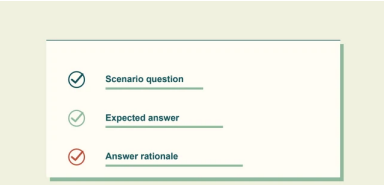
Training assessment bank



We write 30 scenario questions with answer rationales for one course.

Who it helps

Product owners and technical support teams

The problem to solve

A course can be difficult to assess when questions reward recall of labels instead of practical judgement.

Working through the brief

1. **Review the course objectives**

   Gather the agreed inputs. Audience, learning goals, approved training material and subject expert.

2. **Write thirty scenarios and answers**

   Track “Scenario question” and “Expected answer” together so the reviewer can connect the source information to the result.

3. **Document the answer rationales**

   Use the scenarios and rationales to check whether learners can apply the course material.

4. **Check the scope at handover**

   Product fact approval stays with the client. Translation and third-party licences are separate.

Worked example

A learner selects a plausible but unsafe-for-the-process shortcut. Explain why the approved action fits the scenario.

Read the service scope / DOC-017

Sparkle Solutions Group Ltd.

info@sparklesolgroup.com +44 20 3307 6468 sparklesolgroup.com

71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, United Kingdom