



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

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: MANAGEMENT	
QUALIFICATION CODE: 06DTVT	LEVEL: 6
COURSE NAME: QUALITY MANAGEMENT SYSTEM IN VET A	COURSE CODE: QMS610S
DATE: JUNE 2022	SESSION: PAPER ONE
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Dr Godfrey Tubaundule
MODERATOR	Prof N. Kufaine

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number the answers the same as on the question paper.4. Please ensure that your writing is legible, neat, and presentable.	

THIS QUESTION PAPER CONSISTS OF _2_ PAGES (Including this front page)

Questions 1: [10 marks]

1. Literature provides several reasons why TVET centres in Namibia should decide to design and develop a Quality Management System for their institutions. As a current or future Centre Manager identify and briefly explain five reasons why your TVET centre should design and develop a Quality Management System for your institution. Use one relevant example to support each of your identified five reasons. **(10)**

Questions 2: [90 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.
 - a. In your opinion briefly explain three reasons why education authorities need qualified managers to run TVET centres in Namibia. Use relevant examples to support each of the three reasons. **(10)**
 - b. TVET planners in Namibia have a tendency of ignoring one key element of the input-output model of education when discussing the goal of TVET. Identify and briefly explain the key element that TVET planners often ignore when discussing the expected quality of the TVET system in Namibia. Use relevant examples to support your answer. **(10)**
 - c. The Directorate of Vocation Education and Training in the Ministry of Higher Education and Innovation, expects current and future Centre Managers to know the eight principles contained in the revised National TVET Policy for Namibia. Briefly explain three reasons why the TVET authorities expect current and future Centre Managers to *understand* and *know* the eight principles contained in the revised national policy document. Use one example to support each of your reasons. **(10)**
 - d. The eight principles of Total Quality Management Systems (TQMS) were suggested to direct how managers should lead their TVET centres. In your opinion, which three 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. **(10)**
 - e. The *Constitution of Namibia* cautions education and training providers not to offer *inferior* education to citizens. Name and briefly explain the Article and Sub-Article(s) in the Constitution that advises education and training providers to provide quality education and training to all Namibian citizens. **(4)**
 - f. In terms of quality management systems, describe the meaning of the terms quality 'improvement' and 'compliance'. Use relevant examples to demonstrate your understanding of the two terms. **(4)**

- g. Many factors drive the quality agenda of Namibia's TVET sector. Briefly explain the potential effects of **one** of the following drivers on Namibia's TVET agenda. (Choose either **social, political, economic and technological factors**). Use relevant examples to support your argument. **(10)**
- h. Three bodies govern the quality of education and training in Namibia. Identify such three bodies and briefly explain how they maintain quality in Namibia's education and training landscape. Use one example to support each of your reasons. **(6)**
- i. 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. **(20)**
- j. Mention and briefly explain any three attributes that you should have to be a good Centre Manager. **(6)**

TOTAL [100]