

FREE PDF

Claude Certified Associate – Foundations (CCAO-F) practice questions

20 free questions with answers and explanations, written to the official exam guide.

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Covers all 7 domains of the exam guide

Prompting and Task Execution	14%
Output Evaluation and Validation	21%
Product and Model Selection	12%
Workflow Integration and Solution Design	16%
Configuration and Knowledge Management	12%
Governance, Risk, and Responsible Use	15%
Troubleshooting and Optimization	10%



Question 1

A site supervisor uses Claude to draft weekly safety announcements, with the rule 'short sentences, no abbreviations.' The drafts follow the rule but contain slashes, bullet symbols, a shift-time table and web links. The supervisor reads each announcement out to staff at shift start.

Which change to the prompt is MOST likely to fix the drafts?

- ☐ (A) Attach a printed safety bulletin that head office praised, as an example of the structure and tone wanted.
- ☐ (B) Explain that the audience hears each announcement and never sees it, so Claude writes it to be spoken.
- ☐ (C) Ask Claude to check each announcement against the rule and rewrite every sentence that breaks the rule.
- ☐ (D) Extend the rule with a list of banned items: slashes, bullet symbols, tables, web links and abbreviations.

Note your answers as you go, on paper or in your notes app, then check them all at the answer key.

Question 2

An events coordinator plans to have Claude answer attendee emails from the team's Gmail account each morning, sending replies without approving each one. The replies are signed 'Priya, Events Team', although no one named Priya works there.

Which change BEST addresses the ethical problem with this plan?

- ☐ (A) Sign each reply as the events team's AI assistant instead of Priya, so attendees know no person wrote it.
- ☐ (B) Turn approval back on so a staff member checks each of Priya's replies before Claude sends it.
- ☐ (C) Add a notice to the event website explaining that the events team uses AI tools to answer attendee emails.
- ☐ (D) Let Claude send Priya's routine answers on its own and pass any complaint or refund request to a staff member.

Question 3

A legal operations lead is setting up a new monthly task: checking each incoming vendor contract against 30 negotiation positions and drafting a risk memo for the general counsel. Nobody yet knows what a good memo from Claude looks like, and a missed risk could be costly. In the long run, leadership wants the task run on the least costly line that meets the bar.

Which approach is MOST appropriate?

- ☐ (A) Start on Haiku, test its memos on past contracts, and move up a line just where they fall short.
- ☐ (B) Start on Opus, refine the prompt until the memos meet the bar, then test whether a lighter line matches.
- ☐ (C) Use Sonnet from the start and keep it, since it balances capability, speed and cost for most work.
- ☐ (D) Run each month's contracts through all three lines and send counsel the strongest of the three memos.

Question 4

A recruiter is refining a job-ad prompt round by round. Round two added three sample ads, each for a senior software role, and the drafts now read far better. Drafts for warehouse and call-center roles, though, also open with a paragraph on the tech stack.

Which change for round three is MOST likely to improve the drafts further?

- ☐ (A) Remove the three sample ads and describe the house style for job ads in a written paragraph instead.
- ☐ (B) Add a line telling Claude not to mention technology in an ad unless the role itself requires it.
- ☐ (C) Ask Claude to explain which features of the sample ads it treated as required before it drafts.
- ☐ (D) Swap two of the sample ads for ads written for different kinds of roles, each in the house style.

Question 5

Output Evaluation and Validation

An office manager uploaded a lease and asked Claude the notice period for ending it early. Claude answered 30 days. When the manager typed 'Are you sure?' with no other comment, Claude apologized and said 60 days.

Which step should the manager take NEXT?

- ☐ (A) Accept the 60-day answer, since Claude reconsidered the lease and corrected its first reply.
- ☐ (B) Add an instruction telling Claude to keep its answer unless given new evidence, then ask again.
- ☐ (C) Ask the same question in two new chats and go with the answer that comes up most often.
- ☐ (D) Find the early termination clause in the lease and read the notice period it states.

Question 6

An operations analyst runs the same prompt in a Claude Project each Monday, on the same model line, to summarize the previous week's support-ticket export, and the results have been steady for six months. This week's summary reports nearly twice the usual number of tickets, though the support team describes an ordinary week. The prompt and the Project instructions have not changed.

Which step should the analyst take FIRST?

- ☐ (A) Open this week's export and check for repeated tickets or tickets from an earlier week.
- ☐ (B) Add a model weekly summary to the Project instructions so Claude has a standard to match each time.
- ☐ (C) Ask Claude to recount the tickets in the export and list its count for each ticket category.
- ☐ (D) Switch the weekly task to a more capable model line, which handles counting and grouping better.

Question 7

On a Team plan, a finance lead shares a forecasting Project whose members ask Claude to pull figures from the team's Google Drive folder. A newly added analyst is told Claude cannot reach Drive, while every other member's identical requests still work.

