

The cover features a dark blue background with a photograph of a modern building. In the top left and bottom right corners, there are decorative white and yellow concentric arc patterns. The text 'ANNUAL REPORT' is centered, with 'ANNUAL' in white and 'REPORT' in yellow. Below it, '2020' is in white and enclosed in a yellow rectangular frame. The background image shows a building with a sign that reads 'NAMIBIA QUALIFICATIONS AUTHORITY'.

ANNUAL REPORT

2020



Namibia · Qualifications · Authority

General Information

Namibia Qualifications Authority

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TABLE OF CONTENTS

2020 At a Glance	4
Mitigating Risks at the NQA	5
COVID-19: Responding to a global pandemic	8
Section 1: Chairperson and CEO Statements	11
Section 2: NQA at a glance	21
Section 3: Corporate Governance	25
Section 4: Performance Overview	37
4.1 Qualifications	38
4.2 Accreditation, Audit and Assessment	46
4.3 Marketing and Communications	84
4.4 Administration	90
4.5 Information and Communication Technology	97
Section 5: Finance	100
Audited Annual Financial Statements	102

2020 at a Glance



*The statistics reflected on this page are in line with figures presented elsewhere in this report.



Mitigating Risks at the NQA

The NQA faces a myriad of risks in its day-to-day operations. For one, the COVID-19 pandemic which has left the world in a precarious space, has also left the NQA experiencing a period of unprecedented uncertainty. Effective risk management is therefore critical to the delivery of the organisation's strategic objectives and ultimately its statutory mandate.

The NQA Council has introduced a risk management framework that is supported by a Risk Management Policy and Risk Register. The framework enables the effective approach to the identification and management of risks. Risk Management is currently overseen by the Council's Risk Committee.

On a quarterly basis, the Management reviews the principal and emerging risks as well as the effectiveness of the controls in place to manage such risks.

Table 1. outlines the principal risks identified and the mitigating actions implemented during the period under review.

Table 1: The NQA Principal Risks

No	Risk Description	Risk Consequences	Current Controls	Risk Mitigation Strategies
1.	Highly infectious diseases such as Coronaviruses, Ebola, Bird Flu, HIV/AIDS, Hepatitis and numerous others were identified in Africa during the past decade(s)	These infectious diseases could affect the labour force and severely impact the NQA's ability to execute its mandate. It could also lead to loss of life and erosion of expertise	<ul style="list-style-type: none"> HR manual and procedure in place Workplace safety measures in place 	<p>Ongoing staff awareness of safety measures to be taken for Covid-19 infection. Contact tracing register in place. Temperature screening, Sanitising equipment installed and social distancing arrangements in place. Provision of face masks. Create awareness through staff engagements.</p> <p>Future interventions: Develop Wellness Programme to include Disease management. This should include preventative measures such as vaccinations. Further revision of the HIV/AIDS policy and procedure.</p>
2.	Reduced GRN subsidy affects Human Resources	Impacts NQA's ability to capacitate the organisational structure. Inhibits the ability to attract and retain skilled human capital	Recruit only critical positions on the organisational structure	Recruit critical positions as per organisational structure and ensure ongoing training and development of staff.
3.	Financial sustainability is under threat due to significantly reduced GRN subsidy	Increase in service costs to clients to ensure financial sustainability	Service fees are charged as per current approved fee structure Many services are rendered free of charge	Review Pricing Model to include: <ul style="list-style-type: none"> (i) increased service fees, (ii) service providers to cover 50% of cost incurred by NQA such as SME fees, accommodation and transport, (iii) consider penalty fees for institutions offering unaccredited programmes or having unaccredited sites.
4.	Length of time to evaluate applications for qualifications and accreditation is too long	Long turnaround time impacts perceptions of inefficiencies and could undermine credibility	Applies current operational guidelines and processes	<ul style="list-style-type: none"> Draft appropriate regulations and implement mechanisms to ensure consistent application thereof, including turnaround standards. Automation of business processes to be implemented for the evaluation of qualifications, NQF registration and accreditation.
5.	Potential cyber-attacks	Compromise information and data integrity	Basic ICT systems and protocols. ITDR Plan in place	<ul style="list-style-type: none"> Implement ICT Governance Framework. Implement Cyber Security Protocol (systems and processes). Conduct IT Disaster Recovery Plan Test. Capacitate ICT Department with expertise required.
6.	Staff open to potential corruption and bribes.	Potential damage to credibility and reputation	NQA Fraud Hotline is operational	<ul style="list-style-type: none"> Enhance internal controls (checks and balances) and ICT monitoring tools. Departments to review internal controls with the assistance of the Internal Auditor. Training of staff to form part of the Training Plan and training SMEs on what constitutes as fraud.

