

## Exam Questions 312-75

C-Council Instructor Exam

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#### NEW QUESTION 1

Which one of the following statements is TRUE about kinesthetic learners?

- A. They benefit most from reading the information.
- B. They benefit from having information diagrammed.
- C. They react well to scenarios and stories.
- D. They are hands-on learners.
- E. They prefer lectures versus hands-on experience.

**Answer: C**

#### NEW QUESTION 2

During the early part of the second day of a five-day course you are teaching, you suddenly hear the loud noises of a city construction crew tearing up pavement outside your classroom.

You notice that students are becoming distracted by the noise. What should you do in the above situation?

- A. Continue the class, using a louder voice while instructing.
- B. At the next break, attempt to locate another suitable classroom.
- C. Give students an assignment that does not require any instructor-student interaction.
- D. Cancel class for the rest of the day and give the students a reading assignment.
- E. Tell the class to ignore the noise and pay attention.

**Answer: B**

#### NEW QUESTION 3

Company eBay helps individuals sell products to other individuals and takes a small commission on each sale. What EC classification do they fit?

- A. P2P
- B. B2B
- C. B2C
- D. C2C

**Answer: D**

#### NEW QUESTION 4

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 5

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 6

The following three elements make up Professional Credibility:

- A. Content Credibility Personal Credibility
- B. Social Credibility
- C. Technical Credibility
- D. Field Experience Credibility

**Answer: AD**

#### NEW QUESTION 7

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 8

The main reason an Instructor uses questions, restates information, and uses media is to amplify the following:

- A. To clarify and make sure leaning objectives are met
- B. To meet the learning needs of the students.
- C. To make sure students can use new skills in the field.

**Answer:** A

#### NEW QUESTION 9

You are delivering a lecture to a new group of learners. At different points in the lecture students have problems understanding the new concepts. Select two techniques below that you can use to help them overcome their confusion:

- A. Give additional examples about the concept.
- B. Make minor re-sequencing of activities to meet learner's needs-
- C. Restate the information you just gave about the concept.

**Answer:** A

#### NEW QUESTION 10

Mr. Jenkins is presenting a lecture that requires no direct feedback from the students until the presentation has finished. Referring to the above scenario, what can Mr. Jenkins do during the lecture to determine if the students understand his presentation?

- A. Observe the class during the presentation for nonverbal clues.
- B. Use good visual aids and nonverbal gestures in the presentation.
- C. Immediately establish his credibility so that the students learn out of respect for him.
- D. Use analogies and anecdotes to guarantee student understanding.
- E. He should do nothing, a test at the end of the presentation will determine student understanding.

**Answer:** A

#### NEW QUESTION 10

Jules, an instructor with XSecurity Training Corp was assigned to deliver the ENSA course for a batch of working professionals from a reputed technology firm. In mid of the classroom session one of the students asks Jules a highly technical question. Jules was not sure of the answer to the question, what should Jules do to overcome this situation?

- A. Give a quick generic answer and move immediately into the next section
- B. Pretend to know the answer, but defer the question until the end of the course
- C. The instructor should explain that the question is beyond the scope of the course
- D. Appreciate the student for raising the question and admit that he is not sure of the answer but ensure that the doubt would be resolved the next day of the class

**Answer:** C

#### NEW QUESTION 12

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 15

You are teaching a class in which two students are talking with each other and disrupting the learning environment. Select three methods below that you might use to give the students a message to stop the disruptive talking:(Select three)

- A. Maintain the self esteem of the talking students while correcting them.
- B. Use facial gestures and eye contact to communicate with the students.
- C. Move yourself near the talking students.
- D. Directly address the students and ask them to shut up.

**Answer:** ABC

#### NEW QUESTION 16

As an instructor you discover that key learning objectives are not addressing student's needs in your learning material. Choose below the appropriate action that

the instructor should take:

- A. Make content changes to meet student's needs.
- B. Refer this matter to the courseware/instructional designers.
- C. Inform your manager to take action.

**Answer:** A

#### NEW QUESTION 20

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 24

Which of the following is NOT an assumption made when analyzing course materials and learner information?

- A. All important learner characteristics are available to the instructor in advance.
- B. Different learners learn at different rates.
- C. Different learners learn in different ways.
- D. Learners come to a training situation knowing different things.

**Answer:** A

#### NEW QUESTION 29

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 in 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 32

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 37

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