

**UNIVERSITY OF SWAZILAND**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF ADULT EDUCATION YEAR IV**

**SUPPLEMENTARY EXAMINATION PAPER 2008**

**TITLE OF PAPER: DESIGN AND DELIVERY SYSTEMS II**

**COURSE CODE: IDE-BAE 401**

**TIME ALLOWED: TWO (2) HOURS**

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR**

## INSTRUCTIONS

Answer any Four Questions

### QUESTION 1

Resource centres play a major role of providing access to resources and services to users needing them. Discuss the *importance* of resource centres in adult education. In your discussion, show how resource centres assist users on the following:

- ◆ Searching for information; (5)
- ◆ Reading for general knowledge; (5)
- ◆ Borrowing and viewing audio-visual materials; (5)
- ◆ Production of own materials using the resource centre facilities. (10)

[25 Marks]

### QUESTION 2

Design of media requires certain elements to be considered. Given the following elements, briefly explain each while providing an example.

1. Cost
2. Technical Expertise
3. Equipment
4. Facilities
5. Time

[25 Marks]

### QUESTION 3

In any training programme, there are factors which address a variety of issues including *physical* and *psychological*. Frederick Herzberg uses the word hygiene to describe some of these factors. Based on this:

- ◆ Select any four (4) factors which address “Hygiene issues” in a training programme;
- ◆ Explain each factor by showing its importance in a training programme; (20)
- ◆ Use a practical example related to adult learning contexts to explain each factor. (5)

[25 Marks]

### QUESTION 4

Evaluation in a training programme can be seen as the determination of the effectiveness of a training programme. Kirkpatrick (1989) presents the following training outcomes (levels of evaluation).

1. Reaction to the training or education;
2. The trainees’ achievement;
3. Performance on the job;
4. The impact of training.

As an evaluation process, you are required to do the following:

- ◆ Discuss/explain levels three and four (3 & 4) of Kirkpatrick’s training outcomes as shown above; (20)
- ◆ Show how levels 3 & 4 are achieved by providing a practical example. (5) [25 Marks]

**QUESTION 5**

During a training programme, you as trainer/facilitator are required to maintain or promote certain behaviour for learning to take place. These include; 1) practice for learners; 2) addressing real issues; and 3) self evaluations:

- ◆ Discuss how you can assist trainees maintain learned behaviour outside the training context; (5)
- ◆ Provide and explain three (3) items to show maintenance; (15)
- ◆ Show how this is different from classroom maintenance. (5) [25 Marks]

**QUESTION 6**

Audio-visual aids and/or real materials play an important role in training programmes. Based on the role they play, show how the following can be used in a training programme. In your response, be specific how they are used and provide practical examples.

1. Electronic Slides (10)
2. Online Materials (10)
3. Realia (real materials) (5) [25 Marks]

**QUESTION 7**

Effective presentation techniques are ways to reach trainees in an effective manner. List and explain five effective presentation techniques used in a training programme.

[25 Marks]

**QUESTION 8**

Quality control and quality improvement are important functions in ensuring quality programmes. While providing a practical example, list and explain five activities that you can utilize to ascertain quality in teaching situations.

[25 Marks]