INSTRUCTIONS

1. Read through all questions and instructions before you start.
2. All questions are compulsory.
3. Marks for each question and sub-question are indicated at the end of each question.
4. Write your answers clearly.
5. Read through your answers to ensure that you are answering the right questions.
QUESTION 1

1.1 Accreditation is applicable both to an institution as a whole and to a programme that an institution may offer. It is very difficult to define accreditation, because of the changing nature of the concept on a daily basis. However, instead of a definition, critically evaluate and discuss some characteristics of accreditation. (10)

1.2 Discuss the accreditation process of the Namibia Qualifications Authority (NQA) with specific reference to how the NQA's regulations for the accreditation of persons, institutions or organisations are applied. (20)

QUESTION 2

2.1 It is important that the education and training provider applies some principles of assessment in a responsible and ethical manner. Based on these principles, discuss critically how you would ensure that good assessment practices are followed to ensure quality of assessment. (12)

2.2 Assuming you are employed by a company in which Recognition of Prior Learning (RPL) is still in infancy. Explain briefly, how you would ensure that RPL is implemented successfully. (8)

QUESTION 3

3.1 Explain briefly, the concept of competence. (5)

3.2 Discuss critically, how you would go about to develop core competences in your own organisation/company. (13)
3.2 Make your own analysis and discuss critically, why some companies invest in competence development. (12)

QUESTION 4

There are always questions on training courses attended by employees. The most frequently made statements by the managers and some employees about training courses are:

"Oh no, not another training course!"
"This training is too expensive!"
"I cannot allow my staff for three days to go on a course!"
"This course was a real waste of time!"
"These things cannot be applied in my work environment!"

Once again, all these statements are typical comments made by managers and some employees about training. Whether this is true or not is not the real answer to the problem. One should rather pose the questions: how do we know the value of training? How do we measure the effectiveness of training? It is exactly these two questions that we would like to answer here. At the centre of all these statements is the presupposition that training does not add value. Therefore, it is important to explore the ways and means of quantifying the value of training so that you can measure the value of training in your organisation. And that is what return on investment (ROI) is all about. Hence, ROI measures the return on investment your organisation put in training. Let us assume that the benefits of the training programme, isolated from other factors occurring within the organization are N$ 350,000.00. Let's also assume that the total cost of the programme is N$ 125,000.00. ROI measurement should be applied to determine the possible return on investment.

4.1 Calculate ROI based on the information given above and motivate your answer. (4)

4.2 What are the advantages and disadvantages of ROI? (4)

4.3 Discuss four major phases on how ROI could be implemented (12)