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### QUESTION 1

A cloud administrator is setting up a DR site on a different zone of the same CSP. The application servers are replicated using the VM replication, and the database replication is set up using log shipping. Upon testing the DR site, the application servers are unable to access the database servers. The administrator has verified the systems are running and are accessible from the CSP portal.

Which of the following should the administrator do to fix this issue?

- A. Change the database application IP
- B. Create a database cluster between the primary site and the DR site
- C. Update the connection string
- D. Edit the DNS record at the DR site for the application servers

Correct Answer: C

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## QUESTION 2

A company wants to check its infrastructure and application for security issues regularly. Which of the following should the company implement?

- A. Performance testing
- B. Penetration testing
- C. Vulnerability testing
- D. Regression testing

Correct Answer: B

Reference: <https://pure.security/services/technical-assurance/external-penetration-testing/>

## QUESTION 3

A company just successfully completed a DR test and is ready to shut down its DR site and resume normal operations.

Which of the following actions should the cloud administrator take FIRST?

- A. Initiate a failover
- B. Restore backups
- C. Configure the network
- D. Perform a failback

Correct Answer: A

## QUESTION 4

After analyzing a web server's logs, a systems administrator sees that users are connecting to the

company's application through HTTP instead of HTTPS. The administrator then configures a redirect from HTTP to HTTPS on the web server, and the application responds with a connection time-out message.

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Which of the following should the administrator verify NEXT?

- A. The TLS certificate
- B. The firewall rules
- C. The concurrent connection limit
- D. The folder permissions

Correct Answer: A

Reference: <https://www.ionos.com/digitalguide/hosting/technical-matters/http-408-how-to-fix-therequest-timeout-error/>

### QUESTION 5

A company has a cloud infrastructure service, and the cloud architect needs to set up a DR site. Which of the following should be configured in between the cloud environment and the DR site?

- A. Failback
- B. Playbook
- C. Zoning
- D. Replication

Correct Answer: D

### QUESTION 6

A technician is working with an American company that is using cloud services to provide video-based training for its customers. Recently, due to a surge in demand, customers in Europe are experiencing latency. Which of the following services should the technician deploy to eliminate the latency issue?

- A. Auto-scaling
- B. Cloud bursting

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- C. A content delivery network
- D. A new cloud provider

Correct Answer: A

### QUESTION 7

A cloud administrator has finished setting up an application that will use RDP to connect. During testing, users experience a connection timeout error. Which of the following will MOST likely solve the issue?

- A. Checking user passwords
- B. Configuring QoS rules
- C. Enforcing TLS authentication
- D. Opening TCP port 3389

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/windows-server/remote/remote-desktopservices/troubleshoot/rdp-errorgeneral-troubleshooting>

### QUESTION 8

A VDI administrator has received reports of poor application performance. Which of the following should the administrator troubleshoot FIRST?

- A. The network environment
- B. Container resources
- C. Client devices
- D. Server resources

Correct Answer: D

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In an existing IaaS instance, it is required to deploy a single application that has different versions.

Which of the following should be recommended to meet this requirement?

- A. Deploy using containers
- B. Install a Type 2 hypervisor
- C. Enable SR-IOV on the host
- D. Create snapshots

Correct Answer: A

### QUESTION 10

A systems administrator swapped a failed hard drive on a server with a RAID 5 array. During the RAID

resynchronization, a second hard drive failed. Which of the following actions will make the server fully operational?

- A. Restart the RAID resynchronization process
- B. Perform a P2V migration of the server
- C. Swap the failed hard drive with a fresh one
- D. Restore the server from backup

Correct Answer: A

### QUESTION 11

A systems administrator is configuring a storage array.

Which of the following should the administrator configure to set up mirroring on this array?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6

Correct Answer: B

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Reference: <https://www.enterprisestorageforum.com/storage-management/raid-levels.html>

### QUESTION 12

A cloud administrator has built a new private cloud environment and needs to monitor all computer, storage, and network components of the environment. Which of the following protocols would be MOST useful for this task?

- A. SMTP
- B. SCP
- C. SNMP
- D. SFTP

Correct Answer: C

### QUESTION 13

A company has deployed a new cloud solution and is required to meet security compliance.

Which of the following will MOST likely be executed in the cloud solution to meet security requirements?

- A. Performance testing
- B. Regression testing
- C. Vulnerability testing
- D. Usability testing

Correct Answer: C

### QUESTION 14

A company has decided to get multiple compliance and security certifications for its public cloud environment. However,

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the company has few staff members to handle the extra workload, and it has limited knowledge of the current infrastructure.

Which of the following will help the company meet the compliance requirements as quickly as possible?

- A. DLP
- B. CASB
- C. FIM
- D. NAC

Correct Answer: D

### QUESTION 15

A marketing team is using a SaaS-based service to send emails to large groups of potential customers. The internally managed CRM system is configured to generate a list of target customers automatically on a weekly basis, and then use that list to send emails to each customer as part of a marketing campaign. Last week, the first email campaign sent emails successfully to 3,000 potential customers. This week, the email campaign attempted to send out 50,000 emails, but only 10,000 were sent.

Which of the following is the MOST likely reason for not sending all the emails?

