



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY  
FACULTY OF HUMAN SCIENCES**

**DEPARTMENT OF TECHNICAL AND 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 NAME: QUALITY MANAGEMENT SYSTEMS IN VET A</b>	<b>COURSE CODE: QMS610S</b>
<b>DATE: JULY 2022</b>	<b>SESSION: PAPER ONE</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>	Prof N. Kufaine

<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 the same as on the question paper.</li><li>4. Please ensure that your writing is legible, neat, and presentable.</li></ol>

**THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)**

**Questions 1: [20 marks]**

1. There are several reasons why as a Centre Manager you will decide to design and develop a Quality Management System for your institutions. Identify and briefly explain five main reasons why in your opinion Centre Managers should design and develop a Quality Management System for their institutions. Use one relevant example to support each of your identified five reasons. **(20)**

**Questions 2: [80 marks]**

2. Different organisations and individuals across the world define the term 'quality' in many ways. Imagine that you have been invited to attend an interview at the Directorate of Vocational Education and Training in the Ministry of Higher Education, Research and Innovation in Windhoek for the position of a Quality Management Coordinator that was advertised, and you applied for in November 2021. Answer the following questions in preparation for your interview tomorrow.
  - 2.1. Identify and briefly explain the five key elements of the input-output model that define a TVET system in Namibia. Use relevant examples to support your answer. **(20)**
  - 2.2. The eight principles of Total Quality Management Systems (TQMS) were suggested to direct how managers should lead their TVET centres. In your opinion, which five of the eight do you regard as the most important principles that Namibian TVET centres should adopt? Identify and briefly explain each of your three important principles with the use of relevant examples. **(20)**
  - 2.3. Many factors drive the quality agenda of Namibia's TVET sector. Briefly explain how the *social, political, economic* and *technological* factors drive Namibia's TVET agenda. Use relevant examples to support your answer. **(15)**
  - 2.4. Briefly discuss six strategies that as a Quality Assurance Officer you will develop to help you to define, measure, monitor and improve quality and quality assurance processes and procedures in your workplace. Use relevant examples to support your answer. **(25)**

**TOTAL [100]**