



# higher education & training

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

**N1310(E)(D2)H  
NOVEMBER EXAMINATION  
NATIONAL CERTIFICATE  
PERSONNEL TRAINING N5**

(4110445)

**2 December 2016 (X-Paper)  
09:00–12:00**

**This question paper consists of 8 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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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 A person who advises and helps an inexperienced person over a period of time
- 1.1.2 A list of items to bear in mind when arranging a meeting or a seminar
- 1.1.3 The kind of production that takes place when a lot of capital is being invested in production (e.g. more than in the wages or salaries of workers)
- 1.1.4 Questions that require only 'YES' or 'NO' or a specific answer in reply
- 1.1.5 The principle that makes it possible to attain success when trainees learn from one another
- 1.1.6 A person who transfers skills and attitudes using different methods and media
- 1.1.7 It refers to what a person can do/an ability someone has
- 1.1.8 The subject expert who identifies training needs and then designs a training programme to address the need
- 1.1.9 A person who is competent in identifying and investigating training needs where a problem is evident
- 1.1.10 A person who assists learners who experience reading, spelling and basic maths problems

(10 × 2) (20)

1.2 Define the following terms:

- 1.2.1 Formal sector
- 1.2.2 Labour force
- 1.2.3 Unskilled labour
- 1.2.4 Knowledge
- 1.2.5 Attitude

(5 × 2) (10)

1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

- 1.3.1 Two-way communication takes place when learning is presented to children.
- 1.3.2 Industrial action as a result of political processes often leads to low productivity.
- 1.3.3 Analytical skills include being able to do the cost-benefit and statistical assessment of training activities.
- 1.3.4 When arranging a workshop, it is important that an agenda be drawn up and circulated in advance.
- 1.3.5 Economic skills involve knowledge of enterprise structures and functions.

(5 × 2) (10)  
[40]

**TOTAL SECTION A: 40**

## SECTION B

### QUESTION 2

Lihle is appointed as the training practitioner at Bidvest's head office. She has been tasked with the responsibility of arranging a seminar for all the training practitioners at all the branches and regional offices. The topic of the seminar will be 'Using training methods effectively to optimise training'. She is also expected to give a presentation at the seminar.

- 2.1 Design a lesson plan for Lihle's presentation. (12)
- 2.2 Explain how a board is used, and the advantages of using a board during a presentation. (12)
- 2.3 When asking questions, it is important that the trainer should follow guidelines in order to avoid misinterpretation of the questions.
- Give SIX guidelines that Lihle must adhere to when asking questions. (6 × 2) (12)
- 2.4 Differentiate between *training* and *development*. (2 × 2) (4)  
[40]

**QUESTION 3**

- 3.1 The effective utilisation of media is important in order to achieve training objectives or outcomes.
- Explain the factors that must be taken into consideration when selecting training media. (10)
- 3.2 Training practitioners must possess certain competencies in order to be effective when conducting training.
- List and explain FOUR business competencies. (4)
- 3.3 State the disadvantages of using audio-tapes during presentations. (12)
- 3.4 Give FOUR reasons for asking open-ended questions during a presentation. (4)
- 3.5 As a training practitioner, it is important that you identify learning problems experienced by your trainees and refer them to professionals that can help them.
- Explain the roles of the following professionals when dealing with learning problems.
- 3.5.1 Psychologists
- 3.5.2 Remedial teachers
- 3.5.3 Occupational therapists
- 3.5.4 Speech therapists
- 3.5.5 Educational psychologists
- (5 × 2) (10)  
**[40]**

**QUESTION 4**

- 4.1 The U-shaped seating arrangement is recommended by many facilitators for conducting training.
- 4.1.1 Design such a layout to accommodate 12 delegates. (6)
- 4.1.2 What are the TWO advantages of the U-shape? (2 × 2) (4)
- 4.1.3 Name TWO advantages of using an overhead projector. (2 × 2) (4)
- 4.2 Indicate whether the following learning characteristics apply to ADULTS or CHILDREN. Choose the answer and write only 'adults' or 'children' next to the question number (4.2.1–4.2.6) in the ANSWER BOOK.
- 4.2.1 Trainers must guide the learning process.
- 4.2.2 Evaluation is the final step in the learning process.
- 4.2.3 The training focuses on the reciprocity of the learning transaction.
- 4.2.4 Content must be logical and follow a sequence.
- 4.2.5 They are not part of the planning of the learning activity.
- 4.2.6 They make connections and draw conclusions. (6 × 2) (12)
- 4.3 What does ABET stand for? (2)
- 4.4 Name the different roles of a training practitioner. (6)
- 4.5 Define the following words:
- 4.5.1 Coaching
- 4.5.2 Counselling
- 4.5.3 Seminar (3 × 2) (6)
- [40]**

### QUESTION 5

Read scenario below and answer the questions.

Patricia is a lecturer at Umgungundlovu TVET college. She was recently appointed as a senior manager in the training and development division at the central office of the college. One of her roles will be to liaise with businesses and government offices to determine their training needs, so that the college can develop and offer the programmes needed by these institutions.

Patricia will now have to communicate with SETAs (Sectoral Education and Training Authorities) to establish which learnerships are available, so that the college can offer them. She is also responsible for the Saturday and afternoon programmes. She still enjoys teaching Personnel Training N5 (on Saturdays only).

- 5.1 When conducting her Saturday classes, Patricia uses the lecture method.  
What are the advantages of this method? (12)
- 5.2 Patricia was criticised by some of the trainees for always talking alone and not involving them when doing presentations.  
Advise Patricia on what she can do to ensure that the trainees are involved throughout the presentation session. (10)
- 5.3 List the advantages of using printed material. (12)
- 5.4 Explain how Patricia can use the following didactic principles/aspects:
- 5.4.1 Motivation
  - 5.4.2 Psychological climate
  - 5.4.3 Reinforcement
- (3 × 2) (6)  
**[40]**

**QUESTION 6**

- 6.1 It is very important to commence training with ice-breakers, since it also helps with relaxation of the body and mind.  
Explain the guidelines that must be considered when choosing ice-breakers. (10)
- 6.2 Give examples of inputs for training. (10)
- 6.3 Discuss the aims of the case-study method. (10)
- 6.4 List FIVE learning problems that might occur during the output stage. (5 × 2) (10)  
**[40]**

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

GENERAL STUDIES