Which step should the analyst take?

- ☐ (A) Ask the organization's Owner to enable the Google Drive connector for the Team plan organization.
- ☐ (B) Connect their own Google account to the Google Drive connector in Claude, then ask again.
- ☐ (C) Ask the lead to change the analyst's project permission from view-only to edit access.
- ☐ (D) Ask a teammate to download the needed figures and upload them to the project's knowledge.

Question 8

An HR team has Claude turn interviewers' notes into candidate summaries, and a hiring panel reads them before deciding. A panelist notices that women's summaries more often say 'abrasive' where men with comparable scores are called 'direct'.

Which action should the team take FIRST?

- ☐ (A) Have a second panelist read each summary alongside the first before the panel reaches its hiring decision.
- ☐ (B) Tell each candidate that AI helped summarize their interview, so they understand how the panel formed its view.
- ☐ (C) Switch the summaries to the Opus model line and instruct Claude to keep its descriptions neutral and balanced.
- ☐ (D) Rerun a sample of notes through Claude with the candidates' names and pronouns swapped, and compare the wording.

Question 9

A strategy associate must learn what is slowing heat-pump adoption in three countries for a market-entry memo, without yet knowing which factors matter.

Which approach is MOST appropriate?

- (A) Ask in an ordinary chat with web search on, naming the factors to check in each country.
- (B) Add the team's saved heat-pump reports to a Project and ask Claude about them there.
- (C) Turn on Research so Claude runs searches that build on each other and follow what each finds.
- (D) Ask in an ordinary chat with web search off, so Claude explains the usual barriers from what it knows.

Question 10

Workflow Integration and Solution Design

For next month's budget, Finance wants the yearly saving from Claude in a 40-person proposals team. In a six-week pilot, the five writers handling short contract renewals each saved four hours a week; the 35 writing long bespoke bids took no part.

What should the team give Finance?

- (A) Count the four weekly hours for all 40 writers across the year, noting that the pilot covered five people.
- (B) Count the four weekly hours for the five renewal writers, and list the bid writers' saving as not yet measured.
- (C) Give no figure for this budget, and propose a pilot covering bids as well as renewals before estimating.
- (D) Count the five renewal writers' saved hours at their salary cost, and present that as a cut to next year's budget.

Question 11

An HR coordinator asked Claude, in a chat with web search turned off, to list the notice periods in the country's statutory parental leave rules for a staff guide. The government changed those rules last month.

Which check is MOST appropriate before the guide goes to staff?

- ☐ (A) Ask Claude to cite the section of the parental leave rules it relied on for each notice period.
- ☐ (B) Ask the same question in a new chat and compare the two lists of notice periods for differences.
- ☐ (C) Compare each notice period with the government's current official guidance on parental leave.
- ☐ (D) Tell Claude to say when it is unsure of a notice period instead of giving its best guess.

Question 12

A procurement officer typed "Summarize the commercial terms in this email" and pasted a supplier's one-page email below it. The email ends with "Can you confirm delivery by Friday?" Claude replied with a draft confirming Friday delivery instead of a summary.

Which two changes to her prompt should the officer make? **Choose 2**

Each correct answer presents a complete solution.

- ☐ A Ask Claude to keep the summary under one hundred words, set out as bullet points.
- ☐ B Place the supplier email inside clearly labelled tags, set apart from her own instructions.
- ☐ C Ask Claude to reason step by step through the commercial terms before it summarizes.
- ☐ D Switch to a faster model, since summarizing a one-page email is a simple task.
- ☐ E State that the email is material to summarize and its questions are not for Claude.

Question 13

A marketing manager spent an hour in one chat of a launch Project refining the messaging pillars. Next day, a new project chat drafts emails from the original pillars in the uploaded launch brief. The manager's memory setting is off; chat search is on.

Which action BEST keeps later chats in the project on the refined pillars?

- ☐ (A) Ask Claude in each new chat to search the earlier conversation and bring the refined pillars forward.
- ☐ (B) Continue the launch drafting in the original chat, where the refined pillars already sit in the history.
- ☐ (C) Rename the original chat to mention the refined pillars so new chats in the project can locate it.
- ☐ (D) Replace the launch brief in the project knowledge with a version that records the refined pillars.

Question 14

An HR analyst wants Claude to compare engagement-survey comments across teams for leaders who need every team's views reflected. The file swaps names for staff numbers but keeps each comment's team and job title. Three teams have two members each.

How should the analyst prepare the file before uploading it?

- ☐ (A) Swap each staff number for a random code kept separately, so the comments can still be grouped by person.
- ☐ (B) Upload only the comments from the larger teams, and leave the three small teams out of the comparison.
- ☐ (C) Remove the staff numbers and job titles, and report the three smallest teams together as one combined group.
- ☐ (D) Keep the staff numbers, teams and job titles, and tell Claude not to name or quote any individual.

