

Edexcel GCSE Business

2.5.3 Effective training and development

Multiple Choice Question Test Bank

MCQ Test 6

This MCQ test contains 13 questions covering the specification content for 2.5.3: Effective training and development

Instructions:

- **There are 13 questions in this test.**
- **Your teacher will determine how long you have to complete this test and under what conditions.**
- Only **one** answer per question is allowed for **questions 1-11 inclusive.**
- **Two** answers should be selected for questions **12 and 13.**
- For each answer, completely fill in the circle alongside the appropriate answer(s).
- If you want to change your answer, you must cross out your original answer.
- If you wish to return to an answer previously crossed out, ring the answer you now wish to select.

0 1 Which of the following best describes the term, training? When employees:

- A Complete training modules online
- B Learn from work colleagues
- C Attend courses at college
- D Learn the skills and knowledge required for them to perform their job roles effectively

[1 mark]

0 2 Which of the following best describes unexpected or unplanned training that comes from directly observing work colleagues?

- A Informal training
- B Self-learning
- C Formal training
- D Target setting

[1 mark]

0 3 Which of the following is a potential benefit to a business of training its employees?

- A Higher staff motivation
- B Lower labour productivity
- C Higher business costs
- D Lower staff retention

[1 mark]

0 4 Which of the following is a benefit to a business of providing ongoing training for all employees?

- A Staff retention will be lower
- B Productivity will be higher
- C Costs will be lower
- D Labour turnover will higher

[1 mark]

0 5 Which of the following is a benefit to a business of an employee receiving formal training?

- A Specialist training is provided by expert trainers
- B It is usually cheaper than providing informal training
- C It is quick, as employees do not have the opportunity to ask questions
- D Employees can continue to produce whilst being trained

[1 mark]

0 6 A large retail chain has recently invested in a new customer ordering system in all its branches. A specialist course, undertaken by all employees, was used to retrain staff on the use of the new technology. Which of the following best describes this way of training?

- A Self-learning
- B Informal training
- C Formal training
- D Ongoing training

[1 mark]

0 7 Which of the following best describes the method of training whereby employees learn from their own mistakes?

- A Ongoing training
- B Informal training
- C Self-learning
- D Formal training

[1 mark]

0 8 To become a head teacher, a deputy head needs to gain a professional qualification. Which of the following methods of training would be the most suitable to enable the deputy head to reach this goal?

- A Formal training
- B Performance reviews
- C Informal training
- D Self-learning

[1 mark]

0 9 Which of the following is a benefit to a manufacturing business of new production line workers receiving informal advice from more experienced employees on the best ways for them to perform their roles?

- A Staff will follow an official, recognised training programme
- B Employees will gain a formal qualification
- C Formal specialist advice will be received by employees
- D Staff will gain first-hand experience of the exact job requirements

[1 mark]

1 0 A fruit farm takes on 30 new workers in the summer to pick the fruit harvest. The only training available to new employees is unofficial advice from experienced employees. Which of the following best describes this way of training?

- A Self-learning
- B Formal training
- C Target setting
- D Informal training

[1 mark]

1 1 Which of the following best describes the method of training whereby an employee takes part in a weekly training session?

- A Self-learning
- B Target setting
- C Ongoing training
- D Informal training

[1 mark]

1 2 Which **two** of the following are reasons why a business undertakes performance reviews?

- A To increase labour turnover
- B To increase the volume of administration carried out in the business
- C To identify employee training needs
- D To enable target setting to take place
- E To reduce employee retention

[2 marks]

1 3 Which **two** of the following are potential drawbacks to a business of providing training for its employees?

- A Staff retention decreases
- B Total production levels may reduce whilst training takes place
- C Increase in costs
- D Labour turnover decreases
- E Motivation increases

[2 marks]

ANSWERS TO THIS MCQ TEST

| Q | CORRECT |
|----|---------|
| 1 | D |
| 2 | A |
| 3 | A |
| 4 | B |
| 5 | A |
| 6 | C |
| 7 | C |
| 8 | A |
| 9 | D |
| 10 | D |
| 11 | C |
| 12 | C,D |
| 13 | B,C |