



# TK0-201<sup>Q&As</sup>

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### QUESTION 1

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

Correct Answer: D

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### QUESTION 2

Which of the following is the BEST question to use when an instructor wants to engage an entire group of learners in a discussion?

- A. Single response questions
- B. Closed-ended questions
- C. Open-ended questions
- D. Individually directed questions

Correct Answer: C

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### QUESTION 3

A client has asked an instructor to modify information for a course to give the learners the knowledge needed for their company's proprietary system. The instructor discovers that the material cannot be modified due to copyright regulations. Which of the following is the BEST course of action for the instructor?

- A. Modify the material anyway for the client and do not tell them about the regulations.
- B. Call the developer to see what the charge would be to change the material.
- C. Advise the client of the copyright regulations and offer to use different material.
- D. Tell the client class cannot be conducted because of the copyright regulations.

Correct Answer: C

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### QUESTION 4

A trainer uses a humorous anecdote that they often use at a certain point in the material. After telling the story, the



trainer senses a change in facial expression and body language from one student. Which of the following is the MOST appropriate action for the trainer to take?

- A. On the next break, ask the student privately whether the anecdote was effective
- B. Ask for a show of hands of those who did not like the anecdote
- C. Approach the student immediately and ask if everything is alright
- D. Call an impromptu break and ask what the student thought about the anecdote

Correct Answer: A

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#### QUESTION 5

An instructor needs to motivate a learner to complete a course, but the learner is not excited about the course due to lack of knowledge. Which of the following is the BEST motivation method?

- A. Implement more real life scenarios into the instruction to make the learner more interested.
- B. Create a group for this learner to work with to make the learner feel more comfortable.
- C. Give the learner words of affirmation and tell them the instructor is available after class.
- D. Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

Correct Answer: C

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#### QUESTION 6

A class is working on a lab that requires them to follow lengthy instructions; the instructor recognizes the pace of the class has slowed significantly and wants to ensure that all objectives are covered. Which of the following should the instructor do?

- A. Manage the course flow and achieve learning objectives by asking the class to shorten their breaks and possibly return after a dinner break.
- B. Achieve learning objectives by demonstrating the lab to the class then have them complete the lab together.
- C. Group all slow learners together and offer extra assistance; have the other learners do additional labs.
- D. Manage the course flow and achieve learning objectives by making the lab into a contest awarding a prize for the first three to finish.

Correct Answer: B

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#### QUESTION 7

A trainer discovers that the assigned room for the program is equipped with a projector and two easel pads. The curriculum requires several important overheads that help explain key objectives of the program. However, the sun coming through the uncovered windows will prevent students from seeing any of the overheads. Which of the following



should the trainer do FIRST?

- A. Deliver the training and omit overhead projection until a different time of day.
- B. Ask if there is another room available in the facility that will accommodate the course.
- C. Use pages from the easel pad to block light from the windows.
- D. Contact the building's facilities manager to provide a different projector.

Correct Answer: B

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#### QUESTION 8

Which of the following is a reason that none of the learners respond to a trainer's closed- ended question?

- A. Learners may not know the answer to the specific question.
- B. The question was not directed to a specific student to answer.
- C. The trainer is pausing too long for a response.
- D. Closed-end questions do not require answers.

Correct Answer: A

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#### QUESTION 9

A contract trainer is hired to deliver a business writing class for an accounting department of a large organization. The terminal objective for the class is to decrease the amount of time workers spend writing the annual report. Which of the following shows how the trainer might BEST measure the group's improvement?

- A. A trainer should attempt to measure performance on an objective service instead.
- B. Ask the controller what percentage of improvement they think the organization will experience as a result of the training.
- C. Create a pre-test and deliver it at the beginning of the class and again at the end of the class.
- D. Create a post-class essay question and assign the essay as a final test of the group's writing improvement.

Correct Answer: C

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#### QUESTION 10

A new trainer is continually receiving poor evaluation scores. Which of the following is the MOST effective way of evaluating overall performance to improve scores?

- A. Send the trainer to a Train-The-Trainer workshop for the content area being taught.
- B. Record video of a class and evaluate it with a more experienced instructor.



- C. Record audio of a class and evaluate it with a more experienced instructor.
- D. Discuss the metrics that are currently being used and provide additional measures of performance.

Correct Answer: B

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#### QUESTION 11

Which of the following environments would be BEST for a working adult learner who wishes to learn more about technology?

- A. Self-paced virtual course
- B. An instructor-led classroom environment
- C. Synchronous virtual course
- D. A demonstration-based environment

Correct Answer: A

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#### QUESTION 12

A trainer is assigned a new course. The trainer has been asked to prepare some questions that will be included in the course assessment. The BEST way to formulate questions would be to use:

- A. course objectives.
- B. the trainer's notes.
- C. course material.
- D. lesson plans.

Correct Answer: A

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#### QUESTION 13

The BEST method of recording attendance is to:

- A. Compile a roster from end of class surveys.
- B. Pass a roster around during introductions.
- C. Call out a roster for confirmation.
- D. Have learners sign the roster as they enter the class.

Correct Answer: C

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#### QUESTION 14

When writing an exam question, which of the following should be covered?

- A. Study objectives
- B. Pre-requisite knowledge
- C. Inferred knowledge
- D. Course objectives

Correct Answer: D

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#### QUESTION 15

At the end of a class all of the learners have passed the written exam; however, the majority of the learners are still not able to perform the specified task properly. Which of the following statements BEST describes the instructor's performance?

- A. The instructor compared learning achievements to learning objectives
- B. The instructor failed to monitor learner progress during training
- C. The instructor failed to properly motivate the class.
- D. The instructor used too many delivery methods during training

Correct Answer: B

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