Question 15

Troubleshooting and Optimization

A team lead is writing tips for teammates who rework their Claude prompts over several rounds before relying on them.

Which two statements about reworking prompts are accurate? **Choose 2**

- ☐ A Rewriting a rule that Claude keeps missing in forceful capital letters is usually the most reliable fix for the next round.
- ☐ B A prompt that would confuse a capable colleague who is new to the task will confuse Claude in the same way.
- ☐ C Asking Claude to critique a draft prompt is unlikely to help, since it cannot tell which of its instructions are unclear.
- ☐ D Switching to a heavier model line is the sensible first fix when replies keep ignoring the format the prompt requests.
- ☐ E Trying a changed prompt on several different inputs, including unusual ones, shows whether the change holds up beyond one case.

Question 16

An analyst asked Claude to tabulate insurer, policy number and expiry date from 15 uploaded supplier forms. Three forms are faded scans and two suppliers left the insurance section empty. Claude's table has all three details in all 15 rows.

Which entries should the analyst check FIRST?

- ☐ (A) The insurer and policy details recorded for the two suppliers whose insurance sections were empty.
- ☐ (B) The policy numbers read from the three faded scans, where digits are easy to misread.
- ☐ (C) The expiry dates across all 15 supplier forms, since suppliers write dates in different formats.
- ☐ (D) A random sample of entries from the clearly scanned forms, to measure Claude's baseline accuracy.

Question 17

A support lead wants to connect the team's support Gmail account to the company's approved Claude workspace so Claude can summarize customer complaints each week. The AI policy approves uploading internal reports and meeting notes but says nothing about connectors or customer correspondence.

Which action is MOST appropriate before going ahead?

- ☐ (A) Strip customer names and order numbers from the complaint emails so the connector gives Claude no personal details
- ☐ (B) Ask the owner of the AI policy whether connecting the team's mailbox is covered before setting up the connector
- ☐ (C) Add a line to each weekly summary stating that Claude produced it from the team's customer emails
- ☐ (D) Export the complaint emails into documents and upload those, since the policy already covers uploaded documents

Question 18

Procurement analysts use a Claude Project to write supplier risk summaries, then retype each supplier's ratings into a shared tracking sheet that other teams also update. An audit found one in eight retyped ratings did not match the summary.

Which change BEST fixes this handoff?

- ☐ (A) Have the project end each summary with a fixed table whose fields match the sheet's columns.
- ☐ (B) Have the project write shorter summaries so analysts can find each rating more quickly.
- ☐ (C) Have a second analyst check each retyped rating against its summary before the sheet updates.
- ☐ (D) Have Claude rebuild the whole tracking sheet as an artifact each week from the summaries.

Question 19

A communications officer must merge three final, approved announcements about a site closure into one paragraph of about 120 words for tomorrow's internal newsletter, which goes out through the company's email tool. The newsletter is a one-off.

Which approach is MOST appropriate?

- ☐ (A) Create a Project holding the three announcements and the newsletter style notes, then ask for the paragraph there.
- ☐ (B) Turn on Research so Claude checks the announcements against outside sources before it merges them.
- ☐ (C) Paste the three announcements into an ordinary chat and copy Claude's merged paragraph out of the reply.
- ☐ (D) Ask Claude to produce the merged paragraph as an artifact that opens beside the conversation.

Question 20

A product owner wrote 14 user stories for a new expense-claim tool, each with acceptance criteria the finance team agreed. In both test rounds so far, testers found situations nobody had written down, such as a receipt in a foreign currency or one receipt split across two projects.

Which use of Claude is MOST likely to cut these late discoveries?

- ☐ A Ask Claude to rewrite every story in one standard format, so that testers and developers read each story the same way.
- ☐ B Ask Claude to draft further acceptance criteria for each story, working from the wording the product owner already wrote for it.
- ☐ C Ask Claude to rank the stories by business value, so that the team builds and tests the most important stories first.
- ☐ D Ask Claude to propose unusual but realistic expense claims for each story, then list the claims that no story handles yet.

Check your answers

Tick each one you got right. Explanations start on the next page.

Count a multiple-response question as right only if you picked every correct letter and nothing else.