- A. API request limit
- B. Incorrect billing account
- C. Misconfigured auto-scaling
- D. Bandwidth limitation

Correct Answer: A





Reference:

<https://developers.google.com/analytics/devguides/config/mgmt/v3/limits-quotas>

### QUESTION 16

A cloud administrator recently deployed an update to the network drivers of several servers. Following the update, one of the servers no longer responds to remote login requests. The cloud administrator investigates the issue and gathers the following information:

1.

The cloud management console shows the VM is running and the CPU and memory utilization is at or near 0%.

2.

The cloud management console does not show an IP address for that server.

3.

A DNS lookup shows the hostname resolves to an IP address.

4.

The server is a member of the same security group as the others.

5.

The cloud administrator is able to log in remotely to the other servers without issue. Which of the following is the MOST likely cause of the server being unavailable?

A. The network driver updates did not apply successfully, and the interface is in a down state.

B. The ACL policy for the server was updated as part of the server reboot, preventing login access.

C. The server was assigned a new IP address, and DNS entry for the server name was not updated.

D. The update caused an increase in the output to the logs, and the server is too busy to respond.

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Correct Answer: C

### QUESTION 17

A cloud administrator needs to implement a mechanism to monitor the expense of the company's cloud resources.

Which of the following is the BEST option to execute this task with minimal effort?

- A. Ask the cloud provider to send a daily expense report
- B. Set custom notifications for exceeding budget thresholds
- C. Use the API to collect expense information from cloud resources
- D. Implement a financial tool to monitor cloud resource expenses

Correct Answer: D

### QUESTION 18

A systems administrator is configuring RAID for a new server. This server will host files for users and replicate to an identical server. While redundancy is necessary, the most important need is to maximize storage. Which of the following RAID types should the administrator choose?

- A. 5
- B. 6
- C. 10
- D. 50

Correct Answer: C

Reference:

[https://mysupport.netapp.com/NOW/public/eseries/sam\\_archive1150/index.html#page/GUID-8538272AB802-49D9-9EA2-96C82DAD26A2/GUID-1BF9A33B-C3A1-487C-B8D8-5F2C14E3ED2E.html](https://mysupport.netapp.com/NOW/public/eseries/sam_archive1150/index.html#page/GUID-8538272AB802-49D9-9EA2-96C82DAD26A2/GUID-1BF9A33B-C3A1-487C-B8D8-5F2C14E3ED2E.html)

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### QUESTION 19

A systems administrator needs to convert ten physical servers to virtual. Which of the following would be the MOST efficient conversion method for the administrator to use?

- A. Rebuild the servers from scratch
- B. Use the vendor's conversion tool
- C. Clone the hard drive
- D. Restore from backup

Correct Answer: C

### QUESTION 20

A global web-hosting company is concerned about the availability of its platform during an upcoming event. Web traffic is forecasted to increase substantially during the next week. The site contains mainly static content. Which of the following solutions will assist with the increased workload?

- A. DoH
- B. WAF
- C. IPS
- D. CDN

Correct Answer: D

Reference: <https://www.globaldots.com/content-delivery-network-explained>

### QUESTION 21

An organization is running a database application on a SATA disk, and a customer is experiencing slow performance most of the time. Which of the following should be implemented to improve application performance?

- A. Increase disk capacity
- B. Increase the memory and network bandwidth
- C. Upgrade the application

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D. Upgrade the environment and use SSD drives

Correct Answer: D

### QUESTION 22

An SQL injection vulnerability was reported on a web application, and the cloud platform team needs to mitigate the vulnerability while it is corrected by the development team. Which of the following controls will BEST mitigate the risk of exploitation?

- A. DLP
- B. HIDS
- C. NAC
- D. WAF

Correct Answer: A

### QUESTION 23

A VDI administrator has received reports of poor application performance. Which of the following should the administrator troubleshoot FIRST?

- A. The network environment
- B. Container resources
- C. Client devices
- D. Server resources

Correct Answer: D

### QUESTION 24

A SAN that holds VM files is running out of storage space.

Which of the following will BEST increase the amount of effective storage on the SAN?

- A. Enable encryption
- B. Increase IOPS

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- C. Convert the SAN from RAID 50 to RAID 60
- D. Configure deduplication

Correct Answer: D

### QUESTION 25

A cloud administrator is building a new VM for a network security appliance. The security appliance installer says the

CPU clock speed does not meet the requirements. Which of the following will MOST likely solve the issue?

- A. Move the VM to a host with a faster CPU
- B. Add more vCPUs to the VM
- C. Enable CPU masking on the VM
- D. Enable hyperthreading on the virtual host

Correct Answer: D

### QUESTION 26

A systems administrator notices that a piece of networking equipment is about to reach its end of support. Which of the

following actions should the administrator recommend?

- A. Update the firmware
- B. Migrate the equipment to the cloud
- C. Update the OS
- D. Replace the equipment

Correct Answer: A

### QUESTION 27

A company has developed a cloud-ready application. Before deployment, an administrator needs to select a deployment technology that provides a high level of portability and is lightweight in terms of footprint and resource requirements.



Which of the following solutions will be BEST to help the administrator achieve the requirements?

- A. Containers
- B. Infrastructure as code
- C. Desktop virtualization
- D. Virtual machines

Correct Answer: A

Reference: <https://blog.netapp.com/blogs/containers-vs-vms/>

### QUESTION 28

A systems administrator is configuring RAID for a new server. This server will host files for users and replicate to an identical server. While redundancy is necessary, the most important need is to maximize storage. Which of the following

RAID types should the administrator choose?

