



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL, VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION : DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT	
QUALIFICATION CODE: 06DTVT	LEVEL: 6
COURSE CODE: QMS610S	COURSE NAME: QUALITY MANAGEMENT SYSTEMS
SESSION: JUNE 2024	PAPER: 1
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Prof Noel Kufaine
MODERATOR:	DR Nico Sisinyize

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 CONSIST OF 2 PAGES – INCLUDING COVER PAGE

1. To establish TVET quality standards one would need to evaluate some of the items listed below; Indicate whether you agree or not by indicating YES or No on each item.
(20 marks)

- a. Leadership, (2 marks)
- b. Management, (2 marks)
- c. Physical environment, (2 marks)
- d. Human resources, (2 marks)
- e. Curriculum, (2 marks)
- f. Student participation (2 marks)
- g. Teacher training System (2 marks)
- h. Policy (2 marks)
- i. Training institutions (2 marks)
- j. Industry (2 marks)

2. Quality Management Standards are a set of standardized requirements and guidelines that help organizations ensure they meet customer and other stakeholder needs within statutory and regulatory requirements related to a product or service. Describe how the following TVET quality standards are useful to TVET sector?

(20 marks)

- a. Governance: (4 marks)
- b. Human Resource: (4 marks)
- c. Student participation. (4 marks)
- d. Curriculum. (4 marks)
- e. Management: (4 marks)

3. The principles of a Quality Management System (QMS) form the foundational guidelines for an organization's approach to ensuring their products, services, and processes meet consistent quality standards: Describe any four QMS principles

(20 marks)

4. Implementing a Quality Management System (QMS) involves systematic and comprehensive steps to meet the standards such as ISO 9001. Describe how the following steps can be used in TVET training institution. Describe four steps.

(20 marks)

5. Quality Assurance (QA) cycles involve systematic processes aimed at ensuring that products or services meet specified quality standards before they reach the customer. Describe how the following Quality assurance cycle attributes are implemented in tvet?

(20 marks)

- a. Planning: (5 marks)
- b. Implementation: (5 marks)
- c. Evaluation: (5 marks)
- d. Improvement: (5 marks)

(END OF PAPER)