



**NQF
Certificate
4.1 PA
Personnel Administration
Tuesday 7 June 2016, Afternoon**

1. **Time allowed: 3 hours.**
2. **Answer any four questions.**
3. **All questions carry 25 marks. Marks for subdivisions of questions are shown in brackets.**
4. **No books, dictionaries, notes or any other written materials are allowed in this examination.**
5. **Calculators, including scientific calculators, are allowed provided they are not programmable and cannot store or recall information. All other electronic devices, including mobile phones, are not permitted.**
6. **Candidates who break ABE Examination Regulations will be disqualified from the examinations.**
7. **Question papers must not be removed from the examination room.**



Answer any four questions

- Q1** People are an essential resource in the organisation, and it is the responsibility of the personnel function to manage this resource.
- (a) Explain how the personnel function contributes to the overall success of an organisation. **(15 marks)**
- (b) Explain how the personnel function can encourage organisational change. **(10 marks)**
(Total 25 marks)
- Q2** The Personnel Administrator must behave appropriately.
- (a) Explain the impact ethical requirements have on the role of the Personnel Administrator. **(15 marks)**
- (b) Provide three examples of the impact of legal restrictions on the work carried out by the Personnel Administrator. **(10 marks)**
(Total 25 marks)
- Q3** Personnel Administrators need to ensure that they are competent in the role.
- (a) Explain two methods of assessing your own competence, and identify the strengths and weaknesses of each method. **(14 marks)**
- (b) Select one of these methods and draft an assessment of your personal competence. **(11 marks)**
(Total 25 marks)
- Q4** Evaluate the strengths and weaknesses of the following approaches to recruitment and selection:
- Interviews
 - References
 - Ability tests
- (25 marks)**
- Q5** Employment relationships within an organisation can be affected by a large range of factors.
- (a) Outline five external factors that can affect employee relations. **(15 marks)**
- (b) Outline three internal factors that can affect employee relations. **(10 marks)**
(Total 25 marks)

Q6 Describe the information that you would gather to prepare for each of the following interviews:

- Disciplinary interview
- Grievance interview
- Exit interview
- Pre-retirement interview

(25 marks)

Q7 It is very important to ensure that the shortlisting process is carried out fairly.

(a) Explain the criteria that you would use when shortlisting for a Personnel Administrator role.

(10 marks)

(b) Explain how discrimination can occur in the shortlisting process, and indicate how it can be avoided.

(15 marks)

(Total 25 marks)

Q8 You have been asked to design a training event for employees who are required to operate a new computing system that has been installed in your organisation.

(a) Explain the factors that you would need to consider when designing this training event.

(15 marks)

(b) Explain how you would evaluate the success of the training event.

(10 marks)

(Total 25 marks)

End of question paper

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