

**Exam : CompTIA TK0-201**

**Title : CompTIA CTT+ Essentials  
Exam**

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1. Which of the following should a trainer take into consideration when providing motivational incentives?

- A. They should be perceived by the learners as appropriate and necessary.
- B. They should reflect group and not individual interests.
- C. They should not require any type of instructional adjustment.
- D. They should be given generously and freely to learners.

**Answer: A**

2. An instructor is unusually youthful in appearance. When teaching groups of older learners, this instructor has noticed that they are frequently reluctant to accept the instructor's competence to teach them. The instructor has just received a teaching assignment for a group that will be primarily made up of learners 15 to 20 years older. Which of the following should be the instructor's FIRST instructional priority?

- A. Demonstrate acceptable personal conduct.
- B. Demonstrate content expertise.
- C. Demonstrate flexibility in response to learner needs and interests.
- D. Demonstrate effective questioning techniques.

**Answer: B**

3. For this question, decide whether the action makes it likely or unlikely that a trainer will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To lead beginner-level learners to a thorough understanding of a concept that has just been presented to them

ACTION: Frame systematic questions in a way that requires the learners first to apply the concept and then to recall facts regarding the concept.

- A. Likely, because the learners will have the benefit of guidance from the instructor.
- B. Likely, because the questioning technique will enable learner success and confidence.
- C. Unlikely, because the instructor is requiring learners to begin by responding to a cognitively higher-level question.
- D. Unlikely, because planned systematic questioning rarely aids learning.

**Answer: C**

4. Training that teaches needed job skills are a powerful training tool for which of the following reasons?

- A. Learners are more at ease with the skills.
- B. Instructors find it much easier to prepare and teach.
- C. Learners know why the skills are relevant to them.
- D. Instructors know the rationale for the skills.

**Answer: C**

5. An experienced instructor has just completed an instructional assignment that the instructor judges to have been unsuccessful. The instructor believes that the difficulty experienced was due in part to the scheduling of the course, which conflicted with the work schedules of many of the learners. Which of the following is the MOST appropriate thing for the instructor to do in this situation?

- A. Inform the learners' supervisors that the planning for the course was inadequate.
- B. Downplay the significance of learner comments since the course was not successful.
- C. Report observations along with comments from the learners to the training manager.
- D. Try to obtain the learners' work schedules to support the instructor's judgment about the cause of the problem.

**Answer: C**

6. An instructor is demonstrating acceptable social practices in which of the following situations?

- A. The instructor optimizes humor that arises from the context of the learning situation.
- B. The instructor avoids the use of humor in the presentation of course materials so that no learner is offended.
- C. The instructor allows learners to use humor that may appear to be offensive in some situations, but is deemed acceptable to the group.
- D. The instructor discourages humor in the instructional setting.

**Answer: A**

7. An inexperienced instructor asks a seasoned instructor to observe a class. The experienced instructor notes that the new instructor is very knowledgeable about the subject matter, but fails to interact with the learners. Which of the following actions would MOST likely improve the situation?

- A. After class, the experienced instructor should suggest the use of more questioning and hands-on activities within the class.
- B. The experienced instructor should politely interrupt the class and begin directing questions so that the example is clear to the new instructor.
- C. The experienced instructor should compliment the new instructor's knowledge of the subject and avoid giving criticisms in support of building confidence.
- D. The experienced instructor should suggest the use of activities that capitalize on the new instructor's strengths, rather than techniques that may cause discomfort.

**Answer: A**

8. During introductions, the trainer asks students to give not only their names, but also their title and a detailed description of what products or services their employers provide. The instructor would BEST use this information as a:
- A. reference point for analogies to bring the material closer to the students.
  - B. way to help students get a feel for who has the most experience with the product.
  - C. method of finding students who may be able to help others later in the class.
  - D. means for building teamwork among the learners to help them feel closer to one another.

**Answer: A**

9. A trainer, who has completed a training class, determines that the materials were inadequate for students to meet the learning objectives. The training materials were created by the training center using technical journals and other vendor manuals. Which of the following actions should the trainer take?
- A. Ask to meet with the curriculum developers to see if they want help developing materials for the next class.
  - B. Ask the training center to send supplementary materials to the students in the class.
  - C. Report the inadequacy and ask the training center staff to contact the curriculum developer to make corrections.
  - D. Provide the curriculum developer with a specific list of corrections and changes to use for the next course.

