



TERTIARY AND VOCATIONAL EDUCATION COMMISSION
COMMON WRITTEN EXAMINATION – 2022



Cosmetology

NVQ Level 6 Semester II Examination

Creating and Maintaining a Learning culture at the workplace- EMPM 06

- **Section A – Compulsory question and selected any four (04) questions from section B**

Time: 3 Hours

Total Marks: 100

Section A (Compulsory)

Q1) Underline the correct answer

i) Training is most effective in resolving:

- | | |
|--------------------|-------------------------|
| a) Skill gaps | b) Attitudinal problems |
| c) Poor motivation | d) Attendance issues |

ii) Which item is NOT an example of an indirect training cost?

- | | |
|--------------------------|---------------------|
| a) Overtime | b) Increased scrap |
| c) Room and food charges | d) Low productivity |

iii) The diagnostic process of needs assessment often starts with:

- | | |
|-------------------|----------------------------|
| a) A job analysis | b) A gap analysis |
| c) A concern | d) An organizational audit |

iv) The following is (are) the benefit(s) of training.

- | | |
|---------------------------|----------------------|
| a) Increased productivity | b) Reduced accidents |
| c) Reduced supervision | d) All of the above |

v) Demonstration type of training method is used to train

- | | |
|-------------|---------------------|
| a) Workers | b) Supervision |
| c) Managers | d) All of the above |

vi) A “_____” is a process of evaluating an employee’s performance of a job in terms of its requirements.

- | | |
|---------------------------|---------------------------|
| a) Performance Management | b) Performance analysis |
| c) Performance appraisal | d) Performance evaluation |

vii) Which of the below is not an objective of Performance appraisal

- a) Assessment of performance
- b) Measuring the efficiency
- c) Maintaining organizational control
- d) Designing Organizational goal

viii) _____ is to identify the strengths and weaknesses of employees to place right men on right job.

- a) Recruitment
- b) Performance Appraisal
- c) Selection
- d) Feedback

ix) Management of performance ensures

- a) continuous improvement
- b) Discontinue improvement
- c) Performance reviews
- d) Both A and C

x) When ratings are collected from supervisors, customers and peers, considered as

- a) 350-degree feedback
- b) 320-degree feedback
- c) 360-degree feedback
- d) 380-degree feedback

(10 Marks)

Q2

- a) Define the term Trainer and Trainee (2 marks)
- b) Write down 2 modern performance appraisal methods (2 marks)
- c) Write 2 qualities of effective trainer (2 marks)
- d) State 2 reasons for Unsuccessful training programs (2 marks)
- e) How to Make Your Training Program Succeed. Provide 4 methods (2 marks)

(10 Marks)

Section B

Q3 In the dynamic work environment it is important for companies to improve the skill of their manpower. It is critical for employees to learn new things and enhance their skills to meet the work competitions in the business environment. Thus, the training and development programs run by the company is beneficial for both organization and employee.

- a) Identify why an organization Needs Training and Development (6 marks)
- b) Explain the 4 Importance of Training and Development (8 marks)
- c) Mention the 3 Objectives and Purpose of Training & Development (6 marks)

(20 marks)

Q4)

- a) Why are performance gaps harmful to an organization (5 marks)
- b) Poor leadership and processes is a one of reason for performance gap. Do you agree with the statement? Elaborate your answer. (5 marks)
- c) Briefly explain 4 reasons for employee poor performance (8 marks)
- d) Mention 2 methods of identify performance gap (2 marks)

(20 marks)

Q5)

- a) Briefly explain 5 Objectives of Performance Appraisal (10 mark)
- b) Discuss 3 Advantages of Performance Appraisal (6 mark)
- c) Explain the concept of Performance Appraisal Biases (4 marks)

(20 marks)

Q6)

- a) Identify and explain 3 ways to Create a Learning Culture in an Organization (6 marks)
- b) There are many benefits of a cultivated learning culture in an organization. Explain 4 of them (8 marks)
- c) Why Performance Appraisals must be conducted with Care and Caution (6 marks)

(20 marks)

Q7)

Write down shorts notes on following topics

- a) Design training programs
- b) Training and Education
- c) Performance Evaluation
- d) Motivation

(20 marks)