- A. 5
- B. 6
- C. 10
- D. 50

Correct Answer: C

Reference:

[https://mysupport.netapp.com/NOW/public/eseries/sam\\_archive1150/index.html#page/GUID-8538272AB802-49D9-9EA2-96C82DAD26A2/GUID-1BF9A33B-C3A1-487C-B8D8-5F2C14E3ED2E.html](https://mysupport.netapp.com/NOW/public/eseries/sam_archive1150/index.html#page/GUID-8538272AB802-49D9-9EA2-96C82DAD26A2/GUID-1BF9A33B-C3A1-487C-B8D8-5F2C14E3ED2E.html)

### QUESTION 29

A systems administrator recently deployed a VDI solution in a cloud environment; however, users are now experiencing

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poor rendering performance when trying to display 3-D content on their virtual desktops, especially at peak times. Which of the following actions will MOST likely solve this issue?

- A. Update the guest graphics drivers from the official repository
- B. Add more vGPU licenses to the host
- C. Instruct users to access virtual workstations only on the VLAN
- D. Select vGPU profiles with higher video RAM

Correct Answer: D

Reference: <https://www.cisco.com/c/dam/en/us/solutions/collateral/data-center-virtualization/desktop-virtualizationsolutions-vmware-horizon-view/whitepaper-c11-741606.pdf>

### QUESTION 30

A systems administrator is deploying a GPU-accelerated VDI solution. Upon requests from several users, the administrator installs an older version of the OS on their virtual workstations. The majority of the VMs run the latest LTS version of the OS.

Which of the following types of drivers will MOST likely ensure compatibility with all virtual workstations?

- A. Alternative community drivers
- B. Legacy drivers
- C. The latest drivers from the vendor's website
- D. The drivers from the OS repository

Correct Answer: C

### QUESTION 31

A cloud administrator is setting up a DR site on a different zone of the same CSP. The application servers are replicated using the VM replication, and the database replication is set up using log shipping. Upon testing the DR site, the application



servers are unable to access the database servers. The administrator has verified the systems are running and are accessible from the CSP portal.

Which of the following should the administrator do to fix this issue?

- A. Change the database application IP
- B. Create a database cluster between the primary site and the DR site
- C. Update the connection string
- D. Edit the DNS record at the DR site for the application servers

Correct Answer: C

### QUESTION 32

A systems administrator for an e-commerce company will be migrating the company's main website to a cloud provider. The principal requirement is that the website must be highly available.

Which of the following will BEST address this requirement?

- A. Vertical scaling
- B. A server cluster
- C. Redundant switches
- D. A next-generation firewall

Correct Answer: A

### QUESTION 33

A storage array that is used exclusively for datastores is being decommissioned, and a new array has been installed.

Now the private cloud administrator needs to migrate the data. Which of the following migration methods would be the

BEST to use?

- A. Conduct a V2V migration
- B. Perform a storage live migration
- C. Rsync the data between arrays
- D. Use a storage vendor migration appliance

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Correct Answer: D

### QUESTION 34

A systems administrator has finished installing monthly updates to servers in a cloud environment. The administrator notices certain portions of the playbooks are no longer functioning. Executing the playbook commands manually on a server does not work as well. There are no other reports of issues.

Which of the following is the MOST likely cause of this issue?

- A. Change management failure
- B. Service overload
- C. Patching failure
- D. Job validation issues
- E. Deprecated features

Correct Answer: D

### QUESTION 35

An organization is implementing a new requirement to facilitate users with faster downloads of corporate application content. At the same time, the organization is also expanding cloud regions. Which of the following would be suitable to optimize the network for this requirement?

- A. Implement CDN for overall cloud application
- B. Implement auto-scaling of the compute resources
- C. Implement SR-IOV on the server instances
- D. Implement an application container solution

Correct Answer: C

Reference: [https://access.redhat.com/documentation/en-us/red\\_hat\\_openshift\\_platform/13/html/network\\_functions\\_virtualization\\_planning\\_and\\_configuration\\_guide/part-sriov-nfv-configuration](https://access.redhat.com/documentation/en-us/red_hat_openshift_platform/13/html/network_functions_virtualization_planning_and_configuration_guide/part-sriov-nfv-configuration)



### QUESTION 36

A systems administrator needs to configure monitoring for a private cloud environment. The administrator has decided to use SNMP for this task. Which of the following ports should the administrator open on the monitoring server's firewall?

- A. 53
- B. 123
- C. 139
- D. 161

Correct Answer: D

Reference: <https://thwack.solarwinds.com/t5/NPM-Discussions/SNMP-open-ports-on-the-firewall/m-p/168826>

### QUESTION 37

After delivering a course and reviewing the course evaluations, the instructor notices that the majority of the learners reported having difficulty with a required course topic. Which of the following is the BEST way to handle this information?

- A. Remove the difficult areas of the course.
- B. Ask the course designer to rewrite the objectives.
- C. Recommend that the course be cancelled.
- D. Recommend that a pre-requisite course be created.

Answer: D

### QUESTION 38

While lecturing a group of learners, the instructor moved around the room and paused several times for emphasis. These actions are:

- A. Appropriate non-verbal communication techniques that help to keep learners focused.
- B. Inappropriate techniques to use during lectures.
- C. Offensive to the learners and should be avoided.

