



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN VOCATIONAL EDUCATION AND TRAINING: MANAGEMENT	
QUALIFICATION CODE: 06DVM	LEVEL: 6
COURSE CODE: QMS620S & QAMS620S	COURSE NAME: QUALITY MANAGEMENT SYSTEMS & QUALITY ASSURANCE MANAGEMENT SYSTEMS
SESSION: NOVEMBER 2022	PAPER: 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)

1. *The term stakeholder in TVET refers to anyone who has a vested interest in education and training. Stakeholders in education and training can be divided into various groups, including direct and indirect stakeholders.*

Identify and briefly explain any five stakeholders and the role they play in improving and maintaining quality TVET in your centre. Provide relevant examples to support your answers. (10)

2. *Models are useful tools in the TVET sector because they can be used to improve explanations, help explain scientific concepts and generate discussions about an important phenomenon or issue in education and training.*

Below are five models that TVET experts recommend managers must use to inform them how quality in their training institutions should be improved and managed.

- 2.1 Transformative model.
- 2.2 Engagement model.
- 2.3 Learning model.
- 2.4 Responsive model.
- 2.5 Total quality management (TQM) model.

Choose ONLY one of the five models listed above and briefly discuss your selected model under the following sub-sections:

- (a) Focus of the model
- (b) How the model should be used to improve and manage quality education and training at centre level. Use relevant examples to support your responses. (15)

3. In their article *Developing a generic model for total quality management in higher education in Saudi Arabia*, Al-shafei, et al, (2015) recommend seven actions and measures that TVET centres must undertake to promote the management of quality teaching and learning in their institutions.

Identify and briefly discuss ONLY five such actions and measures in terms of how TVET centre managers in Namibia should apply the actions and measures to manage quality teaching and learning in their institutions. Use relevant examples to support your responses. (15)

4. *When you read policy documents and various newspaper articles numerous concepts are used to describe quality in education and training. The main challenge, however, is that individuals using both spoken and written language confuse most concepts in quality management. As a quality management practitioner, you are expected to know, understand and correctly interpret the various terms used in the field of Quality Management.*

Below are key concepts commonly used in managing quality in the TVET sectors across the world, including Namibia.

- 4.1 Standards
- 4.2 Self-assessment
- 4.3 Benchmarking
- 4.4 Auditing
- 4.5 Accreditation
- 4.6 Institutional effectiveness
- 4.7 Inspection
- 4.8 Reviewing
- 4.9 Registration
- 4.10 Evaluation

As a manager of a newly established TVET centre in your region, briefly discuss how you will use each of the key concepts listed above to manage and improve the quality of education and training in your centre. Use relevant examples to support your responses. (30)

5. *Regulations in Namibia clearly describe numerous criteria that the education and training sector must implement to manage and improve quality in their institutions. However, TVET managers and other quality management practitioners often complain that too many challenges affect the successful implementation of the criteria.*

Based on your experience, mention and briefly discuss any 10 challenges that might limit TVET managers to implement the numerous criteria required for improving and maintaining quality education and training Namibia. Use relevant examples to support your responses. (30)