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Vendor:CompTIA

Exam Code:TK0-201

Exam Name:CTT+ Exam (Certified Technical Trainer)

Version:Demo

QUESTION 1

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

QUESTION 2

A learner shows up for class dressed inappropriately. Which of the following is the FIRST action the instructor should do?

- A. Take the learner aside and inform the learner of the dress code policy.
- B. Point out the violation of dress code in front of the other learners.
- C. Remove the learner from class until they adhere to the dress code.
- D. Give all the learners a break and address the situation with the point of contact

Correct Answer: A

QUESTION 3

To illustrate a point, the trainer uses a joke that the class does not understand. Which of the following should the trainer do next?

- A. Attempt to save the situation by telling another joke
- B. Pretend nothing happened and continue with the lesson
- C. Retell the joke explaining its punch line
- D. Decide not to use humor in future presentations

Correct Answer: B

QUESTION 4

An instructor notices that the course participants are sluggish, engaging in side conversations and appear somewhat

distracted. Which of the following should the instructor do to reengage the learners? (Select TWO).

- A. The instructor should give a quiz to see if the learners retained information so far.
- B. The instructor should use an energizing activity as a redirector.
- C. The instructor should tell the learners why it is important to pay attention at all times
- D. The instructor should give the participants a break.
- E. The instructor should report their behavior to management

Correct Answer: BD

QUESTION 5

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

QUESTION 6

A sales trainer must distinguish and illustrate the advantages the training client's brand of equipment offers over a competitive brand's paper path. In the absence of the competitive machine, which of the following will BEST convey the importance of this key advantage to the learners?

- A. Devising a role play where the salespeople practice delivering a script, explaining the advantage to a machine operator
- B. Inserting a video of the chief engineer discussing how working around a patent issue led to developing this key advantage
- C. Demonstrating how to clear a paper misfeed from the client's brand of equipment and acting out the same process for the competitor's equipment
- D. Developing an accelerated learning type of exercise, teaching the representatives to draw the paper path of the training client's brands

Correct Answer: C

QUESTION 7

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

QUESTION 8

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

QUESTION 9

A trainer has just completed instruction on a seven-step process. Which of the following questions test for learner understanding? (Select TWO).

- A. How many steps are in the process?
- B. What are the steps in alphabetical order?
- C. What would be the eighth step?
- D. What is your favorite step?
- E. What is the fourth step of the process?
- F. Why are there not nine steps?

Correct Answer: AE

QUESTION 10

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

QUESTION 11

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 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

QUESTION 12

The Human Resources department is conducting a class for new employees when the air conditioning stops working. Which of the following should the instructor do FIRST?

- A. Report the incident to the maintenance department
- B. Tell the employees it is not unbearable and continue with the course
- C. Cancel the class and reschedule the class for another time.
- D. Continue on with the instruction ignoring the temperature issue.

Correct Answer: A