Comptia CTT+ Essentials Certification Exam

1. An instructor has introduced a new module with a short lecture, discussion, and a demonstration of the procedure the learners are expected to perform. While moving around the room to observe, the instructor sees several groups making the same error. Which of the following is the BEST response?

A. Give hints to the groups making the error to help them correct it.

B. Continue observing the groups letting them discover the error and how to correct it.

C. Get the attention of the class to clarify everyone's understanding of the procedure.

D. Separately inform each group what they are doing wrong and how to correct it.

Answer(s): C

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2. When an instructor is unsure whether or not participants comprehend course content, it is BEST to:

A. Ask the learners to demonstrate key course learning points

B. Give the learners a pop quiz

C. Have the learners repeat the learning objectives back to the instructor

D. Ask the group to brainstorm ideas for applying the learning

Answer(s): A

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3. After class introductions the instructor defines objectives and the expected timeline. Some learners have a different expectation of the class. Which of the following is the BEST response?

A. Contact the course designer and ask to send new objectives that meet learner's expectations.

B. Ask the learners to design the objectives for the course.

C. Reconcile any discrepancies between the objectives and the expectations.

D. Provide resources for learners to go beyond the class objectives.

Answer(s): C

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4. During the morning session of a class, a student's cell phone rang repeatedly causing multiple interruptions.

A. Tell the student not to return after lunch due to their interruptions.

B. Report the student to the client for disciplinary actions.

C. Talk to the student and ask them to turn the ringer off.

D. Take the student's phone and return it after the class.

Answer(s): C

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5. A few learners are eager to volunteer when questions are asked of the group; however, these learners consistently provide incorrect answers. Which of the following would be the BEST action for the instructor to follow in this situation?

A. Review basic concepts with entire group

B. Avoid calling on those learners

C. Suggest peer tutoring

D. Provide constructive feedback

Answer(s): D

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6. An instructor is delivering a course with limited time and has learners with various skill levels. Which of the following would the instructor do to BEST follow up any needs of the learners?

A. Offer fee based consulting for the program

B. Contract for additional training time

C. Divide the class into groups with similar skill sets

D. Provide additional material on the technology

Answer(s): D

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7. Which of the following would allow an instructor to motivate students to learn a complex topic?

A. Allow students to take quizzes multiple times.

B. Offer extra credit to the student who masters the topic first.

C. Divide the class into teams and play a game using topic principles.

D. Provide handouts describing shortcuts.

Answer(s): C

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8. A trainer has just covered material where the learners have a reasonable and expected understanding. A learner then asks a question relevant to the material covered. Which of the following is the BEST action for the instructorto take?

A. Encourage the learner to answer their own question

B. Query the class as to whether they wish to dwell on this material or move on

C. Respond back quickly and move on to new material

D. Review the material again

Answer(s): A

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9. An instructor uses candy for correct answers as a motivational tool. The instructor notices that an individual student gives most of their candy to the student next to them, but continues to volunteer answers to questions.

A. the student really likes candy.

B. the first student does not like that type of candy.

C. the student is motivated by answering correctly.

D. the student is not interested in the material.

Answer(s): C

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10. 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. Give the learner words of affirmation and tell them the instructor is available after class.

B. Pair the learner with a more knowledgeable learner in the class so the learner can keep up with the class.

C. Implement more real life scenarios into the instruction to make the learner more interested.

D. Create a group for this learner to work with to make the learner feel more comfortable.

Answer(s): A

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11. 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. Instruct the learners at the beginning of the class that laptops will not be used in the course.

B. Request assistance to locate outlets or for an extension cord to be run into the room.

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(s): B

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12. An instructor has been assigned to work with a learner in a one-to-one setting to improve the learner's understanding of a particular subject. When they meet, the learner seems uninterested and unmotivated by the subject. Which of the following would be the BEST way for the instructor to motivate the learner?

A. The instructor should include more handouts, charts and graphs in the instruction period; this will keep the learner on task.

B. The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

C. The instructor should remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.

D. The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.

Answer(s): D

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13. During a pre-class meeting with the training manager, the instructor is informed that two of the participants are foreign learners and have difficulty with the English language. The class to be presented is an advanced topic.Which of the following would be the MOST appropriate course of action?

A. Try to translate any sections that might be difficult.

B. Ask other learners to assist during the course.

C. Suggest that someone be brought in to assist these learners.

D. Slow the pace of the course even if all the material is not covered.

Answer(s): C

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14. The client has provided third party training materials to use during a class. The trainer notices that several outcomes for the training are not covered in the material. Which of the following should the trainer do to prepare to teach the course?

A. Inform the students they will need to learn material not covered.

B. Create a course outline that includes material not covered in the outcomes.

C. Research and provide supplemental materials approved by the client.

D. Purchase another vendor's materials and add it to the client's bill after the training.

Answer(s): C

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15. During a computer software training class the projector fails. Which of the following should the instructor do FIRST?

A. Attempt to quickly fix the projector.

B. Take a class break and find another projector.

C. Move the class to another room.

D. Cancel the class and reschedule for a later date.

Answer(s): A

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16. An instructor is preparing to start a class where several learners have arrived late due to bad weather. The general mood of the learners is poor. Which of the following is the BEST way to handle this situation?

A. Proceed with the course material.

B. Have the learners introduce themselves.

C. Use humor that will create a positive mood.

D. Tell the learners that the class will run late that day

Answer(s): C

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17. While conducting a class the power goes out. After an hour it is restored. Which of the following would be the BEST method of delivering the remainder of the course?

A. Give the learners home work to do independent study on the missed material.

B. Condense the remaining topics.

C. Have the learners stay late to make-up for the missed course time.

D. Reduce the break time for the remainder of the day to catch-up on the missed material

Answer(s): B

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18. Which of the following is the BEST method of assessing learner achievement? (Select TWO).

A. Group activities

B. Direct questions

C. Quizzes

D. Written exams

E. Active listening

Answer(s): C,D

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19. Which of the following is the BEST example of a probing question?

A. "Can you elaborate on how you would accomplish this task"?"

B. "Which plan did you use to accomplish this task?"

C. "Which partner would be best suited for this task?"

D. "Would you be comfortable explaining this procedure to another learner?"

Answer(s): A

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20. A trainer in a virtual class wants to ensure students can learn from the other learners in the class. Which of the following methods should the trainer use?

A. Open private chat windows during the lecture.

B. Post a discussion on a relevant topic.

C. Assign a paper about student experiences.

D. Share student's personal email addresses.

Answer(s): B