

Unit 303: Contribute to business success

Activity 25: Training needs quiz (Tutor)

1. True or false: A training need is essentially a gap between current performance (what employees actually do in the job) and required performance (what employees should do in the job). **True**

2. Place the steps involved in analysing training needs in the correct order:

- a) Identify competencies held by each employee for that job/role
- b) Create a training plan
- c) Identify competencies that relate to each job/role
- d) Outline training requirements to fill the gaps
- e) Compare competencies, look for gaps

- a) **Identify competencies that relate to each job/role**
- b) **Identify competencies held by each employee for that job/role**
- c) **Compare competencies, look for gaps**
- d) **Outline training requirements to fill the gaps**
- e) **Create a training plan**

3. Once the need for training has been identified which of the following steps are required to prepare for the actual training?:

- 1. Discussing the coaching with the staff member **True**
- 2. Obtaining approval for coaching from management **False**
- 3. Organising a time and place **True**
- 4. Planning the coaching session **True**
- 5. Undertaking a feasibility study **False**

4. True or false: When you are instructing others, you need to consider the variety of learning styles so that each person is able to absorb the new knowledge. **True**

5. True or false: Combining verbal and visual instruction with hands-on learning means that you are more likely to achieve success and make learning meaningful. **True**

6. Which of the following records could be used to document training progress and results:

1. Logbooks, documenting tasks and activities.
2. Statutory declarations from the learner.
3. Third party or supervisor reports
4. Portfolios
5. Human resource training documentation.