☐ Q1	B	☐ Q2	A	☐ Q3	B	☐ Q4	D	☐ Q5	D
☐ Q6	A	☐ Q7	B	☐ Q8	D	☐ Q9	C	☐ Q10	B
☐ Q11	C	☐ Q12	B, E	☐ Q13	D	☐ Q14	C	☐ Q15	B, E
☐ Q16	A	☐ Q17	B	☐ Q18	A	☐ Q19	C	☐ Q20	D

Your score ____ / 20

By domain

Prompting and Task Execution	Q1, Q4, Q12	____ / 3
Output Evaluation and Validation	Q5, Q8, Q11, Q16	____ / 4
Product and Model Selection	Q3, Q9, Q19	____ / 3
Workflow Integration and Solution Design	Q10, Q18, Q20	____ / 3
Configuration and Knowledge Management	Q7, Q13	____ / 2
Governance, Risk, and Responsible Use	Q2, Q14, Q17	____ / 3
Troubleshooting and Optimization	Q6, Q15	____ / 2



Question 1

- B** Explain that the audience hears each announcement and never sees it, so Claude writes it to be spoken.

Why B is right

The drafts follow 'short sentences, no abbreviations', so tightening that rule fixes nothing. What Claude lacks is the reason. Staff hear each announcement and never see it, and tables, slashes, symbols and links only work on a page. Once Claude knows why the wording matters, it can apply that reason to every visual habit, including ones nobody thought to list.

Why the other options are wrong

- A** Attach a printed safety bulletin that head office praised, as an example of the structure and tone wanted. A printed bulletin is a page layout, so it teaches Claude more of the tables and symbols that fail when read aloud.
- C** Ask Claude to check each announcement against the rule and rewrite every sentence that breaks the rule. Every draft already passes the rule, so a check against it finds nothing to fix.
- D** Extend the rule with a list of banned items: slashes, bullet symbols, tables, web links and abbreviations. A ban list covers only the items someone thought of. Anything left off stays open because the reason is still missing.

Exam tip: When Claude obeys a rule and still misses, look for the missing reason, not a stricter rule.

Source: platform.claude.com/docs/en/build-with-claude/prompt-engineering/claude-prom...

Question 2

- A** Sign each reply as the events team's AI assistant instead of Priya, so attendees know no person wrote it.

Why A is right

Sending routine replies without approving each one can be fine. Signing them as 'Priya' is not, because it leads attendees to believe a person wrote to them. Anthropic's Usage Policy rules out fake personas that convince people they are dealing with a human. Signing as the events team's AI assistant tells each reader who answered, and routine replies can still go out without a person approving each one.

Why the other options are wrong

- B** Turn approval back on so a staff member checks each of Priya's replies before Claude sends it. A staff check catches wrong answers, but attendees still believe Priya wrote to them.
- C** Add a notice to the event website explaining that the events team uses AI tools to answer attendee emails. Few people reading a reply will see a website notice, and the reply still presents Priya as a colleague.

Question 2, continued

- D** Let Claude send Priya's routine answers on its own and pass any complaint or refund request to a staff member.
Sending hard cases to staff limits poor answers, yet every routine reply still comes from a person who does not exist.

Exam tip: If people could think they are dealing with a human, say plainly that it is AI.

Source: anthropic.com/legal/aup

Question 3

- B** Start on Opus, refine the prompt until the memos meet the bar, then test whether a lighter line matches.

Why B is right

Nobody yet knows what a good risk memo from Claude looks like, and a missed risk could be costly. Starting on Opus, a strong line, lets the team refine the prompt until the memos are good enough to set the bar. Once the bar exists, testing a lighter line against it shows whether leadership's cheaper option is good enough. Starting low risks accepting a weak memo because there is nothing yet to compare it with.

Why the other options are wrong

- A** Start on Haiku, test its memos on past contracts, and move up a line just where they fall short.
With no bar yet, a weak Haiku memo can pass as acceptable, so nobody can tell where it falls short.
- C** Use Sonnet from the start and keep it, since it balances capability, speed and cost for most work.
Sonnet may well be enough, but without testing against a bar nobody knows.
- D** Run each month's contracts through all three lines and send counsel the strongest of the three memos.
Running all three lines every month triples the work and never settles on one.

Exam tip: When quality matters and the bar is unclear, start strong, set the bar, then step down.

Source: platform.claude.com/docs/en/about-claude/models/choosing-a-model

Question 4

- D** Swap two of the sample ads for ads written for different kinds of roles, each in the house style.

Why D is right

The samples worked, which is why the drafts read far better. But every one describes a senior software role, so Claude treats the tech-stack paragraph as part of the pattern to copy. Anthropic's prompting guidance says examples should vary enough that Claude does not pick up unintended patterns. Swapping in ads for varied roles keeps the house style and shows that a tech paragraph belongs only in some ads.

Why the other options are wrong

- A** Remove the three sample ads and describe the house style for job ads in a written paragraph instead.
The samples are what improved the drafts, so dropping them gives up that gain to remove one copied trait.

Question 4, continued

- (B) Add a line telling Claude not to mention technology in an ad unless the role itself requires it.
A ban patches the one visible symptom while the samples still teach Claude that every ad is a software ad.
- (C) Ask Claude to explain which features of the sample ads it treated as required before it drafts.
Asking Claude to explain its reading of the samples helps find a hidden cause, but here the shared software trait is already plain to see.

