



PAMIBIA 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 : MANAGEMENT	
QUALIFICATION CODE: 06DTVM	LEVEL: 6
COURSE CODE: QMS620S	COURSE NAME: QUALITY MANAGEMENT SYSTEMS B
SESSION: DECEMBER 2025	PAPER: 2
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	DR GODFREY M TUBAUNDULE
MODERATOR:	DR NICO SISINYIZE

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. When writing take the following into account. The style should inform than impress, it should be formal, in third person, paragraphs set out according to ideas or issues and the paragraphs flowing in a logical order. Information provided should be brief and accurate.3. Please ensure that your writing is legible, neat and presentable.

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

QUESTION 1**(25 Marks)**

Benchmarking and External Quality Assurance (EQA) are essential in promoting excellence in TVET institutions. In your opinion, discuss four main purposes of EQA and explain three potential challenges that TVET institutions in Namibia may encounter when implementing benchmarking practices to meet national priorities. Use relevant examples to support your discussion.

QUESTION 2**(25 marks)**

Based on your understanding of quality management, identify and explain five key reasons why quality assurance, evaluation, and auditing are important in TVET institutions. Thereafter, discuss how these processes contribute to effective programme delivery and continuous improvement.

QUESTION 3**(25 marks)**

You have been requested to prepare and deliver a presentation to your colleagues on the importance of Internal Quality Assurance (IQA) to trainees. In your own words, discuss how IQA contributes to enhancing trainees' learning experiences and overall success in TVET institutions. Use relevant examples to support your discussion.

QUESTION 4**(25 marks)**

Identify and discuss seven key processes that a Quality Management Practitioner should implement as part of the Internal Quality Assurance (IQA) system within your TVET institution. Use examples where relevant to illustrate each process.

TOTAL: 100**[END OF PAPER]**