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CPOA chapter 1 questions and answers

When a patient first walks into the office for an appointment, the paraoptometric should - acknowledge the patient with a courteous greeting

WHICH OF THE FOLLOWING WOULD BE CONSIDERED APPROPRIATE BEHAVIOR IN FRONT OF A PATIENT? - USING SOFT TONES WHILE SPEAKING TO OTHER STAFF

which of the following would NOT be considered an appropriate telephone technique? - letting the phone ring several times to give the impression that the office is busy

If a phone call is for a staff member who is busy with a patient, the paraoptometric should - ask to take a message

If a patient calls requesting information that will take a few minutes to locate, the Paraoptometric should - ask the patient if he or she would like to hold or ask to call the patient back

a phone message should include all the following EXCEPT - length of the call

a caller who insists on a price estimate over the phone should be - told that the prices are just estimates

the AOA set of principles that include the statement, "To keep the visual welfare of the patient uppermost at all times" is called - code of Ethics

the practice of keeping keep medical records out of view of patients is compliant with - HIPPA

when a patient presents with a complaint, the paraoptometric should - express concern and understanding

when making appointments, the paraoptometric should NOT - rely on memory

if in doubt as to whether a patient requires a emergency appointment, the paraoptometric should - consult with the doctor

which of the following would NOT be considered an emergency situation requiring immediate attention? - loss of contact lens

If the office is extremely behind schedule, the paraoptometric should - indicate your best estimate time of how long it will be before the patient will be seen

when discussing medical record documentation, EMR stands for - electronic medical record

how often should the paraoptometric check supplies? - once a month

the paraoptometric should maintain how much of a reserve of examination room supplies? - 1 months worth

extra care must be exercised when ordering drugs and solutions because most of them will - have an expiration date

a purchasing notebook for frames should indicate all of the following EXCEPT - name of the patients who have purchased the frame

cash paid out can be recorded in - a cash disbursement book

when an employee is added to the staff, what form must be filled out - W-4

which of the following info does not need to be included on a payroll check stub? - number of dependents

when reconciling bank statements, the canceled checks should be arranged by - numerical order

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IIBA CPOA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> Obsess About Value: This section of the exam measures the skills of Value Delivery Managers and highlights maximizing product value through prioritization, continuous improvement, and focusing on outcomes that matter most to customers and organizations.

Topic 2	<ul style="list-style-type: none"> • Make an Impact: This section of the exam measures the skills of Product Owners and emphasizes aligning product initiatives with business outcomes and ensuring that the work done creates measurable impact for the organization.
Topic 3	<ul style="list-style-type: none"> • Deliver Often: This section of the exam measures the skills of Scrum Practitioners and evaluates knowledge of delivering value iteratively and frequently through agile release cycles.
Topic 4	<ul style="list-style-type: none"> • Apply Foundational Concepts: This section of the exam measures the skills of Business Analysts and covers applying core concepts of product ownership analysis, including understanding agile principles and basic practices required to build successful products.
Topic 5	<ul style="list-style-type: none"> • Cultivate Customer Intimacy: This section of the exam measures the skills of Product Analysts and covers engaging with customers and stakeholders to deeply understand needs, preferences, and pain points to deliver customer-focused solutions.
Topic 6	<ul style="list-style-type: none"> • Engage the Whole Team: This section of the exam measures the skills of Agile Team Members and focuses on building collaboration within cross-functional teams to ensure everyone contributes to product ownership responsibilities.

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IIBA Certificate in Product Ownership Analysis (IIBA-CPOA) Sample Questions (Q41-Q46):

NEW QUESTION # 41

In waterfall, software development life cycle (SDLC), when does the validation of the product feature occur?

- A. Prior to the production release date
- B. After development
- C. At the beginning of user acceptance testing (UAT)
- **D. Near the end of testing**

Answer: D

Explanation:

In the waterfall SDLC, product feature validation typically occurs near the end of testing, as the process follows a sequential approach where verification and validation happen after the build phase is complete.

NEW QUESTION # 42

Who is responsible for tracking the changes to delivery metrics?

- A. Scrum master
- B. Developer
- **C. Product owner**
- D. Product manager

Answer: C

Explanation:

The product owner is responsible for tracking changes to delivery metrics to ensure progress aligns with product goals and to make

informed prioritization and planning decisions.

NEW QUESTION # 43

What product metric does a product ownership analysis (POA) practitioner use to validate high-value product backlog items?

- A. Feature activations
- B. Product downloads
- C. Product value goals
- D. Feature usage rate

Answer: D

Explanation:

Feature usage rate validates high-value PBIs by showing how often and effectively customers use specific features, confirming whether those items are delivering the expected value.

NEW QUESTION # 44

What type of connection is required to create a support system and a culture of teamwork across the organization?

- A. Social
- B. Emotional
- C. Personal
- D. Influential

Answer: B

Explanation:

An emotional connection fosters trust, empathy, and mutual respect, creating a strong support system and a culture of teamwork across the organization.

NEW QUESTION # 45

In parallel to the team's iteration work in building product features, a product ownership analysis (POA) practitioner will:

- A. refine the product backlog, provide clarity to any questions, communicate with customers, participate in PBI reviews, prepare for upcoming iteration review.
- B. resolve conflicts, reduce technical debt, arrange for testing, write test scenarios, bridge the technical gap.
- C. define metrics, talk to stakeholders, complete testing, provide demo to management, prepare presentations.
- D. provide information, report to management, analyze user feedback, create backlog, define definition of done.

Answer: A

NEW QUESTION # 46

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