

## 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

During the ENSA program, you notice that one of the students in the class does not have the prerequisites for the course. Which of these actions is an appropriate method for you to do?

- A. Modify the pace of the course so that the student can accommodate and learn the course objectives effectively.
- B. Ignore such students and continue the class.
- C. Ask the student to cancel his admission and leave the classroom immediately.
- D. Tell the student that you can assist the student, but without the basic knowledge requested for the course it would be difficult for him/her to successfully complete the program.

**Answer:** D

#### NEW QUESTION 3

The most important reason an instructor must establish and maintain credibility is:

- A. Students are less likely to make personal attacks on the instructor.
- B. Students will not be open to learning course objectives if they do not fully accept the instructor credibility.
- C. Students need a role model.

**Answer:** B

#### NEW QUESTION 4

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 5

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 6

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 7

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 8

Mrs. Helen is lecturing on highly complex subject matter. A student asks her a question. Mrs. Helen does NOT know the answer. In the above scenario, how should Mrs. Helen respond to the question?

- A. Admit she does NOT know the answer in a professional manner.
- B. Not admit she does NOT know the answer and make an educated guess at the answer.
- C. Ignore the question and immediately continue the lecture.
- D. Tell the student the question does NOT relate to the objective of the lecture.
- E. Admit she does NOT know the answer and immediately continue the lecture.

**Answer:** A

#### NEW QUESTION 9

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 10

While preparing for an upcoming Knowledge Management course, the instructor teams from the student's manager that all of the students already possesses sufficient skills and experience in a few of the sections of the course. What action should the instructor take when planning the course delivery?

- A. Accelerate the course schedule.
- B. The Instructor should validate the existing skill level of the students during each section identified, while planning additional exercises to challenge the students.
- C. The instructor should omit the sections that the student's manager feels that the students already possess sufficient skills in.
- D. The Instructor should make alterations to the planned course to include additional topics that may interest students.

**Answer:** B

#### NEW QUESTION 10

What is the exam code for E-Commerce Architect exam?

- A. 212-31
- B. 212-32
- C. 212-33
- D. 312-32
- E. 212-34

**Answer:** B

#### NEW QUESTION 13

An instructor's role is to do all of the following except:

- A. Make adjustments to meet student's needs.
- B. Make changes to meet instructor's preferences.
- C. Make sure learning materials are current

**Answer:** B

#### NEW QUESTION 15

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 17

An Instructor knows a humorous story that will highlight a point they are trying to convey to the class. The story is of questionable taste for the audience. How

should the instructor proceed?

- A. The instructor should tell the story as it will highlight a concept
- B. The instructor should ask the students that might be offended to leave the room
- C. The Instructor should not tell the story
- D. The Instructor should ask permission from attendees to tell the story

**Answer: C**

**NEW QUESTION 19**

Content Credibility is best accomplished by which of the following?

- A. Feedback regarding the instructor performance is invited and positively accepted.
- B. Learner's questions are answered thoroughly, confidently, and accurately.
- C. Modeling group norms of behavior.
- D. Respect a given equally to all learners.

**Answer: B**

**NEW QUESTION 22**

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