Exam tip: Examples teach everything they have in common, so vary them on anything you do not want copied.

Source: platform.claude.com/docs/en/build-with-claude/prompt-engineering/claude-prom...

Question 5

- (D) Find the early termination clause in the lease and read the notice period it states.

Why D is right

'Are you sure?' adds no information about the lease. When Claude switches from 30 to 60 days in response, nothing new has been given to it, so the switch is more likely deference to the question than a fresh reading of the document. One of the two answers is unsupported, and Claude can sound confident either way. The lease is the authority, and finding the early termination clause takes minutes.

Why the other options are wrong

- (A) Accept the 60-day answer, since Claude reconsidered the lease and corrected its first reply.
Nothing new reached Claude between the two answers, so the second one has no more support than the first.
- (B) Add an instruction telling Claude to keep its answer unless given new evidence, then ask again.
An instruction to hold its answer might steady later replies, but it does not tell the manager what the lease says.
- (C) Ask the same question in two new chats and go with the answer that comes up most often.
A majority vote measures how often Claude says something, not what the lease says, and the runs can agree on the wrong number.

Exam tip: If Claude changes its answer when you push back without new evidence, go to the source document.

Sources: support.claude.com/en/articles/8525154-claude-is-providing-incorrect-or-misl...; anthropic.com/research/towards-understanding-sycophancy-in-language-models

Question 6

- A** Open this week's export and check for repeated tickets or tickets from an earlier week.

Why A is right

Six steady months on the same prompt and model line point away from the prompt. This week's export is the only new input, and a summary is only as accurate as the data Claude reads. Repeated tickets or rows from an earlier week would explain a doubled count. Check the export, and any older exports left in the Project knowledge, before changing the setup.

Why the other options are wrong

- B** Add a model weekly summary to the Project instructions so Claude has a standard to match each time. An example steadies layout and depth, but it cannot correct a doubled ticket count.
- C** Ask Claude to recount the tickets in the export and list its count for each ticket category. If the file holds repeated rows, Claude's recount counts them again and repeats the error.
- D** Switch the weekly task to a more capable model line, which handles counting and grouping better. With six steady months and an unchanged prompt, the new export is the likelier cause and far cheaper to check first.

Exam tip: When output changes suddenly, start with whatever input changed.

Source: [Official exam page, Anthropic Partner Academy](#)

Question 7

- B** Connect their own Google account to the Google Drive connector in Claude, then ask again.

Why B is right

Every other member's identical requests work, so the connector is already enabled for the organisation. Each person still has to authenticate individually before they can use it. Claude also inherits each person's permissions from the connected service. So the analyst's own sign-in decides what Drive returns.

Why the other options are wrong

- A** Ask the organization's Owner to enable the Google Drive connector for the Team plan organization. Other members' requests work, so the connector is already enabled.
- C** Ask the lead to change the analyst's project permission from view-only to edit access. Project roles govern who can edit instructions and knowledge, not what a connector can reach.
- D** Ask a teammate to download the needed figures and upload them to the project's knowledge. A copy goes stale, and the analyst's next Drive request fails again.

Exam tip: If a connector works for colleagues but not for you, check your own sign-in before asking an admin.

Source: support.claude.com/en/articles/11176164-use-connectors-to-extend-claude-s-ca...

Question 8

- D** Rerun a sample of notes through Claude with the candidates' names and pronouns swapped, and compare the wording.

Why D is right

Before fixing the bias, the team needs to know where it comes from. If interviewers wrote 'abrasive' in their notes, a faithful summary repeats it. If Claude adds it, the prompt has to change. Rerunning a sample with only the names and pronouns swapped holds everything else steady, so any change in wording comes from Claude. The result tells the team whether to change the prompt or address how interviewers write.

Why the other options are wrong

- A** Have a second panelist read each summary alongside the first before the panel reaches its hiring decision.
A second reader sees the same skewed words and cannot tell whether they came from the notes or from Claude.
- B** Tell each candidate that AI helped summarize their interview, so they understand how the panel formed its view.
Telling candidates about AI is honest, but the gendered wording stays in the summaries the panel relies on.
- C** Switch the summaries to the Opus model line and instruct Claude to keep its descriptions neutral and balanced.
Switching models and asking for neutrality assumes Claude caused the skew. If the notes carry it, a faithful summary repeats it.

Exam tip: To test an output for bias, change one personal detail, keep everything else the same and compare.

Source: anthropic.com/research/evaluating-and-mitigating-discrimination-in-language-...

Question 9

- C** Turn on Research so Claude runs searches that build on each other and follow what each finds.