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D. Inappropriate non-verbal communication techniques that is distracting to the learners.

Answer: A

### QUESTION 39

An instructor is being observed while teaching a virtual class with learners from different parts of the country. During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

- A. Let the instructor keep on going because the training has to get done
- B. Have the instructor explain the colloquialisms to the learner and go on
- C. Have the instructor tell the learners to take a break and correct the instructor
- D. Go to a private chat and explain to the instructor what they are doing wrong

Answer: D

### QUESTION 40

An instructor arrives at the classroom and discovers that the power is out in the building. There are plenty of windows to provide light to the classroom. Class starts in a few minutes. Which of the following is the FIRST action the instructor should take?

- A. Print out the slide presentation and give to them as a handout.
- B. Read the day's topics to the learners and have the learners follow along in their books.
- C. Dismiss class until the power goes back on.
- D. Use a flip chart and white board to communicate material.

Answer: D

### QUESTION 41

An instructor is instructing a virtual class and a computer virus has reduced bandwidth making video and audio impossible at several locations. Which of the following is the MOST appropriate action for the instructor to take?

- A. Overnight all course materials to the learners who could not participate in the recorded session.

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- B. Contact the system administrator and hold the session open until the bandwidth issue is corrected.
- C. Cancel the current session and compress the remaining sessions to finish on schedule.
- D. Inform the learners who could not actively participate to review the recorded session.

Answer: D

#### **QUESTION 42**

Which of the following is the main advantage of using a multiple choice questionnaire when conducting training needs analysis?

- A. Generates real-life data
- B. Exposes the cause of performance problems
- C. Allows the data to be anonymous
- D. Yields data that is easily summarized and reported

Answer: D

#### **QUESTION 43**

An instructor noticed that several participants would look away when questions were being asked while other individuals would continue to answer. Which of the following could the instructor do to involve all participants?

- A. Stop the class and ask if there were any problems with the instruction of the class.
- B. Pull individuals aside to identify reasons for lack of participation.
- C. Inform the class that everyone needs to participate to pass the class.
- D. Assign small groups and give each a task.

Answer: D

#### **QUESTION 44**

After a training class was completed, the instructor conducted several passive on the job observations of each learner who attended the class. Which of the following is the primary benefit of the observations?

- A. It measures the application of the skills taught.

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- B. It validates the quality of the course material.
- C. It requires the learners to use what they learned.
- D. It helps to reinforce the learning concepts.

Answer: A

#### QUESTION 45

An instructor is preparing a virtual classroom session covering a computer application. The learners will all be on high bandwidth connections. Which of the following is the BEST method of displaying the application?

- A. Create a PDF with screen shots and procedural references and make it available for download.
- B. Create video clips to be shown during the class demonstrating functionality.
- C. Use the screen sharing function of the virtual classroom software to do the demonstrations.
- D. Take screenshots and display them in the presentation.

Answer: C

#### QUESTION 46

An instructor noticed that several learners were not paying attention, not completing the assigned tasks, and were uninterested in the topic discussed. Which of the following is the BEST action to motivate these learners?

- A. Assign teams for a competitive group activity.
- B. Stress the importance of focusing at all times.
- C. Move to another topic and come back to this one later.
- D. Send everyone on a break and resume the topic after break.

Answer: A

#### QUESTION 47

An instructor is being observed while teaching a virtual class with learners from different parts of the country. During the presentation the instructor uses a few colloquialisms. Which of the following is the BEST action for the observer to take?

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- A. Let the instructor keep on going because the training has to get done.
- B. Have the instructor explain the colloquialisms to the learner and go on.
- C. Have the instructor tell the learners to take a break and correct the instructor.
- D. Go to a private chat and explain to the instructor what they are doing wrong.

Answer: D

#### **QUESTION 48**

An instructor is conducting a three week course for a company. The learners' managers request the instructor's insight as to how the learners are progressing. The instructor needs to report to management at the end of each week. Which of the following will BEST show the progress of the learners as well as justify the instructor's opinion?

- A. Invite management to observe the learners in the classroom.
- B. Test the skills of the learners at the end of the course to show if the course objectives were met.
- C. Perform individual interviews with the learners to ask how they feel their progress is coming along.
- D. Deliver a weekly assessment test that validates the improvement of the skills of the learners.

Answer: A

#### **QUESTION 49**

Which of the following would BEST identify a need for additional explanation?  
(Select TWO)

- A. Learners' poor evaluation of the course delivery
- B. Learners' promptness to class
- C. Learners' questions and comments
- D. Learners' evaluation of the course design
- E. Learners' body language

Answer: D

#### **QUESTION 50**



In a virtual classroom, which of the following factors might an instructor have the MOST difficulty controlling?

- A. Distracting questions from other learners
- B. Surroundings of the distant learner
- C. Inappropriate comments in chat
- D. Motivation of the learners in the class

Answer: B

### QUESTION 51

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 remind the learner of the benefits of one-to-one instruction and that they need to apply themselves more during the instruction periods.
- C. The instructor should assign additional research to the learner; this will increase the learner's familiarity and interest in the subject.
- D. The instructor should strive to find out what interests the learner and incorporate these things into each instruction period.

