



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: TRAINER	
QUALIFICATION CODE: 06DTVT	LEVEL: 6
COURSE CODE: MTV620S	COURSE NAME: MANAGEMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING
SESSION: JANUARY 2024	PAPER: 2
DURATION: 3 HOURS	MARKS: 100

SECOND 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 5 PAGES (Including this front page)

Question 1**(10 marks)**

Match the definitions in Column B to the leadership styles in Column A. Write down only the correct answer (Example: Supportive leadership – styles that are defined by their approach to emotions, training and time)

	COLUMN A	COLUMN B
1.1	Autocratic leadership	Leaders make few decisions and low staff to choose appropriate workplace solutions
1.2	Transformational leadership	Leaders promote compliance by followers through rewards and punishment
1.3	Democratic leadership	Leaders generally have all the power, authority and responsibility in an organization
1.4	Laissez-faire leadership	Group members take a more participate role in the decision-making process
1.5	Transactional leadership	Leader works with teams to identify change and create a vision to guide through inspiration.

Question 2**(9 X 2 = 18 marks)**

Read the following multiple question statements. For each statement, select the option that best answers the statement. Write the number and only the letter of the answer (for example, 2.1. e)

- 2.1 The following managerial skills will help a VTC manager to effectively perform and execute their duties.
- a. Conceptual skills
 - b. Technical skills
 - c. Interpersonal skills
 - d. None of the above
 - e. All of the above

- 2.2 A _____ statement promotes the dream the organisation has for the future.
- Vision
 - Mission
 - Values
 - SWOT Analysis
 - Strategies
- 2.3 Management is described as the process of planning, _____, leading and controlling the organisation's resources to achieve its vision and mission.
- Organizing
 - Influencing
 - Operating
 - None of the above
 - All of the above
- 2.4 Organisational _____ are the foundation on which an organisation is build and describes the individual and corporate behaviours that will assist the institution in achieving its vision and mission.
- Mission
 - Values
 - Competitive advantage
 - SMART goals
 - PESTLE analysis
- 2.5 The Head of Trainee Support deals with all affairs and wellbeing of trainees at the VTC. The Head of Trainee Support falls in the _____ level of management.
- Top level management
 - Middle management
 - Lower- or first-line management
- 2.6 A organisational _____ plan sets the strategic direction of an organisation.
- Strategic plan
 - Operational plan
 - Tactical plan

- 2.7 _____ is a way in which people settle their differences to avoid an argument or dispute.
- a. Collective bargaining
 - b. Collaboration
 - c. Negotiation
- 2.8 _____ measures progress towards the Key Performance Indicators contained in the strategic plan.
- a. Operational plans
 - b. Monitoring and evaluation
 - c. Strategies
 - d. Strategic initiatives
 - e. Vision
- 2.9 _____ refers to the valuable and unique offerings to stakeholders.
- a. Competitive advantage
 - b. Vision
 - c. Mission
 - d. Values

Question 3

(22 marks)

A "Policy" is a written statement or sets of statements that describe principles, requirements and limitations and are characterised by indicating "what" needs to be done. You were recently appointed as Head of Career Programmes in charge of the training department. You have observed that there is no timetable policy in place.

- 3.1 Mention three benefits of organisational policies.
(3x2 = 6 marks)
- 3.2 Discuss the procedures you would use in developing and implementing the policy.
(16 marks)

Question 4**(12 marks)**

Staff working at Vocational Training Centres come from diverse backgrounds. Discuss six ways management can build strong and positive relationships at a VTC.

Question 5**(20 marks)**

You are currently serving as Head of Trainee support at Khomas VTC. For the past two years you have noticed an increase in the dropout rate of trainees. You have also noted that some of your trainers are inadequately trained.

- 5.1 Discuss possible reasons for the high dropout rate and provide strategies that can be developed and implemented in addressing the issue.
(10 marks)
- 5.2 Explain how you will ensure the trainers receive adequate training.
(10 marks)

Question 6**(9 marks)**

Managers at VTCs work at different levels and deal with different challenges.

- 6.1 Mention the three different levels of management at a VTC.
(3 marks)
- 6.2 Explain the duties and responsibilities at each level of management at the VTC and provide an example of a position at the different levels.
(6 marks)

Question 7**(9 marks)**

Technical and Vocational Education and Training (TVET) prepares trainees for the world of work by providing them with knowledge, skills and attitude for employment. It is therefore important to expose trainees to Industrial Attachment / Work Integrated Learning.

- 7.1 Discuss why it is important to integrate Industrial Attachment / Work Integrated Learning into the TVET system.

TOTAL = 100 MARKS**[END OF PAPER]**