4.4 Training and development: 10-minute Pack

AQA 8132 · Calculator allowed · about 10 minutes

Total Marks

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show your working for any calculation: method marks are available even if your final answer is wrong. Thornfield Engineering, used throughout this pack, is a fictional business.

1 Which one of the following best describes 'on-the-job training'?

- ☐ A) Training delivered at the employee's normal workplace, often by an experienced colleague, while continuing to do the job
- ☐ B) Training delivered away from the workplace, e.g. at a college or training centre
- ☐ C) A performance review meeting between an employee and their manager
- ☐ D) The interview stage of recruitment

(Total for Question 1 is 1 mark)

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2 Which one of the following best describes 'off-the-job training'?

- ☐ A) Training that happens at the employee's own desk or workstation
- ☐ B) Training delivered away from the normal place of work, e.g. an external course or college
- ☐ C) Training given only to new starters on their first day
- ☐ D) Unpaid training completed in the employee's own time

(Total for Question 2 is 1 mark)

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3 State two other types of training, other than on-the-job and off-the-job training, that Thornfield Engineering could use.

(Total for Question 3 is 2 marks)

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4 State two costs to Thornfield Engineering of NOT training staff to use the new machinery properly.

(Total for Question 4 is 2 marks)

5 Explain one way training and development, as described in this pack, could also benefit staff motivation and Thornfield Engineering's ability to retain staff.

(Total for Question 5 is 3 marks)

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Mark scheme · 4.4 Training and development: 10-minute Pack

Question 1

A cao **B1**

Answer: A

Question 2

B cao **B1**

Answer: B

Question 3

one acceptable type, e.g. induction training for new starters **B1**

a second acceptable type, e.g. e-learning/online training, shadowing a more experienced colleague, or ongoing continuous professional development **B1**

Answer: Any two, e.g. induction training; e-learning; shadowing; continuous professional development.

Question 4

one acceptable cost, e.g. a higher risk of accidents/injuries and any resulting compensation or downtime **B1**

a second acceptable cost, e.g. more faulty output/lower quality, or damage to the machinery itself from incorrect use **B1**

Answer: Any two, e.g. higher risk of accidents; more faulty output/lower quality; damage to the machinery from incorrect use.

Question 5

identifies the point, e.g. training gives staff new skills and qualifications, which can make them feel more valued and capable **B1**

develops the point, e.g. it can also open up opportunities for promotion or higher pay within Thornfield **B1**

links clearly to an outcome, e.g. this can increase job satisfaction and make staff less likely to leave for a competitor **B1**

Answer: Training gives staff new skills and qualifications, making them feel more valued and opening up promotion or pay opportunities within Thornfield, which increases job satisfaction and makes staff less likely to leave.

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