



NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL, VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: TRAINER	
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COURSE CODE: CWM510S	COURSE NAME: CLASSROOM & WORKSHOP MANAGEMENT
SESSION: JUNE 2023	PAPER: 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly	

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

Section A: Multiple Choice, True/False, Matching questions (46 Marks)

Question 1 (12 marks)

For each multiple-choice question there are four possible answers A, B, C, and D.

Choose the one you consider correct and write your choice.

- 1. Which of the following is the best definition of classroom management?**
 - a) Classroom management refers to the physical setup of the classroom, including the arrangement of desks and chairs.
 - b) Classroom management involves creating a positive learning environment, maintaining order, and ensuring student engagement and success.
 - c) Classroom management is the process of teaching students to manage their own behaviour and follow rules and procedures.

- 2. Which of the following is the best definition of workshop management?**
 - a) Workshop management involves the maintenance of tools and equipment used in a workshop environment.
 - b) Workshop management refers to the creation and management of a physical workspace for training and skill-building.
 - c) Workshop management is the process of creating a supportive learning environment that encourages active participation and collaboration among learners.

- 3. What is the primary goal of effective classroom management?**
 - a) To create a quiet and orderly environment that minimizes disruptions and distractions.
 - b) To promote student engagement and success by creating a positive and supportive learning environment.
 - c) To enforce rules and procedures and maintain discipline in the classroom.

- 4. What is the primary goal of effective workshop management?**
 - a) To provide learners with access to the tools and equipment they need to develop their skills.
 - b) To create a safe and supportive learning environment that encourages collaboration and active participation.
 - c) To manage the logistics of scheduling and organizing workshops and training sessions.

5. Which of the following is an example of effective classroom management?

- a) Allowing students to work independently and quietly for long periods of time.
- b) Encouraging student participation and providing frequent feedback and guidance.
- c) Strictly enforcing rules and procedures without any flexibility.

6. Which of the following is an example of effective workshop management ?

- a) Providing learners with access to tools and equipment without any guidance or supervision.
- b) Creating a structured and supportive learning environment that encourages collaboration and experimentation.
- c) Focusing primarily on the logistics of scheduling and organizing workshops without considering the needs of learners.

7. Which of the following is an important skill for effective classroom management?

- a) Flexibility and adaptability in response to changing circumstances and student needs.
- b) Strict adherence to rules and procedures without any exceptions.
- c) A focus on maintaining order and control in the classroom at all times.

8. Which of the following is an important skill for effective workshop management?

- a) Technical expertise in the subject matter being taught in the workshop.
- b) Strong leadership and authority in managing the learning environment.
- c) Effective communication and collaboration with learners and colleagues.

9. What are some of the challenges that teachers/trainers might face in implementing effective classroom management?

- a) Balancing the needs of different learners and adapting to changing circumstances in the classroom.
- b) Maintaining strict control and discipline in the classroom at all times.
- c) Providing learners with access to the resources and tools they need to succeed.

- 10. What are some of the challenges that trainers might face in implementing effective workshop management?**
- a) Ensuring that learners have the necessary technical skills and knowledge to participate in the workshop.
 - b) Balancing the need for structure and support with the need for creativity and experimentation.
 - c) Managing the logistics of scheduling and organizing workshops while still meeting the needs of learners.
- 11. Classroom and workshop management depends on:**
- a) The needs and goals of learners
 - b) The personal style and beliefs of the teacher/trainer
 - c) Both a and b
 - d) None of the above mentioned
- 12. Glasser, Canter, Jones and Skinner have different approaches to classroom and workshop management but they all share the same belief.**
- a) Effective management is critical to creating a positive and engaging learning environment for learners
 - b) The use of positive reinforcement
 - c) Creating a supporting learning environment
 - d) Clear expectations and consistent consequences

[12]

Question 2: True/False (26 Marks)

Indicate whether the statements below are True/False. Motivate all False answers. Each answer carries two marks. (13 x 2 = 26)

1. One of the challenges that trainers face in TVET centres in Namibia is the lack of access to technology and infrastructure.
2. Another challenge that trainers face in TVET centres in Namibia is a shortage of qualified and experienced trainers.
3. Trainers in TVET centres in Namibia do not face any challenges related to language barriers.

4. Another challenge that trainers face in TVET centres in Namibia is a lack of funding and resources.
5. Trainers in TVET centres in Namibia do not need to adapt their teaching styles to accommodate different learning styles and abilities.
6. Glasser's Choice Theory suggests that students are motivated by their basic needs and that a positive learning environment can encourage students to take responsibility for their own learning.
7. Canter's Assertive Discipline Model focuses on establishing clear rules and procedures and enforcing them consistently, but does not use any positive reinforcement or rewards.
8. Skinner's Behaviour Modification Model suggests that behaviour can be shaped through conditioning and that a well-managed classroom is one in which clear expectations are set and reinforced consistently.
9. Jones' Positive Discipline Model emphasizes the importance of building positive relationships with students and promoting their self-esteem and self-discipline.
10. Glasser's Choice Theory suggests that students should be given no choice in their learning, and that teachers should control every aspect of the learning environment.
11. Canter's Assertive Discipline Model suggests that a well-managed classroom is one in which the teacher is always in control, and that students should not be given any autonomy or responsibility.
12. Skinner's Behaviour Modification Model suggests that rewards and positive reinforcement are the only effective ways to encourage desired behaviour in students.
13. Jones' Positive Discipline Model suggests that students should be punished for any misbehaviour, and that strict discipline is necessary for a well-managed classroom.

