not able to take notes fast enough. Which of the following would be best for the trainer to do FIRST?

A. Quickly search online for a website or two that appears to cover the data.
B. After class that night contact the course developer to request additional study material.
C. Give a homework assignment to search the web; the next day, review the suggestions in class.
D. Look through the files for an appropriate handout to give the next day.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 197
Which of the following words is MOST likely used in a higher-order question?

A. Select
B. Summarize

C. Justify

D. Rephrase

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 198
While the trainer is performing administrative functions at a desk, a student approaches the trainer and asks a question. Which of the following employs active listening?

A. Stop working and focus on the student asking the question.

B. Continue working while listening to the student.

C. Focus on the student behind the one asking the question.

D. Stare at the student while listening to the question.
   Real 142
   CompTIA TK0-201 Exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 199
A learner in an asynchronous e-learning course is having problems retaining the information from the course. Which of the following is the BEST solution to the learner's problem?

A. Direct the learner to a more introductory course.

B. Inform the learner's supervisor of the concerns.

C. Have the learner take notes during the lessons.

D. Wait for a required assessment and report the lack of knowledge.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 200
A trainer is in the middle of making a point with difficult material when a learner asks a question that is slightly off-topic. Which of the following is the BEST course of action for the trainer to take?

A. Answer the question immediately so it will not hang in the background distracting others
B. Inform the student that it is an off-topic question and has no place within the material
C. Redirect the question to another learner so their knowledge can be shared with the class
D. Defer the question, promising to get back to it as soon as is reasonable

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 201
The drawback to using open-ended questions toward the beginning of a synchronous virtual class
is:

A. response in a virtual class is too time-consuming for discussions at the start of class.
B. virtual learners will be thrown off; they are expecting visual presentations.
C. open-ended questioning is inappropriate for a virtual class.
D. personal commentary is contradictory to the efficient impersonal design of virtual classes.
   Real 143
   CompTIA TK0-201 Exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 202
The least experienced learner in a class is falling behind. Which of the following is the BEST method for addressing this issue?

A. Ask the advanced learners for a volunteer to assist the lesser experienced learner.
B. Set up a private consultation with the learner to create an action plan.
C. Provide the learner with an audio tape for review after class.
D. Ask the learner which advanced learner they would prefer to work with.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 203
An instructor is ending a training course and has covered all the material. The instructor has just conducted a final summary of the material. Which of the following should the instructor do NEXT?

A. Provide an end of course critique to the learners.
B. Conduct an assessment to ensure the learning objectives have been met.
C. Ask the learners if they have any questions.
D. Thank the learners for their participation and conclude the course.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 204
Which of the following is the BEST indicator of a student learning the content in the short term?

A. A trainer evaluation with glowing comments about the trainer
B. The learner scoring high on a 10-question quiz on the last day
C. The learner correctly answering almost all questions on periodic quizzes
D. The trainer's evaluation based on the learner's attitude Real 144
   CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 205
Which of the following allows the trainer to evaluate student progress easily and quickly?

A. Develop exams for the course using recognized and objective measurement principles.
B. Periodically ask students open-ended questions.
C. Ask students about the progress of the student next to them.
D. Require students to mark off a checklist of objectives once each is thoroughly mastered.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 206
A trainer arrives onsite and prepares for class. The trainer should review which of the following items?

A. Job openings within the clients' organizations
B. The course evaluation form
C. Local events and activities
D. The dress code for the class

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 207
A trainer wants to be able to verify that the students' knowledge has increased on the course subject. Which of the following methods should a trainer use to verify the increase in knowledge?

A. Evaluate the students at the end of the course on their knowledge.
B. Ask the students if they have learned anything from the course.

C. Survey the students on the trainer's teaching ability.
D. Conduct pre-course and post-course evaluations of the students.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 208
A good method of evaluating the effectiveness of a past training course is to:

A. Choose several delivery methods.
B. Ask for audience feedback during breaks.
C. Revise the content of training from session to session.
D. Review data and comments from surveys.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 209
Which of the following indicates how a trainer can BEST utilize feedback received from participant evaluations?

A. Justification for any report critiquing the learning objectives
B. A final assessment tool to evaluate the learner's knowledge
C. A tool toward improving the trainer's future performance
D. Evidence to the client that participants learned the topics covered

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 210
A company wants to develop a training course that will help develop job skills as well as broaden the knowledge of their employees. The instructor has developed the training course and has already begun teaching. Which of the following would be the BEST method for the instructor to evaluate the learners? (Select TWO).

