



Eccouncil 312-75 Practice Questions

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Question 1

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Question 2

Question Type: MultipleChoice

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

Options:

- 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

Question 3

Question Type: MultipleChoice

You are taking over a class that has many problem with the previous instructor, who was terminated for his lack of technical knowledge. Although you are well-qualified to tech the course, you realize that is essential to establish your credibility before will NOT help you establish credibility with the class?

Options:

- A- Mentioning the reasons the previous instructor was terminated
- B- Stating your qualification to tech the course
- C- Stating that each student will be graded based on his or her performance of the objectives.
- D- Informing the class of you expectations and defining the classroom rules
- E- Allowing the class to ask about your background

Answer:

C

Question 4

Question Type: MultipleChoice

Select below three ways an Instructor can create an appropriate level of learner comfort.
(Select three)

Options:

- A- Students that make errors ate given positive feedback.
- B- Students who participate less receive mote questions and feedback.
- C- Student's personal risk is minimized.
- D- Students, who participate more, receive more questions and feedback.
- E- Student's are given games to supporting learning objectives.

Answer:

A, C, E

Question 5

Question Type: MultipleChoice

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

Options:

- 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:

A

Question 6

Question Type: MultipleChoice

You are asked to teach a class on the basic of using SAP R/3 as ERP, students are migrating from using BAAN and are hostile to the new ERP program. The best action you can take in this matter would be:

Options:

- A- Poll the learns if they want to continue with the new ERP program.
- B- Assure the students they will like the new ERP application better.
- C- Tell them that their boss is requiring them to attend.
- D- Explain the course objectives and receive acceptance from the students at the beginning of the class.

Answer:

D

Question 7

Question Type: MultipleChoice

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?

Options:

- 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

Question 8

Question Type: MultipleChoice

You are teaching a class and find yourself in an embarrassing moment. You have used a word that has a double meaning and the students are laughing and a few of the real left-brainers are personally offended. You did not intend the reference that the class has accepted into your vocabulary.

Options:

- A- Contact your training manager and ask him/her to write a memo to the students as an apology.
- B- Move forward and ignore the issue.
- C- Make a clarification that you did not intend the inappropriate reference to the word used and give an apology and move on swiftly.
- D- Laugh and look at the students in their eyes for approval.

Answer:

C

Question 9

Question Type: MultipleChoice

Ethel asks a question that is completely irrelevant to the topic being discussed. Your course schedule does NOT allow time to discuss the topic of her question. What should you do in the above situation?

Options:

- A- Acknowledge the importance of her question. Offer to discuss it with her on break or after class.
- B- Have Ethel research the answer to her question.
- C- Politely tell her to stick to the subject matter. Explain that you do NOT have time for her question.
- D- Ignore the question because It does NOT relate to a course objective.
- E- Answer the question in class because you know it will improve Ethel's self-esteem.

Answer:

A

Question 10

Question Type: MultipleChoice

You are an instructor and show up to class as usual in a coat and tie. You are in Hawaii teaching at the bank of Hawaii at their site. All of your students are wearing Hawaii shirts. It is most likely that your dress may create an issue with which type of credibility:

Options:

- A- Content
- B- Social Racial
- C- Racial
- D- Personal

Answer:

B

Question 11

Question Type: MultipleChoice

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?

Options:

- 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

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