No	Risk Description	Risk Consequences	Current Controls	Risk Mitigation Strategies
7.	Limited human capital to execute mandate	Impacts performance, employee morale and wellness	<ul style="list-style-type: none"> Five critical positions advertised. Approved Succession Planning, Remuneration and Performance Management Policies in place 	<p>Actions taken: Succession Planning Policy drafted and approved.</p> <ul style="list-style-type: none"> Performance Management Policy drafted and approved. Performance Management Implementation Plan reviewed and approved by management <p>Future interventions: Implement Succession Planning programme.</p> <ul style="list-style-type: none"> Draft and implement structured succession development interventions. Implement long-term workforce planning. Implement Performance Management System. Draft and pilot Performance Management Project for implementation
8.	Employee relations	Industrial action could result due to inability of parties to reach agreement on negotiable items	<ul style="list-style-type: none"> Continuous engagement with Branch Executive in terms of Recognition Agreement. Deloitte BCTWF interventions in place 	<ul style="list-style-type: none"> Future interventions: Ensure continuous engagement with the Union(s). Ensure timeous negotiations. Impact of salary negotiations considered during budget formulation
9.	Litigation by service providers/clients against the NQA	Increased legal exposure could have financial and reputational implications	<ul style="list-style-type: none"> Ensure consistent application of existing regulations. Draft appropriate regulations and implement mechanisms to ensure consistent application thereof 	<ul style="list-style-type: none"> Review and improvement of processes. SOPs and Knowledge management strategies
10.	Access control	Lack of access control could compromise the safety and security of people and assets	<ul style="list-style-type: none"> Security and access control systems (biometrics and CCTV) have been implemented Safety glass installed at cubicles 	<ul style="list-style-type: none"> Continuously review security and access control to stay abreast of inherent risks. Improvement and/or upgrade of CCTV monitoring to include the new building. Installation of safety glass in front office. Implement Safety and Security Policy and Plan.

COVID-19: Responding to a global pandemic

COVID-19


(coronavirus disease)



On 30 January 2020, the World Health Organisation (WHO) declared the COVID-19 (Coronavirus) a Public Health Emergency of International concern (PHEIC). The first two cases of COVID-19 in Namibia were confirmed by the Ministry of Health and Social Services on 13 March 2020. This was followed by a declaration of a State of Emergency for the whole country, as announced by H. E. Dr Hage Geingob on 17 March 2020. Following additional measures implemented to contain the spread of the virus, Cabinet decided to enforce a lockdown in the Khomas and Erongo regions (including Rehoboth and Okahandja) on 27 March 2020.

The pandemic has impacted every business, organisation and industry across the globe in unprecedented ways. The world of work has been severely affected by this novel Coronavirus with operational disruptions. Taking into account the speed at which the virus spreads, and to heed the President's call, the NQA took decisive action and implemented measures to prevent the spread of the coronavirus within the workplace. In compliance with the guidelines issued under the State of Emergency, safety measures were implemented, with the primary objective of safeguarding the safety and wellbeing of employees and clients, while ensuring minimal impact on service delivery. These measures included:

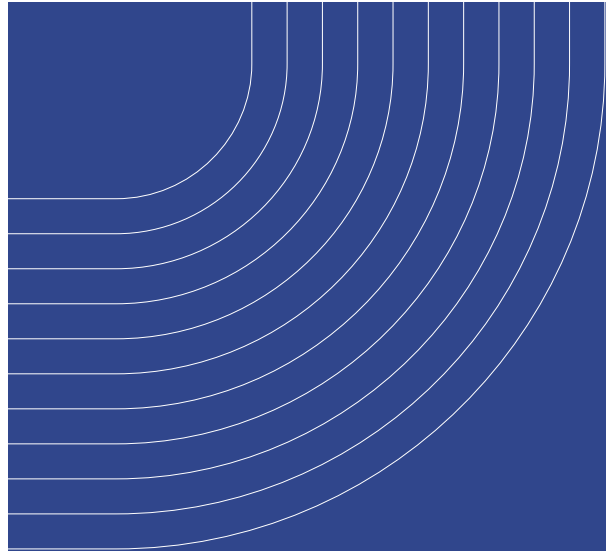
- ▶ Remote working was instituted in order to minimise the number of staff members at the office at any given time.
- ▶ A rotational work system was introduced and this was supplemented by installing physical barriers between employees through the use of desk dividers.
- ▶ All staff members were provided with face masks and hand sanitisers. Additionally, wall mounted hand sanitiser dispensers were installed throughout the premises.
- ▶ Employees classified as vulnerable workers were permitted to continue working from home to limit possible exposure.
- ▶ Temperature screening, mandatory wearing of face masks and social distancing of at least one meter was enforced for all persons entering the NQA offices.

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- ▶▶ To further reduce physical contact between employees, all meetings and gatherings involving more than 10 people were postponed or conducted virtually leveraging available technologies such as Zoom.
 - ▶▶ Intensified cleaning around the premises with particular attention to counters, door handles, railings and other critical surfaces was initiated.
 - ▶▶ Communication channels such as email and WhatsApp were used to keep staff members abreast of relevant developments and to remind them to play their role in fighting the pandemic by maintaining high levels of hygiene and adhering to all Government issued regulations.
 - ▶▶ The public and relevant stakeholders were informed of the operational measures implemented, including how to access NQA services during the lockdown, through various means of communication such as email, the NQA Facebook page and website.
 - ▶▶ A risk assessment was conducted and the Risk Register updated with the appropriate measures to effectively mitigate similar risks in future.
 - ▶▶ A COVID-19 Task Team was constituted with the mandate of managing all matters related to the pandemic including frequent building disinfection, employee wellness as well as managing suspected or confirmed COVID-19 cases in the workplace.

The NQA had to effectively navigate and respond to a rapidly evolving situation by re-evaluating key processes and leveraging technology to support service delivery. As such, the organisation remained fully operational throughout the lockdown (pandemic), save for some of the service components that could not be delivered a result of remote working limitations. The NQA team's quick adaption to the new remote working practise and devotion to service delivery is what enabled the organisation to continue to operate and serve its clients during these difficult times.

Notwithstanding the devastating effects of the COVID-19 pandemic, the NQA has taken this pandemic as an opportunity to reimagine and redefine the future by understanding and managing the specific challenges posed as a result of this pandemic.





1 **Section 1:**
Corporate Statements

Chairperson's Statement



Prof. Gilbert Likando
Chairperson



Dear Stakeholders,

On behalf of the 7th Council of the NQA, it is my privilege to present this Annual Report and the Annual Financial Statements for the financial year ending 31 March 2020.

At the time of writing this report, Namibia like most countries in the world finds herself in the throes of an invisible enemy, a deadly pandemic that has significantly impacted economies and businesses, threatening the lives and livelihood of people around the world. As the Coronavirus reared its head in Namibia, the NQA's primary objective was to ensure the safety and wellbeing of staff members and clients. Our response included swift measures to mitigate potential exposure and curb the spread of the virus in the workplace. As we rise to the challenges presented by COVID-19, we remain focused on further building organisational resilience in order to embrace the new normal and thrive beyond the pandemic.