A. Provide quizzes and written exams on the learning objectives
B. Conduct practical applications and role plays
C. Ask the learners to complete an end-of-course critique Real 146
   CompTIA TK0-201 Exam
D. Encourage the learners to ask questions
E. Review the learning objectives periodically during training

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 211
While preparing to teach a course at an organization, the trainer sees that part of the contract is the ability for students to contact the trainer with questions after the conclusion of the training. Which of the following is the BEST support information to provide to the students?

A. The trainer's home phone number
B. The trainer's email address
C. The company representative's phone number
D. The trainer's company website address

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 212
During a five-day course, an instructor wishes to evaluate the students both formally and informally in order to gauge their progress before the final evaluation. Which of the following techniques, when assigned daily, would BEST accomplish this task? (Select TWO).

A. Verbal feedback

B. Virtual case studies
C. Written comments
D. Written assessments
E. Verbal evaluations

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 213
Which of the following information would a trainer use from a course evaluation to improve their training methods?

Real 147
CompTIA TK0-201 Exam

A. Students' evaluation of the learning environment
B. Students' evaluation of the objectives for the course
C. Students' evaluation of the pace of the course
D. Students' evaluation of the course content

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 214
Which of the following are the BEST ways for an instructor to assess learning? (Select TWO).

A. Summarize the objectives
B. Post-survey on the course
C. Pre-course exam
D. Written exam
E. Role playing

Correct Answer: DE

QUESTION 215
A learner has repeatedly taken different computer components and assembled them into a working computer, each time in front of the instructor. However, the student cannot pass the written examination on the subject. Which of the following would be the BEST action by the instructor?

A. Consult the learning objectives and grade the student accordingly.
B. Stress to the student that it is important to pass the written exam as well as the practical exam.
C. Ask the student's advisor if the written exam can be waived.
D. Provide additional materials to the student to help pass the written exam.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 216
Which of the following are reasons trainers compile an end-of-class report? (Select TWO).

Real 148
CompTIA TK0-201 Exam

A. To document any disciplinary issues that arose with training personnel
B. To document any modifications the trainer made from course design
C. To evaluate the success of course design
D. To protect the trainer from participant formal complaints
E. To evaluate the competence of the course designer

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 217
The MAIN reason for conducting end-of-course assessments is to:

A. Recognize the learner with the highest exam percentage.
B. Determine which learners will retake the training.
C. Assess the needs of the organization.
D. Compare learner achievement to course objectives.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 218
After completing instruction on a topic, which of the following tasks would the instructor perform to evaluate learner retention? (Select TWO).

A. Give the students a break to absorb the information.
B. Watch for non-verbal communication from the students.
C. Create a hypothetical scenario.
D. Generate a skills inventory on the next subject.
E. Perform a teach-back through role play.
F. Ask probing questions to select students.

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 219
A trainer is designing a lab to evaluate the learners' ability to apply the information learned. They

Real 149
CompTIA TK0-201 Exam
want to provide the learners with feedback from the evaluation. Which of the following evaluation methods will provide the BEST feedback?

A. Classroom ranking scale

B. Self assessment
C. Grading rubric comparison
D. Percentage score

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 220
On several end-of-course evaluations, a trainer noticed that participants stated that the pace of the course was too slow. Which of the following actions should the trainer take?

A. Adjust the pace of the training and check periodically with the participants to see if further adjustments need to be made.
B. Set expectations for the training at the beginning so the participants will know what pace to expect.
C. Continue the training as delivered because the leader's guide was followed and that is what was most important.
D. Test participants at the beginning of the course and exempt anyone who makes a predetermined score.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 221
After teaching a class, a trainer needs to address the fact that an entire domain of material is missing from the course. Which of the following should the trainer do?

A. Discuss with the contact about an additional class session to cover the missing material.
B. Contact the course developer and report the missing topics, providing suggestions where appropriate.
C. Purchase material from a different vendor for future classes on the subject.
D. Create material for the missing topics and send it on to the course developer for inclusion in future versions.
   Real 150
   CompTIA TK0-201 Exam

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 222
A company has provided material to use for IT training. After analyzing the needs assessment, the instructor realizes that the company will need some additional content. Which of the following would be the BEST action for the instructor to take?

A. Ask the company to modify its needs to coincide with the materials.
B. Modify the materials to meet the needs of the company.
C. Inform the company that the course design cannot be changed.
D. Meet with the company to conduct another needs assessment.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 223
During pre-course communications the instructor discovers that the course is different than the one expected by the class. Which of the following would be the BEST course of action?

