

Exam Questions 312-75

C-Council Instructor Exam

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NEW QUESTION 1

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

- A. Contact your training manager and ask him/her to write a memo to the students as an apology.
- B. Move forward and ignore the issue.
- C. Make a clarification that you did not intend the inappropriate reference to the word used and give an apology and move on swiftly.
- D. Laugh and look at the students in their eyes for approval.

Answer: C

NEW QUESTION 2

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

- A. Criticize Joe in front of the class.
- B. Answer Joe's question immediately after he asks it.
- C. Offer to discuss Joe's questions with him after class.
- D. Privately criticize Joe for asking unrelated questions.
- E. Ignore Joe's questions.

Answer: C

NEW QUESTION 3

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

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

Answer: D

NEW QUESTION 4

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

- A. Speak to Johnny in private about the consequences of continuing his behavior.
- B. Ask other members of the class if they found the Joke to be offensive to determine if further action is necessary.
- C. -DELETED-
- D. Talk to facility management and get the student removed from the class.
- E. Criticize Johnny's behavior in front of the entire class, encouraging class members to contribute their feelings.

Answer: D

NEW QUESTION 5

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

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

Answer: C

NEW QUESTION 6

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

- A. Use material the next day that does not require a projector.
- B. Communicate with appropriate faculty person regarding the problem with the projector.
- C. Request a new classroom.

Answer: B

NEW QUESTION 7

As an instructor you discover that key learning objectives are not addressing student's needs in your learning material. Choose below the appropriate action that the instructor should take:

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

Answer:

A

NEW QUESTION 8

Sheryl often uses incorrect grammar in her questions and answers.
Referring to the above scenario, how do you tactfully indicate the correct grammar usage?

- A. Restate her question or answer in correct grammar.
- B. Only answer questions and acknowledge her answers
- C. Interrupt her questions or answers so it does NOT aggravate other students.
- D. Privately criticize her grammar on the next break.
- E. Privately criticize her grammar on the next break and tell her if it does NOT improve, you will be critical of her grammar in front of the class.

Answer: B

NEW QUESTION 9

Mrs. Swella is instructing her students to be help desk technicians. She wants them to understand the frustration they may experience once on the job.
Which one of the Mowing presentation techniques is correct to use in the above situation?

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

Answer: A

NEW QUESTION 10

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

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

Answer: D

NEW QUESTION 10

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

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

Answer: A

NEW QUESTION 14

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