

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
CERTIFICATE IN ADULT EDUCATION YEAR 11
SUPPLEMENTARY EXAMINATION PAPER – JULY, 2015

TITLE OF PAPER : **PROGRAMME MANAGEMENT 11**

COURSE CODE : **CAE 211**

TIME ALLOWED : **THREE (3) HOURS**

INTRUCTIONS : **1. ANSWER ALL QUESTIONS IN SECTION ‘A’**
2. ANSWER TWO QUESTIONS IN SECTION ‘B’
3. MARKS WILL BE DEDUCTED FOR POORLY WRITTEN ENGLISH

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

SECTION A – ANSWER ALL QUESTIONS

QUESTION 1

Using appropriate examples to illustrate our answer, define the following terms;

- a) Conflict (5)
- b) Staff (5)
- c) Craftsmanship (5)
- d) Committee (5)
- e) Leader (5)

[25 marks]

QUESTION 2

- a) What is evaluation? (5)
- b) Discuss at least four (4) reasons why should one evaluate a programme. (12)
- c) Discuss the types of evaluation you can use to conduct an evaluation of a programme (8)

[25 marks]

SECTION B – ANSWER TWO QUESTION ONLY

QUESTION 3

- a) What is a meeting? (5)
- b) Identify and discuss at least five (5) tasks for a successful meeting. (20)

[25 marks]

QUESTION 4

- a) Why are members needed in an organization? (5)
- b) What is a membership system? (5)
- c) Identify and discuss 5 basic elements that are important to consider in putting together a membership recruitment strategy (15)

[25 marks]

QUESTION 5

Discuss the staff recruitment process for an organization of your choice.

[25 marks]