A. Conduct the class expected by the learners.
B. Contact the training coordinator and ask for further instructions.
C. Cancel the class because not enough time was given to prepare for the unexpected subject matter.
D. Conduct the class according to new material.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 224
During a pre-class meeting with the training manager, the instructor is informed that two of the participants are foreign learners and have difficulty with the English language. The class to be presented is an advanced topic. Which of the following would be the MOST appropriate course of action?

A. Suggest that someone be brought in to assist these learners.
B. Ask other learners to assist during the course.
C. Slow the pace of the course even if all the material is not covered.
D. Try to translate any sections that might be difficult.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 225
A company is hosting a training event at their location. The instructor has started the training, and one of the learners indicates that a page is missing from the handout. Which of the following should the instructor do NEXT?

A. Ask the learner to get a copy from another learner
B. Inform the company of the issue
C. Continue with the training and provide the missing page after the next break
D. Inform the learner that it was an error by their quality control department

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 226
Which of the following delivery methods should be used sparingly?

A. Reading from the book
B. Lecture periods
C. Discussion sessions
D. Hands-on lab sessions

Correct Answer: A

QUESTION 227
Certain business practices are driven by scenarios that are centered on performing specific tasks.
The BEST delivery method would be:

Real 152
CompTIA TK0-201 Exam

A. Lecture
B. Role play
C. Discussion
D. Brainstorm

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 228
A trainer has been tasked with developing a safety course for workers in a manufacturing plant. Which of the following learning styles would be used MOST often?

A. Kinesthetic
B. Auditory
C. Mathematic
D. Visual

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 229
Using every available feature of a computer-based graphic presentation is:

A. Abenefit to the visual learner.
B. Distracting to the learner.
C. An excellent use of training materials.
D. Acreative use of resources.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 230
A student points out an error in the training materials during a class. Which of the following is the BEST course of action the trainer should take?

Real 153
CompTIA TK0-201 Exam

A. Ignore the error and follow the material as designed.
B. Verify the error and acknowledge it during the class.
C. During the class, call the designer to make the correction to the material.
D. Continue presenting the material and correct the course designers after class.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 231
In an economics lecture, the instructor wants to illustrate that, theoretically, a situation could never happen. Which of the following hand gestures would be MOST effective in making this point?

A. Right hand moving parallel to the floor
B. A fist with the index finger extended upward
C. Using both hands out front, palm to palm and spreading them slowly apart

D. A closed fist

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 232
A learner asks a trainer a question about a topic area that is related to the course. The trainer has no knowledge on the topic area. Which of the following are the BEST ways to respond to the question? (Select TWO).

A. Redirect the question to the class.
B. Research the question over a break, and then provide an answer.
C. Discuss how that topic is outside the scope of the class.
D. Provide an answer that sounds plausible.
E. Admit lack of knowledge on the topic and move on with the class.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 233
A trainer has just completed instruction on a seven-step process. The trainer tells a real-world

Real 154
CompTIA TK0-201 Exam
story to the class and then asks the learners to identify which step of the process was used in that story. The trainer was effectively attempting to:

A. Identify a hidden eighth step.
B. Use listening techniques to understand learner questions.
C. Manage course flow.
D. Lead learners from recall to application.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 234
An instructor takes a negative stance on a course topic. Using concepts learned in the course, learners are asked to debate why the instructor's position is faulty. This strategy will:

A. Cause anger and frustration.
B. Create opportunities for learners to contribute to the discussion.
C. Confuse the learners.
D. Encourage resourceful learners to answer their own questions.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 235
Which of the following is MOST appropriate for a trainer to use to regain students' focus?

A. Take a short break to come up with an interactive discussion
B. Stop lecturing until the class regains focus
C. Create a loud noise to get students' attention
D. Turn the lights on and off to increase students' awareness

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 236
Real 155
CompTIA TK0-201 Exam
While delivering a course, the trainer notices one learner who is not grasping some of the concepts. Which of the following would BEST assess the needs of the learner?

A. Slow the pace of the class to meet the needs of the learner.
B. Ask the learner to keep up with the person next to them.
C. Ask the learner to answer more questions than other classmates.
D. During a break, discuss challenges with the learner.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 237
During a lecture, an open-ended question is given to the class. A learner responds with an answer that is not completely correct. Which of the following would be the BEST way to give the learner the correct answer?

