

# **EC-Council**

## **Exam Questions 312-75**

C-Council Instructor Exam



#### NEW QUESTION 1

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 2

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.

- 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

#### NEW QUESTION 3

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?

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

**Answer:** A

#### NEW QUESTION 4

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 5

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 6

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 7

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 8**

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 9**

Louie, an Instructor for the ENSA program identified that one of the survey statistics mentioned in the instructor slides is not up to date as the survey body had released the updated version of the survey two days prior to the commencement of the ENSA class, what should Lou\* do to ensure that students are updated with the latest information?

- A. Skip the survey slide and ask the students to ignore it.
- B. Ignore the latest information and do not discuss it with the students unless someone in the classroom points out the new survey.
- C. Blame the course material for not having the latest information and criticize the entire courseware.
- D. Discuss the old survey results with the students and provide them with the latest statistics to analyze the change in survey data.

**Answer:** D

**NEW QUESTION 10**

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 10**

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