



# higher education & training

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

N1340(E)(N16)H

**NATIONAL CERTIFICATE**

**PERSONNEL TRAINING N6**

(4110476)

**16 November 2018 (X-Paper)**  
**09:00–12:00**

**This question paper consists of 6 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
PERSONNEL TRAINING N6  
TIME: 3 HOURS  
MARKS: 200

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**NOTE:** If you answer more than the required number of questions, only the required number will be marked. Clearly cross out ALL work you do NOT want to be marked.

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions in SECTION A.
  2. Answer only THREE 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**

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1–1.10) in the ANSWER BOOK.

- 1.1 The term *competence* means to have the ability to do something.
- 1.2 A training module must be simple and easy to understand.
- 1.3 Training is the transfer or gaining of technical knowledge to improve proficiency.
- 1.4 Norm-based training concentrates on training of an employee in a specific situation to achieve a specific set of competencies.
- 1.5 In competency-based training, the emphasis is on the trainer.
- 1.6 In competency-based training, learning time is varied.
- 1.7 Minimal prompts are words such as: 'yes', 'really' and so forth.
- 1.8 Formative evaluation is also known as product evaluation.
- 1.9 An objective is a general statement of intent.
- 1.10 Non-technical skills refer to skills directly related to the job that the employee needs to do.

(10 × 2) **[20]**

**QUESTION 2**

Choose the description from COLUMN B that matches the item in COLUMN A. Write only the letter (A–L) next to the question number (2.1–2.10) in the ANSWER BOOK.

| <b>COLUMN A</b> |                          | <b>COLUMN B</b> |                                       |
|-----------------|--------------------------|-----------------|---------------------------------------|
| 2.1             | Empathy                  | A               | third level of needs                  |
| 2.2             | Micro-level of needs     | B               | second level of needs                 |
| 2.3             | Meso-level of needs      | C               | advanced understanding                |
| 2.4             | Job needs assessment     | D               | analysis of individual jobs and tasks |
| 2.5             | Checklist                | E               | goal-based approach                   |
| 2.6             | Burnout                  | F               | applied research                      |
| 2.7             | Control                  | G               | prolonged stress                      |
| 2.8             | Management by objectives | H               | ensure quality                        |
| 2.9             | Basic research           | I               | pen-and-paper exercises               |
| 2.10            | Operational research     | J               | exploratory research                  |
|                 |                          | K               | cognitive aims                        |
|                 |                          | L               | performance criteria                  |

(10 × 2)

**[20]****TOTAL SECTION A:****40**

**SECTION B****QUESTION 3**

- 3.1 Briefly explain the acronym SOLER. (5 × 3) (15)
- 3.2 Name any TEN indicators that indicate that training is needed. (10 × 1) (10)
- 3.3 Define the term *sequence*. (2)
- 3.4 What does the formula  $P - KD = N$  stand for? (2 + 2 + 2) (6)
- 3.5 Name SEVEN common outcomes of training. (7)  
**[40]**

**QUESTION 4**

- 4.1 Name FIVE guidelines of evaluation. (5)
- 4.2 What value does the training media offer the trainee? Name TEN facts. (10 × 2) (20)
- 4.3 List and explain FIVE enterprise factors that could cause stress. (5 × 3) (15)  
**[40]**

**QUESTION 5**

- 5.1 Name TEN disadvantages of the Management By Objectives (MBO). (10 × 2) (20)
- 5.2 Name TEN steps to be followed when designing training programmes. (10 × 2) (20)  
**[40]**

**QUESTION 6**

- 6.1 Name FIVE guidelines to be followed evaluating the reaction towards training. (5 × 2) (10)
- 6.2 Name and explain THREE methods that are used to draw budgets. (3 × 3) (9)
- 6.3 Which analysis is conducted to determine whether the financial investment made by the enterprise and its human resources in the form of trainers have been successfully applied? (2)
- 6.4 Research is the systematic continuous and scientific gathering of information. The research process basically follows an eight-step approach.  
Name these eight steps. (8 × 2) (16)

- 6.5 There are four activities done by the employees in the training department to transform data into information. Name THREE of these activities. (3)  
[40]

**QUESTION 7**

- 7.1 Name any TEN items in the checklist for accommodation and transport. (10)
- 7.2 A training module is a small part of a complete training programme.  
Name THREE characteristics of a training module. (3 × 2) (6)
- 7.3 Explain the FIVE aspects of the role of the facilitator. (5 × 2) (10)
- 7.4 Name any SIX guidelines to be followed to anticipate the training needs of the enterprise for the following year. (6)
- 7.5 In leading the training department, the training manager will engage in some activities.  
State any FOUR of these activities. (4 × 2) (8)  
[40]

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