The effects of the Coronavirus are reverberating in every single industry and the higher education and training sector has not been spared. Evolving disruptions continue in the sector as thousands of learners are impacted by institutional closures and a sudden migration to online learning. The pandemic has unequivocally laid bare systemic challenges within the sector that require immediate response in order to pivot through various interventions including leveraging technology to enable equitable access to teaching and learning throughout the country. As the industry regulator, the NQA is called upon to ensure that institutions remain fit-for-purpose, future-focused and aligned to customer expectations in the emerging new world.

Notwithstanding these unprecedented challenges, the NQA has been able to navigate these uncharted waters to ensure that it delivers on its mandate.

During the period under review, the NQA adopted a risk-based approach to its business model, successfully developing a risk register and approved the modalities pertaining to identifying and mitigating risks. The organisation's scorecard and annual business plan were also reviewed.

38.81%
**Funding
Shortfall**

**Implemented
Risk-based
Approach**

**Pro-active
Response to
Covid-19
Pandemic**

This year, I am once again pleased to report that the NQA received an unqualified audit from our external auditors, Grant Namibia. This achievement is attributed to our strict adherence to the required financial reporting standards, ethical leadership and is in line with our corporate value of transparency.

Despite these achievements, financial and legislative challenges are ever present. Inadequate funding and outdated legislation pose a serious threat to the NQA's long-term sustainability and statutory effectiveness. At present, the NQA Act does not obligate training providers to attain accreditation before assuming operations and awarding qualifications. This perpetuates the number of unaccredited institutions operating in Namibia and offering qualifications whose quality standards have not been objectively validated. The impact on the employability of graduates and meeting the needs of the employment market cannot be overemphasised in this regard. Amending the NQA Act will address these challenges and enhance the integrity of the higher education system by ensuring that all qualifications offered in Namibia are objectively quality assured.

As a tier 3 public enterprise, the primary source of income for the NQA remains government funding. The steadily declining funding levels, due to competing priorities for government resources, put the NQA in a precarious position. For the period under review, the NQA's operational budget was N\$ 49, 519 052 million. However, the Ministry was only able to extend N\$ 30, 303 000 million, leading to a N\$ 19, 216 052 million shortfall (38,81%).

In light of these budgetary constraints, the NQA Council collectively applied its mind and resolved to cease all scheduled capital projects, in order for the available limited resources to augment the operational expenses.

The NQA has proven to be a robust organisation that has demonstrated resilience amidst challenges, and continues to make progress in achieving its strategic goals as outlined in the Annual Business Plan. The performance results indicate a strong commitment to the execution of our strategic goals and effective delivery on our mandate, even in the context of sectoral and operational challenges.

During the period under review, our team forged ahead with a singular focus of delivering value to our stakeholders. As a key agent of the government, the NQA will continue to improve its service delivery standards. The Council remains committed to serving with integrity and at the highest level of ethics as a tenet for good governance while maintaining mutually beneficial relations between the organisation and its stakeholders.

Acknowledgements

I would like to thank the members of the 7th NQA Council for their commitment and contributions towards the attainment of the organisation's strategic objectives and long-term vision. I am proud to note that we have a well-functioning Council that boasts a good balance of skills and experience. It is an honour to work with a team of consummate professionals with unwavering commitment to corporate governance and ethical leadership.

My sincere appreciation also goes to all NQA employees under the leadership of Mr Franz Gertze, for their collective contribution to the Authority's success and continuing strong performance.



To our Portfolio Minister, Honourable Dr Itah Kandjii-Murangi, I wish to express my appreciation for your guidance and support.

I also wish to thank all our stakeholders for their ongoing engagement and support, which enables us to implement customer centric solutions and strengthen our resolve and ambitions of becoming a globally reputable qualifications authority.



Prof. Gilbert Likando

Chairperson

Chief Executive Officer's Statement



Franz Gertze
Chief Executive Officer

**Unqualified
Audit
Attained**

**40% Growth
in Accreditation
of Training
Providers**

**Strong
Shareholder
Relationships**

This report covers the NQA's operational performance for the 2019/2020 financial year, which ended on 31 March 2020. The NQA concluded the financial year having achieved the majority of the targets as outlined in the Annual Business Plan.