Why C is right

The associate does not yet know which factors matter, so any list they write may miss the important ones. Research runs searches that build on each other and decides what to look into next from what it finds. That suits an open question across three countries. The other options lean on factors someone already named, files the team already has or training data that may be out of date.

Why the other options are wrong

- A** Ask in an ordinary chat with web search on, naming the factors to check in each country.
Naming the factors up front steers the search towards them, so a factor nobody thought to list can be missed.
- B** Add the team's saved heat-pump reports to a Project and ask Claude about them there.
The saved reports reflect what the team already looked at, and may not cover current conditions in all three countries.

Question 9, continued

- (D) Ask in an ordinary chat with web search off, so Claude explains the usual barriers from what it knows. Training data alone may be out of date and gives the memo no sources.

Exam tip: Use Research when you do not yet know what to look for. Use ordinary web search when you do.

Sources: support.claude.com/en/articles/11088861-use-research-on-claude; support.claude.com/en/articles/11095361-when-should-i-use-web-search-extended...

Question 10

- (B) Count the four weekly hours for the five renewal writers, and list the bid writers' saving as not yet measured.

Why B is right

Time savings from Claude differ widely between kinds of work. Four hours a week is evidence for the five renewal writers, not for the 35 writing long bespoke bids. A measured figure for one group plus a stated gap for the other gives Finance something usable for next month. The figure is hours freed for other work, not a cut to the budget.

Why the other options are wrong

- (A) Count the four weekly hours for all 40 writers across the year, noting that the pilot covered five people. Noting the small sample leaves the bigger flaw. It applies a renewal rate to 35 bid writers whose work the pilot never tested.
- (C) Give no figure for this budget, and propose a pilot covering bids as well as renewals before estimating. The budget is due next month, and the renewal result is already a sound basis for part of the figure.
- (D) Count the five renewal writers' saved hours at their salary cost, and present that as a cut to next year's budget. Freed hours cut spending only if paid hours or outside costs fall, and nothing here says either will.

Exam tip: Report what the pilot measured, for the people it measured, and name the gaps.

Source: [Official exam page](#), Anthropic Partner Academy

Question 11

- (C) Compare each notice period with the government's current official guidance on parental leave.

Why C is right

With web search off and nothing about the new rules supplied, Claude can only draw on what it learned in training. The rules changed last month, so that knowledge may describe the old rules. Asking for citations or asking again draws on the same knowledge. Comparing each period with the government's current official guidance is the one check that shows whether it still applies.

Question 11, continued

Why the other options are wrong

- (A) Ask Claude to cite the section of the parental leave rules it relied on for each notice period.
A citation can point accurately to the old version of the rules. It shows where a period came from, not whether it still applies.
- (B) Ask the same question in a new chat and compare the two lists of notice periods for differences.
A new chat draws on the same training data, so both lists can agree on the superseded periods.
- (D) Tell Claude to say when it is unsure of a notice period instead of giving its best guess.
Claude has no sign the rules changed, so it can be confident about the old ones and will not flag them.

Exam tip: If the facts may have changed since Claude was trained, check the current official source.

Sources: support.claude.com/en/articles/8525154-claude-is-providing-incorrect-or-misl...;
support.claude.com/en/articles/10684626-enable-and-use-web-search

Question 12

- B** Place the supplier email inside clearly labelled tags, set apart from her own instructions.
- E** State that the email is material to summarize and its questions are not for Claude.

Why B and E are right

The prompt held one instruction followed by pasted text that ended with its own request. With no boundary between them, Claude treated the email's question as the task and drafted a confirmation. Wrapping the email in clearly labelled tags separates the material from the instructions. Saying outright that the email is there to be summarised, and that its questions are not for Claude, fixes the same confusion in plain words. Either change works on its own.

Why the other options are wrong

- (A) Ask Claude to keep the summary under one hundred words, set out as bullet points.
Length and bullet limits shape a summary, but Claude never attempted one.
- (C) Ask Claude to reason step by step through the commercial terms before it summarizes.
Step-by-step reasoning helps with hard content, but Claude misread the task, not the terms.
- (D) Switch to a faster model, since summarizing a one-page email is a simple task.
A faster model reads the same unmarked prompt, so the email's question still looks like the request.

Exam tip: When you paste someone else's text into a prompt, fence it off and say what it is for.

Source: platform.claude.com/docs/en/build-with-claude/prompt-engineering/claude-prom...

Question 13

- D** Replace the launch brief in the project knowledge with a version that records the refined pillars.

Why D is right

Work done in one chat does not carry into the other chats in a Project. Each new chat starts from the project knowledge, and the launch brief there still has the old pillars. Chat search can find the earlier conversation, but only if someone asks every time. Putting the refined pillars into the brief makes them the starting point for every later chat.

