



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

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

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

<b>QUALIFICATION: DIPLOMA IN VOCATIONAL EDUCATION AND TRAINING: MANAGEMENT</b>	
<b>QUALIFICATION CODE: 06DVM</b>	<b>LEVEL: 6</b>
<b>COURSE CODE: QMS620S</b>	<b>COURSE NAME: QUALITY MANAGEMENT SYSTEMS</b>
<b>SESSION: January 2024</b>	<b>PAPER: 2ND OPPORTUNITY</b>
<b>DURATION: 3 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Dr Godfrey Tubaundule
<b>MODERATOR:</b>	Ms Helvi Wheeler

<b>INSTRUCTIONS</b>
1. Answer ALL the questions. 2. Read all the questions carefully before answering. 3. Number the answers clearly

**THIS QUESTION PAPER CONSISTS OF 82 PAGES (Including this front page)**

**QUESTION 1: (20 marks)**

**1.1** Institutional self-assessment is a crucial process for continuous improvement in TVET across the world. Identify and briefly describe **FOUR** key challenges that TVET centres in Namibia may face when conducting self-assessment and provide potential strategies to address the identified challenges. Provide relevant examples to support your answer.

**QUESTION 2: (20 marks)**

**2.1** Benchmarking is mandatory across institutions of education and training Namibia. Identify and briefly discuss the **FOUR** important reasons why your TVET centre should constantly undertake the benchmarking exercise. Provide an example of how your institution may use benchmarking to identify best practices and enhance its programmes and services.

**QUESTION 3: (20 marks)**

**3.1** TVET institutions often face resource constraints. Identify and briefly explain **FOUR** strategies on how your TVET centre can strategically allocate limited resources to address the critical issues that were recently identified in your institutional self-assessment. Provide a real-world example to support your answer.

**QUESTION 4: (20 marks)**

**4.1** Key performance indicators (KPIs) play a vital role in institutional self-assessment in the TVET sector. List and briefly explain any **FOUR** KPIs and the role they can play in the management of your TVET centre. Provide specific examples to support your answer.

**QUESTION 5: (20 marks)**

**5.1** Continuous improvement and enhancement are integral part of any TVET institutional self-assessment, involving ongoing efforts to maintain and enhance educational quality. Name and briefly explain any **FOUR** strategies on how you centre can foster the concept of continuous improvement and enhancement in the context of the recent TVET institutional self-assessment recommendations. Provide relevant examples to support your answer.

**TOTAL: 100**