



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: TRAINER	
QUALIFICATION CODE: 06DTVT	LEVEL: 6
COURSE CODE: HRV610S	COURSE NAME: HUMAN RESOURCES MANAGEMENT IN TVET
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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 5 PAGES (Including this front page)

Question 1

(7x2 = 14 marks)

Read the following multiple-choice questions. For each statement, select the option that best answers the statement. Write the number and only the letter of the answer (for example: 1.1. e)

- 1.1 Which of the following is an organized factual statement, which entails the environment, conditions, duties and responsibilities of a specific job.
- a. Job Specification
 - b. Job Selection
 - c. Job Analysis
 - d. Job Description
- 1.2 _____ refers to the formal process of familiarizing new employees with the organization, their job and their work unit.
- a. Induction
 - b. Job selection
 - c. Interview
 - d. Motivation
- 1.3 Which of the following refers 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.
- a. Occupational disease
 - b. Employee wellness programme
 - c. Occupational accident
 - d. Occupational health and safety
- 1.4 _____ is concerned with keeping or encouraging employees to remain in an organization for a maximum period of time.
- a. Employee retention
 - b. Employee turnover
 - c. Employee satisfaction
 - d. Employee motivation

- 1.5 Which of the following are benefits of workforce planning:
- a. Preparing for the future
 - b. Allowing for a more effective and efficient workforce
 - c. Provide realistic staffing prjections for budgeting purposes
 - d. None of the above
 - e. All of the above
- 1.6 Labour market conditions, Government policy and Legislation and Trade Unions, are external factors that affect:
- a. Reference checking
 - b. Recruitment and Selection
 - c. Induction
- 1.7 Verifying the accuracy of factual information provided by an applicant is referred to as:
- a. Induction
 - b. Reference checking
 - c. Selection
 - d. Recruitment

Question 2

(6 x 2 = 12 marks)

Job analysis is defined as the process of studying and collecting information relating to activities and responsibilities of a specific job. When conducting job analysis, six steps are followed. The steps underneath are scrambled, write down the steps in the correct chronological order.

Step 1: Develop the job description and job specification

Step 2: Verify the job analysis information

Step 3: Review relevant background information

Step 4: Analyse the job

Step 5: Decide how you will use the information

Step 6: Select representative positions

(30 marks)

As Head of Training at OVT Vocational Training Centre, you require a Trainer in a trade of your choice.

- 3.1 Explain whether you would use internal or external recruitment and provide three reasons for the preferred recruitment source. **(5 marks)**
- 3.2. Mention and explain at least ten components that you would include in the Job Description. **(20 marks)**
- 3.3 Discuss the importance of why you, as Centre Manager, would include diversity in the recruitment and selection process. **(5 marks)**

Question 4

(20 marks)

You were appointed as Head of Training at TI Vocational Training Centre. Part of your duties and responsibilities include managing the performance of staff in your Section

- 4.1 Mention four benefits of performance management. **(4 marks)**
- 4.2 Mention and explain the four stages you would use when monitoring individual employee performance. **(12 marks)**
- 4.3 Mention two strategies, you as Head of Training, would implement to reward exceptional employee performance. **(4 marks)**

Question 5

(14 marks)

You are the Head of Training at a VTC. One of your best performing trainers, Thomas, shared with you that he is looking for other employment. Given Thomas's performance, his skills and expertise, you would like to retain him.

- 5.1 Mention at least five possible reasons why Thomas would look for other employment. **(10 marks)**
- 5.2 Name two effects Thomas's departure can have on leaving the VTC. **(4 marks)**

Question 6**(10 marks)**

You are the Head of Training at ABC VTC. Mr Paulus, one of your Trainer's, who has been at the VTC for three years, disclosed to you his unhappiness with his salary. In a one-on-one meeting, he shared with you that the newly appointed Trainer is being compensated more than him.

- 6.1 Explain at least five possible reasons, why the new Trainer is earning more than Mr Paulus. **(5 marks)**
- 6.2 Discuss the strategies you, as Head of Training, would use to address the situation. **(5 marks)**