[26]

Question 3: Matching questions (8 Marks)

Match the following theories of classroom and workshop management with their descriptions:

- a) Behaviourism
- b) Constructivism
- c) Social Learning Theory
- d) Humanism

1. This theory focuses on creating a positive learning environment where learners feel safe to take risks and learn from their mistakes. It emphasizes the importance of self-directed learning and encourages learners to take responsibility for their own education.
2. This theory posits that learning is an active, constructive process that involves building knowledge and understanding through interaction with the environment. It emphasizes the importance of hands-on, experiential learning and encourages learners to explore and experiment in order to develop their skills and knowledge.
3. This theory emphasises the importance of modelling and observing others in order to learn. It suggests that learners are more likely to adopt new behaviours if they see others being rewarded for them, and that learning is a social process that occurs through interaction with others.
4. This theory suggests that learning is a product of environmental factors and behavioural responses. It emphasizes the use of rewards and punishments to shape behaviour and encourages the use of clear rules and procedures to maintain order and discipline.

Match the following theories/models of classroom and workshop management with their descriptions:

- a) Skinner's Behavior Modification Model
- b) Glasser's Choice Theory
- c) Canter's Assertive Discipline Model
- d) Jones' Positive Discipline Model

5. This model emphasizes the use of positive reinforcement and rewards to encourage desired behaviour and discourage undesirable behaviour. It suggests that behaviour can be shaped through conditioning and that a well-managed classroom is one in which clear expectations are set and reinforced consistently.
6. This theory suggests that students are motivated by their basic needs, including the need for belonging, power, freedom, and fun. It emphasizes the importance of creating a positive learning environment that respects students' needs and encourages them to take responsibility for their own learning.
7. This model focuses on establishing clear rules and procedures, and enforcing them consistently through the use of both positive and negative consequences. It suggests that a well-managed classroom is one in which the teacher is assertive and in control, and that student behavior is a product of the teacher's actions.
8. This model emphasises the importance of building positive relationships with students and promoting their self-esteem and self-discipline. It suggests that a well-managed classroom is one in which students feel respected and valued, and are given opportunities to take ownership of their own learning.

[8]

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Section B: Short answers (26 Marks)

Question 4 (16 Marks)

1. What is the importance of establishing clear expectations and guidelines in the classroom and workshop and how can trainers effectively communicate these to their trainees? (3)
2. How can trainers promote a positive learning environment in the classroom and workshop, and what are the benefits of doing so? (4)
3. What are some effective classroom management strategies that trainers can use to minimise disruptions and distractions and how can these be implemented in a way that supports learner engagement? (5)

4. How can trainers effectively address the needs of diverse learners in the classroom and workshop? Suggest a few strategies that can be used to support learners with varying levels of ability and background knowledge? (4)

[16]

Question 5 (10 Marks)

Read the Scenarios about the complexities of classroom and workshop management below and answer the questions that follow.

1. You are a TVET trainer in a workshop setting and notice that a learner is struggling to keep up with the rest of the group. What strategies can you use to support this learner?(2)
2. As a TVET trainer, how can you promote a positive and supportive learning environment in your classroom or workshop? (2)
3. You are a TVET trainer and notice that some learners in your workshop are consistently disruptive and distract others from learning. How can you address this issue effectively? (2)
4. What are some strategies that TVET trainers can use to promote learner engagement and success in their workshops and classrooms? Mention any two strategies. (2)
5. As a TVET trainer, what steps can you take to address the diverse needs of learners in your classroom or workshop? Mention any two steps. (2)

[10]

[26]

Section C: Long Questions (28 Marks)

Question 6 (12 Marks)

What are some effective strategies to improve classroom and workshop management? Suggest and discuss **six (6)** strategies. In your discussion, also motivate your answers. For example, establish clear rules and procedures helps to create a structured learning environment.[12]

Choose between Questions 7 and 8.

Question 7 (16 Marks)

Every trainer has their personal beliefs and styles of classroom management, which they apply to ensure that their classroom is well managed. The following are some of the profiles of trainers and their personal beliefs and styles of classroom management.

- A. Authoritarian Trainer**
- B. Democratic Trainer**
- C. Permissive Trainer**
- D. Constructivist Trainer**

Explain each of the profiles and their personal beliefs and styles of classroom and workshop management. Write at least **four (4)** facts for each of the profiles. **(4 x 4 = 16)**

OR

Question 8 (16 Marks)

Compare and contrast the classroom and workshop management theories of Skinner, Glasser, Jones, and Canter. Write at least **four (4)** facts for each of the theories. **(4 x 4 = 16)**

[28]

Total Marks: 100

End of Examination Paper