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higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

PERSONNEL TRAINING N6

(4110476)

22 November 2013 (X-Paper)
09:00–12:00

This question paper consists of 5 pages.

BUSINESS STUDIES

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
PERSONNEL TRAINING N6
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. This question paper consists of TWO sections:

SECTION A:	40 marks
SECTION B:	160 marks
GRAND TOTAL:	200 marks

2. SECTION A is COMPULSORY and must be answered by ALL the candidates.

3. Answer any FOUR questions from SECTION B.

4. Read ALL the questions carefully.

5. Number the answers according to the numbering system used in this question paper.

6. Start each question on a NEW page.

7. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

Differentiate between *verbal facilitation skills* and *advanced facilitation skills*. Given below are the different skills. Use the ANSWER BOOK and indicate which skills are verbal facilitation and which are advanced facilitation skills.

1.1 Empathy

1.2 Immediacy

1.3 Advance listening

1.4 Active listening

1.5 Probing

1.6 Paraphrasing and summarising

1.7 Interpretation of verbal and non-verbal signals

1.8 Minimal prompts

1.9 Closed-ended questions

1.10 Open-ended questions

(10 x 2) **[20]**

QUESTION 2

Place the following 10 steps in the designing of a training program in their correct sequence/order from 1–10. Use the correct numbering (2.1–2.10) in the ANSWER BOOK.

2.1 Improvement of training

2.2 Select training method

2.3 Evaluate training

2.4 Formulate objectives

2.5 Select training media

2.6 Assess trainee's skills

2.7 Select content

2.8 Determine need

2.9 Implement training programme

2.10 Analyse task

(10 x 2) **[20]**

TOTAL SECTION A: 40

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SECTION B

Answer any FOUR questions from this section.

QUESTION 3

3.1	Of what value is the training media for the trainee/learner?	(5 x 2)	(10)
3.2	Compare the differences between *trainer* and *facilitator* in a tabular form.	(5 x 2)	(10)
3.3	State the factors that would indicate to the training manager that there is a need for training.	(5 x 2)	(10)
3.4	Training programmes should be evaluated. Give FIVE guidelines that should be followed.	(5 x 2)	(10)
			[40]

QUESTION 4

4.1	One of the TWO approaches to manage stress is the individual approach, where a person takes responsibility for reducing his/her own stress level. State the ways in which the individual can help himself/herself overcome stress.	(5 x 2)	(10)
4.2	Name 10 items that would be included in a checklist for registration.	(10 x 1)	(10)
4.3	Briefly discuss the formative evaluation method used to evaluate the effectiveness of training.	(3 x 2)	(6)
4.4	Name the TWO types of the training research.	(2 x 2)	(4)
4.5	State the non-verbal skills described in terms of the acronym SOLER.	(5 x 2)	(10)
			[40]

QUESTION 5

5.1	Differentiate in a table format, between the characteristics of *norm-competency-based training* and *competency-based training*.	(5 x 2 x 2)	(20)
5.2	State FIVE advantages of management-by-objectives.	(5 x 2)	(10)
5.3	Briefly discuss the reaction level of training.	(3 x 2)	(6)
5.4	Name the TWO physical/physiological symptoms/effects of stress.	(2 x 2)	(4)
			[40]

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QUESTION 6

6.1 Data can be obtained in many ways. Name FIVE methods that can be used to collect data. (5 x 2) (10)

6.2 State FIVE facilitation techniques in the adult learning process. (5 x 2) (10)

6.3 Name and briefly discuss THREE components of learning objectives. (3 x 3) (9)

6.4 State FIVE aims of the training department. (5 x 2) (10)

6.5 Define the term *stress*. (1)
[40]

QUESTION 7

7.1 Identify FIVE anticipated needs that the trainer should take into consideration when drawing up a training budget. (5 x 2) (10)

7.2 One of the levels to identify training needs is at the individual level.

Name and discuss the formula which can assist management to identify the performance gap of employees. (Name 1 + identify each 3 + discussion 6) (10)

7.3 State FIVE characteristics of competency-based modular training. (5 x 2) (10)

7.4 State FIVE factors in the selection of the training method. (5 x 2) (10)
[40]

TOTAL SECTION B: 160
GRAND TOTAL: 200

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