Towards the end of our financial year, the world as we knew it changed dramatically. While the NQA has dealt with a myriad of serious challenges over the years, none were as significant as the global outbreak of the Coronavirus pandemic. The pandemic brought consequential changes to the NQA, considerably impacting the way we operate. The greatest challenge was undoubtedly ensuring that core business services remained accessible to our clients throughout the national lockdowns introduced to curb the spread of the virus. As a customer focussed and solution-oriented organisation, the NQA had to reposition itself by re-assessing our operations and re-engaging our staff members who worked tirelessly through these difficult times to meet the unprecedented challenges of the COVID-19 pandemic.

The remainder of the report provides an overview of the NQA's operations before the outbreak of the COVID-19 pandemic, which are aligned to our four strategic objectives: NQA Growth and Development, NQF Development and Implementation, Relationship Management as well as Education and Training Quality Assurance System Development.

Performance Highlights: 2019/2020

- Over the past 5 years, there has been a steady increase in the number of applications received for the accreditation of training providers. During the period under review, the Council granted accreditation, reaccreditation and expansion of scope to 28 training providers, representing a 40% growth compared to the previous financial year.
- A total of 4401 qualifications were evaluated, compared to 6071 in the previous financial year.
- 275 qualifications and 65 unit standards were registered on the National Qualifications Framework.
- Through a robust public education roadshow, the NQA engaged with more than 25 schools in five regions. The more people get to know the NQA, the better quality decisions they are able to make about their academic future.

- Our Career Advisory services processed more than 1799 verifications of accreditation status. A total of 1780 enquiries were processed during the same period last year. This service advises prospective students and funding organisations on which institutions are recognised globally.
- Despite having to park the Phase 2 construction of the NQA House due to budgetary limitations, our financial performance remains strong, once again obtaining an unqualified audit.
- At regional level, during the period under review Namibia was entrusted with the leadership role of SADC under the Troika arrangements. In light of this national responsibility, the NQA also took over the chairpersonship of all regional projects in the higher education space.

The higher education sector is currently in a flux as a result of the COVID-19 pandemic. Online learning has now become a fully-fledged reality as the pandemic has changed the way people live, work and study. Ironically, digital transformation has reshaped the world in the same way. In this new normal, stakeholder collaboration is crucial to ensure that we build a sector that is geared up for the future of learning. We are called upon to embrace a technology led future and leverage the benefits of digital transformation in order to build a progressive higher education system for Namibia.

The NQA is immensely grateful for the incredible contribution by UNESCO to our capacity building achievements. With generous funding from UNESCO, all staff members received training on quality management systems linked to the ISO9001:2015 standard. The long-term objective is to develop and implement a Quality Management System for the NQA – that is aligned to international standards of quality and will provide a framework that enhances operational efficiency to meet customer expectations.

The challenges posed by the legal frameworks that govern the NQA, NTA and NCHE cannot be overemphasised, in particular the duplication of roles between these organisations.

In the execution of our mandate, we remain conscious of the needs, expectations and interests of our key stakeholders. With this in mind, the NQA consciously strives towards improving the quality of our relationships with our key stakeholders to ensure that their needs and expectations are reasonably met. The Namibia Public Workers Union (NAPWU) is one of the NQA's key stakeholders and we remain committed to fostering a strong relationship with the Union. The economic climate in the country and resultant budgetary shortfalls rendered this year our most challenging yet in as far as salary negotiations are concerned. For the first time in the history of the NQA, the negotiations ended in an impasse, and the matter being referred to the Office of the Labour Commission for arbitration. It is our resolve to conclude this in good faith and with minimum impact on the relationship between the NQA and NAPWU.

