



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF HUMAN RESOURCES MANAGEMENT	
QUALIFICATION CODE: 07BHRM	LEVEL: 7
COURSE CODE: ETD 711S	COURSE NAME: INTRODUCTION TO EDUCATION, TRAINING & DEVELOPMENT
SESSION: JUNE 2025	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	PROF MICHAEL OCHURUB
MODERATOR:	MR. B.U. SHIKONGO

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

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

QUESTION 1

Question 1 is based on the case study of Jobs4Nam. Please read the case study below and answer the questions that follow.

Jobs4Nam

Jobs4Nam is a recruitment agency operating from Swakopmund. The agency is well known in the country as it has established their presence in the market for placements across all levels. Though they are well established they are still a small enterprise that is rapidly growing. As their number of employees steadily increases they are realising that they are no longer able to support the learning needs of their employees. Managers no longer have the time to provide team members with one-on-one coaching and the major issue is that their senior consultants do not have the skills to mentor and coach. Though the need is evident, a number of the managers believe that training and development is not an investment for the firm but rather a cost.

As a result of these needs, Jobs4Nam has decided to build a training and development team and to appoint you as the team manager. The aim is to support the needs of the teams and formalise the training and development environment.

Questions

- 1.1 Differentiate between education, training and development. **(6)**

- 1.2 It seems that the management is not convinced about the importance of training and development. What are some of the problems your Training and Development team will encounter, in such an environment? **(4)**

- 1.3 How will your team ensure credibility and increase buy-in from management? **(4)**

- 1.4 How will your team go about this training using the High-impact training Model? **(12)**

- 1.5 Who will be the key people driving the success of the new Training and Development team, and why? (9)

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QUESTION 2

- 2.1 The Namibia Training Authority (NTA) is mandated to regulate, promote, and fund vocational education and training (VET) in Namibia, ensuring that the training provided aligns with national development goals, meets the needs of the labour market, and maintains high standards of quality and relevance. Where does the funding for the National Training Fund administered by the NTA originate? (5)

- 2.2 Registration is a continuous process for new employers and employers who have since exceeded the NS1 million threshold. What information is required by the authority for employers' registration to ensure a smooth registration process? (5)

- 2.3 How does the Training and Development Department function as a sub-system within an organization, and how does it interact with other departments to support its strategic objectives? (10)

- 2.4 As a training manager, you will be expected to play the following roles: Strategist, group learning facilitator, need analyst, learning experience designer, and learning material developer. Distinguish between these roles. (10)

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QUESTION 3

3.1 It is important for you, as the training manager, to understand the learning styles of your participants. You will know what works best for them and can adapt their education experience accordingly.

a) Discuss the learning styles under which the general levels of learning are incorporated. (6)

b) Demonstrate your understanding of the four personality learning styles. (8)

3.2 As the Human Resource Development manager, briefly explain the steps you would follow to develop an overall training facility strategy. (7)

3.3 Discuss the relationship between the training needs assessment process and a workplace skills plan (WSP). (4)

3.4 A job analysis is the first and most crucial step in the development of an instructional or learning system and the data collected during this activity provides the basis for the instructional system. Identify the recommended guidelines for conducting a job analysis. (10)

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