A. Explain to the learner that the answer was wrong, and then go through the correct answer.
   While explaining the incorrect answer, point out where the learner was wrong.
B. Repeat the learner's response, while explaining the areas of the question that were wrong, then asking the learner if they would change the answer to the correct response.
C. Focus on the parts of the answer that were correct. Next explain those aspects that were incorrect. Afterward, repeat those parts that were correct.
D. Ask another learner to explain why the answer given was incorrect, then repeat the learner's response. Ask the class to give other examples as to why this is incorrect.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 238
When planning to deliver an online course, the trainer MUST make time for:

A. Constructive feedback on the materials.
B. Keyboard shortcuts in applications.
C. Rude and disrespectful comments from learners.
D. Explanations of the emoticons used in the course.

Correct Answer: A

QUESTION 239
During a training class on increasing productivity, the client requests suggestions on how to motivate their employees upon returning to work. Which of the following methods should the trainer suggest to BEST motivate the client's employees?

A. Dismiss the employee with the lowest increase in productivity.
B. Reward the employee with the highest increase in productivity.
C. Provide a bonus to the trainer if productivity increases.
D. Provide a bonus to all employees that increase productivity.

Correct Answer: D

QUESTION 240
A student asks an off-topic open-ended question. Which of the following would be the BEST response?

A. Inform the students that the question will not be on the test
B. Explain politely why the question is off topic and move on
C. Ask the student to research the question
D. Clarify with the student which topic the question pertains to

Correct Answer: B

QUESTION 241
Which of the following would a trainer use to motivate students as a class?

A. Make evaluations difficult to motivate the students to study harder and do better

B. Create an evaluation that is easy early in the class to create confidence in the students

C. Only provide an evaluation at the end of training so that students can look forward to the tests

D. Create evaluations with only true and false answers to provide students with a better chance to pass
   Real 157
   CompTIA TK0-201 Exam

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 242
At the beginning of a course, an instructor suspects that a student has not grasped the information covered in a prerequisite course. Which of the following should the instructor do?

A. Direct the student to additional resources.

B. Consult the student's transcript.

C. Suggest that the student drop the course.

D. Contact the student's advisor for an explanation.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 243
A student emails an instructor with an entire life story of why assignments are being turned in late. The instructor suspects that the student simply lacks motivation. Which of the following is the BEST option for the instructor?

A. Sympathize with the student and explain why late assignments cannot be accepted.

B. Give the student extended time to complete the missing assignments.

C. Refer the student to the school's Student Services department.

D. Promise the student extra credit points for each assignment turned in on time.

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 244
Which of the following would be an example of setting up a proper learning environment?

A. Ask students to sit according to age when entering the room
B. Place students who have previously attended classes in the back of the room
C. Have experienced users in the front of the room
D. Remove assigned seating in the setup
Real 158
CompTIA TK0-201 Exam

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 245
An instructor asks a learner a question. The learner's response confuses some of the other learners. Which of the following would be the BEST action for the instructor to take?

A. Ask the learner to repeat the response.
B. Ask other learners what they think about the response.
C. Restate the question again to the same learner.
D. Ask clarifying questions about the response.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 246
An instructor is leading a class that has multiple purposes in the industry. The learners come from different disciplines and technical backgrounds. Which of the following will BEST assist the instructor in conducting a successful course?

A. Treat the learners as a homogenous group to avoid any bias.

B. Follow the syllabus as closely as possible.

C. Inquire as to the learners' objectives and expectations.

D. Separate learners into different groups aligned with their particular disciplines.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 247
An instructor asks a learner a question. The learner's response confuses some of the other learners. Which of the following would be the BEST action for the instructor to take?

A. Ask the learner to repeat the response.

B. Ask other learners what they think about the response.

C. Restate the question again to the same learner.
Real 159
CompTIA TK0-201 Exam

D. Ask clarifying questions about the response.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 248
A learner is frequently distracted. When the instructor asks a question the learner appears confused. Which of the following is the BEST assessment of the learner's behavior?

A. The learner is disturbing the group and should be removed.

B. The learner is displaying negative behavior and needs to be reprimanded.

C. The learner would benefit from additional explanation and clarification.

D. The learner may not be interested in the subject being discussed.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 249
A trainer has just covered material where the learners have a reasonable and expected understanding. A learner then asks a question relevant to the material covered. Which of the following is the BEST action for the instructor to take?

A. Query the class as to whether they wish to dwell on this material or move on
B. Review the material again
C. Encourage the learner to answer their own question
D. Respond back quickly and move on to new material

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 250
A trainer should solicit the MOST evaluations from the learners by:

A. Giving the learners the expected answers to the survey.
B. Informing the class that it will affect the trainer's job.
    Real 160
    CompTIA TK0-201 Exam
C. Providing a survey at each station before class begins.
D. Asking for the completion of a course survey.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 251

While teaching a block of content, the instructor notices several students who appear to be confused. Which of the following is the BEST way to confirm the observation?

