



# higher education & training

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

## **NATIONAL CERTIFICATE PERSONNEL TRAINING N5**

(4110445)

**30 September 2020 (X-paper)  
09:00–12:00**

**This question paper consists of 11 pages.**

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**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. 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 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 (1.1.1–1.1.10) in the ANSWER BOOK.



- 1.1.1 Education refers to ... 
- A measurable, work-related skills.
  - B formal classroom tuition.
  - C the ratio of output to input.
  - D individuals who are unemployed.
- 1.1.2 The aim of mentoring is to develop the competencies of the ...
- A mentor.
  - B employee.
  - C protégé.
  - D coach.
- 1.1.3 The private sector refers to enterprises that ...
- A provide services to the public.
  - B do business with enterprises that are not registered with the appropriate authorities.
  - C operate on the basis of private initiative. 
  - D include central, provincial and local municipalities.
- 1.1.4 SETA stands for ...
- A Sector Education Training Advisors.
  - B Sector Education and Training Authorities.
  - C Standard Education Teachers' Authorities.
  - D Secondary Employment Teachers' Assurance.
- 1.1.5 Examples of output after successful training can be ...
- A fewer complaints from customers.
  - B the proper available technology.
  - C learning principles.
  - D the untrained employee. 
- 1.1.6 In-basket training as a training method ...
- A teaches decision-making skills.
  - B increases self-confidence of participants.
  - C teaches cooperation and consideration for others' opinions.
  - D engenders the team spirit.

- 1.1.7 Open-ended questions have the advantage of ...
- A involving someone who is not actively participating.
  - B allowing the trainee to express him-/herself.
  - C reviewing factual material.
  - D assisting decision making. 
- 1.1.8 A series of buzz groups that are geographically spread across the country is called a ...
- A congress.
  - B convention.
  - C conference.
  - D syndicate.
- 1.1.9 A training medium that is easy to install and is cheap and reliable can be ...
- A a television.
  - B a flip chart.
  - C an excursion. 
  - D a simulator.
- 1.1.10 Labour-intensive production involves ...
- A more capital being invested in the production in relation to wages of workers.
  - B more labour being used in relation to technology.
  - C the demand for labour and the supply of labour being expressed.
  - D too much emphasis being placed on individualisation and specialisation.
- (10 × 1) (10)
- 1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.
- 1.2.1 A checklist ensures that no details pertaining to the effective roll-out of workshops are missed or neglected.
- 1.2.2 Input into training will include training methods specific to the training needs. 
- 1.2.3 'Recognition of prior learning' is one of the principles of the NQF.
- 1.2.4 The South African labour market is characterised by a high demand for skilled labour and an excessive supply of unskilled labour.
- 1.2.5 A workforce, which is unproductive, will prevent the enterprise from being profitable and competitive.

- 1.2.6 Urbanisation creates both economic and social problems for the country.
- 1.2.7 Coaching is work-related mentoring. 
- 1.2.8 Yukkies is an example of an energiser.
- 1.2.9 Asking questions helps learners learn from each other.
- 1.2.10 Using media is a wasteful activity.


(10 × 1) (10)

- 1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Assisting learners who have problems reading, writing and doing arithmetic	A	Department of Labour
		B	technical competencies
1.3.2	Its mission is to ensure that rights and interests of all employees are promoted	C	icebreakers 
		D	remedial teachers
1.3.3	The process of assisting adults to discover knowledge	E	andragogics
		F	re-directed question
1.3.4	Refers to functional knowledge and skills	G	workshop
1.3.5	Used to overcome the initial resistance of a group	H	printed material
		I	uncluttered circle
1.3.6	Should not be used if learner has reading disabilities 	J	media
1.3.7	Controls and opens up discussions	K	traditional seating
		L	games
1.3.8	Arrangement used for brainstorming		
1.3.9	Gathering of people to discuss and solve problems		
1.3.10	Filling the gap between verbalisation and real-life, direct experience		

(10 × 1) (10)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 A/An ... sets out the business to be dealt with at a meeting or workshop, or in a buzz group or syndicate. 

