



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

Qualification Code : 041306T4BUS
Qualification : Business Management Level 6
Unit Code : BUS/BM/CR/02/6
Unit of Competency : Manage Human Resources

**ASSESSOR'S GUIDE
WRITTEN ASSESSMENT**

INSTRUCTIONS TO CANDIDATES

1. You have **3 HOURS** to answer all the questions.
2. Marks for each question are indicated in brackets ().
3. The paper consists of **TWO** sections; A and B.
4. Provide all your answers in English.
5. You are provided with a separate answer booklet
6. Do not Write on this question paper

This paper consists of Eleven (11) printed pages.

SECTION A (40 MARKS)

Candidates to answer all questions

1. The human resource Manager of ABC Limited has organized a team building activity for the staff. List two benefits of such an activity. (2 marks)

- **It reduces the gap between management and employees making it easier to share ideas**
- **It provides a conducive environment to recognize good performance**
- **It creates a relaxed atmosphere for staff to relax from the daily routine**

(Any 2 x 1 Mark, Maximum 2 Marks)

2. List four contents of a human resource report prepared at the end of each year. (4 Marks)

- **Number of new recruits**
- **Employees who have exit**
- **Expenditure on the staff**
- **Issues affecting the staff**
- **Welfare issues handled in the year**

(Any 4 x 1 Mark, Maximum 4 Marks)

3. You have been appointed as an operations manager in a firm where there is a culture of laxity. Which two ways would you use address the laxity? (2 Marks)

- **Discipline employees who are late**
- **Recognize punctual employees**
- **Issue a memo on the laxity**

(Any 2 x 1 Mark, Maximum 2 Marks)

4. List four issues that should be addressed when updating objectives and work plans in monitoring and evaluating performance improvement. (4 Marks)

- **Discussing with the jobholder on what has been done and achieved.**
- **Identifying any shortfalls in achieving objectives or meeting standards**
- **Establishing the reasons for the shortfall – changes in the work environment, new pressures and demands.**
- **Agreeing any changes required to the objectives and work plans**
- **Agreeing any actions required by the employee or manager to improve performance**

(Any 4 x 1 Mark, Maximum 4 Marks)