A. Ask questions about the material
B. Start the lesson over
C. Review the objectives
D. Ask the assistant instructor to review the material

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 252
Surveys and comment sheets are essential to the training lesson because they:

A. Provide feedback on instruction and serve as a guide for future topics and lessons.
B. Are assessment tools for the trainer that measure learner retention.
C. Keep valuable records of the names of each of the attendees.
D. Allow the instructor to decide which method of delivery is best.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 253
Which of the following items are MOST important to include on an evaluation form for an asynchronous course? (Select THREE).

A. The instructor's response time
B. The number of breaks permitted
   Real 161
   CompTIA TK0-201 Exam
C. The Internet connection speed
D. The success of meeting course objectives
E. The ease of use of the course's interface

F. The quality of the testing environment

G. The instructor's attendance record

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 254
Which of the following represents an objective evaluation of a learner?

A. A multiple-choice exam

B. An essay exam

C. A five-page annotated paper

D. A short-answer exam

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 255
There are several students in a class with similar special needs. Which of the following would be LEAST likely to be considered proper accommodations for their needs?

A. Read the directions and questions aloud to those students

B. Allow an aide to stay with and encourage the student

C. Allow the student to take the test with the student's textbook and notes

D. Give the test over several short periods

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 256
Which of the following BEST explains why a trainer needs to evaluate student performance?

Real 162
CompTIA TK0-201 Exam

A. To determine improvements that need to be made
B. To provide intrinsic motivation to the students through grades
C. To gauge the amount of training that occurred over the course
D. To measure the amount of learner participation throughout the course

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 257
An instructor is developing an exam. Which of the following emphasizes the way the exam should be written?

A. An exam should cover the material and instructor techniques.
B. An exam should allow a learner the opportunity to show what they know.
C. A classroom test should cover all topics, in detail, ensuring complete coverage.
D. An exam should measure a learner's ability to study the presented material.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 258
A class is comprised of highly visual learners. Which of the following techniques would BEST reiterate facts and details for memorization?

A. Closed-ended, random, but direct question and answer, requiring multiple repetition for the same answers.
B. Role play that includes scenarios illustrating the effect of the facts in the real world.
C. Instructor recites scenarios illustrating the effect of the facts in the real world.

D. Learners provide answers to questions on the instructor's presentation slides.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
appropriate answer.

QUESTION 259
During the introduction to the course material, the trainer realizes that the students do not have the required prerequisite knowledge. Which of the following courses of action should the trainer take?

Real 163
CompTIA TK0-201 Exam

A. Inform the students they do not have the prerequisite knowledge and cancel the course.
B. Prepare supplemental materials to cover the prerequisite knowledge.
C. Spend the first day covering the prerequisite material and drop the last day's material from the class.
D. Let the client know the students will not be able to learn the material and the trainer should not be blamed.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
super valid.

QUESTION 260
An instructor has placed the learners into groups to discuss several topics. When the instructor walked around to monitor the group progress, the learners were off-task. Which of the following contributes MOST frequently to this situation?

Real 11
CompTIA TK0-201 Exam

A. The learners were disinterested in group discussions about the topics.
B. The learners were neither familiar with nor understood the assigned topics.
C. The learners were not comfortable with the members of the group.
D. The learners were ready for a break and the instructor failed to recognize this.

Correct Answer: B

QUESTION 261
While conducting a class the power goes out. After an hour it is restored. Which of the following would be the BEST method of delivering the remainder of the course?

A. Condense the remaining topics.
B. Reduce the break time for the remainder of the day to catch-up on the missed material
C. Give the learners home work to do independent study on the missed material.
D. Have the learners stay late to make-up for the missed course time.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 262
A learner responds incorrectly to an instructor's question. Which of the following is the BEST response?

A. The instructor should answer the question in order to maintain the self-confidence of the learner
B. Be honest and tell the learner the answer was incorrect.
C. Thank the participant for trying and desk if someone could help out.
D. Move quickly to the next question so the learner will not feel embarrassed.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 263
In a virtual classroom, which of the following would be the BEST reason for an instructor to poll the learners?

Real 12

A. Allows the instructor to deliver exams to each student
B. Allows the learners to interact with one another
C. Allows the instructor to survey the class
D. Allows the instructor to see which learners are participating

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 264
Which of the following is an advantage of using the open questioning technique?

