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California Community Colleges

## 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