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# higher education & training

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

**N1220(E)(J4)H  
JUNE EXAMINATION  
NATIONAL CERTIFICATE  
PERSONNEL TRAINING N5  
(4110445)**

**4 June 2013 (X-Paper)  
09:00–12:00**

**This question paper consists of 8 pages and a 1-page addendum.**

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

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**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
TOTAL:	200 marks
  2. SECTION A is COMPULSORY.
  3. Answer any FOUR questions in SECTION B.
  4. Read ALL the questions carefully.
  5. Number the answers according to the numbering system used in this question paper.
  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 layout used for role-plays and activities where participants are continuously involved
- 1.1.2 An experienced person who advises and helps an inexperienced person over a period of time
- 1.1.3 A list which contains items to bear in mind when arranging a meeting or a seminar
- 1.1.4 Individual differences exist between learners regarding verbal, intellectual and emotional abilities
- 1.1.5 A systematic application of scientific knowledge to a new product, process or service
- 1.1.6 More capital is invested in production in relation to the wages and salaries of workers
- 1.1.7 A pool of available people who possess the appropriate knowledge, skills and attitude to meet the demands of the job market and to fill vacancies
- 1.1.8 The acquisition of work-related skills in order to comply with the outputs of an organisation
- 1.1.9 One of the advantages of this training method is that experience is obtained in co-operation with other participants.
- 1.1.10 Requires only a 'yes' or a 'no' or a specific answer
- (10 × 2) (20)

1.2 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 (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 It refers to what a person can do:

- A Knowledge
- B Skills
- C Attitude
- D Development

1.2.2 Which ONE of the following methods is NOT a simulated exercise?

- A Role-play
- B Lecture
- C Case study
- D In-basket

1.2.3 Delegates gather for information or education during a short course of study in which certain problems are explained:

- A Seminar
- B Syndicate
- C Symposium
- D Workshop

1.2.4 An individual who does not produce a great variety of goods or services:

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

1.2.5 Success that can be attained when trainees learn from one another:

- A Principle of individualism
- B Principle of reinforcement
- C Principle of perception
- D Principle of socialisation

1.2.6 A trainer must be able to do cost-benefit, statistical and strategic analysis of training interventions and activities:

- A Management skills
- B Administrative skills
- C Economic skills
- D Analytical skills

- 1.2.7 A professional who conducts tests to assess learners' intelligence and abilities and to determine their interests in order to advise them on possible career choices:
- A Educational psychologist
  - B Occupational therapist
  - C Remedial teacher
  - D Psychiatrist
- 1.2.8 It is a very efficient arrangement as far as space is concerned:
- A Chevron
  - B Discussion
  - C Theatre
  - D Conference
- 1.2.9 Allows for analysis/synthesis and evaluation:
- A Direct questions
  - B Open-ended questions
  - C Response questions
  - D Test questions
- 1.2.10 ONE of the advantages of this method is that it can be used to identify training needs:
- A Role play
  - B Demonstration
  - C In-basket
  - D Case-study

(10 × 2) (20)

**TOTAL SECTION A: [40]**

**SECTION B**

Answer any FOUR questions in this section.

**QUESTION 2**

- 2.1 SAQA is a body of 29 members appointed by the minister of labour and the minister of education.
- 2.1.1 What does SAQA stand for? (2)
- 2.1.2 One of the functions of SAQA is to oversee the implementation of the NQF. Explain the objectives of the NQF. (10)
- 2.2 Education, training and development of the labour force is regarded as key to reducing unemployment and promoting economic growth in the country.
- 2.2.1 Differentiate between *training* and *development*. (4)
- 2.2.2 What are the benefits of training and development for employees of organisations? (12)
- 2.3 Your college has decided to appoint a training practitioner. Explain SIX functions which you will execute as a training practitioner. (6 × 2) (12)
- [40]**

**QUESTION 3**

- 3.1 Training practitioners must possess technical competencies in order to be effective when conducting training. Explain these competencies. (5 × 2) (10)
- 3.2 Effective utilisation of media is important in order to achieve training objectives/outcomes. Explain the factors which must be taken into account when selecting training media. (6 × 2) (12)
- 3.3 Explain the guidelines which must be adhered to when asking questions during presentations. (6 × 2) (12)
- 3.4 Motivate why it is important to utilise the classroom layout when conducting training. (3 × 2) (6)
- [40]**

**QUESTION 4**

- 4.1 Explain SIX advantages of beginning a training session with warm-up exercises. (6 × 2) (12)
- 4.2 In a role-play situation, a small number of people is involved in the 'acting out' of the problem, and the rest of the group usually observe. What are the advantages of this method? (5 × 2) (10)
- 4.3 Although some training practitioners regard using the writing board as old-fashioned, most practitioners still prefer using it. Explain the advantages of the writing board. (5 × 2) (10)
- 4.4 Explain FOUR reasons for asking open-ended questions during a presentation. (4 × 2) (8)
- [40]**

**QUESTION 5**

Mark is appointed as the training officer at ABSA head office. He has been tasked with the responsibility of arranging a seminar for all training practitioners at branches and regional offices. The topic for the seminar is 'Using training methods effectively to optimise training'. He is also expected to make the presentation at the seminar.

- 5.1 Design a lesson plan for Mark's presentation. Use ADDENDUM A. (12)
- 5.2 Mark prefers using the U-shape seating plan when conducting training.
- 5.2.1 Explain the advantages of this layout. (4 × 2) (8)
- 5.2.2 What are the disadvantages of this layout? (2 × 2) (4)
- 5.3 Explain the guidelines which Mark must follow when using the writing board during a presentation. (6 × 2) (12)
- 5.4 It is important for Mark to be aware of learning problems which may arise at the output or productivity stage. State examples of these problems. (4)
- [40]**

**QUESTION 6**

Mary works as an adult education and training (AET) facilitator at Mbombela Steel Works in Krugersdorp. She offers lessons to company employees from 18:00 to 19:30 from Monday to Thursday.

- 6.1 Mary intends using sound media (audio-tapes and radio) during her presentations. What are the disadvantages of this type of media? (5 × 2) (10)
- 6.2 What are the important elements which she must consider in the facilitation of training for adult learners? (6 × 2) (12)
- 6.3 Design a checklist which Mary can use to evaluate her hand-written transparencies. (10)
- 6.4 Explain how she can apply the principle of motivation to optimize adult learning. (8)
- [40]

**TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**

**ADDENDUM A**

EXAMINATION NUMBER:

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5.1 TITLE OF LESSON PLAN: \_\_\_\_\_

LEARNING OBJECTIVES/OUTCOMES:

1. \_\_\_\_\_

2. \_\_\_\_\_

SUBTOPICS	TRAINER ACTIVITY	LEARNER ACTIVITY	METHOD	MEDIA
Introduction				
Body				
Conclusion				