

## **Training Design and Delivery**

### **Specimen Paper**

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The specimen examination questions contained in this publication are representative of the type of questions used to assess candidates taking the written examination paper for this qualification.

A marking scheme for each of these questions is towards the end of this document.

The examination paper consists of 10 short-answer questions. Candidates are given 1 hour 30 minutes to complete the paper. Candidates can score a maximum of 4 marks per question. The examination paper is marked out of a total of 40 marks and candidates will need to obtain 20 marks to pass.

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### **Answer *all* ten questions that follow this scenario**

Jeanette Murray has been group training manager for The Sleep Well Hotel group for two years. This small company has five outlets of varying size located around the Warwickshire and Worcestershire countryside. These outlets have performed well over the last few years, attracting guests with its promise of impeccable customer service and attention to detail, and the company is in the position to expand and has just purchased the Talbot Hotel in a small town in Worcestershire.

The Talbot was formerly independently owned and in need of refurbishment therefore the Sleep Well group has spent a substantial amount of money in this area. The Talbot is now six weeks away from opening and Jeanette has to train the existing staff inherited with the purchase and the new staff who have been recruited through a local recruitment agency.

Jeanette has decided to carry out all the training at the nearby sister hotel, The Fox. The Fox has two excellently equipped meeting/training rooms that are large enough to comfortably accommodate all of the trainees.

The first day of training is going to be customer care procedures. As Jeanette has not previously met any of the trainees she has decided not to prepare any specific lesson/session plans but she has written a set of specific learning objectives which she needs to achieve. She has however, produced an array of different resources to use with the different groups, including syndicate activities and case studies, and intends to use role plays as one of her main training techniques.

After the training sessions Jeanette wants to get feedback from the trainees so that she can evaluate the success or otherwise of the training session.

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1. The Sleep Well Group has performed well over the last few years, trading on its promise to deliver impeccable customer service and attention to detail, explain the relationship between business opportunities and training objectives.

**[4 marks]**

2. Describe two benefits of training to business success.

**[4 marks]**

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3. Jeanette has not written any lesson plans to assist in the delivery of his training sessions, but has planned what techniques and resources she will use, explain the importance of thorough lesson planning in meeting and achieving the training objectives that she has set and explain what could go wrong with Jeanette's training session.

**[4 marks]**

4. Describe the importance of the physical environment needed for delivering training and comment on Jeanette's choice of venue.

**[4 marks]**

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5. Despite the methods and resources Jeanette uses, she will be the main influence on the success of the training, describe the characteristics and behaviours of an effective tutor.

**[4 marks]**

6. Evaluate the training techniques that Jeanette proposes to use, giving the strengths and weaknesses of each.

**[4 marks]**

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7. Describe **two** reasons why Jeanette should ask questions at all stages of her training.

**[4 marks]**

8. Due to the nature of the group Jeanette has to deliver training to she may encounter some barriers to the learning process, give two examples of possible barrier and explain how Jeanette can overcome each of them.

**[4 marks]**

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9. Jeanette is keen to get feedback from the trainees so that she can determine the success or otherwise of her training, give **four** reasons for evaluating training and their relationship to business profitability.

**[4 marks]**

10. Explain why the use of a learner evaluation questionnaire is so important to measure the success of training.

**[4 marks]**

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### Marking Scheme

The answers to Questions 1-10 should be covered by the appropriate Assessment Criteria as indicated below. Examiners are instructed to give credit to valid answers.

#### Question 1

**This question assesses Assessment Criteria 2.1 which states:**

Explain the relationship between business opportunities, training needs and training objectives.

#### Question 2

**This question assesses Assessment Criteria 1.2 which states:**

Identify the benefits of training to business success.

#### Question 3

**This question assesses Assessment Criteria 2.3 which states:**

Explain the importance of lesson planning in meeting training goals and objectives.

#### Question 4

**This question assesses Assessment Criteria 3.2 which states:**

Describe the importance of the physical environment needed for delivering training.

#### Question 5

**This question assesses Assessment Criteria 3.4 which states:**

Describe the characteristics and behaviours of an effective tutor.

#### Question 6

**This question assesses Assessment Criteria 4.1 which states:**

Explain the advantages and disadvantages of different training techniques.

#### Question 7

**This question assesses Assessment Criteria 4.6 which states:**

Explain the importance of questioning skills when training.



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### Question 8

**This question assesses Assessment Criteria 4.5 which states:**  
Identify methods to overcome barriers to learning.

### Question 9

**This question assesses Assessment Criteria 5.1 which states:**  
Explain the benefits of evaluating training in relation to business profitability.

### Question 10

**This question assesses Assessment Criteria 5.3 which states:**  
Explain the use of a learner evaluation questionnaire to measure the success of training.