**Answer: D**

10. For this question, decide whether the action makes it likely or unlikely that an instructor will achieve the goal. Select the BEST statement that explains why the action is likely or unlikely to accomplish the goal.

GOAL: To use appropriate methods to insure learner understanding of concepts and introduce new concepts.

ACTION: The instructor presents to the learners several large case studies and then asks specific questions related to each learning concept and its application to the case.

- A. Likely, because the environment presented is related to real-life application of the concepts presented.
- B. Likely, because it provides a transition between the new content and the skill sets already possessed.
- C. Unlikely, because students have difficulty attributing a frame of reference to case studies.
- D. Unlikely, because case studies rarely address the needs of the tactical learners in the group.

**Answer: A**

11. A learner asks the instructor a question that was covered before the lunch break. Which of the following would the BEST response be from the instructor?

- A. Answer the question in short form, citing where it was covered previously.
- B. Redirect the question to the class, and allow other learners to answer.
- C. Provide a more in-depth answer to the question so that the rest of the learners gain more from the discussion.
- D. Ask the learner to remain after class to review the material that was already covered.

**Answer: B**

12. A contract instructor has been hired to instruct a course on outstanding customer service for a large organization. In preparation for the course, the FIRST step the instructor should take is to:

- A. speak to company employees about the course.
- B. offer ideas for course content.
- C. review the course materials.
- D. understand the organizational culture.

**Answer: C**

13. An instructor is discussing key material for a course when a learner asks a question that will lead to material that the class is not yet prepared for. Which of the following is the BEST course of action for the instructor?

- A. Inform the learner that the question can be asked during a break.
- B. Answer the question as not doing so may cause the learner to be confused.
- C. Defer the question and assure the learner that it will be covered later in the course.
- D. Inform the learner that the question falls outside of scope and will not be answered.

**Answer: C**

14. A student informs an instructor that the topic being covered is not relevant to their job and asks why it is being covered. Which of the following is the MOST appropriate action?

- A. Assign the student an alternative exercise while continuing with the lesson.
- B. Ask the student what they would like to cover in the course.
- C. Deviate from the curriculum and continue with another topic.
- D. Explain the importance of the topic and how it relates to their job.

**Answer: D**

15. Which of the following are the FIRST ways to open a training session? (Select TWO).

- A. Provide instructor introductions.
- B. Start right into the lesson with no introduction.
- C. Hand out supplemental course materials.
- D. Identify the course and state the objectives of the course.
- E. Explain the logistics of the course.

**Answer: AD**

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

- A. Send the less responsive learners a private message asking if there are any questions.
- B. Observe the less responsive learners while performing tasks to ensure comprehension.

- C. Ask the class as a whole if there are any questions, encouraging the less responsive learners to respond.
- D. Ask the less responsive learners direct questions about the subject matter.
- E. Ask each of the learners how the material being presented is relevant to their job.

**Answer: AE**

17. While giving an overhead presentation the projector being used powers off. Which of the following is the FIRST course of action?

- A. Take a break and have technical support address the problem.
- B. Lecture from the instructor notes until the next break.
- C. Dismiss the class until the projector can be fixed.
- D. Have technical support correct the problem immediately during class.

**Answer: B**

18. A learner comes into class with an inappropriate shirt that is offending other learners. Which of the following should the instructor do FIRST?

- A. Send the learner home immediately.
- B. Tell the learner that they have won a free t-shirt but that they need to wear it today.
- C. Quietly discuss the situation with learner and ask if they have any other shirts available.
- D. Discuss the situation with the contact or facility manager to determine the best course of action.

**Answer: C**

19. Several learners are already familiar with the course topics, while other learners are having difficulty with the course topics. Which of the following is the BEST action for the instructor to take?

- A. Teach the course to the learners that are having difficulty and have the experienced learners do independent labs.
- B. Use diagrams that further clarify the material.
- C. Encourage the learners who have experience with the course to share and discuss it with the class.
- D. Teach expanded objectives so the experienced learners get the most out of the course.

**Answer: C**

20. An instructor is conducting a sales training seminar where the training consists of successful interaction between the account representatives and the clients. The BEST method of training would be:

- A. watch a video of the correct way to do it.
- B. to have the instructor tell the representative what to say to close the sale.
- C. role play potential real world scenarios.
- D. to have the instructor demonstrate all the sales situations and the response to each situation.

**Answer: C**

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