



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF MANAGEMENT SCIENCES**

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE CODE: ETD 711S	COURSE NAME: INTRODUCTION TO EDUCATION, TRAINING & DEVELOPMENT
SESSION: JULY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER	
EXAMINER(S)	Ms. Fiina Shimaneni Ms. Enzy Kaura Mr. Lukas Bock
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INSTRUCTIONS
<ol style="list-style-type: none">1. The paper consists of Section A, B and C. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

THIS QUESTION PAPER CONSISTS OF 9 PAGES (Including this front page)

QUESTION 1

Training and development being a strategy for growth, is a process that enhances the operational capacity of individual staff members and of staff team. It does this through selecting from among a range of training and educational programmes, including personal development training, job skills training and organizational development. It includes programmes to strengthen staff relationships and to build motivation and commitment to the organization. It usually attempts to harmonise individual, group and organizational goals. With that background in mind, answer the questions below:

- 1.1 Explain the benefits, which an organisation can attain through training and development? [10]
- 1.2 Explain how an organization measure the effectiveness of its Training and development program. [3]
- 1.3 Discuss the qualities an organization expects from its trainer. [5]

QUESTION 2

- 2.1 Training and development in Namibia is regulated by three main Acts. State those Acts and the structures they created to support training and development initiative in the country. [6]
- 2.2 State who is eligible to pay the vocational education and training levy in Namibia. In addition, briefly discuss the role of the ETD practitioner in complying with the VET regulations. [10]
- 2.3 In Namibian context, discuss briefly what NQF is and its components? [8]

QUESTION 3

- 3.1 As the training manager, you are responsible for assisting managers in various departments to develop and manage their training budgets. The colleagues are not familiar with the budgeting process as you are. You want to provide training on the aspects that must receive

attention in the preparation of a training budget. Discuss those aspects that the managers need to include in the budget. [7x2=14]

- 3.2 Cost-effectiveness analysis (CEA) is a method to determine the monetary benefits of a training program, without comparing the programme to other programmes. Outline the steps that can be followed in CEA process. [5x2=10]

QUESTION 4

- 4.1 It is a fact that people prefer different learning styles and techniques. Everyone has a mix of learning styles. Some people may find that they have a dominant style of learning, with far less use of the other styles. Identify learning styles under which general levels of learning are incorporated. [6]
- 4.2 Give an overview of the steps taken to determine training needs according to Michalak and Yager. [20]
- 4.3 Define assessments and identify the criteria for selecting a needs assessment method [8]

End of question paper.

Total: 100