



**NAMIBIA UNIVERSITY  
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**FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION  
DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING**

<b>QUALIFICATION : DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DTVM</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: QMS610S</b>	<b>COURSE NAME: QUALITY MANAGEMENT SYSTEM IN VET</b>
<b>SESSION: JUNE 2023</b>	<b>PAPER: 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>FIRST OPPORTUNITY EXAMINATION PAPER</b>	
<b>EXAMINER(S)</b>	<b>DR GOFREY M. TUBAUNDULE</b>
<b>MODERATOR:</b>	<b>DR N SISINYIZE</b>

<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 CONSISTS OF \_3\_ PAGES (Including this front page)**

*The quality of education and training in Namibia rests on the quality of its managers. Based on this understanding, answer **ALL** the questions below to the best of your ability.*

### Question 1: Short questions [10 marks]

- 1.1 The Constitution of Namibia states that All persons shall have the right to establish and maintain institutions of education on the following conditions (select more than one answer): (4)
- a) such institutions are *registered* within the country.
  - b) such institutions are partly *registered* within the country.
  - c) such institutions partly are registered and regulated within the laws of the country.
  - d) such institutions are registered and regulated within the laws of the country.
  - e) such institutions partly maintain some standards acceptable in the country.
  - f) such institutions maintain standards acceptable in the country.
  - g) such institutions do provide some level of inferior education.
  - h) such institutions do not inferior provide inferior education.
- 1.2 Which of the following is not part of the African Harmonisation Strategy (*select more than one answer*)? (4)
- a) Constitution of Namibia
  - b) The African Credit Accumulation and Transfer System
  - c) Namibia Qualification Authority
  - d) Arusha Convention
  - e) Namibia Training Authority
  - f) African Quality Rating Mechanism
  - g) Namibia Council on Higher Education
  - h) African Continental Qualifications Framework
- 1.3 Which of the following statements describes the two main functions of external quality assurance agencies in Namibia? (2)
- a) To employ qualified instructors.
  - b) To set standards for training providers.
  - c) To solicit finances for TVET centres.
  - d) To develop policies relating to quality education and training.

### Question 2: Essay questions [90]

- 2.1 Imagine that you have been asked to prepare a presentation on the importance of a Quality Management System (QMS) in the TVET environment. Identify and briefly discuss **ONLY FIVE** reasons why TVET centres should establish and maintain a quality management system. Provide an example for each reason to support your answer. (25)
- 2.2 The literature identifies 8 principles of Total Quality Management System (TQMS). Briefly discuss how as a manager of a hypothetical centre you will use the following **FIVE** of the **EIGHT** principles to improve and maintain the quality of teaching, learning, and assessment in your centre. Provide relevant examples to support your responses. (25)
- a) Decision-making based on facts
  - b) Communication
  - c) Continuous improvement
  - d) Employee involvement
  - e) Customer focus

2.3 In your own words, briefly explain how External Quality Assurance (EQA) agencies in Namibia affect TVET centres'.

- a) autonomy,
- b) policies relating to quality,
- c) control,
- d) financing, and
- e) standards setting.

Provide relevant examples to support your answers.

**(25)**

2.4 Based on your knowledge and experience, choose, and briefly explain how **TWO** of the four drivers (social, political, economic, and technology) has influenced the quality agenda in Namibia's TVET institutions because of the recent COVID-19 pandemic. Provide relevant examples to support your answer.

**(15)**

**Total [100]**