



Pearson
Edexcel

GCSE (9-1)

Theme 2.5.3 Retrieval Resource:
Business
Effective training and development



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Retrieval Quiz - 2.5.3: Effective training and development

Questions:

1. Define the term **informal training**.

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2. Give **one** drawback to a business of using formal training.

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3. Give **two** reasons why training employees may be important to a business.

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4. Give **one** reason why a manager may hold a performance review with an employee.

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5. Give **one** drawback to a business of using informal training with its employees.

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Answers:

1. This is training that is provided by existing workers from the business which does not follow a structured programme.
2.
 - It is more expensive than informal training
 - It may be difficult to organise and lacks flexibility
 - The formal trainer may not understand enough about that specific business and its working practices
3.
 - It may allow employees to keep up to date with new technology
 - It may increase motivation/lower unit costs
 - It may lead to higher staff retention/lower staff turnover/increased staff loyalty
 - It may lead to increased productivity/efficiency
4.
 - To agree targets for a specific period of time
 - To assess an employee's past performance
 - To consider any issues/complaints the employee may have
 - To discuss any training needs/career aspirations
5.
 - It is dependent on the quality of the trainer who may concentrate on their own job
 - It may be of lower quality than formal training
 - It may lead to bad working practices being passed on
 - It may not be standardised, so different employees get trained in different ways
 - It may not lead to a formal qualification/recognition