

## Exam Questions 312-75

C-Council Instructor Exam

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#### NEW QUESTION 1

Outing the first lecture of the course. Steve responds to each of your questions and comments on all points. It causes you to lose your train of thought. Misbehavior also appears to bother the other students, but Steve is NOT aware of this. How should you handle the above situation?

- A. Privately ask Steve if he is aware how other students are responding to his behavior
- B. Suggest modifications to his behavior.
- C. Publicly ask Steve if he is aware how other students are responding to his behavior and how « distracts your train of thought.
- D. Do NOT intervene
- E. Steve paid for the course and has the right to behave any way he pleases.
- F. Publicly tell Steve how other students are responding to his behavior and how it distracts your train of thought.
- G. Fill out a counseling form on Steve and advise him of the consequences of continuing his behavior.

**Answer:** A

#### NEW QUESTION 2

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 3

Mr. Moore is poor at articulating his thoughts and opinions. Sometimes his responses to your questions do NOT make total sense or they are not well organized, how should you deal with the student's responses in the above situation?

- A. Accept his answers as they are because he is participating in class.
- B. Stop asking him questions that require a detailed answer.
- C. Ask him only open-end questions.
- D. Try to get a clearer picture of what he said and rephrase his answer.
- E. Direct another student to rephrase Mr. Moore's answer.
- F. Moore's answer.

**Answer:** D

#### NEW QUESTION 4

Which one of the following is a CORRECT statement about using viewgraphs, slides, overheads, or transparencies?

- A. Presenters should keep their eyes on their slides to make certain they do not forget any points.
- B. Viewgraphs, overheads, or transparencies should be read.
- C. Viewgraphs, slides, overheads, or transparencies should be simple and should use bullet statements whenever possible.
- D. There should be a minimum of eight points on viewgraphs, overheads, or transparencies.
- E. There is NO need to cover every point on viewgraphs, overheads, or transparencies.

**Answer:** C

#### NEW QUESTION 5

Which one of the following is NOT a characteristic of a good question?

- A. Short enough for students to remember
- B. Stated so that it suggests an answer
- C. Stated in a language familiar to the student
- D. Constructed to stress the key points of a lesson
- E. Stated to require a simple yes or no answer

**Answer:** B

#### NEW QUESTION 6

Mrs. Keen's accounting students are having difficulty with accounts payable concepts. She develops a package of material that contains contracts, receiving reports, and invoices. She tells her students to make the proper accounting entries using the documents. She is available to provide guidance on how to use the materials. What type of simulation is illustrated in the above case?

- A. Gaming
- B. Group Work
- C. Equipment
- D. Case study
- E. Brainstorming

**Answer:** D

#### NEW QUESTION 7

Which of the following are TRUE concerning instructor credibility?(Select two)

- A. Adult learners automatically grant credibility to individuals in position of authority or responsibility.
- B. Adult learners may not perceive value in learning without instructor credibility.
- C. Instructor credibility is only important at the beginning of a course.
- D. Instructor credibility can be gamed or lost through words or actions.

**Answer:** BD

#### NEW QUESTION 8

Mr. Bell has a large amount of Information to present In a short period of time. Referring to the above scenario, what presentation method can Mr. Bell use to accomplish this?

- A. Group discussion approach
- B. Buzz Groups
- C. Teacher-centered approach
- D. Student-teacher interaction
- E. Role playing

**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 m 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

Before a class is started, it is instructor's role is to do all of the following before the class commences:

- A. The adequacy of the facility is confirmed.
- B. Room status report is written and given to courseware designer.
- C. Make sure learner supplies and courseware are ready and neat.
- D. Equipment is checked to make sure it is operable.

**Answer:** ACD

#### NEW QUESTION 10

You are introducing a lesson to a group of students. After presenting the objectives of the lesson, you tell a three minute story. You look around the classroom and the students seem perplexed and confused.

Which one of the following is the main reason for the students' reaction in the above scenario?

- A. You should have used an analogy.
- B. The story included some startling or shocking statements.
- C. The story was too long.
- D. The story did NOT relate to the objectives you presented.
- E. The story was NOT funny.

**Answer:** D

#### NEW QUESTION 13

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