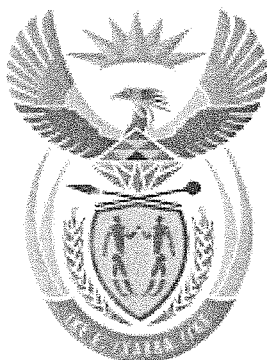


2013/11/21 4



# higher education & training

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

**N1170(E)(N7)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
PERSONNEL TRAINING N5**

(4110445)

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

**This question paper consists of 7 pages.**

**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 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 As a management dimension assessed through 'in-basket exercise', motivation includes self-development, initiative and perseverance.
- 1.1.2 The disadvantage of graphics is that they can only be used with small audiences.
- 1.1.3 A learning experience must be created during the developmental stage of the lesson plan.
- 1.1.4 Responses from individuals cannot be controlled by nonverbal cues such as facial expressions.
- 1.1.5 A conference is a group learning experience with the purpose of producing a product by having participants actively involved.
- 1.1.6 The processing stage in the IPO model involves determining training needs, developing content and selecting training methods and media.
- 1.1.7 When applying the principle of individualism, the trainer must motivate trainees to respond actively and to participate in the learning experience.
- 1.1.8 The objective of the NQF is to combine education and training.
- 1.1.9 Urbanisation creates both economic and social problems for the country.
- 1.1.10 A workforce which is unproductive prevents the enterprise from being profitable and competitive.

(10 x 2) (20)

1.2 Define the following words:

- 1.2.1 Labour productivity
- 1.2.2 Informal sector
- 1.2.3 Theatre layout
- 1.2.4 Case studies
- 1.2.5 Remedial teacher

(5 x 2) (10)

1.3 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 (1.3.1–1.3.5) in the ANSWER BOOK.

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

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

1.3.2 A conscious planning of employee's future:

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

1.3.3 It is used to select, develop and place individuals in management, sales and technical positions:

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

1.3.4 The didactic principle which emphasises the relationship of mutual trust, respect and cooperation:

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

1.3.5 They are cautious and consider all possible angles and implications before making a move or taking a decision:

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

(5 x 2) (10)  
**TOTAL SECTION A: 40**

**SECTION B:** Answer only FOUR questions in this section.**QUESTION 2**

You have been requested by ABSA bank to assist with the training and development of its employees. You will first conduct training needs analysis, select and design training material before conducting training.

- 2.1 Explain the requirements which any educational, training or development programme should adhere to. (10)
- 2.2 You are expected to utilise media effectively during training.  
Explain some guidelines for the trainer as a medium. (10)
- 2.3 Explain the interpersonal competencies which you must have in order to execute your task well. (4)
- 2.4 You will have to consider a number of factors when selecting training methods.  
Explain FIVE of these factors. (10)
- 2.5 Training objectives may not be attained due to learning problems.  
List examples of learning problems which occur during the input stage. (6)  
**[40]**

**QUESTION 3**

- 3.1 Briefly explain FOUR business competencies which an effective trainer must have. (8)
- 3.2 Explain the aims for using the role play method. (12)
- 3.3 The South African labour market is characterised by some problems among others the lack of job opportunities and unskilled labour.  
Explain the methods which can be applied to overcome these problem areas. (10)
- 3.4 Explain the disadvantages of using television and video machines with video tapes during a presentation. (10)  
**[40]**

**QUESTION 4**

- 4.1 It is important to commence training with ice-breakers.  
Explain SIX guidelines which must be considered when choosing ice-breakers. (12)
- 4.2 Explain the advantages of the department of labour with special reference to training and development in RSA. (12)
- 4.3 Explain how a effective trainer must execute the following roles:
- 4.3.1 Assessor
  - 4.3.2 Manager of training and development
  - 4.3.3 Trainer
  - 4.3.4 Need analyst
  - 4.3.5 Programme designer
  - 4.3.6 Group facilitator
- (6 x 2) (12)
- 4.4 What is a learning style? (4)
- [40]**

**QUESTION 5**

After completion of his N6 certificate in human resources management at Taletso FET College, Godfrey started his own company – Easy Business Solutions (EBS). EBS specializes in all HR related matters, ranging from dispute resolutions, recruitment, training and payroll. The business has recently been awarded a tender to train FET college senior management teams in the North West province on performance management and improvement. The training is aimed at improving results at FET Colleges in the province. Godfrey intends to facilitate all the workshops.

- 5.1 The discussion/circular layout will be used during these workshops.
- 5.1.1 Explain the advantages of the layout. (4)
  - 5.1.2 Design this layout which will accommodate 12 delegates. (6)
- 5.2 Godfrey prefers to use overhead projector whilst conducting presentations.  
What are the advantages of using the overhead projector? (10)
- 5.3 It is important for Godfrey to ask questions during the workshops.  
Explain the reasons for asking questions. (12)

- 5.4 Explain why it is important for Godfrey to apply the following didactic principles:
    - 5.4.1 Principle of feedback
    - 5.4.2 Principle of planning
    - 5.4.3 Principle of motivation
    - 5.4.4 Principle of development
- (4 x 2) (8)  
[40]

**QUESTION 6**

Thato has been appointed as the training manager at Edcon. A seminar for facilitators is scheduled to take place on 24 January 2014. The topic for the seminar is 'Applying training methods effectively to achieve training outcomes'.

- 6.1 Compile a programme for this seminar. (12)
- 6.2 Design a transparency which Thato must use in her presentation. (10)
- 6.3 Give reasons why Thato must also use demonstrations when conducting training. (12)
- 6.4 It is important that Thato asks trainees questions.

Explain the following types of questions and also give ONE example of each. Your examples must be in line with the seminar topic.

- 6.4.1 Response questions
  - 6.4.2 Direct questions
  - 6.4.3 Open-ended questions
- (3 x 2) (6)  
[40]

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