

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 of questions will be marked. All work you do not want to be marked, must be clearly crossed out.

INSTRUCTIONS AND INFORMATION

1. SECTION A is COMPULSORY.
 2. Answer any FOUR of the five questions in Section B.
 3. Read ALL the questions carefully.
 4. Number the answers 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 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.
- 1.1.1 A professional who assists learners experiencing problems with concentration and absorption of information.
- 1.1.2 It is the term used to describe the process of assisting adults to learn.
- 1.1.3 A series of lectures presented by various experts or trainers
- 1.1.4 The advantage of this medium is that it can be used throughout the training session
- 1.1.5 A small number of people are involved in acting out the roles of people involved in a problem situation
- 1.1.6 A trainee must find the learning enjoyable and feel that he/she has accomplished something when learning is complete
- 1.1.7 The information regarding the enterprises which operate in this sector is known to the authorities
- 1.1.8 The disadvantage of this method is that the competitive part can dominate the learning experience
- 1.1.9 It is another form of simulation used for the purpose of teaching and identifying management skills or potential in participants
- 1.1.10 Requires only a 'yes' or a 'no' or a specific answer (10 x 2) (20)

1.2 Indicate whether the following statements are TRUE or FALSE. Write only 'true' or 'false' next to the question number (1.2.1-1.2.10) in the ANSWER BOOK.

- 1.2.1 Capital intensive production is the method of production in which more labour is used in relation to the technology.
- 1.2.2 An overhead/indirect question is usually put to a specific individual and is used to break the general silence in a group.
- 1.2.3 The second phase of the seminar deals with the summary and question-and-answer sessions.
- 1.2.4 The advantage of interactive media is that slow learners are not left behind.
- 1.2.5 In order to overcome a problem area in the labour market, a culture of learning must be developed.
- 1.2.6 'Breakdown in communication links' is an example of learning problems which could occur at the feedback stage.
- 1.2.7 Communication skills include the ability to socialise and interact with groups and individuals.
- 1.2.8 Trainees learn less and concentrate for shorter periods of time as the learning time increases.
- 1.2.9 The SETAs fall under the Department of Labour.
- 1.2.10 In the acquisition of motor skills, trainers must demonstrate the skills during the instruction and the trainees must be afforded an opportunity for practice. (10 x 2) (20)

TOTAL SECTION A: 40

SECTION B

Answer any FOUR questions from this section.

QUESTION 2

The NQF was introduced to address some of the changes that were needed in the field of education and training.

- 2.1 Differentiate between *training* and *development*. (4)
- 2.2 Explain the objectives of the Department of Labour with regards to training and development. (10)
- 2.3 List any FOUR principles of the NQF. (4)
- 2.4 What are the objectives of the NQF? (10)
- 2.5 The use of media in training cannot be overemphasised.
Explain the importance of using media in training (12)
[40]

QUESTION 3

- 3.1 Define the following terms:
- 3.1.1 Mentoring
- 3.1.2 Coaching
- 3.1.3 Counselling (3 x 2) (6)
- 3.2 Discuss the systems approach to training and development and also provide an illustration. (12)
- 3.3 Explain how training practitioners must execute the following roles:
- 3.3.1 Administrator of a training programme
- 3.3.2 Change agent
- 3.3.3 Programme designer
- 3.3.4 Career development adviser
- 3.3.5 Need analyst (10)
- 3.4 Explain the advantages of demonstrations as a method of training. (12)
[40]

QUESTION 4

- 4.1 Explain the advantages of using a projector (overhead) during presentation. (10)
- 4.2 Discuss the strategies which a trainer can apply to get participants involved in training. (12)
- 4.3 Self-study method is usually undertaken by people who are too removed from educational institutions.
Explain the advantages of this method. (12)
- 4.4 Motivate why the U shape layout must be considered when conducting training. (6)
- [40]**

QUESTION 5

There are a number of factors which training practitioners involved in the facilitation of adult learning must take note of and also be able to apply in some instances

- 5.1 Explain how training practitioners must apply the following didactic principles:
- 5.1.1 Principle of reinforcement
- 5.1.2 Principle of perception
- 5.1.3 Principle of psychological climate
- 5.1.4 Principle of socialisation
- 5.1.5 Principle of development (10)
- 5.2 Training practitioners mostly ask open-ended questions during presentation.
- 5.2.1 Define an *open-ended question*. (2)
- 5.2.2 Explain FOUR advantages of these types of questions. (4 x 2) (8)
- 5.2.3 Give ONE example of such a question in the context of training methods. (2)
- 5.3 In case studies, trainees read, study and analyse a hypothetical business problem which contains real-life elements.
What are the aims of this method? (10)
- 5.4 Explain the disadvantages of the classroom/traditional layout. (8)
- [40]**

QUESTION 6

Refilwe is an HRD practitioner at Absa. She is responsible for training and development of staff at all levels.

- 6.1 Refilwe wants to arrange a seminar for all line managers at Absa.
Explain the important aspects which she must consider when arranging for a seminar. (12)
- 6.2 She prefers using the video during presentations.
- 6.2.1 What are the advantages of this type of media? (10)
- 6.2.2 Explain FIVE disadvantages of using video. (10)
- 6.3 She must be aware of the learning problems which trainees may have.
List examples of learning problems which may occur during the input stage (8)
[40]
- TOTAL SECTION B: 160**
GRAND TOTAL: 200