Why the other options are wrong

- A** Ask Claude in each new chat to search the earlier conversation and bring the refined pillars forward. Chat search can find it, but someone must ask in every chat while the brief keeps supplying the old pillars.
- B** Continue the launch drafting in the original chat, where the refined pillars already sit in the history. That chat keeps growing, and any new chat still starts from the old brief.
- C** Rename the original chat to mention the refined pillars so new chats in the project can locate it. A title changes nothing a new chat reads, so each one still starts from the original pillars.

Exam tip: When a decision should shape every chat in a Project, write it into the project knowledge.

Source: support.claude.com/en/articles/9519177-how-can-i-create-and-manage-projects

Question 14

- C** Remove the staff numbers and job titles, and report the three smallest teams together as one combined group.

Why C is right

Swapping names for staff numbers did not make the comments anonymous. When a team has only two people, team and job title together identify the writer. Removing the staff numbers and job titles takes away the direct links. Reporting the three smallest teams as one group stops team membership giving people away, and leaders still see every view.

Why the other options are wrong

- A** Swap each staff number for a random code kept separately, so the comments can still be grouped by person. A random code still sits beside team and job title, so a comment still points to one of two people.
- B** Upload only the comments from the larger teams, and leave the three small teams out of the comparison. Leaders need every team's views, and dropping three teams loses them.
- D** Keep the staff numbers, teams and job titles, and tell Claude not to name or quote any individual. An instruction cannot remove the team and job title, so readers can still tell which of two colleagues raised a point.

Exam tip: Removing names is not enough when small groups or job titles can identify people.

Sources: ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-sharing/ano...; ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-sharing/ano...

Question 15

- B** A prompt that would confuse a capable colleague who is new to the task will confuse Claude in the same way.
- E** Trying a changed prompt on several different inputs, including unusual ones, shows whether the change holds up beyond one case.

Why B and E are right

Claude lacks the context in your head, much as a capable newcomer to the task does. So a gap that would confuse that colleague confuses Claude in the same way, which makes B accurate. A change that fixes the input that exposed a problem can break others. Trying each revised prompt on varied inputs, unusual ones included, shows whether the change holds up, which makes E accurate.

Why the other options are wrong

- A** Rewriting a rule that Claude keeps missing in forceful capital letters is usually the most reliable fix for the next round.
Forceful wording such as 'CRITICAL: You MUST' can make Claude over-apply a rule, so a plainly worded rule is usually the better fix.
- C** Asking Claude to critique a draft prompt is unlikely to help, since it cannot tell which of its instructions are unclear.
Claude can review a draft prompt and suggest clearer structure and wording, which helps plan the next round.
- D** Switching to a heavier model line is the sensible first fix when replies keep ignoring the format the prompt requests.
The prompt sets the format, so state it clearly or show an example before changing models.

Exam tip: Before relying on a prompt, read it as a newcomer would, then test it on varied inputs.

Sources: platform.claude.com/docs/en/build-with-claude/prompt-engineering/claude-prom...; platform.claude.com/docs/en/build-with-claude/prompt-engineering/overview; platform.claude.com/docs/en/test-and-evaluate/develop-tests

Question 16

- A** The insurer and policy details recorded for the two suppliers whose insurance sections were empty.

Why A is right

Two suppliers left the insurance section empty, but Claude's table shows an insurer, policy number and expiry date in every row. Those values cannot have come from the forms, so Claude must have invented them to complete the table. Faded scans and mixed date formats are possible problems, while the empty-section rows are certain ones. Check those first. Telling Claude it may leave a field empty lowers this risk next time.

Why the other options are wrong

- B** The policy numbers read from the three faded scans, where digits are easy to misread.
Faded scans risk misread digits, but those entries came from text on the page and may well be right.
- C** The expiry dates across all 15 supplier forms, since suppliers write dates in different formats.
Mixed date formats could cause errors anywhere in the column. That is a possible risk, not a known one.

Question 16, continued

- (D) A random sample of entries from the clearly scanned forms, to measure Claude's baseline accuracy.
A baseline sample estimates overall accuracy, but the analyst already knows two rows cannot be right.

Exam tip: Compare what the source holds with what the output claims. Any value with no source is the first thing to check.

Source: platform.claude.com/docs/en/test-and-evaluate/strengthen-guardrails/reduce-h...

Question 17

- (B) Ask the owner of the AI policy whether connecting the team's mailbox is covered before setting up the connector

Why B is right

The policy names two kinds of upload, internal reports and meeting notes. A connector is a different kind of access, because Claude reads the mailbox each time someone asks it a question. Customer emails are a different kind of content too. When a written policy is silent on a use, ask the person who owns it before going ahead.

