HUM BUS 4

NOVEMBER 2012 EXAMINATION

DATE: 14 NOVEMBER 2012

TIME: 09H00 – 12H00
TOTAL: 100 MARKS
DURATION: 3 HOURS
PASS MARK: 40%

(BUS-TM1)

HUMAN RESOURCES DEVELOPMENT 1

THIS EXAMINATION PAPER CONSISTS OF 6 QUESTIONS:
ANSWER ANY FIVE OF THE QUESTIONS (100 MARKS)

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.

NOTE: FOR ADDITIONAL INSTRUCTIONS PLEASE TURN TO PAGE 2.
ADDITIONAL INSTRUCTIONS

1. Learners should be aware of the mark allocation per question as this represents the weighting of the facts that need to be stated, e.g. one mark per supporting fact.

2. Where the question states: 'list', the response would imply one mark per fact.
Question 1

The purpose of human resource development is to introduce you to the topics of training and development. It also provides you with an overview of the management of training as a function in the organisation.

(a) Explain the difference between education, training and Development. (3 × 2 = 6)

(b) Explain the purpose of training, development and education in an organisation.

(c) South Africa’s labour policy is a tripartite system. Therefore, the national training policy is based on the provisions of the government’s labour policy. What are the aims of the national training policy? (6) [20]

AND / OR

Question 2

Who is responsible for training in an organisation? Briefly discuss the various role players. [20]

AND / OR

Question 3

(a) List the characteristics of adult learners. (8)

(b) The adult learner has a need to be treated with respect. Explain the elements in adult learning programmes to be considered by trainers. (7)

(c) Which records should be kept by the training department? (5) [20]

AND / OR

Question 4

Discuss the various aspects of learnerships and learning programmes. [20]
QUESTION 5

(a)  i. List five methods of conducting a training needs analysis. (5)
    ii. There are three role players in the needs analysis process. Identify them and briefly discuss their roles. (6)

(b) How would you conduct a skills audit in your organisation? (9) [20]

AND / OR

QUESTION 6

You are the training officer at XYZ Furnishers and have to use on-the-job and off-the-job training methods in the organisation.

(a) List five examples of each of the training methods mentioned above. (10)

(b) Discuss the term 'management development'. (10) [20]

[100]

TOTAL: 100 MARKS