



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

<b>QUALIFICATION: BACHELOR OF HUMAN RESOURCE MANAGEMENT</b>	
<b>QUALIFICATION CODE: 08HHRM</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: ETD711S</b>	<b>COURSE NAME: INTRO EDUCATION TRAINING AND DEVELOPMENT</b>
<b>DATE: JUNE 2024</b>	<b>PAPER: THEORY</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY PAPER</b>	
<b>EXAMINER(S)</b>	<b>MR. SIMASIKU KAMWI</b>
<b>MODERATOR:</b>	<b>MR. B. SHIKONGO</b>

<b>INSTRUCTIONS</b>
Answer all questions Answer the asked questions

**PERMISSIBLE MATERIALS**

Examination script, pen and ruler

**THIS SECOND OPPORTUNITY PAPER CONSISTS OF 6 PAGES (Including cover page)**

2023, organizations will need to adopt approaches to training that are more personalized and individualized, using data and analytics to understand the needs of their employees and deliver targeted, relevant training content. **Source:** By Morten Zetlitz and Anders Heivoll January 31, 2023 <https://elearningindustry.com/key-corporate-learning-trends-in-2023>

### Questions

- 1.1 Refer to the above article and explain how the COVID-19 pandemic impacted the course of virtual training. **(12 marks)**
- 1.2 With the above article in sight, discuss the evolution of training methods, especially the shift towards sustainable and interactive training in 2023. **(10 marks)**
- 1.3 Demonstrate how the increasing availability of data and technology impacts the design of training programs. **(6 marks)**

**QUESTION 2 Multiple choice – Write the correct answer. (10 marks)**

2.1 Which approach aims at achieving organizational Training and Development objectives in a holistic, conscious, and proactive manner? **(2 marks)**

- Problem-centered approach
- Integrated approach
- Competence approach
- Systems approach

- d) Monitoring short-term goal

**QUESTION 3**

**(62 marks)**

- 3.1 Discuss the four reasons for having a training and development policy, emphasizing its significance for both the organization and its employees. **(8 marks)**
- 3.2 Describe the five types of records typically maintained within the Human Resources Development department of an organisation. **(10 marks)**
- 3.3 Explain the concept of cost-effective analysis **(2 marks)**
- 3.4 Explain the differences between Macro-level needs and Meso-level (needs at an organisational level) as levels of training needs.. **(6 marks)**
- 3.5 Explain the concept of learning and narrate your knowledge of its meaning in the context of employee development. **(4 marks)**
- 3.6 An organisation may consider different criteria for selecting a needs assessment method specify any five. **(10 marks)**
- 3.7 The human resource development department keeps the training and development records of employees. Elaborate five reasons justifying keeping these records. **(10 marks)**
- 3.8 Explain the humanistic theory? **(2 marks)**