



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1330(E)(J22)H

**NATIONAL CERTIFICATE
PERSONNEL TRAINING N5**

(4110445)

**22 June 2018 (X-Paper)
09:00–12:00**

This question paper consists of 9 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
PERSONNEL TRAINING N5
TIME: 3 HOURS
MARKS: 200

NOTE: If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL the work that you do NOT want to be marked.

INSTRUCTIONS AND INFORMATION

1. Read ALL the questions carefully.
 2. SECTION A is COMPULSORY.
 3. Answer any FOUR questions in SECTION B.
 4. Number the answers correctly according to the numbering system used in this question paper.
 5. Start each question on a NEW page.
 6. Write neatly and legibly.
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SECTION A (COMPULSORY)**QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 The ... sector does not follow regulations laid down by legislation, even if it is supposed to.

- A private
- B public
- C informal
- D formal

1.1.2 Which ONE of the following is NOT an NQF principle?

- A Transparency
- B Coherence
- C Legitimacy
- D Standards

1.1.3 This is an adult learning principle:

- A Expect to be told what to do
- B Passive learners
- C Dependent on the trainer
- D Self-directing

1.1.4 A professional who assists trainees experiencing problems with concentration and absorption of information is called a ...

- A speech therapist.
- B occupational therapist.
- C neurologist.
- D remedial teacher.

1.1.5 Mechanisation and technological development could lead to ...

- A ICT problems.
- B human resource problems.
- C training problems.
- D problems of a capital nature.

1.1.6 The ... serves as a discussion forum.

- A NSA
- B NTB
- C NQF
- D DTI

- 1.1.7 This is a learning style:
- A Marxism
 - B Maslow's theory
 - C Activism
 - D Socialism
- 1.1.8 The didactic principle that emphasises a relationship of mutual trust and cooperation is known as ...
- A purposefulness.
 - B whole/part learning.
 - C reinforcement.
 - D the psychological climate.
- 1.1.9 ... involve(s) a learning problem that may occur during the feedback stage.
- A Impaired hearing
 - B An inability to recognise information
 - C A breakdown in communication links
 - D Incorrect associations
- 1.1.10 The complicated method of assisting adults to discover knowledge is called ...
- A pedagogics.
 - B andragogics.
 - C mentoring.
 - D evaluation.

(10 × 2) (20)

- 1.2 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–J) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

| COLUMN A | | COLUMN B | |
|----------|-----------------------------|----------|---|
| 1.2.1 | AE | A | ensures short-term savings since technology will be more expensive than wages of unskilled labour |
| 1.2.2 | Activists | B | ensures that the rights and interests of all employees are promoted |
| 1.2.3 | NTB | C | enjoy the here and now, and are dominated by immediate experiences |
| 1.2.4 | Buzz groups | D | ensures understanding |
| 1.2.5 | Department of Labour | E | advise the minister on policy matters regarding training and development |
| 1.2.6 | Communication | F | a gathering of people to solve problems |
| 1.2.7 | Labour-intensive production | G | small groups who take part in team tasks to reach a decision |
| 1.2.8 | Workshop | H | is structured and include different modules to form a continuous process |
| 1.2.9 | Lecture | I | trainees read, study and analyse a hypothetical business problem |
| 1.2.10 | Case study | J | umbrella term for all adult education |

(10 × 1)

(10)

- 1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 The value of demonstrations lies in the step-by-step guidance and correction of mistakes by the trainee.
- 1.3.2 A trainer should always ensure that the outcomes of training are in line with the training need.

- 1.3.3 Training media ensure that learners understand better and that communication and interaction between learner and trainer are established.
- 1.3.4 The disadvantage of theoretical questions is that it might lead to participation from the participants.
- 1.3.5 An effective trainer will make use of ice-breakers to involve trainees.

(5 × 2) (10)

TOTAL SECTION A: 40**SECTION B**

Answer any FOUR questions from this section.

QUESTION 2

- 2.1 Discuss the following principles of the National Qualifications Framework (NQF):
- 2.1.1 Credibility
- 2.1.2 Flexibility
- 2.1.3 Access
- 2.1.4 Portability
- 2.1.5 Recognition of prior learning
- (5 × 2) (10)
- 2.2 The NQF has been established as a major initiative to deal with some of the urgent changes needed in the field of training and development.
- Discuss the FIVE objectives of the NQF.
- (5 × 2) (10)
- 2.3 The complicated method of teaching and training adults is referred to as andragogy, whereas the teaching of children is known as pedagogy. It is of critical importance that trainers know the differences in the characteristics of adult learners and those of young learners.
- List any SIX characteristics of adult learners.
- (6 × 2) (12)

2.4 Trainers must fulfil various roles as a training practitioner.

Briefly explain how a trainer will fulfil the following FOUR roles:

2.4.1 Instructor

2.4.2 Subject specialist

2.4.3 Group facilitator

2.4.4 Media specialist

(4 × 2) (8)
[40]

QUESTION 3



- 3.1 List and explain the interpersonal competencies which you as a trainer must possess to be effective in your job. (6 × 2) (12)
- 3.2 If sound media (audio tapes) are your preferred method of teaching, discuss the advantages you will gain using this form of media. (6 × 2) (12)
- 3.3 To ensure all trainees take part in the presentation/intervention, you must ask questions. Explain why you would use questions in training. (12)
- 3.4 If you decided on using games as a method of training, what would the disadvantages be? Discuss TWO disadvantages of using games. (2 × 2) (4)
[40]

QUESTION 4

- 4.1 As various types of training media are available, you have a choice. If you chose a data projector as your choice of training media, what would some of the disadvantages be?

Briefly explain any FIVE disadvantages of using data projectors. (5 × 2) (10)

4.2 The format of a lecture as a training method includes three stages. The acronym 'INTRO' can be used as a summary for the different elements to be included in an introduction, which is the first stage.

Explain this acronym using the following headings:

4.2.1 I

4.2.2 N

4.2.3 T

4.2.4 R

4.2.5 O

(5 × 2) (10)

4.3 Give FOUR examples of the learning problems that could occur during the throughput/consolidation/absorption stage. (4 × 2) (8)

4.4 Define the term *workshop*. (2)

4.5 When arranging a presentation, the venue and its features should always be taken into consideration.

List the reasons why the room arrangements should be flexible.

(5 × 2) (10)
[40]

QUESTION 5

5.1 Training interventions usually evolve by progressing through various phases.

Briefly explain these phases. (4 × 3) (12)

5.2 Discuss how using demonstrations will benefit you as a trainer in conveying your message. (6 × 2) (12)

5.3 Differentiate between a convention and a congress. (2 × 4) (8)

5.4 Explain how using models in training intervention can be an advantage. (4 × 2) (8)
[40]

QUESTION 6

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|-----|---|----------|------|
| 6.1 | Discuss the disadvantages of the self-study method. | (5 × 2) | (10) |
| 6.2 | Differentiate between capital-intensive production and labour-intensive production. | (2 × 3) | (6) |
| 6.3 | Give examples of the learning problems that may occur during the input stage. | (6 × 2) | (12) |
| 6.4 | Describe the systems approach to training and development. | (10 × 1) | (10) |
| 6.5 | Briefly explain open-ended questions. | | (2) |

[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200