

MNH302F
RMN3026

October/November 2009

TRAINING AND DEVELOPMENT (BUSINESS MANAGEMENT 302)

Duration 2 Hours

75 Marks

EXAMINERS

FIRST

SECOND

EXTERNAL

MS JC DIEDERICKS

MR MC TSHILONGAMULENZHE

MR RB VENTER (WITWATERSRAND)

This paper consists of three (3) pages

This examination paper remains the property of the University of South Africa and may not be removed from the examination room.

ANSWER ANY THREE (3) OF THE FOLLOWING FIVE (5) QUESTIONS**Question 1**

The core strategy of the Skills Development Act is to create an enabling work environment for expanded strategic investment in skills development

- 1 1 Explain the role and the functions of the Skills Development Facilitator in an organization (12)
- 1 2 Define a Workplace Skills Plan (WSP), explain the purpose of the WSP and describe the process you will follow to compile a WSP (13)

[25]**[TURN OVER]**

Question 2

John has been appointed as the HRD director of a company that has decided to introduce management development in view of significant changes that the company has to face over the next five to ten years.

2 1 Discuss the scope and characteristics of management development in dealing with this change in the company

(12)

2 2 Discuss four management development methods that John needs to explore for the company Which factors would influence his choice of management development methods?

(13)

[25]

Question 3

The organisation has to remain competitive in the marketplace and there are various factors in the external environment that impact on an organisation Discuss any five (5) macro factors that in your opinion have the most significant impact on training and development in organisations in South Africa today and also indicate how each of these factors should be addressed from a training point of view.

[25]

Question 4

4 1 Briefly explain the rationale (the reasons) for the SAQA Act and the Skills Development Act

(8)

4 2 What is the interrelationship between the SAQA Act and the Skills Development Act?

(8)

4 3 Explain how the aims and structures of these two pieces of legislation are designed to transform education and training in South Africa

(9)

[25]

[TURN OVER]

Question 5

**Your Manager asked you to present a training programme in your company in order to transfer knowledge and skills and also to change an attitude
Describe the learning environment that you will create**

Focus on, and supply examples, of the following aspects of the learning environment

- 5 1 How you propose to contribute to a positive learning environment (6)
- 5 2 What constitutes your personal type of presentation (6)
- 5 3 The presentation skills that you will use (6)
- 5 4 The qualities and skills that you, as a facilitator, will use to create this learning environment (7)

Your description should focus on practicalities, and you should refer to some examples from your own experience

[25]

[Total = 75]