



higher education  
& training

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

N1330(E)(N30)H

**NATIONAL CERTIFICATE**

**PERSONNEL TRAINING N5**

(4110445)

**30 November 2018 (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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**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions in SECTION A.
  2. Answer any FOUR questions in SECTION B.
  3. Read ALL the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each question on a NEW page.
  6. Write neatly and legibly.
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## SECTION A (COMPULSORY)

### QUESTION 1

1.1 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 NQF Level 8 falls under ...

- A General Education and Training.
- B Further Education and Training.
- C Higher Education and Training.
- D Lower Education and Training.

1.1.2 A characteristic of adult learners:

- A Passive learners
- B Authority-centred climate
- C Two-way communication
- D Structure required in learning process

1.1.3 An intellectual skill:

- A Observation
- B Writing
- C Management
- D Audiovisual

1.1.4 A training method suited for psychomotor learning objectives:

- A Self-study
- B Demonstrations
- C In-basket
- D Case study

1.1.5 An advantage of field excursions:

- A Cheap
- B Motivational tool
- C Simple to prepare
- D Durable

(5 × 2) (10)

1.2 Complete the following sentences by writing the missing word or words next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

- 1.2.1 The ... analyses the human-resource needs of RSA.
- 1.2.2 An ... assists learners who have problems with concentration and information absorption due to incoordination in the brain.
- 1.2.3 ... motivation motivates learners by means of success achieved in the learning intervention, for example marks and certificates.
- 1.2.4 Avoid the ... trap when questioning.
- 1.2.5 The use of ... and materials ensure that learners remember much more.

(5 × 2) (10)

1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Repeating the answer and adding '... and ...'	A	trainer
1.3.2	Saves time	B	media
1.3.3	Uses different methods and media	C	probing
1.3.4	Icebreakers, energisers, attention switchers or introductions	D	convention
1.3.5	Type of public meeting	E	warm-up activities
		F	syndicate
		G	crackers

(5 × 2) (10)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

- 1.4.1 Textbooks become outdated quickly.
- 1.4.2 In-basket exercises are used for needs analysis.
- 1.4.3 The public sector is owned and managed by the public.
- 1.4.4 Urbanisation leads to social and economic problems.
- 1.4.5 Open questions prompt discussion.

(5 × 2) (10)  
[40]

## SECTION B

Read the scenario below and answer any FOUR questions.

Mr Vaaltein is a facilitator and trainer for SASOL. He must prepare a training intervention for employees as well as sessions where they will be trained in new machines/technology that the company intends to acquire.

### QUESTION 2

- 2.1 Mr Vaaltein decides to use training media to enhance the effectiveness of his training. He prepares a booklet for the employees as reference guide to take with after the training. He is good at using questioning techniques.
- 2.1.1 Give FIVE advantages of the booklet he wants to use. (5 × 2) (10)
- 2.1.2 Briefly explain FIVE guidelines for asking questions he can follow. (5 × 2) (10)
- 2.2 He further decides to use the lecture-and-lesson training method.
- What does each letter in the acronym INTRO (used in the introduction phase) represent? (5 × 4) (20)
- [40]**

### QUESTION 3

- 3.1 Mr Vaaltein decides to include a demonstration in his presentation as well as a warm-up activity.
- 3.1.1 Define the term *demonstration*. (2)
- 3.1.2 Discuss FIVE benefits of using demonstrations. (5 × 2) (10)
- 3.1.3 Give FIVE examples of warm-up activities. (5 × 2) (10)
- 3.2 Explain to Mr Vaaltein what he can do if two of his trainees become involved in an argument during his lesson/lecture. (4 × 2) (8)
- 3.3 Give FIVE reasons why Mr Vaaltein's choice of room arrangement should be flexible. (5 × 2) (10)
- [40]**

**QUESTION 4**

- 4.1 Briefly describe what a workshop entails. (5)
- 4.2 Briefly describe what a course entails. (5)
- 4.3 Give a brief description of each of the following types of questions:
  - 4.3.1 Overhead/Indirect question
  - 4.3.2 Direct question
  - 4.3.3 Summary/Paraphrasing question (3 × 2) (6)
- 4.4 Give FIVE advantages of using an overhead projector as media. (5 × 2) (10)
- 4.5 Explain SEVEN objectives of using training media. (7 × 2) (14)  
**[40]**

**QUESTION 5**

- 5.1 Give FIVE examples of input in the training process. (5 × 2) (10)
- 5.2 Give FIVE examples of output in the training process. (5 × 2) (10)
- 5.3 Give a brief description of each of the following types of circle arrangements:
  - 5.3.1 Uncluttered circle
  - 5.3.2 Circle with a table
  - 5.3.3 Unfurnished circle (3 × 2) (6)
- 5.4 Name SEVEN methods of overcoming problem areas in the labour market. (7 × 2) (14)  
**[40]**

**QUESTION 6**

- 6.1 List FIVE economic skills referred to as business competence. (5 × 2) (10)
- 6.2 Name FIVE learning problems that could occur during the output stage. (5 × 2) (10)

- 6.3 Brief explain each of the following guideline headings when using training media:
- 6.3.1 Environment
  - 6.3.2 Lighting and light control
  - 6.3.3 Screens
  - 6.3.4 Additional equipment
  - 6.3.5 Verbal explanations
- (5 × 3) (15)
- 6.4 The systems approach implies that there will always be an input, a process/throughput and an output.
- Give FIVE examples of throughput in terms of training. (5)  
[40]
- TOTAL SECTION B: 160**  
**GRAND TOTAL: 200**