



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES MAY-AUGUST 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification / Course : HUMAN RESOURCE MANAGEMENT L6

Unit of Competency : CONDUCT LEARNING AND DEVELOPMENT 2

WRITTEN ASSESSMENT TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper.*

SECTION A: (40 MARKS)

Answer ALL questions in this section.

1. State **FOUR** objectives that a company may have in mind when investing in training programs [4 Marks]
2. Mention **FOUR** characteristics of a learning organization. [4 Marks]
3. Identify **FOUR** benefits of career development for an employee [4 Marks]
4. Employee X has decided to work on personal development. Outline **FOUR** strategies that the employee may use [4 Marks]
5. The concept of knowledge management has been defined as multidisciplinary. List **FOUR** fields that knowledge management draws upon its key ideas. [4 Marks]
6. State **FOUR** characteristics of tacit knowledge. [4 Marks]
7. Enumerate **FOUR** examples of recommendations you would give in a training report at the end of conducting a customer service training program. [4 Marks]
8. Outline **FOUR** limitations of professional growth and career development in the workplace. [4 Marks]
9. State **FOUR** reasons that led to the development of the concept of knowledge management. [4 Marks]
10. State **FOUR** objectives that a company may have in mind when investing in mentorship programs. [4 Marks]

SECTION B: (60 MARKS)

*Attempt any **THREE** questions in this section.*

12. (a) Zebedayo was recently awarded a diploma in human resources management. He is considering enrolling for a certification training for human resources professionals. Explain **FIVE** ways in which the professional certification may benefit him. [10 Marks]

(b) You have been engaged as a contracted professional to evaluate a training program in organization ABC. Highlight **FIVE** aspects that you will focus on. [10 Marks]

13. a) Apex Limited has been advised by a consultant to invest in training programs. Outline **FIVE** objectives that the company may achieve from the investment. [10 Marks]

(b) You have been tasked to identify training needs in your organization. Explain **FIVE** indicators that would signal the need to train employees. [10 Marks]

14. a) Effective knowledge management across an organization can provide each individual employee with access to up-to-date, accurate company information. Discuss **FIVE** benefits Simba Limited would derive from effective knowledge management practices. [10 Marks]

b) Baraka Enterprises invests heavily in both tacit and explicit knowledge. Explain **FIVE** key differences between tacit and explicit knowledge. [10 Marks]

15. a) Maua Ltd. has recently introduced a program that supports employees to pursue higher education through grants in a bid encourage more individuals within the organization to incorporate career development into their lifestyle. State and explain **FIVE** benefits that Maua Ltd. would derive from having all its employees pursue career development programs. [10 Marks]

b) The human resource management at Maua Ltd. is considering implementing strategies that would help to enhance the effectiveness of the company's knowledge management programs. Discuss **FIVE** major challenges that the manager is likely to face when developing and implementing knowledge management programs in the organization.