



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**Faculty of Commerce, Human  
Sciences and Education**

School of Human Sciences and  
Education

Department of Technical and  
Vocational Education and Training

13 Jackson Kaujeva Street  
Private Bag 13388  
Windhoek  
NAMIBIA

T: +264 61 207 2050  
F: +264 61 207 9050  
E: dtvet@nust.na  
W: www.nust.na

## 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: JULY 2023</b>	<b>PAPER: 1</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

### SUPPLEMENTARY EXAMINATION PAPER

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

### INSTRUCTIONS

1. Answer ALL the questions.
2. Read all the questions carefully before answering.
3. Number the answers clearly

**THIS QUESTION PAPER CONSISTS OF 2 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.*

- 1.1 Literature provides **FIVE** perspectives of how to define the term 'quality' as used in any TVET centre in Namibia. Identify and briefly discuss in your own words the **FIVE** broad definitions of the term 'quality' as applied in your TVET centre. Use one example for each definition to motivate your answer. **(30)**
- 1.2 TVET managers can use many strategies to prevent quality and quality management problems at micro level. Identify and explain briefly **FIVE** such strategies about how TVET managers and their trainers can prevent quality and quality management problems in their institutions. Use relevant examples to motivate your answers. **(30)**
- 1.3 Instituting participatory leadership is the difference between success and failure of achieving an effective institutional quality management system. Do you agree or disagree with this statement? Motivate your response. **(20)**
- 1.4 Identify and briefly discuss the **FOUR** specific concepts outlined in Article 20 Sub-Articles 4 (a) and (b) that demonstrate that the Constitution of Namibia expects TVET centres to provide quality education and training? Use relevant examples to support your answer. **(20)**

**Total: [100]**