Answer: C

### QUESTION 52

#### CORRECT TEXT

In order to understand and answer a learner's question, an effective active listening technique would be to: (Select TWO).

- A. Refer the question to another learner.
- B. Repeat the question back to the learner.
- C. Ask the learner if the question was answered.
- D. Answer the question immediately.

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E. Quiz the learner on the material.

Answer: BC

### QUESTION 53

Which of the following is the BEST example of a probing questioning?

- A. Ask a question about a scenario that relates to a subject or process.
- B. Ask a general question followed by more detailed questions on a subject or process.
- C. Ask a basic question and ask the learner to apply a real world answer.
- D. Ask a specific question and then have it redirected to other learners to probe their understanding

Answer: B

### QUESTION 54

In a learner-centered environment, an instructor's role should be to present information and guidance which allows learners to:

- A. Decide what skills they will achieve
- B. Develop their concepts around the objective
- C. Decide the objectives
- D. Determine how they learn

Answer: B

### QUESTION 55

An instructor realizes that a learner is confused about the information based upon a question the learner asks. Which of the following should the instructor do to address this issue?

- A. The instructor should rephrase the question asked by the learner and clarify their confusion.
- B. The instructor should stop instruction and have a review of all of the information covered.
- C. The instructor should immediately provide clarification so as to not impede the progress of the rest of the group.





D. The instructor should refer the learner to additional study materials that they can review for clarification after the class.

Answer: A

### QUESTION 56

An instructor is teaching a class that is filled with a variety of acronyms and technical jargon. Which of the following would help reinforce the definitions of the terms while using the least amount of classroom time?

- A. Create written vocabulary quizzes for each module of the course.
- B. Provide and use a reference page or glossary of terms.
- C. Ask the learners to review the terms in the materials during breaks.
- D. Have the learners quiz each other over the terms in the first part of class.

Answer: B

### QUESTION 57

A learner returns from break ten minutes late during a short lecture. Which of the following is the BEST response?

- A. Have a time management discussion with the learner after the lecture.
- B. Interrupt the lecture and acknowledge the learner's return.
- C. Stop the lecture and quickly review with the learner.
- D. Continue on with the class and discuss time management with the entire class.

Answer: A

### QUESTION 58

A contract instructor is preparing training materials for a corporate client. The corporate client has supplied standardized material, but wishes to tailor it for their particular needs. Which of the following steps would BEST address this situation?

- A. Use the standardized material and supply the learners with supplemental visual aids,
- B. Modify the standardized materials as necessary to suit the expectations of the corporate client.

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- C. Use the standardized material and explain how this material will be sufficient to meet their needs
- D. Ask the corporate client to supplement the material after the class.

Answer: B

### QUESTION 59

An instructor completed the required content of a technical course early. The instructor decided to fill the time by writing tasks on the board and assigning them to individual students. A timeline was provided for the overall task completion and all students were expected to apply their new knowledge to the task assigned.

The instructor then proceeded to work on plans for the next course in this situation, which of the following statements about the appropriateness of the activity is true?

- A. It was appropriate because use of the exercises covered the gap in the timing of the course.
- B. It was appropriate because the students were given a frame of reference upon which to apply what they learned.
- C. It was inappropriate because it placed a heavy burden on students to successfully complete the exercise.
- D. It was inappropriate because it did not offer students a stated learning result applicable to their experience

Answer: C

### QUESTION 60

After teaching a very long block of instruction before lunch, the instructor wants to check how well the learners have learned the material. Which of the following methods is the BEST to accomplish this goal?

- A. Have the learners answer review questions about the block of instruction
- B. Have each learner recite what was said during the block of instruction
- C. Give the learners home work that night and go over it the next day
- D. Put the learners in groups to discuss the instruction that was taught.

Answer: A

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### QUESTION 61

An instructor has become ill and cannot continue a course. A new instructor is brought in, but has received no knowledge transfer from the previous instructor. Which of the following is the BEST option to assess the learner's knowledge level quickly?

- A. Proceed with the course at a beginner level
- B. Ask the learners during introductions
- C. Assume all learners' knowledge is equal
- D. Administer a written pre-test

Answer: B

### QUESTION 62

During a classroom demonstration that uses a shared desktop program, the computer network becomes unavailable. After several attempts to resolve the issue the network remains unavailable. Which of the following is the BEST option to continue with the demonstration?

- A. Have the facilities coordinator provide a projector.
- B. Continue with the demonstration with all learners looking at the instructor's screen,
- C. Continue the demonstration by explaining what is on the instructor's screen.
- D. Postpone the class until the network becomes available.

Answer: A

### QUESTION 63

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A. Ask other learners to provide an example to further clarify the material
- B. Seek feedback from the learner to show they understand.
- C. Restate the material with further examples and diagrams.
- D. Proceed on to the next section of material.

Answer: B

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### QUESTION 64

An instructor receives poor evaluations for a particular class. Which of the following should the instructor do FIRST to improve the performance?

- A. Read the comments to gain understanding of the low scores to find specific areas to work on.
- B. Re-develop the course from scratch.
- C. Practice the course in front of other instructors to receive direct feedback on how to improve.
- D. Contact each learner and ask for clarity on their responses.

Answer: A

### QUESTION 65

An instructor is delivering a distance learning class and the instructor is informed that some of the student's computers do not have sound cards. Which of the following should the instructor do?