A. It allows the questioning period to proceed quickly and effectively.
B. It allows qui ck assessment of learner knowledge in a virtual environment.
C. It creates opportunities for learners to contribute to the discussion.
D. It provides an opportunity for the first learner to respond, to direct the discussion.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 265
When delivering lecture in a virtual classroom environment, an instructor should:

A. Use markup tools (e.g. highlighter) to guide the learners focus.
B. Record as much as possible ahead of time to avoid misspeaking.
C. Use open-ended questions to facilitate discussion.
D. Only use live video as a backup plan due to bandwidth restrictions.

Correct Answer: A
Section: (none)
Explanation

QUESTION 266
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).

Real 13
CompTIA TK0-201 Exam

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
Section: (none)
Explanation

QUESTION 267
Which of the following would an instructor do with a new class to get the learners involved?

A. Have the learners introduce themselves.
B. Lecture on the topic and then ask questions about the lecture.
C. Have the learners stand around and talk to each other.
D. Give a survey to assess each learner's knowledge.

Correct Answer: A
Section: (none)
Explanation

QUESTION 268
When an instructor is trying to gather information from learners about a subject, which of the following question types can be asked?

A. Closed-ended
B. Open-ended
C. Clarifying
D. True/false

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 269
An instructor wants to quickly evaluate learner knowledge after an exercise. Which of the following methods would BEST achieve this?

Real 14
CompTIA TK0-201 Exam

A. Give a written exam on the topic.
B. Have the learners perform an additional exercise on the topic
C. Ask the learners random questions about the topic.
D. Have the learners engage in a group discussion of the topic.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 270
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

QUESTION 271
After teaching a very long block of instruction before lunch, the instructor wants to check how well the learners have learned the material. Which of the following methods is the BEST to accomplish this goal?

A. Have the learners answer review questions about the block of instruction
B. Have each learner recite what was said during the block of instruction
C. Give the learners home work that night and go over it the next day
D. Put the learners in groups to discuss the instruction that was taught.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 272
An instructor completed the required content of a technical course early. The instructor decided to fill the time by writing tasks on the board and assigning them to individual students. A timeline was

Real 15
CompTIA TK0-201 Exam
provided for the overall task completion and all students were expected to apply their new knowledge to the task assigned. The instructor then proceeded to work on plans for the next course in this situation, which of the following statements about the appropriateness of the activity is true?

A. It was appropriate because use of the exercises covered the gap in the timing of the course.
B. It was appropriate because the students were given a frame of reference upon which to apply what they learned.
C. It was inappropriate because it placed a heavy burden on students to successfully complete the exercise.
D. It was inappropriate because it did not offer students a stated learning result applicable to their experience

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 273
Pause at an appropriate place during a presentation can contribute to: (Select TWO)

A. Reviewing the material
B. Maintaining consistent behavior
C. Adding emphasis to a statement
D. Pronouncing words properly
E. Assessing learner's level of interest

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 274
Prior to a course an instructor remembers that learners always challenge a topic's technical accuracy. Which of the following actions should the instructor take in order to avoid this?

A. Allow the learners to decide on a resolution.
B. Omit the topic from the course.
C. Tell the learners that controversy on this topic is normal
D. Produce authoritative references.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 275
An instructor gives several tests over the course of the class. The tests given should focus on:

A. The prerequisites of the course
B. The syllabus objectives
C. Knowledge learned

D. Objectives covered

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 276
A contract instructor is preparing training materials for a corporate client. The corporate client has supplied standardized material, but wishes to tailor it for their particular needs. Which of the following steps would BEST address this situation?

A. Use the standardized material and supply the learners with supplemental visual aids,
B. Modify the standardized materials as necessary to suit the expectations of the corporate client.
C. Use the standardized material and explain how this material will be sufficient to meet their needs
D. Ask the corporate client to supplement the material after the class.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 277
An instructor is delivering a course with limited time and has learners with various skill levels. Which of the following would the instructor do to BEST follow up any needs of the learners?

A. Offer fee based consulting for the program
B. Divide the class into groups with similar skill sets
C. Provide additional material on the technology
D. Contract for additional training time
   Real 17
   CompTIA TK0-201 Exam

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

Explanation:

QUESTION 278
An instructor was preparing for a one-hour virtual class anticipating that several questions would come up during the event. Which of the following steps should the instructor take to prepare for this session?