1.4.2 A lecture/lesson includes an introduction, development/body and ... .

1.4.3 The process of training includes input, ..., output and feedback.

1.4.4 The FOUR learning styles include activists, reflectors, theorists and ... .

1.4.5 During coaching, ... assistance is given in the form of instructions, guidelines, support and demonstrations.

(5 × 2)

(10)

**[40]**

**TOTAL SECTION A:**

**40**


## SECTION B

### QUESTION 2

2.1 Study the picture and then answer the questions.

#### Mechanisation/Technology



Although keeping up with technological developments will assist an organisation to remain competitive, technology also has some negative effects on organisations. 


Explain the negative effects of technology on organisations.

(5 × 2)

(10)

2.2 Define each of the following terms:

2.2.1 Training

2.2.2 Education 

2.2.3 Andragogics

2.2.4 Counselling

2.2.5 Labour productivity

2.2.6 Course


(6 × 2) (12)

2.3 As a training practitioner, it is important that you identify learning problems experienced by trainees at different stages and refer these trainees for professional help.

Explain the roles of the following professionals in dealing with learning problems:

2.3.1 Psychometrist and educational psychologists

2.3.2 Psychiatrists and psychologists

2.3.3 Neurologists 

2.3.4 Remedial teachers

2.3.5 Occupational therapists


2.3.6 Speech therapists

(6 × 3) (18)  
**[40]**

### QUESTION 3

Study the pictures below and answer the questions.




- 3.1 Name SIX examples of training inputs. (6 × 2) (12)
- 3.2 Susan prefers the lecture and lesson as a training method.  
Briefly describe any FIVE advantages of this training method. (5 × 2) (10)
- 3.3 Susan wants to be an effective communicator.   
Briefly describe the FIVE communication skills she needs to have. (5 × 2) (10)
- 3.4 Computers, interactive boards and data projectors are seen as very effective media to use.  
Outline at least FOUR disadvantages of computers, interactive boards and data projectors if Susan chooses to use them. (4 × 2) (8)
- [40]**


### QUESTION 4


Study the pictures below and answer the questions.



- 4.1 Briefly discuss the above pictures, listing THREE facts about each:
- 4.1.1 Convention
  - 4.1.2 Meeting
  - 4.1.3 Seminar 
  - 4.1.4 Buzz groups
- (4 × 3) (12)

4.2 'A trainee asks a question that you as the trainer are unable to answer.'  
 Explain how you would deal with or respond to the scenario above. (5 × 2) (10)

- 4.3 A distinction is made between facilities, equipment, materials and media when selecting media and material. 
- Briefly explain each of the following terms:
- 4.3.1 Facilities
  - 4.3.2 Equipment
  - 4.3.3 Materials
  - 4.3.4 Media
- (4 × 2) (8)

4.4 A good trainer will help put participants at ease by using warming-up activities. 

List FIVE examples of warming-up activities.

(5 × 2)

(10)

**[40]**

### QUESTION 5

The acronym EFFECTIVE accurately summarises the profile of an effective trainer.

Briefly state what each letter denotes:

5.1 5.1.1 E

5.1.2 F

5.1.3 F

5.1.4 E

5.1.5 C 

5.1.6 T


5.1.7 I

5.1.8 V



5.1.9 E

(9 × 2)

(18)

- 5.2 By asking questions, the involvement and participation of all trainees are maintained in the communication process. 
- Briefly explain FIVE reasons that questions should be asked. (5 × 2) (10)
- 5.3 Role-plays are simulated exercises which require the trainees to act out roles of persons involved in a problem situation.
- List SIX aims of role-plays as a training method. (6 × 2) (12)
- [40]**

### QUESTION 6

- 6.1 Your company is arranging a seminar which will take place in three months' time.
- 6.1.1 Design the checklist you will use in arranging this seminar. (10)
- 6.1.2 Sam is one of the presenters at the seminar and he likes using a board. 
- List FIVE disadvantages of using this type of medium. (5 × 2) (10)
- 6.2 Vuyolwethu obtained her National Diploma in Human Resources Management. She has been appointed as a trainer at Volkswagen SA. Vuyolwethu wants to demonstrate to new employees at Volkswagen SA how to assemble parts in order to manufacture one of the cars.
- Explain the NINE guidelines for demonstrations. (9 × 2) (18)
- 6.3 Give a brief description of a direct question. 
- (2)
- [40]**

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