- A. Set up conference calls with the learners so they can participate in the class.
- B. Buy inexpensive sound cards and ship them to the student's locations.
- C. Pre-record the lectures and make them downloadable from the virtual classroom.
- D. Have the other learners take notes on the lectures and send the notes to the learners who do not have sound cards.

Answer: A

### QUESTION 66

A learner asks a question that the instructor did not understand. Which of the following should the instructor do?

- A. Ask the learner to hold the question until a break and then discuss the question.
- B. Ask the learner to rephrase the question.
- C. Ask the class to rephrase the question.
- D. Ask the learner to research the answer and share their findings with the class.

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Answer: B

### QUESTION 67

A learner asks a question about material that has been thoroughly covered. The instructor believes that the learner generally understands the material. Which of the following would be the BEST action for the instructor to take?

- A. Guide the learner to answering their own question.
- B. Employ active listening and respond with a complete answer.
- C. Request another learner answers the question.
- D. Diagram the steps needed to answer the question

Answer: A

### QUESTION 68

A learner seems to understand the material yet still has a question concerning it. Which of the following actions will BEST facilitate the learner?

- A. Request other learners share their experiences with similar material.
- B. Clearly and concisely answer the learner's question.
- C. Have the learners get into groups and discuss the question.
- D. Guide the learner to answering their own question.

Answer: D

### QUESTION 69

An instructor was preparing for a one-hour virtual class anticipating that several questions would come up during the event. Which of the following steps should the instructor take to prepare for this session?

- A. Conduct a pre-course assessment to defer any questions
- B. Ask all participants to hold questions until the end to manage time
- C. Prepare answers to common questions ahead of time
- D. Only allow five minutes for questions at the beginning of the training

Answer: C

### QUESTION 70

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Which of the following question types should an instructor typically avoid?

- A. Viewpoint questions
- B. Open-ended questions
- C. Closed-ended questions
- D. Run-on questions

Answer: D

### QUESTION 71

In delivering a course for adult learners it is essential to:

- A. Keep the course content brief so the learners can remember the materials.
- B. Test participants throughout the learning experience,
- C. Have the learners repeat back key concepts of the training to the instructor.
- D. Emphasize how the learning can be immediately applied to their jobs.

Answer: D

### QUESTION 72

An instructor is discussing key material for a course when a learner asks a question that will lead to material that the class is not yet prepared for. Which of the following is the BEST course of action for the instructor?

- A. Inform the learner that the question can be asked during a break
- B. Answer the question as not doing so may cause the learner to be confused.
- C. Defer the question and assure the learner that it will be covered later in the course.
- D. Inform the learner that the question falls outside of scope and will not be answered.

Answer: C

### QUESTION 73

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.

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- 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.

Answer: B

#### **QUESTION 74**

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

Answer: D

#### **QUESTION 75**

A learner asks a question and the instructor gives a response. Which of the following should the instructor do NEXT?

- A. Use non-verbal communication as verification.
- B. Ask other learners for verification of the answer.
- C. Ask the learner. "Did I answer your question?"
- D. Ask the learner to reference the technical manual for verification.

Answer: C

#### **QUESTION 76**

Using every available feature of a computer-based graphic presentation is:

- A. A benefit to the visual learner.
- B. Distracting to the learner.
- C. An excellent use of training materials.
- D. A creative use of resources.

Answer: B



### QUESTION 77

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. Separately inform each group what they are doing wrong and how to correct it.
- B. Continue observing the groups letting them discover the error and how to correct it.
- C. Give hints to the groups making the error to help them correct it.
- D. Get the attention of the class to clarify everyone's understanding of the procedure.

Answer: D

### QUESTION 78

A lecture has been delivered that included a clear delivery of the lab material, a lab overview, lab instructions and a full participation question and answer succession. Several learners are having considerable difficulty performing the lab. Which of the following will be the MOST effective assistance the instructor can offer?

- A. Demonstrate steps for the lab while the learners write them down
- B. Ask an advanced learner to guide this group so they do not fall behind
- C. Patiently reiterate instructions as the questions come up
- D. Focus instructor attention on these learners so they do not fall behind

Answer: A

### QUESTION 79

A learner shows up for class dressed inappropriately. Which of the following is the FIRST action the instructor should do?

- A. Take the learner aside and inform the learner of the dress code policy.
- B. Point out the violation of dress code in front of the other learners.





- C. Remove the learner from class until they adhere to the dress code.
- D. Give all the learners a break and address the situation with the point of contact

Answer: A

### QUESTION 80

An instructor is presenting to a class and notices that a particular learner is not paying attention; however, when the instructor gives a pop quiz, this learner earns the best grade. Which of the following BEST describes the situation?

- A. The quiz did not cover the class concepts effectively
- B. The learner has mastery of the information tested.
- C. The quiz motivated the learner.
- D. The answers to the pop quiz were distributed prior to class

Answer: B

### QUESTION 81

An instructor delivers a complex topic and notices that most of the class is continuously falling behind during exercises. Which of the following is the BEST way to prevent this situation?

- A. Provide real-world examples in the exercises.
- B. Conduct pre-class assessments to determine the skill levels.
- C. Provide a written exam before the exercises.
- D. During introductions have the learners assess their knowledge.