A. Conduct a pre-course assessment to defer any questions
B. Ask all participants to hold questions until the end to manage time
C. Prepare answers to common questions ahead of time
D. Only allow five minutes for questions at the beginning of the training

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 279
An instructor is teaching a beginner topic. Most of the learners explain that they are already familiar with the course content. Which of the following should the instructor do?

A. Continue the class as planned assuring completion of current course objectives
B. Ask the advanced learners what they would like to cover in the course and then change objectives based on advanced learner's requests.
C. Ask the experienced learners to return for a more advanced course
D. Modify the curriculum as necessary to fulfill student expectations while still meeting course objectives.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
answer is modified.

QUESTION 280
An internal instructor is completing a review of the first draft of a new sales course. The instructor notices that participants will be asked to implement new job responsibilities as part of the course. The instructor also knows that this change has not been announced, and is not aware of any plans for the announcement. Which of the following is the BEST course of action for the instructor to take?

A. Ask the sponsors of the program to release an employee communication plan regarding the changes
B. Develop a plan for how to overcome the likely resistance in the classroom.

C. Talk to a few employees who will be attending the session to get their take on the changes.

D. Continue to prepare for the course as planned.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 281
An instructor is delivering a course session that has a large amount of content and the allotted delivery time is short. Which of the following question types is BEST for this situation?

A. Probing

B. Closed-ended

C. Higher order

D. Open-ended

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 282
An instructor is teaching a one week web design class. On the first, day many of the learners asks the instructor questions pertaining to the material that the instructor is not familiar with. The instructor tells them the answers will be provided the next day. The second day of the class the learners bring up more questions about the material and ask about yesterday's questions. The instructor does not have the answers and the learners lose confidence in the instructor's expertise in the subject. Which of the following BEST describes what the instructor could have done to better control this situation?

A. Go over the material several days prior to the class to be more prepared

B. Assign each of the learners a question and have them find the correct answer

C. Ask if any of the learners in the class if they knew the answers to the questions

D. Instruct the learners to hold all questions until all the material is covered

Correct Answer: A
Section: (none)
Explanation

QUESTION 283
The MOST effective way for an instructor to demonstrate active listening is to:

A. Repeat the learner's question verbatim.
B. Display open body language to indicate interest.
C. StatE."So what I hear you asking is. . . "
D. Establish eye contact with the learner.

Correct Answer: C
Section: (none)
Explanation

QUESTION 284
A learner is asking a question but the instructor does not clearly understand what the learner is asking. Which of the following should the instructor do?

A. Ask the learner to see the instructor during a break
B. Answer the question as the instructor understood it
   Real 66
   CompTIA TK0-201 Exam
C. Ask another learner if they understood the question
D. Ask the learner to repeat the question

Correct Answer: D
Section: (none)
Explanation

QUESTION 285
A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

A. Review basic concepts with entire group

B. Provide constructive feedback

C. Suggest peer tutoring

D. Avoid calling on those learners

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 286
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 287
An instructor is previewing the class materials for a course. The instructor notices that a method to monitor learner progress is not included with the course materials. Which of the following should the instructor do NEXT?

Real 67
CompTIA TK0-201 Exam

A. Administer a survey following the course to gauge learner understanding.

B. Encourage learners to enroll in a subsequent class to reinforce all of the material covered.

C. Immediately consult the client to determine why a method to monitor learner progress was not included.

D. Develop appropriate questions to be included during the course to monitor the progress of all learners.

Correct Answer: D

QUESTION 288
Which of the following is the BEST indicator that a learner is disinterested?

A. Yawning during learner lab exercise
B. Reading other material while a lecture is being given
C. Poor posture throughout the class
D. No eye contact during group discussions

Correct Answer: B

QUESTION 289
When providing instruction to a culturally diverse group it is important to: (Select TWO)

A. Remain open to ideas that may differ from the instructor's ideas.
B. Limit learner dialogue during the course so that the learners do not get confused
C. Strive to influence the group to adopt a neutral viewpoint.
D. Value diversity, accept learners as they are.
E. Break up the learners into cultural groups.

Correct Answer: AD

QUESTION 290
While teaching a class two learners are constantly having difficulties with the material, and ask the instructor questions after every lecture. They are always the last two to finish any exercises. Many

of the learners start noticing how frustrated the instructor is getting with the two learners, and comment on how the instructor's gestures are negative towards the two learners. Which of the following describes the correct non-verbal communication that the instructor should have in this situation?