Why the other options are wrong

- (A) Strip customer names and order numbers from the complaint emails so the connector gives Claude no personal details
A connector reads the mailbox as it stands, so there is no step at which names can be stripped, and the permission question stays open.
- (C) Add a line to each weekly summary stating that Claude produced it from the team's customer emails
A label tells readers how the summary was made. It does not settle whether Claude may read customer mail at all.
- (D) Export the complaint emails into documents and upload those, since the policy already covers uploaded documents
Customer emails are neither internal reports nor meeting notes, so exporting them changes only the file format.

Exam tip: When the AI policy is silent on what you want to do, ask its owner before you start.

Sources: [Official exam page](#), [Anthropic Partner Academy](#); support.claude.com/en/articles/11176164-use-connectors-to-extend-claude-s-ca...

Question 18

- (A) Have the project end each summary with a fixed table whose fields match the sheet's columns.

Why A is right

One in eight retyped ratings did not match, so the weak point is the step between the summary and the sheet. Reading a rating out of a paragraph and typing it again is where the slips happen. If each summary ends with a fixed table laid out like the sheet, analysts copy values across instead. The copy step stays, but the retyping goes.

Question 18, continued

Why the other options are wrong

- (B) Have the project write shorter summaries so analysts can find each rating more quickly. Shorter summaries make ratings faster to find, but analysts still retype them.
- (C) Have a second analyst check each retyped rating against its summary before the sheet updates. A second check doubles the work and keeps the retyping that causes the errors.
- (D) Have Claude rebuild the whole tracking sheet as an artifact each week from the summaries. Other teams update the sheet too, so a copy rebuilt each week would lose their entries.

Exam tip: Fix a handoff by shaping Claude's output to fit the next step.

Source: [Official exam page](#), Anthropic Partner Academy

Question 19

- (C) Paste the three announcements into an ordinary chat and copy Claude's merged paragraph out of the reply.

Why C is right

The announcements are final, the paragraph is short and the newsletter is a one-off. Nothing here will be reused, checked against outside sources or edited over time. Projects, Research and artifacts each meet one of those needs, so here they add setup and nothing else. An ordinary chat does the merge in one exchange.

Why the other options are wrong

- (A) Create a Project holding the three announcements and the newsletter style notes, then ask for the paragraph there. A Project pays off when the same files feed many chats. This newsletter is a one-off, so nothing reuses the setup.
- (B) Turn on Research so Claude checks the announcements against outside sources before it merges them. Outside sources cannot confirm approved statements about the company's own site, so Research only adds time and usage.
- (D) Ask Claude to produce the merged paragraph as an artifact that opens beside the conversation. Artifacts suit substantial, self-contained content you will edit or reuse. A short paragraph pasted once into an email tool is neither.

Exam tip: Match the feature to the job. A one-off task with everything to hand needs only a chat.

Sources: support.claude.com/en/articles/9519177-how-can-i-create-and-manage-projects; support.claude.com/en/articles/9487310-what-are-artifacts-and-how-do-i-use-t...; support.claude.com/en/articles/11088861-use-research-on-claude

Question 20

- D** Ask Claude to propose unusual but realistic expense claims for each story, then list the claims that no story handles yet.

Why D is right

Testers keep finding cases like foreign-currency receipts and split receipts that no story covers. Work that starts from the existing stories inherits their blind spots. Asking Claude to propose realistic edge cases for each story comes at the problem from outside the written text. Listing the claims no story handles turns those cases into gaps the team can close before the next test round.

Why the other options are wrong

- A** Ask Claude to rewrite every story in one standard format, so that testers and developers read each story the same way.
A standard format makes stories easier to read but adds no situation they never described.
- B** Ask Claude to draft further acceptance criteria for each story, working from the wording the product owner already wrote for it.
Criteria built from the existing wording inherit its blind spots, so the foreign-currency receipt stays missing.
- C** Ask Claude to rank the stories by business value, so that the team builds and tests the most important stories first.
Ranking decides what to build first. The unwritten situations would still surface late, in testing.

Exam tip: To find missing requirements, ask Claude for realistic edge cases rather than rewording what you have.

Source: [Official exam page](#), Anthropic Partner Academy

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CCAO-F exam tips

- 1 When Claude obeys a rule and still misses, look for the missing reason, not a stricter rule.
- 2 Examples teach everything they have in common, so vary them on anything you do not want copied.
- 3 When you paste someone else's text into a prompt, fence it off and say what it is for.
- 4 Compare what the source holds with what the output claims. Any value with no source is the first thing to check.
- 5 If Claude changes its answer when you push back without new evidence, go to the source document.
- 6 If the facts may have changed since Claude was trained, check the current official source.
- 7 Match the feature to the job. A one-off task with everything to hand needs only a chat.
- 8 Use Research when you do not yet know what to look for. Use ordinary web search when you do.
- 9 When the AI policy is silent on what you want to do, ask its owner before you start.
- 10 When output changes suddenly, start with whatever input changed.

Good luck on exam day

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