PROGRESS TEST 3

6 [Test_02_002.mp3] You will hear a telephone message and a conversation. For each question, write one or two words or a number.

Listening 1

Phone message from Stephanie Klas

Called about the [1]..... for training programme.
Our email didn't mention Time Management courses – Ms Klas has scheduled [2]..... for next year.
How many [3] ..... courses do we want: 2, 3 or 4?
Finally, needs clarification on [4]..... required.
Arrange Skype meeting.

Listening 2

Received calls log

From: Maria Harper
Called about position with [5]..... Engineering.
Wanted info about company's [6]..... training.
Said we always got [7]..... especially for management training.
Will contact [8]..... to ask if Maria should still apply.

7 [003.mp3] You will hear a radio interview with David Nguyen, a training expert. For each question, choose the correct answer a, b or c.

1 David Nguyen says one reason training programmes fail is that
a companies can't afford a Training Manager.
b the Training Manager might be too inexperienced.
c recruiting a good Training Manager is not easy.

2 A good question to ask during a Training Manager's interview is:
a How would you choose the employee to be trained?
b How do you select training programmes?
c How to do you update your own skills?

3 The first step in a simple needs analysis asks staff
a to be very specific about what training is important to them.
b to discuss their roles with colleagues.
c to identify courses they'd like to do.

4 In the second step of a simple analysis, colleagues
a decide how important each need is.
b brainstorm a new list of requirements.
c discuss the results of previous training.

5 According to David, in reality, a needs analysis
a tends be simpler than companies think.
b can be too complex for companies.

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c should involve regular reassessment.

6 Further needs analyses should be done
a during the recruitment process.
b when job descriptions are modified.
c instead of a performance review.

7 What does David say about justifying the cost of training?
a well-trained staff can improve company image.
b training programmes are rarely cancelled.
c a lack of well-trained staff is a waste.

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