



**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: MANAGEMENT | |
| QUALIFICATION CODE: 06DVM | LEVEL: 6 |
| COURSE CODE: HRV610S | COURSE NAME: HUMAN RESOURCES MANAGEMENT IN TVET |
| SESSION: JUNE 2024 | PAPER: 1 |
| DURATION: 3 HOURS | MARKS: 100 |

| | |
|---|----------------------------------|
| FIRST OPPORTUNITY EXAMINATION QUESTION PAPER | |
| EXAMINER(S) | Mr K. Subasubani & Dr I. De Walt |
| MODERATOR: | Mr David Mateu |

| | |
|--|--|
| INSTRUCTIONS | |
| <ol style="list-style-type: none">1. This examination paper consists of six questions, answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers correctly | |

THIS QUESTION PAPER CONSISTS OF 4 PAGES (Including this front page)

Question 1**[10 x 2 = 20 marks]**

Read the following statements and indicate **true** if you agree with the statement and **false** if you do not agree.

- 1.1 Job analysis is defined as the process of studying and collecting information relating to the activities and responsibilities of a specific job. **(2 marks)**
- 1.2 Employee turnover is concerned with keeping or encouraging employees to remain in an organization for a maximum period. **(2 marks)**
- 1.3 Occupational disease, employee wellness programmes, occupational accidents and occupational health and safety refer to the protection and promotion of the safety and health of all employed persons and exposed people through prevention and control of work-related hazards and risks. **(2 marks)**
- 1.4 An interview refers to the formal process of familiarizing new employees with the organization, their job and their work unit. **(2 marks)**
- 1.5 Job analysis, job evaluation, pay survey and pay structuring are essential elements of a job description. **(2 marks)**
- 1.6 Performance management refers to the measuring of individual and team performance, evaluating whether targets have been met and ensuring organizational effectiveness. **(2 marks)**
- 1.7 Job specification refers to an organised factual statement, which entails the environment, conditions, duties and responsibilities of a specific job. **(2 marks)**
- 1.8 Politics, technology and the economy are external factors which can affect workforce planning. **(2 marks)**
- 2.9 Unstructured interviews are usually characterized by careful systematic planning of an interview. **(2 marks)**
- 2.10 Continuous Professional Development (CPD) refers to learning activities professional engage in to develop and enhance their abilities. **(2 marks)**

Question 2**[30 marks]**

As the Head of Operations at IITA Vocational Training Centre you need to advertise a vacancy for a Welding Trainer.

- 2.1 Discuss whether you would use internal or external recruitment. Mention at least three advantages of your preferred choice. **(5 marks)**
- 2.2 Explain the five different types of psychological tests that can be used to select the best candidates. **(10 marks)**
- 2.3 Explain which of the above tests you would use to select the best candidates and motivate your selection. **(3 marks)**
- 2.4 Discuss the interview type you would use to interview the shortlisted candidates. **(3 marks)**
- 2.5 Mention the five steps you would use in conducting a panel interview. **(5 marks)**
- 2.6 Explain the importance of reference checking in the selection process. **(4 marks)**

Question 3**[5 marks]**

Compensation is defined as the financial and non-financial extrinsic rewards provided by an employer for the time, skills and effort made available by the employee in fulfilling job requirements aimed at achieving institutional objectives.

- 3.1 Mention five (5) objectives of compensation and benefits. **(5 marks)**

Question 4**[10 marks]**

You have recently joined Nangolo VTC as the Head of Training. The Centre Manager shared with you that the turnover rate for trainers is high and requested you to investigate the possible factors that contribute towards the high turnover rates.

- 4.1 Provide five reasons why the turnover rate is high. **(5 marks)**
- 4.2 Mention five strategies you would propose to the Centre Manager to retain employees. **(5 marks)**

Question 5**[15 marks]**

As Head of Training at Nangolo VTC, you visited one of the workshops and noticed that the work environment does not comply to the health and safety conditions as stipulated in the Namibian Labour Act, No 11 of 2007.

- 5.1 Mention the ten duties the employer has to the employees as outlined in the Labour Act, No 11 of 2007. **(10 marks)**
- 5.2 Explain five indirect costs Nangolo VTC may incur because of injuries. **(5 marks)**

Question 6**[20 marks]**

As Head of Training at Nangolo VTC, part of your duties and responsibilities include managing the performance of trainers. You were told that the VTC is underfunded and therefore cannot provide employees, who performs exceptionally well, with monetary rewards.

- 6.1 Mention four benefits of performance management. **(4 marks)**
- 6.2 Discuss the four different stages you would use when monitoring individual employee performance. **(12 marks)**
- 6.3 Mention two strategies, you as Head of Training, would implement to reward exceptional employee performance. **(2 x 2 = 4 marks)**

[TOTAL = 100 marks]**-END-**