Unit 7 – Quiz

1. What are the keys to good instructor relationships? (circle three)
   a. Long-term benefit
   b. Clear communication
   c. A good instructor handbook
   d. Pay above market value
   e. A prime parking space

2. Name three things that should be in an instructor handbook. (circle three)
   a. How to handle follow-on leads gained in training
   b. The pay for delivering the contract
   c. The payment schedule
   d. Standards for handouts
   e. How your institution will reprimand an instructor

3. Instructor salaries should not exceed what percentage of your gross income? (circle one)
   a. 10%
   b. 25%
   c. 40%
   d. 50%
   e. 90%

4. Name at least three qualities of a good Contract Education instructor. (circle three)
   a. Know the subject matter
   b. Loves to share the subject matter with others
   c. Has a PhD.
   d. Is a retired instructor
   e. Can ask questions that help participants learn
5. Describe a good approach to preventing theft of follow-on business. (circle three)
   a. Have an instructor handbook that covers what to do with follow-on business
   b. Make it clear you don’t trust instructors with leads
   c. Cover the issue in an interview
   d. Put this information on your website, but don’t talk about it because it implies a lack of trust
   e. Have the instructor sign a non-compete clause and review it with them

6. Reviewing curriculum to be sure it’s up-to-date is part of a salesperson’s responsibility.
   a. True
   b. False

7. The key to success with instructors is to create a win-win, long-term relationship.
   a. True
   b. False

8. To review curriculum to see if it’s up-to-date, it’s best to use a (circle one)
   a. Salesperson
   b. Subject matter expert
   c. Participants in contract
   d. Colleague
   e. Dean

9. Instructor contracts for most jobs should be legal documents covering every possible risk at length.
   a. True
   b. False
10. Whenever possible you should see an instructor teach before hiring them. (circle one)
   a. False because it takes up non-billable time
   b. False because instructors can teach in a classroom, but may not do well with demonstrations
   c. True because instructors may know their subject, but be poor presenters
   d. True because instructors in general are not trustworthy on their resumes
   e. False because it constitutes an HR risk
Answers

Question 1: a, b & c
Question 2: a, c & d
Question 3: d
Question 4: a, b & e
Question 5: a, c & e
Question 6: b
Question 7: a
Question 8: b
Question 9: b
Question 10: c