Unit 8 – Quiz

1. The two phases of LERN’s Quality Assurance are (circle two)
   a. Pre-training QA
   b. Post-intervention
   c. 1-5 scale QA
   d. Concurrent
   e. Problem – Solution

2. A Quality Assurance meeting should not be used as a sales call to point out needs discovered in the training.
   a. True
   b. False

3. Quality Assurance meetings are best done (circle three)
   a. Soon after the training
   b. On the phone
   c. By the salesperson
   d. In person
   e. Over two to three hours

4. A “CAR” (corrective action report) is part of the Quality Assurance process in some cases.
   a. True
   b. False

5. Customer complaints have no value to your program — ignore them.
   a. True
   b. False
6. Quality Assurance check-ins done DURING the training are called (circle one)
   a. Post-intervention assessment
   b. Pre-test meetings
   c. A good process
   d. Concurrent assessments
   e. Sales calls

7. Quality Assurance check-ins done AFTER the training are called (circle one)
   a. Post-intervention assessment
   b. Pre-test meetings
   c. A good process
   d. Concurrent assessments
   e. Sales calls

8. On a longer project, Quality Assurance meetings can happen (circle two)
   a. Less
   b. On a regular cycle, like at payment time
   c. As a way to keep you on track
   d. Only if you want to, on long projects, people don’t like to discuss quality
   e. By text message

9. When something goes wrong in a training, it’s best to (circle one)
   a. Cover it up if you can
   b. Reduce the cost to the client
   c. Read a book about failure
   d. Accept responsibility and learn more
   e. Call the instructor to see what they did wrong
10. When a mistake has been made and you’ve decided how to handle it, it’s a good relationship builder to (circle one)
   a. Change the subject
   b. Give discounts for future work
   c. Mention points on which you agree and have common ground
   d. Call in a Director
   e. Send an email with emoji’s
Answers

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