INSTRUCTIONS:

1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
ANSWER ANY FIVE OF THE QUESTIONS

QUESTION 1

You are the training officer for your organisation and have to train staff in the organisation on computer training. Establishing a suitable learning climate is one of the main factors contributing to successful training.

(a) Identify and briefly discuss the five criteria for evaluating a training facility. (10)

(b) List the facilities and instructional media which a trainer should check in prior to the commencement of training. (10) [20]

AND / OR

QUESTION 2

The aim of a competency-based training programme is to provide students (employees) with the skills and knowledge they require for the successful completion of their daily tasks.

(a) Discuss the five characteristics of competency-based training. (9)

(b) Identify the steps involved in the development of a competency-based training programme. (11) [20]

AND / OR

QUESTION 3

As part of your organisational development strategy, you have identified a few supervisors as leaders that you want to promote to management. In order to do this you have to send them on a management development programme.

(a) Discuss the term management development. (10)

(b) Explain what elements should be considered in adult learning programmes. (10) [20]
QUESTION 4

The role of the training practitioner within an enterprise is of the utmost importance. This person's main function is to ensure that employees perform to the best of their ability, and his or her efforts are directed at all aspects of employees’ performance.

List the ten roles the training practitioner fulfils and briefly describe them. [20]

AND / OR

QUESTION 5

South Africa has a critical shortage of professional managers, scientists and engineers. The responsibility of addressing this problem lies with government, organised business and organised labour.

(a) Outline your understanding of the concept ‘education’. (8)

(b) At a national level, describe government aims with regards to training and development. (6)

(c) Briefly describe the roles of the three role players in assessing training needs analysis in an organisation. (3 × 2 = 6) [20]

AND / OR

QUESTION 6

As the training manager in your organisation, amongst other functions, you have to undertake training evaluation, manage the training facilities and training records.

(a) Discuss the dimensions involved in training evaluation. (10)

(b) What is the purpose of record keeping in the organisation? (5)

(c) List the type of records you, as the training manager, will keep in an organisation. (5) [20]

[100]

TOTAL: 100 MARKS