

Course overview

CompTIA CTT+ Certification

(G710eng)



Overview and objectives

This self-study guide has been primarily developed to help experienced trainers prepare for CompTIA's CTT+ computer and video-based examinations. It may also be used as the basis of a workshop-style training program.

It is based on an "exam cram" learning style and comprehensively explains the two examinations.

Target audience

This guide has been created for trainers with experience of delivering content in a live face-to-face environment.

Course contents

- **Introduction** • About CompTIA • About the Certified Technical Trainer (CTT+) Certification • Benefits of CompTIA Certification • Using this Study Guide • Preparation Tips • Author's Note
- **The Domains** • Subdomains • The Five Domains in Brief • Domain 1 - Planning Prior to the Course • Domain 2 - Methods and Media • Domain 3 - Credibility and Communications • Domain 4 - Group Facilitation • Domain 5 - Evaluate the Training Event • Applying the Domains to a Training Session
- **Domain 1 Planning Prior to the Course** • 1A: Review Learning Objectives and Match Them to Learner and Organizational Needs • 1B: Create an Environment Conducive to Learning • The Learner - Prior Information • Learning Materials - Courseware • The Instructional Site
- **Domain 2 Methods and Media for Instructional Delivery** • 2A: Selection and Implementation of Instructional Methods • 2B: Use of Instructional Media • Methods • Brainstorming • Gardner's Intelligences • Controlling the Presentation Environment
- **Domain 3 Instructor Credibility and Communications** • 3A: Demonstrate Professional Conduct and Content Expertise • 3B: Use Communication and Presentation Skills to Facilitate Learning • Establish Credibility • Thwarting Inappropriate Behavior • Communication • The Instructor is a Form of Media • Tips for Effective Communication • Presentation • Planning and Structuring Presentation • Preparation
- **Domain 4 Group Facilitation** • 4A: Establish and Maintain a Learner-Centered Environment • 4B: Use a Variety of Question Types and Techniques • 4C: Address Learner Needs for Additional Explanation and Encouragement • 4D: Motivate and Reinforce Learners • Manage the Environment • Setting the Tone • Barriers to Effective Training • Group Dynamics • Confrontation • Questioning Techniques • What Questions? • Types of Questions • Answering Questions • Listening To Questions / Objectives • How to Answer Questions and Handle Objectives • Responding to Questions Effectively and the Need for Feedback • Involve the Audience • Be Positive and Reinforce the Learner • Difficult Situations

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- **Domain 5 Evaluate the Training Event** • 5A: Evaluate Learner Performance Throughout the Training Event • 5B: Evaluate Trainer Performance and Delivery of Course • Evaluating the Learner • Check Yourself • Report • Steps of Evaluation • Evaluate the Course and its Delivery - Instructor / Facility • Report Evaluation Information • The Four Audiences - Different Information Requirements
- **Appendices** • Test Preparation • Prepare for the Computer Based Test • Exam Tips • The Performance Assessment • Submitting the Performance Assessment • Video Presentation Tips • Completing Form C • References and Useful Websites • Glossary

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