



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE  
PERSONNEL TRAINING N5**

(4110445)

**14 June 2021 (X-paper)  
09:00–12:00**

**This question paper consists of 9 pages.**

303Q1J2114

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

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**INSTRUCTIONS AND INFORMATION**

1. SECTION A is COMPULSORY.
  2. Answer only FOUR questions from SECTION B.
  3. Read all the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Use only a black or blue pen.
  6. Write neatly and legibly.
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**SECTION A****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 Formal classroom tuition to children as well as adults.

- A Training 
- B Development
- C Education
- D Learning

1.1.2 This sector is also known as the unrecorded sector.

- A Formal sector
- B Informal sector
- C Public sector
- D Private sector


1.1.3 This training method provides instructions, guidelines and assistance.

- A Mentoring
- B Counselling
- C Coaching
- D One-on-one training.


1.1.4 A learning style according to which learners actively look for new ideas and take the opportunity to experiment with application.

- A Theorists 
- B Activists
- C Reflectors
- D Pragmatists

1.1.5 Adult learning skills are:

- A Intellectual skills
- B Interpersonal skills
- C Technical skills 
- D Business skills


1.1.6 This method is used to select, develop, and place individuals in management, sales, and technical positions.

- A Self-study 
- B Games
- C In-basket
- D Lecture

1.1.7 The didactic principle that emphasises a relationship of mutual trust, respect, and cooperation:

- A Whole/part learning
- B Purposefulness
- C Reinforcement
- D Psychological climate

1.1.8 The conscious planning of an employee's future:

- A Education 
- B Development
- C Training
- D Learning

1.1.9 Trainers must be able to summarise the training discussion for the group at regular intervals:

- A Consolidation
- B Flexibility
- C Enthusiasm
- D Excellence

1.1.10 This type of gathering is a study group that investigates a particular problem.

- A Symposium
- B Congress
- C Syndicate
- D Conference

(10 × 1) (10)



1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Questions help to discover the problems that are encountered.


1.2.2 With a circular room arrangement fewer people are able to see each other.



1.2.3 Children's reasoning abilities are limited.

- 1.2.4 Adults are passive learners.
- 1.2.5 Cognitive skills include an attitude of responsibility. 
- 1.2.6 In-basket exercises are also used to do a needs analysis.
- 1.2.7 The competitive part of games can dominate the learning experience.
- 1.2.8 Field excursions can be used as a motivational tool.
- 1.2.9 A conference is a group learning experience with the purpose of producing a product by actively involving participants.
- 1.2.10 The disadvantage of graphics is that they can be used for small audiences only.  (10 × 1) (10)

- 1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Should be handled by qualified persons	A NQF
1.3.2	Specific skill in an occupation	B counselling
1.3.3	Illustrated lecture or presentation	C demonstrations
1.3.4	Expendable items	D training
1.3.5	Addresses productivity in SA	E material
1.3.6	Skilled people who are not available	F critical skill
1.3.7	Aims to defragment and unify the educational system in SA 	G role-play
1.3.8	Simulated exercise	H scarce skill
1.3.9	Can be used in various situations and for audiences of different sizes	I paraphrasing
1.3.10	Helps one to understand difficult concepts	J white board

(10 × 1) (10)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 A simulated exercise in which trainees receive a collection of memos, letters, and problems is called ...



1.4.2 ... is defined as all individuals who want to work, irrespective of whether or not they have jobs.

1.4.3 The didactic principle which encourages trainees to learn from their mistakes is called ...

1.4.4 ... is the systematic and planned acquisition of specific measurable work-related skills as they apply to an employee's immediate work environment.



1.4.5 A list that contains items to bear in mind when planning, organising, and controlling a meeting is referred to as ...

(5 × 2)

(10)  
[40]

**TOTAL SECTION A: 40**

## SECTION B

Answer FOUR questions in this section.

### QUESTION 2

2.1 Study the picture below and answer the questions.



The Department of Labour's aim is to promote the rights and interests of employees.

Briefly explain the objectives of the Department of Labour.

(10 × 2)

(20)

2.2 Define the following words:

2.2.1 Formal sector



2.2.2 Public corporations

2.2.3 Government enterprises

2.2.4 Skilled labour

2.2.5 Training

(5 × 2)

(10)

2.3 Differentiate between the following two concepts:

2.3.1 *Capital-intensive production*



2.3.2 *Labour-intensive production*

(3 × 2) (6)

2.4 Name FOUR didactic or teaching principles that relate directly to the trainer or instructor.

(4)  
**[40]**

**QUESTION 3**

Study the picture below and answer the questions.



3.1 The South African labour market is characterised by, among others, a lack of job opportunities and unskilled labour.



Explain FIVE methods to solve the problems in the labour market.

(5 × 2) (10)

3.2 Training objectives may not be attained owing to learning problems.

List FIVE examples of learning problems which occur during the output stage.

(5 × 2) (10)


3.3 Explain how an effective trainer must execute the following roles:

3.3.1 Trainer



3.3.2 Group facilitator


3.3.3 Method specialist

- 3.3.4 Instructor 
- 3.3.5 Subject specialist (5 × 2) (10)
- 3.4 Some trainers prefer to use a television when they make presentations.  
Briefly explain FIVE advantages of using the medium of television in your training venue. (5 × 2) (10)
- [40]**


#### QUESTION 4

Study the illustrations below and then answer the questions.



- 4.1 Name and critically discuss the above room arrangement. (10 × 2) (20)
- 4.2 Two trainees have an argument.   
Explain how you would deal with this scenario. (4 × 3) (12)
- 4.3 The in-basket training method has various aims.  
List the FOUR aims of this training method. (4 × 2) (8)
- [40]**

#### QUESTION 5

- 5.1 An effective trainer needs different skills and competencies. His or her business competencies include management, economic and administrative skills.  
Name the SIX economic skills referred to above.  (6 × 2) (12)
- 5.2 Case studies is a type of simulated learning. Although their aim is to develop critical thinking, they have several disadvantages.  
Briefly explain TEN disadvantages of case studies. (10 × 2) (20)



5.3 What do the acronyms below stand for?

5.3.1 NTB

5.3.2 NSA 

5.3.3 SGB

5.3.4 SAQA

(4 × 2)

(8)

**[40]**

## QUESTION 6

6.1 The Southern Sun hotel group is looking for a training practitioner who will be based at its head office. The practitioner will be in charge of all training at all its branches in South Africa.

6.1.1 The practitioner is expected to use media effectively.

Explain SIX guidelines which the practitioner must consider when selecting media.

(6 × 2)

(12)



6.1.2 Self-study is often referred to as correspondence study because lecturers are physically removed from their students.

Discuss SIX disadvantages of this method.

(6 × 2)

(12)

6.2 A lecture has three components, namely an intro, a body, and a summary.

Name what each letter in the acronym INTRO stands for:

6.2.1 I

6.2.2 N

6.2.3 T 

6.2.4 R

6.2.5 O

(5 × 1)

(5)

6.3 In your opinion, what does the term *development* mean?

(3)

6.4 List the FOUR prerequisites for adult learning.

(4 × 2)

(8)

**[40]**

**TOTAL SECTION B:**

**160**

**GRAND TOTAL:**

**200**