Answer: B

### QUESTION 82

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

- A. "Which partner would be best suited for this task?"
- B. "Would you be comfortable explaining this procedure to another learner?"
- C. "Which plan did you use to accomplish this task?"
- D. "Can you elaborate on how you would accomplish this task?"

Answer: D

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### QUESTION 83

An instructor asks an open-ended question to the class. Which of the following BEST describes the skill the instructor is demonstrating?

- A. Plan and use a variety of reinforcement techniques during training.
- B. Elicit learner feedback on the adequacy of instructor responses.
- C. Provide feedback that is specific to learners needs.
- D. Create opportunities for learners to contribute to the discussion.

Answer: D

### QUESTION 84

The instructor noticed that a discussion was getting off track and out of control. Which of the following question types can help the instructor gain control of the discussion?

- A. Open
- B. Clarifying
- C. Closed
- D. Probing

Answer: C

### QUESTION 85

An instructor is preparing to teach in a virtual classroom with twenty-five learners. Ten of the learners, all from the same location, report that they cannot login to the virtual classroom. Which of the following is the MOST likely cause?

- A. Anti-virus software is blocking the virtual classroom connection.
- B. The learner's computers cannot handle the virtual classroom.
- C. Firewall issues at the instructor's location.
- D. Firewall issues at the learners' location.

Answer: D

### QUESTION 86

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An instructor arrives at a remote classroom site about an hour before class begins only to find the wrong student material (e.g. books) has been shipped. Which of the following is the BEST course of action for the instructor to take?

- A. Contact the publisher/vendor to receive permission to reproduce the first day's materials.
- B. Cancel the class as the right material has not arrived.
- C. Contact the site administrator about dismissing the class for the day and compress the material into the remaining days.
- D. Use past material from another course for the first day and catch up during subsequent days.

Answer: A

### QUESTION 87

During a training course an instructor invites learners to discuss how the training will benefit them. Which of the following BEST describes the skill demonstrated?

- A. Engage learners to obtain input about their personal objectives and expectations
- B. Engage learners to communicate learner performance objectives as indicated by course design
- C. Engage learners to get their acceptance of the required training objectives and expectations
- D. Engage learners to determine their prerequisite knowledge of the training course

Answer: A

### QUESTION 88

An instructor receives a 125MB graphic file on a universal serial bus (USB) drive that will be used in a virtual classroom session. The instructor knows that the learners will be attending this virtual class using low bandwidth connections around the world. Which of the following should the instructor do to ensure that the learners will be able to easily receive the document?



- A. Purchase small USB drives that support encryption. Place the file on each USB drive and then ship the drives to the learners prior to the class.
- B. Place the file on a media share website. Email the learners a link to the location of the document and ask them to download it prior to the class.
- C. Print copies of the document and mail them to the learners prior to the class. Refer to the printed document during the virtual class session, and display it in the presentation.
- D. Email the document prior to the class and have the learners figure out how to access it with limited bandwidth.

Answer: B

### QUESTION 89

An instructor has given the class materials to complete an assignment and instructs them to start. One of the learners finishes the assignment in two minutes, but the instructor says it is incomplete. Which of the following should the instructor have done to clarify the requirements for the assignment?

- A. Hand out written instructions so the learners can refer back to them
- B. Demonstrate the assignment for the learner
- C. Review the instructions and check for understanding
- D. Email the instructions before the course starts so the learners can prepare for the assignment

Answer: C

### QUESTION 90

A learner asks a question, and the instructor provides an answer. The learner's face immediately shows signs of confusion. Which of the following is the BEST approach the instructor should take?

- A. Verbally confirm the learner understands and provide another explanation
- B. Provide the same answer and ask if the learner understands
- C. Wait for a couple minutes to determine if the learner comprehends the answer
- D. Ignore the look on the learner's face and move on to the next point

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Answer: A

### QUESTION 91

An instructor is almost finished completing a course and has a very dissatisfied learner. Which of the following would be the BEST course of action to help the learner?

- A. Ask other learners if they had issues with the course.
- B. Offer the learner a refund on the course,
- C. Ask the learner if they had an issue with the course.
- D. Invite the learner back to retake the course.

Answer: C

### QUESTION 92

At the end of a class, the instructor provides an online evaluation of the course to the learners. Which of the following is MOST appropriate to put on the evaluation? (Select TWO).

- A. Instructor's presentation abilities
- B. Accessibility of the facility
- C. Technical accuracy of the course material
- D. Amount of time the learner studied for the course
- E. Job title of the learner

Answer: AC

### QUESTION 93

An instructor has a learner in the class that needs to frequently check and reply to email during the course time. Which of the following is the BEST course of action for the instructor to take?

- A. Dismiss the learner from the class as they are not focused on the material.
- B. Ask the learner to dismiss themselves from the class when they need to check and reply to email.
- C. Inform the learner that their action is inappropriate and they need to check their email only during breaks.

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D. Ask the learner to take the necessary steps to cause the least distraction to the rest of the class.

Answer: D

#### **QUESTION 94**

An instructor notices a learner is not completing the practice exercise that has been assigned. Which of the following is the BEST way to elicit participation?

- A. Ask the non-participating learner how they are doing and if they have any questions.
- B. Re-assign the exercise as a group activity.
- C. Alter the exercise for the non-participating learner to suit their learning style.
- D. Offer a class-wide reward for the completion of the exercise.

Answer: A

#### **QUESTION 95**

Which of the following is the BEST benefit of allowing time for introductions at the beginning of class?