Lastly, in September 2019, we bid farewell to one of our longest serving executives, Mrs Sara Alweendo who retired after a long and successful journey with the NQA. Mrs Alweendo joined the NQA in 2012 as an Evaluation Officer and was thereafter promoted to the position of Head of Qualifications. During her tenure at the NQA, she has always been the epitome of a credible and passionate leader whose team relied on her knowledge and support through any challenge. On behalf of the entire NQA Team, I would like to extend our gratitude to Mrs Alweendo and wish her well as she embarks on this new chapter in her life.



Acknowledgements

I would like to take a moment to thank our stakeholders, in particular Honourable Dr Itah Kandjii-Murangi for her consistent, strong support.

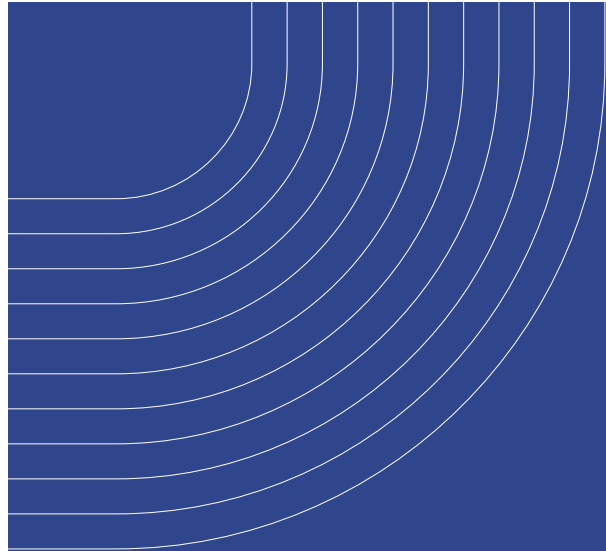
To the Chairperson and members of the 7th Council, thank you for your guidance and unwavering commitment to taking the NQA to greater heights.

My heartfelt gratitude also goes out to all NQA staff members who are the lifeblood of this organisation. As we move into a new financial year, we find ourselves operating in a dynamic landscape characterised by shifting paradigms and rapidly changing stakeholder needs. However, I am confident that the NQA is in a strong position to effectively respond to its challenges. I look forward to another successful year, and working together with the Council, our employees and stakeholders to achieve our mission of empowering people in Namibia.



Franz Gertze
Chief Executive Officer





2 **Section 2:**
NQA at a glance

2.1 Organisational Mandate

The NQA is mandated to exercise and perform its statutory powers, duties and functions in line with the Namibia Qualifications Authority Act (Act 29 of 1996) as outlined in Articles 3 a-j, under sub-section 3 of the Act, titled 'The Objects of the NQA'. The NQA's Objects are to:

- a. Set up and administer a National Qualifications Framework (NQF);
- b. Be a forum for matters pertaining to qualifications;
- c. Set up occupational standards for any occupation, job, post, or position in any career structure;
- d. Set the curriculum standards required to achieve occupational standards for a given occupation, job, post, or position in a career structure;
- e. Promote the development of – and analyse benchmarks of – acceptable performance norms for any occupation, job, post, or position;
- f. Accredite persons, institutions and organisations that provide education and courses of instruction or training as per the requirements stipulated in Section 13;
- g. Evaluate and recognise competencies outside formal education;
- h. Establish facilities for the collection and dissemination of information in connection with matters pertaining to qualifications;
- i. Inquire into whether a particular qualification meets the national standards; and
- j. Advise any person, body, institution, organisation, or interested group on matters pertaining to qualifications and national standards for qualifications.

2.2 Strategic Themes

The NQA's current and future strategic objectives are well-defined in its 2019 – 2024 Strategic Plan, which essentially provides a roadmap towards achieving its goals. The Strategic Plan outlines four key strategic goals or 'pillars of excellence' for the NQA, namely:

STRATEGIC THEMES	OBJECTIVES
Education and Training Quality Assurance Systems	<ul style="list-style-type: none"> • Enhance the National Qualifications Framework. • Improve accreditation, audit and assessment processes. • Enhance integrity of qualifications evaluation. • Implement a Standards Setting System.
Growth and Development	<ul style="list-style-type: none"> • Mobilise financial resources. • Attract and retain competent staff. • Implement innovative business responsive ICT.
Governance	<ul style="list-style-type: none"> • Enhance accountability and transparency. • Improve risk and compliance. • Enhance regulatory framework
Stakeholder Relations	<ul style="list-style-type: none"> • Manage stakeholder relations.



