



TERTIARY AND VOCATIONAL EDUCATION COMMISSION

NVQ Level 6 Semester I Examination – 2020/21

Diploma in Cosmetology

Staff Training and development- O93C001M15

Answer any **five (05)** Questions.

Time: 3 Hours

Total Marks: 100

1) Your employees constitute perhaps your greatest asset and expense in terms of success. Investing in your organization and employees through training and development is essential in realizing the businesses' mission.

- a) Discuss the importance of staff training to a saloon and a beauty therapy centre (5 marks)
- b) The top benefit for driving employee development is to shape a more efficient, competitive, and engaged workforce. Elaborate this statement (5 marks)
- c) Some companies believe hiring skilled people from outside the companies is much better than the existing employees in a company. But some companies argue that promoting the existing employees for the vacant positions in a company is much beneficial than hiring. Identify the advantages and disadvantages of the two methods and discuss. (5 marks)
- (d) Staff training takes place in different companies with different motives and objectives. Certain companies expect to enhance the technical skills of the employees and some of companies expect to enhance the soft skills of the employees. How does the staff training impact to the attitudes of the employees. (5 marks)

2) Training of employees is something that every company needs to do, but only when the time is right. Often organizations spend thousands of Rupees in frequent training programs for their staff, only to be disappointed when their numbers stay the same.

- a) Although performance gap and training needs analysis are separate entities, they work in a pragmatic way in the context of a workplace. Explain the relationship between performance gap and the training need analysis. (5 marks)
- b) Explain the purpose of identifying the performance gap in regard to the training needs of e employees (5 marks)
- c) Explain briefly that how employee training takes effect on performance gap and the employee productivity. (5 marks)
- d) What are the measurements and methods available to evaluate the current status of employee capability (5 marks)

3) Salon XYZ is one of leading salon chain and suppose you the head of this business. Develop a training program to your makeup and hair dressing staff in order to provide the knowledge about new technological equipment and new therapy methods

- a) Identify the training need, training goals and objectives and training audience of salon XYZ (5 marks)
- b) Develop the training content and method of delivery (5 marks)
- c) Develop the budget for the program (5 marks)
- d) Select the Venue and time for the training and prepare the agenda (5 marks)
- 4) A) Explain the pros and cons of outsourcing the training and development team or maintaining an own team of professionals. (5 marks)
- b) State 04 ways that a training program can be carried out. (5 marks)
- c) Evaluating the effectiveness of the training sessions is quite important to take a judgment about the progress of the training activities. Discuss. (5 marks)
- d) What are the ways that records of employee training sessions are kept (5 marks)
- 5) When you assess a training program, you can determine whether it's producing the outcomes you want to see. Do you agree with the statement, explain (5 marks)
- b) When assessing training program effectiveness first of all you should identify your KPIs (Key Performance Indicators). Explain the statement (5 marks)
- c) State 05 ways to collect information (feedback) from the employees about the training sessions carried out (5 marks)
- d) State o5 matters to be considered before selecting a resource panel to the training session. (5 marks)
- 6) a) By investing in your beauty salon staff you are investing in the continued success of your beauty business. Elaborate the statement (5 marks)
- b) Explain some valuable points to manage the costs of training (5 marks)
- c) "The unbiased nature of the human resource department will highly influence on the evaluation an employee training in a company". Elaborate this statement. (5 marks)
- d) Briefly describe the inter-relationship between proper training, task specialization and reducing wastage/ cost of the production. (5 marks)
- 7) Write 4 short note from any selected topics (5 marks for each)
- a) Learning, Training and development
- b) Reasons and Benefits Regarding Training and development
- c) Benefits of online training
- d) Relationship between training and job satisfaction
- e) On-the-Job Training