A. Do not respond to the two learners and continue with the class.

B. Smile and call on the two learners very frequently.

C. Keep eye contact with the learners and spend time with them after class.

D. Speak louder to the two learners when explaining.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 291
The instructor is teaching a class in a very large room and is utilizing a projector to show the class the equipment being taught. Several of the learners seated in the back report they are not able to see the presentation. Which of the following is the BEST solution to the problem?

A. Ask the learners to rotate chairs once they see the presentation.

B. Move to a smaller room so that all learners can be close to the presentation.

C. Tell the learners that the presentation will be available after class.

D. Print out hand-outs of the slides for the learners.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 292
An instructor arrives for a lab class with twelve laptops. The contact takes the instructor into a conference room that contains one large table and twelve chairs. There are no visible outlets in the room. Which of the following should the instructor do?

A. Request assistance to locate outlets or for an extension cord to be run into the room.

B. Instruct the learners at the beginning of the class that laptops will not be used in the course.

C. Run the class on battery power using the laptops as minimally as possible.

D. Select a different room that accommodates twelve learners and has visible outlets.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 293
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
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 294
An instructor is delivering a live distance learning class and is informed that some of the learner's computers do not have sound cards. Which of the following should the instructor do in the future to ensure that the learners will have the ability to hear all lectures?

A. Make the class technology requirements available for the learners before the class.
B. Buy inexpensive sound cards and headphones and ship them to the learners' locations before the class starts.
C. Pre-write the speaking portion of the presentation. Use the chat function in the virtual classroom, copying and pasting in relevant sections as they are demonstrated on-screen.
D. Pre-record the speaking portions of the presentation and make them downloadable from the virtual classroom.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 295
An instructor noticed that several participants would look away when questions were being asked while other individuals would continue to answer. Which of the following could the instructor do to involve all participants?

A. Stop the class and ask if there were any problems with the instruction of the class.
B. Pull individuals aside to identify reasons for lack of participation.
C. Inform the class that everyone needs to participate to pass the class.
D. Assign small groups and give each a task.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 296
Which of the following is the MOST important issue to consider when identifying the target audience for a training program?

A. Potential gains in participant productivity
B. How much the program will cost
C. The knowledge and skill of the participants
D. The type of incentive to provide for completing the training

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 297
An instructor notices that the classroom is extremely hot and several participants report that they are having trouble concentrating on the material. Which of the following is the BEST course of action for the instructor to take?

A. Contact facilities management to try to find a prompt interim solution.
B. Stay on task and use humor to distract.

C. Cancel class for the remainder of the day and start fresh the next morning.

D. Tell the learners they have to endure the heat and the problem will be addressed later.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 298
When a learner leans back and crosses their arms in response to a direct question, this MOST likely indicates they:

Real 71
CompTIA TK0-201 Exam

A. Know the answer but do not want to share it with the rest of the class

B. Are indifferent to the question and want to be disruptive to the class

C. Are uncomfortable with their knowledge of the correct answer

D. Are interested, invested but considering their response carefully

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
answer is valid.

QUESTION 299
An instructor perceives that a learner is continually flirting with the instructor during class.

Which of the following should the instructor do to reduce the distraction level caused by the learner?

A. Remove the learner immediately from the class. Report the behavior to the learner's manager.

B. Avoid eye contact and continue with the class. Report the behavior to the learner's manager.

C. Move the learner to a more distant location from the instructor. Report the behavior to the learner's manager.

D. Discuss the behavior with the learner at a break. Report the behavior to the learner's manager.

Correct Answer: B
Section: (none)
Explanation

QUESTION 300
A client requests a half-day course on a software application from an instructor. The instructor has laptops available for rent, but the client is not interested in paying the cost. Which of the following is the BEST method to handle this situation?

A. Instruct the client that the course can only be run with the laptop rental fee.
B. Bring one laptop and a projector to display presentations and demonstrations.
C. Increase the price of the class and say the laptop usage is free.
D. Explain the best return on investment (ROI) will be realized by hands-on training.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 301
An instructor is use to instructing experienced individuals. The instructor is delivering a class to a group of entry level learners. Which of the following will the instructor need to adjust for this specific group of learners?

A. Body movements and gestures
B. Technical terminology and acronyms
C. Proper syntax and use of grammar
D. Voice inflection and rate of speech

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 302
On the first day an instructor administers a pre-test. The results of the test are mixed; some learners scored high and some scored low. Which of the following is an effective use of these results?

A. Modify the delivery to match the abilities of the learners.

B. Use the results as a baseline to measure learning.
C. Remove the over-qualified learners from the class.
D. Remove the under-qualified learners from the class.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
answer is well defined.