- A. Ease tensions associated with many courses.
- B. Enhances the instructor's technical competency.
- C. Helps to determine team building groups.
- D. Determines the class objectives.

Answer: A

#### **QUESTION 96**

During a lecture on a complex technical topic, learners do not understand what is being presented. Which of the following is the BEST course of action for the instructor to take?

- A. Give the learners a break then re-teach me topic
- B. Administer a short quiz to see where the confusion is
- C. Present a video clip of the topic in question
- D. Ask general questions to check understanding

Answer: C

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### QUESTION 97

An instructor will deliver a course where the material has been recently revised but poorly written. Which of the following is the BEST approach in ensuring that the objectives of the course are obtained by the learners?

- A. Teach from the revised material and give additional information to complement the material based on instructor's expertise.
- B. Deliver the revised courseware and explain to the learners that other material is available upon request.
- C. Instruct the learners using the revised course material and solicit feedback from the learners about the material.
- D. Inform the learners that the revised material is a good reference but teach from the previous edition of the course.

Answer: A

### QUESTION 98

Which of the following statements describes a good method to motivate learners to ask questions?

- A. Acknowledge and appreciate all questions asked.
- B. Leave questions for the end of class.
- C. Redirect questions to the other learners.
- D. Call out learners individually.

Answer: A

### QUESTION 99

An instructor has asked the learners to perform a task. If they successfully complete the task they have demonstrated:

- A. Authentic assessment
- B. Learning
- C. Skill transfer
- D. Active listening

Answer: C



### QUESTION 100

Two instructors are team teaching. The first instructor receives an excellent evaluation and the second instructor receives a lower evaluation. Which of the following methods would work BEST to make the second instructor more effective?

- A. Have the second instructor perform a self-evaluation.
- B. Have the first instructor provide feedback to the second instructor's teaching techniques.
- C. Report the evaluation to a supervisor and have the instructor replaced.
- D. Have the class re-evaluate the second instructor using an alternate method.

Answer: B

### QUESTION 101

An instructor wants to demonstrate a technical topic that requires a certain procedure. Which of the following is the BEST way to achieve this?

- A. Have the learners brainstorm ideas on the topic.
- B. Have the learners role play the topic.
- C. Hold an open discussion on the topic.
- D. Show the learners via a desktop sharing demonstration.

Answer: D

### QUESTION 102

Which of the following is the BEST method for assessing a learner's comprehension of a lab exercise?

- A. Practical exam
- B. Open-ended questions with a scenario
- C. Essay question test
- D. Pop quiz

Answer: A

### QUESTION 103





The MOST important key to setting motivational goals for the classroom is to set the goal:

- A. So it is just out of reach of all the learners.
- B. So it is reasonably achievable by everybody.
- C. Low enough that everyone succeeds.
- D. So only the best can achieve it.

Answer: B

#### **QUESTION 104**

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. Provide constructive feedback
- C. Suggest peer tutoring
- D. Avoid calling on those learners

Answer: B

#### **QUESTION 105**

An instructor is teaching a one week web design class. On the first, day many of the learners asks the instructor questions pertaining to the material that the instructor is not familiar with. The instructor tells them the answers will be provided the next day. The second day of the class the learners bring up more questions about the material and ask about yesterday's questions. The instructor does not have the answers and the learners lose confidence in the instructor's expertise in the subject. Which of the following BEST describes what the instructor could have done to better control this situation?

- A. Go over the material several days prior to the class to be more prepared
- B. Assign each of the learners a question and have them find the correct answer
- C. Ask if any of the learners in the class if they knew the answers to the questions
- D. Instruct the learners to hold all questions until all the material is covered

Answer: A

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### QUESTION 106

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. Use humor that will create a positive mood.
- B. Tell the learners that the class will run late that day
- C. Have the learners introduce themselves.
- D. Proceed with the course material.

Answer: A

### QUESTION 107

While the class is working on training modules, the instructor intermittent polls them to determine their pace in relationship to the daily objectives. Which of the following BEST describes what skill the instructor is demonstrating?

- A. Determine and apply appropriate motivational strategies for individual learners,
- B. Provide assistance for learners to identify and achieve initial, intermediate and terminal objectives.
- C. Control the flow and timing of the course based on learner needs ensuring that objectives are covered,
- D. Monitor learner comfort level during the use of participatory activities.

Answer: C

### QUESTION 108

Prior to a course an instructor remembers that learners always challenge a topic's technical accuracy. Which of the following actions should the instructor take in order to avoid this?

- A. Allow the learners to decide on a resolution.
- B. Omit the topic from the course.
- C. Tell the learners that controversy on this topic is normal

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D. Produce authoritative references.

Answer: D

### QUESTION 109

When a learner leans back and crosses their arms in response to a direct question, this MOST likely indicates they:

- A. Know the answer but do not want to share it with the rest of the class
- B. Are indifferent to the question and want to be disruptive to the class
- C. Are uncomfortable with their knowledge of the correct answer
- D. Are interested, invested but considering their response carefully

Answer: C

### QUESTION 110

The instructor asks the learners for practical examples of how skills they are learning in the course relate to their jobs. This is an example of the instructor soliciting:

- A. Content expertise
- B. Preferred media
- C. A frame of reference
- D. Delivery methods

Answer: C