



BUS.HR8 Training Methods: Induction, On-the-Job and Off-the-Job Training

Total Marks

AQA 8132 · Calculators not allowed · about 40 minutes

Name: _____ Date: ____ / ____ / ____

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Answer ALL questions in the spaces provided. Use short sentences for one and two mark questions. For the 9-mark question, write in full sentences and justify your recommendation. Show any simple working where asked. The pack focuses only on induction, on-the-job and off-the-job training methods.

- 1** Bluebird Bakery employs a new baker, Amelia, who spends her first day meeting colleagues, learning health and safety rules and seeing the shop layout. Which training method is described for this new starter at Bluebird Bakery?

- ☐ A) Off-the-job training
- ☐ B) Induction training
- ☐ C) Online distant learning
- ☐ D) Apprenticeship

(Total for Question 1 is 1 mark)

- 2** Northside IT Solutions asks an experienced technician to show a new colleague how to install a router at a customer site while both work on a live job. Which training method is this example of in the context of Northside IT Solutions?

- ☐ A) Off-the-job training
- ☐ B) E-learning
- ☐ C) On-the-job training
- ☐ D) Formal classroom training

(Total for Question 2 is 1 mark)

- 3** Identify which of the three methods, induction, on-the-job or off-the-job training, is best described by GreenVale Care Home sending a staff member to a local college course on medication handling for care assistants.

(Total for Question 3 is 2 marks)

- 4 A small cafe has a short checklist session on the first morning for new hires covering opening procedures, customer service basics and where supplies are kept. Identify the training method and give one reason why it fits this cafe's needs.

(Total for Question 4 is 2 marks)

- 5 Bluebird Bakery plans to have a senior baker teach a junior baker how to use the commercial oven over several shifts. Explain two reasons why on-the-job training suits Bluebird Bakery for this technical skill. Use the bakery context in your answer.

(Total for Question 5 is 4 marks)

- 6 Northside IT Solutions considers sending staff to an industry conference where technicians attend workshops run by manufacturers to learn about new routers and diagnostic tools. Explain two reasons why off-the-job training would suit Northside IT Solutions for keeping technical skills up to date.

(Total for Question 6 is 4 marks)

- 7 Which one of the following statements best describes off-the-job training in the context of the three methods named in this pack?

- ☐ A) Training carried out away from the immediate workplace, for example at a college or conference
- ☐ B) A short welcome session for a new employee to meet colleagues
- ☐ C) Training by a colleague while performing daily tasks
- ☐ D) Self-study on the job using company manuals

(Total for Question 7 is 1 mark)

- 8** GreenVale Care Home pairs an experienced care assistant with a new hire for the first week so the newcomer can learn medication routines, moving and handling and how to record care notes while working alongside them. Identify the training method and give one reason why this is suitable for GreenVale Care Home.

(Total for Question 8 is 2 marks)

- 9** GreenVale Care Home is deciding whether to use (A) on-the-job mentoring by a senior care assistant for a new batch of recruits, or (B) off-the-job certified courses at the local college for all recruits. Recommend which training method GreenVale should use for ensuring safe medication handling for residents. Justify your answer using the business context given in questions 3 and 8.

(Total for Question 9 is 9 marks)

Mark scheme · BUS.HR8 Training Methods: Induction, On-the-Job and Off-the-Job Training

Question 1

- **B1** B cao
- **Answer:** B

Question 2

- **B1** C cao
- **Answer:** C

Question 3

- **B1** identifies off-the-job training
- **B1** brief reason, e.g. training takes place away from the workplace at a college
- **Answer:** Off-the-job training, because the staff member attends a college course away from the care home.

Question 4

- **B1** identifies induction training
- **B1** gives a brief suitable reason, e.g. quick familiarisation needed for a small, fast-paced cafe
- **Answer:** Induction training, because the cafe needs a quick session to familiarise new staff with basic procedures and the layout.

Question 5

- **B1** identifies a point, e.g. learning happens while producing actual bakery products
- **B1** develops the point, e.g. the junior gains practical experience on the real oven and becomes productive while learning
- **B1** identifies a second point, e.g. it is low cost for the small bakery
- **B1** develops the second point, e.g. no expensive external course fees or travel are needed, which suits a small business with tight margins
- **Answer:** Because the junior learns while making real bakery items, gaining hands-on experience on the actual oven so they are productive while learning, and because it is low cost for a small bakery since there are no external course fees or travel costs.

Question 6

- **B1** identifies a point, e.g. access to specialist knowledge and latest industry techniques
- **B1** develops the point, e.g. technicians learn from manufacturer experts and can apply new methods that may not be known in-house
- **B1** identifies a second point, e.g. networking and formal certification opportunities
- **B1** develops the second point, e.g. staff may gain certificates that reassure customers and improve the business's reputation
- **Answer:** It gives technicians access to specialist knowledge from manufacturers and the latest techniques, which they can bring back to customers, and it offers networking and certification opportunities that improve skills and reassure clients.

Question 7

- **B1** A cao
- **Answer:** A

Question 8

- **B1** identifies on-the-job training
- **B1** gives a brief suitable reason, e.g. learning while doing ensures practical care routines are taught in the actual workplace
- **Answer:** On-the-job training, because learning while doing ensures the new hire learns practical care routines in the real setting with real residents.

Question 9

- **Level 1** (1-3): Makes simple, undeveloped comments about one or both options with little or no use of the GreenVale context and no clear recommendation.
- **Level 2** (4-6): Gives a developed argument for one option using some contextual points from GreenVale, but does not fully weigh both sides or give a clearly justified recommendation.
- **Level 3** (7-9): Weighs the evidence for and against both on-the-job mentoring and off-the-job certified courses, uses GreenVale figures and context from questions 3 and 8, and reaches a clearly justified recommendation.
- **Indicative content:**
 - For on-the-job mentoring: learning in the actual care setting allows trainees to practise medication routines with real documentation and supervision, immediate correction of unsafe practice, and learning tailored to the care home routines.
 - Against on-the-job mentoring: mentors may vary in quality and it may not provide a standard certified qualification, which matters for regulated activities like medication handling.
 - For off-the-job certified courses: staff gain standardised, specialist instruction and certification in medication handling, which gives managers confidence and may meet regulatory expectations.
 - Against off-the-job courses: courses are away from the workplace and may not cover GreenVale's specific recording systems and daily routines; they may be more costly and require staff release time.
 - Considerations: GreenVale must balance safety and compliance needs against cost and disruption. If regulation or insurer requirements demand certification, off-the-job certified training may be necessary. If immediate, practical competence and integration with existing routines is a priority, on-the-job mentoring with assessment and follow-up certification would be preferable.
 - Judgement: a combined approach is often best, but a justified single choice should be supported: for example, recommend off-the-job certified courses if formal certification is required by regulators; recommend on-the-job mentoring if rapid, context-specific competence and lower short-term cost are the priority, with a plan to gain certification later.