



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

CTT+ Exam (Certified Technical Trainer)

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### QUESTION 1

Students in a class complain about the temperature of the room. The client expressed that they wanted the room colder so that students would be more alert during the class. Which of the following actions should the trainer take?

- A. Tell the students the client wants it colder and suggest the use of jackets.
- B. Express to the client that the temperature should be raised.
- C. During a break, purchase a heater and put it in the room.
- D. Block the cold air vents to raise the temperature of the room.

Correct Answer: B

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### QUESTION 2

The MOST effective way for an instructor to demonstrate active listening is to:

- A. Repeat the learner's question verbatim.
- B. Display open body language to indicate interest.
- C. StatE. "So what I hear you asking is. . . "
- D. Establish eye contact with the learner.

Correct Answer: C

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### QUESTION 3

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 4

Which of the following information would a trainer use from a course evaluation to improve their training methods?

- A. Students' evaluation of the learning environment



- B. Students\' evaluation of the objectives for the course
- C. Students\' evaluation of the pace of the course
- D. Students\' evaluation of the course content

Correct Answer: C

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#### QUESTION 5

During lecture, several learners can relate to topics discussed because they have had similar types of experiences. Excited, the learners are trying to interrupt class to share their experiences. Which of the following is the BEST course of action by the trainer?

- A. Using a timer, give the learners equal amounts of time.
- B. Use the time allotted in planning for learner contributions.
- C. Overlook the comments during class to maintain time and pace.
- D. Place the class on break to talk with the learners privately.

Correct Answer: B

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