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Swamy Vivekanandar Matric Hr. Sec. School,

Elampillai, Salem

Chapter Exam – 10

Commerce

Class : XII

Portion: Chapter 12

Time : 1 hr.

Marks : 30

PART -A

(5 X 1 = 5)

I) Choose the Best Answers: (Each Question Carries 1 Mark)

- Vestibule training is provided_____.
A) On the job B) In the class room
C) In a situation similar to actual working environment D) By the committee
- PICK ODD ONE OUT.
A) Coaching Method B) Mentoring Method C) Case Study Method
D) Job Rotation Method
- JIT Stands for._____
A) Job Interval Method B) Job Interaction Members
C) Job Instruction Method D) None of these
- Choose the unmatched One.
A) Coaching Method - The superior teaches or guides the new employee
B) Mentoring Method - Mostly it is not used for managerial employees
C) Job Rotation Method - Trainee is periodically shifted from one work to another work
D) Seminar Method - One of the training method in Off the job training.
- "Learning by Doing and Learning While Earning"- is the principle of _____.
A) Off the job training B) On the job training C) Seminar Method D) None

PART -B

(3 X 2 = 6)

II) Answer any Three questions: (Q. No 9 is Compulsory)

- What is meant by training?
- What is Mentoring training method?
- What is Role play?
- "Training at work place" – What are the methods available for this type of training?

PART -C

(3 X 3 = 9)

III) Answer any Three questions: (Q. No 13 is Compulsory)

- What is vestibule training?
- What do you mean by on the job Training?
- Write down various steps in a training program.
- Write short note on trainer and trainee.

PART -D

(2 X 5 = 10)

IV) Answer any Two questions: (Q. No 16 is Compulsory)

- Discuss various types of training.
- What are the difference between on the job training and off the job training?
- Mr. Kannan is the New HR for XYZ. Co. He want to know about the training. Explain him various Benefits of Training.

-----ALL THE BEST-----

Swamy Vivekanandar Matric Hr. Sec. School,

Elampillai, Salem

Chapter Exam – 10

Commerce

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Time : 1 hr.

Marks : 30

ANSWER KEY

Q.No	Answer	Marks
PART - A		
1	C) In a situation similar to actual working environment	1
2	C) Case Study Method	1
3	C) Job Instruction Method	1
4	B) Mentoring Method - Mostly it is not used for managerial employees	1
5	B) On the job training	1
PART - B		
6	Training: <ul style="list-style-type: none"> ❖ Training is the act of increasing / enhancing the new skill of problem solving activity and technical knowledge of an employee for doing the jobs them self. ❖ Training enables the employees to guide their behavior. 	1 1
7	Mentoring training method: <ul style="list-style-type: none"> ❖ Mentoring is the process of sharing knowledge and experience of an employee. ❖ Mentoring is always done by senior person, it is also one-to-one interaction, like coaching. ❖ The focus in this training is on the development of attitude of trainees. 	2
8	Role play: <ul style="list-style-type: none"> ❖ Under this method trainees are explained the situation and assigned roles. ❖ They have to act out the roles assigned to them without any rehearsal. ❖ There are no pre-prepared dialogues. ❖ Thus they have to assume role and play the role without any preparation. 	$\frac{1}{2} * 4 = 2$
9	<ul style="list-style-type: none"> • "Training at work place" – is refer to "On the Job Training. • Some methods of On the job training is below: • Coaching method • Mentoring method • Job Rotation Method 	1 1
PART - C		
10	Vestibule training: <ul style="list-style-type: none"> ❖ Vestibule training is training of employees in an environment similar to actual work environment artificially created for training purpose. ❖ This type of training is given to avoid any damage or loss to machinery in the actual place by trainees and avoid disturbing the normal workflow in the actual workplace. ❖ It is given to Drivers, Pilots, Space Scientists etc., 	$3*1=3$

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11	<p><u>On the job Training:</u></p> <ul style="list-style-type: none"> ❖ On the job training refers to the training which is given to the employee at the work place by his immediate supervisor. ❖ It is based on the principle of “Learning by Doing and Learning While Earning”. ❖ On the job training is suitable for imparting skills that can be learnt in a relatively short period of time. 	3*1=3
12	<p><u>Various steps in a training programme.</u></p> <p>Whom to Train? → Who is the Trainee? → Who are Trainers?</p> <p>What Method will be used for Training?</p> <p>Where to Conduct the Training Programme? ← What should be Level the Training?</p>	3
13	<p>Trainer :</p> <ul style="list-style-type: none"> ❖ Trainer is a person who teaches skills to employee and prepare them for a job activity. ❖ Trainers may be supervisor, coworkers, HR staffs, etc., <p>Trainee :</p> <ul style="list-style-type: none"> ❖ A person who is learning and practicing the skills of particular job is called trainee. ❖ Trainees should be selected on the basis of self-interest and recommendation by the supervisor or by the human resource department itself. 	<p>1 ½</p> <p>1 ½</p>
PART - D		
14	<p>Training Methods</p> <div> <div> <p>On the Job Training</p> <ul style="list-style-type: none"> Coaching Method Mentoring Method Job Rotation Method Job Instruction Techniques (JIT) Apprenticeship Training Method Committee Assignment Internship Training Method </div> <div> <p>Off the Job Training</p> <ul style="list-style-type: none"> Lecture Method Group Discussion Method Case Study Method Role Play Method Seminar Method Field Trip Method Vestibule Training E-Learning Demonstration Method Programmed Ins. Method </div> </div> <p>Explain any 6 Methods</p>	5
15	Need to write any 7 difference between on the job training and off the job training	5
16	<p><u>Training:</u></p> <p>According to Edwin B. Flippo” Training is the act of increasing the Knowledge and skills of an employee for doing particular jobs”.</p>	

	<p>Benefits of Training:</p> <p>(i) Benefits to the Organization:</p> <ul style="list-style-type: none"> ➤ It improves the skill of employees and enhances productivity and profitability of the entity. ➤ It reduces wastages of materials and idle time ➤ It exposes employees to latest trends. ➤ It minimizes the time for supervision. ➤ It reduces the frequency of accidents at workplace and consequent compensation payment. ➤ It reduces labour turnover of employee ➤ It improves union and management relation. <p>(ii) Benefits to the Employees</p> <ul style="list-style-type: none"> ➤ It adds to the knowledge skill and competency of employee ➤ It enables him to gain promotion or achieve career advancement in quick time. ➤ It improves the employees productivity ➤ It enhances the morale of the employee. ➤ Employees get higher earnings through incentives and rewards. ➤ It builds up the confidence of employee by changing his attitude positively towards to work ➤ It enables him to observe safety practices voluntarily during his engagement in dangerous operation <p>(iii) Benefits of Customer</p> <ul style="list-style-type: none"> ➤ Customers get better quality of product/ service. <p>Customers get innovative products or value added or feature rich products.</p>	<p>2</p> <p>ANY 4</p> <p>2</p> <p>1</p>
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