



FACULTY/COLLEGE	College of Business and Economics
SCHOOL	Johannesburg Business School
DEPARTMENT	Industrial Psychology and people management
CAMPUS(ES)	SWC
MODULE NAME	Management of Training 2B
MODULE CODE	MOT02B2/ BOL22B2
SEMESTER	Second Semester
ASSESSMENT OPPORTUNITY, MONTH AND YEAR	FSAO – Final Summative Assessment Opportunity - November 2019

ASSESSMENT DATE	21 November 2019	SESSION	16: 30
ASSESSOR(S)	Mr. S Ngcobo		
MODERATOR(S)	Dr. FE Mahomed		
DURATION	2 hours (120 min)	TOTAL MARKS	100

NUMBER OF PAGES OF QUESTION PAPER (Including cover page)	7
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INFORMATION/INSTRUCTIONS:

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- This is a closed-book assessment.
 - Answer all questions
 - Answer each question in a new page.
 - Read the questions carefully and answer only what is required.
 - Number your answers clearly and correctly as per the question paper.
 - Write neatly and legibly on both sides of the paper in the answer book, starting on the first page.
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SECTION A

[20 MARKS]

QUESTION 1

Which one of the following is a reason to utilise blended learning?

- (a) It provides opportunities for learning at an individual learner's pace and time.
- (b) It is a learning environment that is rich in interaction and collaboration.
- (c) It provides the facilitator with more control over the learning environment and learning content.
- (d) Increases collaboration between participants and creates a rich learning environment.

QUESTION 2

Which of the following is a characteristic of the passive-independent social collaboration preference?

- (a) They respond to the ideas and opinions of others.
- (b) They bring a new perspective to the interaction.
- (c) They comment on the points of view of others.
- (d) They prefer to keep their ideas and opinions to themselves.

QUESTION 3

Which of the following is a characteristic of an e-learning ecosystem?

- (a) It grows and evolves by using input from the participants in the ecosystem.
- (b) It is an open, adaptive system that consists of diverse dynamic and interdependent elements.
- (c) It addresses individual internal learner characteristics that create barriers to adult learning.
- (d) It comprises knowledge of the technological requirements for an e-learning design and implementation platform.

QUESTION 4

Which training method "is an integrated approach to the training of adults".

- a) Programmed instruction
- b) Technology-based training
- c) Tutorials
- d) Blended learning

QUESTION 5

Which on-the-job training method involves providing employees with the opportunity to perform several different jobs in an organisation?

- a. Coaching
- b. Learnerships/apprenticeships
- c. Job-rotation
- d. Orientation training

QUESTION 6

Which of the following is not an important guideline for learning facilitation?

- a) Letting others have the floor.
- b) Allows time for genuine insight
- c) Facilitates what is happening.
- d) Provides continuous feedback, input and guidelines.

QUESTION 7

Which of the following is not a focus of longitudinal evaluation?

- a) Transfer and application of learning in the workplace
- b) Support for new knowledge, skills and attitudes in the workplace
- c) Impact on individual performance in the organisation
- d) The adequacy of the learning material

QUESTION 8

Which of the following is an example of an organisational output that can be measured in order to evaluate the effectiveness of a training programme?

- a) Equipment downtime
- b) Operating expenses
- c) Levels of waste
- d) Lost time

QUESTION 9

The sixth stage of Guba and Lincoln's fourth generation evaluation model is:

- a) Sorting out resolved concerns, claims and issues between the stakeholders.
- b) Identifying the stakeholders.
- c) Preparing an agenda for negotiation.
- d) Prioritising unresolved concerns, claims and issues.

QUESTION 10

Whilst ROI (economic returns) might be important to managers and L&D professionals, evidence of the _____ has increased in importance.

- A) ROI
- B) ROE
- C) ROF
- D) ROB

QUESTION 11

The sixth stage of Guba and Lincoln's fourth generation evaluation model is _____

- a) Sorting out resolved concerns, claims and issues between the stakeholders.
- b) Identifying the stakeholders.
- c) Preparing an agenda for negotiation.
- d) Prioritising unresolved concerns, claims and issues.

QUESTION 12

Various types of assessment exist. Which of the following statements is characteristic of formative assessment?

- a) The assessor seeks to consolidate existing learning to build further learning through continuous feedback and learner-L&D professional interaction
- b) The assessor seeks to evaluate learner's achievement of learning outcomes toward the certification of learning that has already taken place
- c) The assessor seeks to improve learners' performance, maximise their learning and reflect on and improve their own learning.
- d) All of the above

QUESTION 13

SAQA prescribes various principles of assessment to which assessors should adhere. Which of the following statements reflects the principle of assessment being authentic?

- a) Assessment practices do not in any way advantage or disadvantage particular learners or groups of learners
- b) The assessment process is planned and recorded in a systematic way
- c) Learners is able to contribute to the assessment process and give their input regarding the collection of evidence.
- d) The work being assessed and the evidence produced belongs to the learner

QUESTION 14

Learning is no longer something that is _____ the learner, but something in which the learner is actively involved

- a. done to
- b. shown to
- c. thought to
- d. given to

QUESTION 15

'Learners' special needs vary from matters related to the work environment to issues that affect an individual'.

Which of the following barrier is not part of the statement above?

- a. the environment can be noisy
- b. the learner has poor background
- c. the learner is in wheel chair
- d. the learner is shy.

QUESTION 16

The assessment plan should cover the following _____.

- a. sequence of questions
- b. moderation of the learning outcomes
- c. the assessment context and strategy
- d. mental and spiritual resources that will be required

QUESTION 17

L & D professionals who are involved in learning, delivery, assessment and moderation must have sound knowledge of which one of following national policy.

- a. Labour Relations Act
- b. National Credit act
- c. National policy for Credit accumulation and transfer
- d. National Policy for implementation for the Recognition of Post Learning.

QUESTION 18

_____ and formative evaluations provide an opportunity to address and rectify the identified shortcomings during the training delivery process.

- a. Diagnostic
- b. Summative
- c. L& D
- d. Expert

QUESTION 19

What is the second step and processes involved in the formative assessment of a task?

- a. give learner the task
- b. gather evidence
- c. designs a task to produce evidence
- d. designs a tool to assess evidence of learning

QUESTION 20

_____ evaluation is concerned with the organisations bottom line — it measures the cost-effectiveness of L&D interventions.

- a. Competence
- b. Service delivery
- c. Compliance
- d. Value-added

SECTION B**[80 MARKS]****QUESTION 1****[20 MARKS]**

The evolution of e-learning contexts is frequently described within the context of scholarly generations. Discuss five (5) scholarly generations of e-learning.

QUESTION 2**[16 MARKS]**

Discuss the specific requirements for e-learning programme design.

QUESTION 3**[16 MARKS]**

Given the extent and complexity of training delivery, the success of effective classroom training delivery depends on the L&D professional's flexible use, revision and adaptation.

Discuss any five (5) principles of class room training.

QUESTION 4**[12 MARKS]**

Group dynamics, or the manner in which learners interact with one another, are influenced by the characteristics of the individual learners. Identify ten (10) ways in which learners differ from one another.

QUESTION 5**[16 MARKS]**

Compliance evaluation emphasises the organisation's compliance with international and national quality standards for outcomes-based L&D practices. Briefly discuss SAQA's quality requirements for L & D providers.

END OF ASSESSMENT