**Training and Appraisals**

Define **training**:

Give 2 advantages:

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Give 2 disadvantages:

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What is **induction** training and what might be included in it?

Give 2 advantages:

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Give 2 disadvantages:

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What is **on-the-job** training?

Give 2 advantages:

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Give 2 disadvantages:

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What is **off-the-job** training?

Give 2 advantages:

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Give 2 disadvantages:

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1 (b) State two items that might be included in an induction programme. Explain why each is important to a new employee. (4 marks)

Item 1 .................................................................................................................................................................................................................................

Explanation .........................................................................................................................................................................................................................

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Item 2 .................................................................................................................................................................................................................................

Explanation .........................................................................................................................................................................................................................

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Former fire fighter, David Smith, set up Fire Aware Safety Training Ltd (FAST) in 2003. David is the main shareholder and manager of the company which employs ten people as trainers. FAST provides fire safety training to businesses. For a fee, businesses can send their employees to an off the job safety training course at the FAST training centre. At the centre, the employees will be trained in how to prevent fires and how to use fire extinguishers correctly. The FAST training centre is equipped with the latest fire fighting equipment. FAST rarely advertises the training that it offers. It relies instead on its customers coming back for more training and recommending FAST to other businesses. David spoke to a manager of a business that uses FAST ’s training. The manager felt that the quality of training that her employees recently received was not as good as previous FAST courses. She had been told that the courses were boring and the trainees had not learnt enough. David wants to get regular feedback on how well the training courses went so that he can improve them in the future. He is thinking about the different ways in which he might get this information.

1 (a) What is meant by off the job training? (2 marks)

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1 (b) Explain why businesses might choose to have their employees trained in fire safety at the FAST training centre, rather than train them in-house. (4 marks)

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What is an **appraisal**?

Give 3 advantages of appraisals:

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Give 3 disadvantages of appraisals:

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You have recently successfully completed your management trainee course with Value R Us Supermarkets, they have appointed you deputy manager of their prestigious one hundredth store, the store opened 9 months ago and been overran with problems with their new workforce.  Absenteeism is high, staff turnover is currently running at 80% of the original staff and time and motion studies show that shelf refilling and till operation are well below the company average.

The manager calls you to her office on the first day and informs you that you will be appraised by the area manager based on how well you solve the Human Resource problems.  The company want you to introduce a new appraisal system.

Question: Evaluate the value of introducing a new appraisal system at Value R Us Supermarkets? (9 marks)

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