



Personnel Training N6 T2

Human resource management (Northern Technical College)



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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 It refers to what a person can do:

- A Knowledge
- B Skills
- C Attitude
- D Development

1.1.2 Which ONE of the following methods is NOT a simulated exercise?

- A Role-play
- B Lecture
- C Case study
- D In-basket

1.1.3 Delegates gather for information or education during a short course of study in which certain problems are explained:

- A seminar
- B syndicate
- C symposium
- D workshop

1.1.4 An individual who does not produce a great variety of goods or services :

- A Informal sector
- B Public sector
- C Formal sector
- D Private sector

1.1.5 success that can be attained when trainees learn from one another

- A Principle of individualism
- B Principle of reinforcement
- C Principle of perception
- D Principle of socialization

1.1.6 A trainer must be able to do cost-benefit, statistical and strategic analysis of training interventions and activities :

- A Management skills
- B Administrative skills
- C Economic skills
- D Analytical skills

1.1.7 A professional who conducts tests to assess learners' intelligence and abilities and to determine their interests in order to advise them on possible career choices:

- A Educational psychologist
- B Occupational therapist
- C Remedial teacher
- D psychiatrist

1.1.8 It is a very efficient arrangement as far as space is concerned:

- A Chevron
- B Discussion
- C Theatre
- D Conference

1.1.9 Allows for analysis/synthesis and evaluation:

- A Direct questions
- B Open-ended questions
- C Response questions
- D Test questions

1.1.10 ONE of the advantages of this method is that it can be used to identify training needs:

- A Role play
- B Demonstration
- C In-basket
- D Case-study

(10x1)(10)

[10]

QUESTION 2

2.1 It is very important to commence training with ice-breakers, since it also helps with relaxation of the body and mind.

Explain the guideline that must be considered when choosing ice-breakers. (5×2) (10)

2.2 Explain SIX advantages of beginning a training session with warm up exercises (6)

2.3 Discuss the aim of case study method (5×2) (10)

2.4 The U-shape seating arrangement is recommended by many facilitators for conducting training.

2.4.1 Design such a layout to accommodate 12 delegates. (6)

2.4.2 What are TWO advantages of using U-shape? (2×2) (4)

2.5 Name TWO advantages of using an overhead projector. (2×1) (2)

[38]

QUESTION 3

3.1 You have decided to use a board during the presentation.

Explain FOUR advantages of using this media. (4×2) (8)

3.2 It is very important to ask questions during presentation.

State the guidelines which you need to bear in mind when asking questions
(5×1) (5)

3.3 Rachel wants to demonstrate to new employees at Nissan on how to assemble parts to manufacture one of the cars.

Explain the advantages of demonstrations as a method of training. (6×2) (12)

3.4 Rachel also intend showing a video to further elaborate on what she has demonstrated. What are the advantages of using videos? (5×1) (5)

3.5 Rachel uses lecture method when presenting.

What are the advantages of this method? (5×1) (5)

[35]

QUESTION 4

4.1 Explain FIVE advantages of case studies (5)

4.2 Effective utilization of media is important in order to achieve training objective/outcomes. Explain the factors which must be taken into account when selecting training media. (6)

4.3 motivate why it is important to utilize the classroom layout when conducting training (3×2) (6)

[17]

GRAND TOTAL: 100 MARKS