

CompTIA

Exam Questions TK0-201

CTT+ Exam (Certified Technical Trainer)



NEW QUESTION 1

- (Topic 1)

An instructor evaluates learners using both written and oral exams and multiple choice quizzes. Which of the following should be added for a complete evaluation of each learner?

- A. Observations
- B. Course evaluations
- C. Independent study
- D. Uniform testing

Answer: A

NEW QUESTION 2

- (Topic 1)

While facilitating a lab where learners are expected to follow directions, some learners are deviating from the assigned task. Which of the following is the BEST response?

- A. Ask learners to come after class and redo the assignment.
- B. Redirect the learners who deviated from the directions.
- C. Change the pairing of learners to prevent further deviation from assigned tasks.
- D. Bring the learners deviation to the attention of the class and make them an example.

Answer: B

NEW QUESTION 3

- (Topic 1)

While conducting a lab exercise a learner states that they cannot complete the lab due to lack of confidence. Which of the following options is the BEST way to handle this situation?

- A. Give the learner encouraging comments.
- B. Assign an easier lab to increase the learner confidence.
- C. Recommend that the learner take a pre-requisite class to increase their confidence.
- D. Give the learner extra materials to practice the exercise.

Answer: A

NEW QUESTION 4

- (Topic 1)

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

Answer: B

NEW QUESTION 5

- (Topic 2)

A manager has assigned a group of learners to take a course. All of the learners are familiar with the course topics. A new student arrives after lunch on the first day and informs the instructor that they are a new-hire and are not familiar with the course topics. Which of the following BEST describes the step the instructor should take?

- A. Remove the student from the class so they do not disrupt their co-workers.
- B. Pair the non-experienced student with an experienced student for assistance.
- C. Give the student additional resources for independent study.
- D. Assess the entire group to determine where additional assistance is needed.

Answer: B

NEW QUESTION 6

- (Topic 2)

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.

Answer: A

NEW QUESTION 7

- (Topic 3)

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.

Answer: B

NEW QUESTION 8

- (Topic 3)

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 escalated 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.

Answer: A

NEW QUESTION 9

- (Topic 4)

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

Answer: C

NEW QUESTION 10

- (Topic 4)

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

Answer: B

NEW QUESTION 11

- (Topic 4)

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.

Answer: B

NEW QUESTION 12

- (Topic 4)

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.

Answer: D

NEW QUESTION 13

- (Topic 4)

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.

Answer: A

NEW QUESTION 14

- (Topic 4)

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

Answer: D

NEW QUESTION 15

- (Topic 4)

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

Answer: C

NEW QUESTION 16

- (Topic 5)

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.

Answer: D

NEW QUESTION 17

- (Topic 5)

In preparation for a class that requires many devices to be plugged into a power outlet, which of the following is the BEST way to proceed?

- A. Quickly plug in the cords to minimize the required setup time
- B. Plug the cords into the nearest outlet available to shorten cord length
- C. Consolidate cords into one outlet to minimize the number of outlets needed
- D. Plug in the cords, arranging them to minimize the tripping hazard

Answer: D

NEW QUESTION 18

- (Topic 5)

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.

Answer: C

NEW QUESTION 19

- (Topic 5)

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.

Answer: C

NEW QUESTION 20

- (Topic 6)

A learner consistently is competing with the trainer on the upgraded methods of performing the same tasks. The trainer is using the methods laid out within the

course materials, and the learner is using previous experiences. Which of the following is the BEST method to control the learner's contributions?

- A. Contact the training manager to have the learner removed from the course.
- B. Show the class where the learner's comments are incorrect.
- C. Engage in a debate with the learner on the correct methods.
- D. During a break privately explain the objectives of the course.

Answer: D

NEW QUESTION 21

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