



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

**N1290(E)(J22)H
JUNE EXAMINATION
NATIONAL CERTIFICATE
PERSONNEL TRAINING N5**

(4110445)

**22 June 2016 (X-Paper)
9:00–12:00**

This question paper consists of 6 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 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 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. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.
- 1.1.1 Being able to use the latest available technology such as computers
- 1.1.2 A list which contains items to bear in mind when planning, organising and controlling a seminar
- 1.1.3 This is a public meeting and it accommodates a large number of people
- 1.1.4 More capital is invested in the production in relation to wages/salaries
- 1.1.5 Learning takes place by means of all senses (5 × 2) (10)
- 1.2 Define the following words/terms:
- 1.2.1 Labour market
- 1.2.2 Labour productivity
- 1.2.3 ABET
- 1.2.4 Education
- 1.2.5 Private sector (5 × 2) (10)
- 1.3 Copy the TABLE below in the ANSWER BOOK and fill in the FIVE different types of training media, advantages and disadvantages of each.

TRAINING MEDIA	ADVANTAGES	DISADVANTAGES
1.3.1 ...	1.3.1 ...	1.3.1 ...
1.3.2 ...	1.3.2 ...	1.3.2 ...
1.3.3 ...	1.3.3 ...	1.3.3 ...
1.3.4 ...	1.3.4 ...	1.3.4 ...
1.3.5 ...	1.3.5 ...	1.3.5 ...

(5 × 3) (15)

- 1.4 List FIVE basic aims of OBE. (5)
[40]

TOTAL SECTION A: 40

SECTION B

Answer only FOUR questions from this section.

QUESTION 2

Nocend catering company is a fast growing business that was started by Nontokozi in KZN. Nontokozi observed that there were so many government departments and private companies that needed catering services in the Zululand area, of which one of them was Ungoye University. Nontokozi decided to appoint one training facilitator who has catering qualifications to help her train and develop her staff.

- 2.1 Nontokozi appointed Zandile as the training facilitator of Nocend catering company.
- Describe the roles played by Zandile as a/an:
- 2.1.1 Programme designer
- 2.1.2 Group facilitator
- 2.1.3 Administrator
- 2.1.4 Assessor
- 2.1.5 Trainer
- (5 × 2) (10)
- 2.2 Nontokozi instructed Zandile to train four employees who specialise in baking.
- Which factors must be considered by Zandile when selecting media to use during training?
- (6 × 2) (12)
- 2.3 Zandile is planning to use lecture method during the coming training.
- What are the advantages of this method?
- (5 × 2) (10)
- 2.4 State guidelines that Zandile must follow when developing a transparency.
- (4 × 2) (8)
- [40]**

QUESTION 3

- 3.1 Training practitioners must have certain skills or qualities in order to become successful in the job assigned to them.
- Using the acronym 'effective' briefly explain the qualities which training practitioners must have. (9 × 2) (18)
- 3.2 Define the term *unemployment*. (2)
- 3.3 Role-play requires that all trainees act out the roles of a person involved in a problem situation.
- What are the aims of using this method? (6 × 2) (12)
- 3.4 Explain the objectives of the Department of Labour. (4 × 2) (8)
- [40]**

QUESTION 4

- 4.1 Give examples of learning problems which could occur during input stage. (6 × 2) (12)
- 4.2 You have decided to use a board during the presentation.
- Explain FOUR advantages of using this media. (4 × 2) (8)
- 4.3 It is very important to ask questions during presentation.
- State the guidelines which you need to bear in mind when asking questions. (6 × 2) (12)
- 4.4 Training and development is very important in any organisation.
- Briefly explain the importance of training. (4 × 2) (8)
- [40]**

QUESTION 5

- 5.1 Angel is planning to register for a course in financial management. She decided to enrol with the University of South Africa since she is permanently employed during the day.
- What are the advantages of a self-study method? (5 × 2) (10)
- 5.2 Explain the disadvantages of the self-study method. (6 × 2) (12)
- 5.3 What are the aims of using role-play? (5 × 2) (10)
- 5.4 What are the objectives of the NQF? (4 × 2) (8)
- [40]**

QUESTION 6

- 6.1 ABET practitioners have to ensure that they use adult learning principles when facilitating adult programmes.
- What are these principles? (6 × 2) (12)
- 6.2 Trainers need to utilise training media effectively during training.
- Discuss the objectives of using training media. (6 × 2) (12)
- 6.3 It is important for the facilitators to have business competencies in order to perform their tasks effectively.
- Explain these competencies. (4 × 2) (8)
- 6.4 What are the advantages of using demonstrations in a seminar? (4 × 2) (8)
- [40]**

TOTAL SECTION B: 160
GRAND TOTAL: 200