



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION**

**DEPARTMENT OF TECHNICAL, VOCATIONAL EDUCATION AND TRAINING**

<b>QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DTVT</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: QMS610S</b>	<b>COURSE NAME: QUALITY MANAGEMENT SYSTEMS</b>
<b>SESSION: JULY 2024</b>	<b>PAPER: 2</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	Prof Noel Kufaine
<b>MODERATOR:</b>	Dr Nico Sisinyize

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Number the answers clearly</li></ol>

**THIS QUESTION PAPER CONSIST OF 2 PAGES – INCLUDING COVER PAGE**

1. The implementation of Quality Management Systems (QMS) in Technical and Vocational Education and Training (TVET) institutions faces several challenges that can affect the effectiveness and efficiency of these systems. Indicate true or false on the challenges listed below.

(20 marks)

- a. Alignment with Industry Standards: (2 marks)
- b. Resource Constraints (2 marks)
- c. Staff Training and Development (2 marks)
- d. Cultural Resistance to Change (2 marks)
- e. Lack of support (2 marks)
- f. Regulatory and Accreditation Requirements (2 marks)
- g. International education (2 marks)
- h. Measuring and Evaluating Performance (2 marks)
- i. Integration of Technology (2 marks)
- j. Stakeholder Engagement (2 marks)

2. Quality Management System is defined as a formalised system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. Describe how the following QMS benefits will help a TVET institution. (20 marks)

- a. Improved Quality (4 marks)
- b. Increased Efficiency (4 marks)
- c. Enhanced Customer Satisfaction (4 marks)
- d. Better Employee Engagement (4 marks)
- e. Market Expansion (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 the four principles and its benefits on TVET institution (20 marks)

- a. Customer Focus. (5 marks)
- b. Leadership (5 marks)
- c. Process Approach (5 marks)
- d. Evidence-based Decision Making (5 marks)

4. Quality Assurance (QA) cycles involve systematic processes aimed at ensuring that products or services meet specified quality standards before they reach the customer. Describe with examples the activities related to planning and evaluation in tvet? (20 marks)

- a. Planning: (10 marks)
- b. Evaluation: (10 marks)

5. The quality of TVET programs is crucial for meeting TVET sector expectation and it has direct impact on the employability of graduates and the competitiveness of industries. Describe how a VTC can implement the following quality assurance approaches. (20 marks)

- a. Standards and Benchmarks (4 marks)
- b. Accreditation and Certification (4 marks)
- c. Assessment and Evaluation (4 marks)
- d. Feedback Mechanisms (4 marks)
- e. Professional Development. (4 marks)

**END**