2.3 Vision

- To be a globally reputable qualifications authority empowering people in Namibia.

2.4 Mission

- To sustain a dynamic national framework that assures quality qualifications.

2.5 Values

Core Values	By this we mean:
Transparency	Be honest about what we do, how we do it and the challenges we face.
Integrity	Acting ethically, being honest and inspiring trust by saying what we mean, matching our behaviour to our words and taking responsibility for our actions.
Innovation	Striving to identify clients' needs, and through continual innovation, we challenge ourselves to meet those needs.
Accountability	Taking responsibility for our decisions and actions.
Excellence	We see excellence as a process of continuous improvement, exceeding or living up to our client's expectations.

2.6 Key Strategic Issues

Strategic Issues	Clarification of Strategic Intent
Strategic Collaboration	<ul style="list-style-type: none"> • Enhance relationships through MoU's and benchmarking with other quality assurance bodies. • Engage key stakeholders (customers). • Provide and receive feedback from partners, including Government (in respect of funding and policies support). • Market success stories (with stakeholders). • Enhance image and reputation.
Education and training quality assurance	<ul style="list-style-type: none"> • Register qualifications and unit standards as per NQF Regulations. • Accredite and re-accredit training providers as per Accreditation Regulations. • Implement the approved Standard Setting Policy and System. • Develop regulations, implement and monitor Recognition of Prior Learning. • Enhance integrity of qualifications evaluation.
Governance	<ul style="list-style-type: none"> • Review Governing Act and Sub-regulations. • Ensure compliance to statutory reporting requirements. • NQA, NTA and NCHE to jointly look at the overlapping functions in their respective Acts. • Make provision in the Act for the criminalization of the production of forged documents. • Implement and ensure compliance to Enterprise Risk Management System. • Review policies.
Information Communication Technology	<ul style="list-style-type: none"> • Automation of Business Processes. • Review of ICT Policies. • Establishing of an Information Security Framework. • Implement Business Continuity Plan. • Implement IT Enterprise Hardware and Software Strategy. • Introduce Data Validation Tools.
Human Resources	<ul style="list-style-type: none"> • Implement Performance Management. • Training and development of staff. • Recruit competent staff to capacitate approved structure. • Implement Employer of Choice strategies. • Review HR Policies and Procedures. • Implement Change Management Programmes. • Timeous conclusion of Annual wage negotiations.
Financial Resources	<ul style="list-style-type: none"> • Seek approval from line Ministry and implement accreditation and evaluation fees. • Explore alternative funding and cost saving initiatives.



3 **Section 3:**
Corporate Governance

3.1 Corporate Governance

Regulatory Framework

The NQA is a juristic person established by the Namibia Qualifications Authority Act, 1996 (Act No. 29 of 1996) (“the NQA Act”), and which principally regulates all its affairs. In addition to the establishing Act, the NQA operates within the ambit of other applicable legislation, including the Public Enterprises Governance Act, 2019 (Act No. 1 of 2019).

As a cardinal tenet, the NQA subscribes to the Corporate Governance Code for Namibia (the NamCode), as well as the principles contained in the King IV Report on Corporate Governance, amongst which are accountability, transparency and integrity. Furthermore, the NQA is primed to implement the good practice directives as issued from time to time by the Ministry of Public Enterprises.

Governance Structure

NQA Council

A Council was constituted, pursuant to Section 5 of the NQA Act, to oversee the NQA’s strategic direction and to ensure the execution of the NQA’s statutory mandates. The Council comprises of fifty-eight (58) Council Members of whom thirty-one (31) are substantive members, and twenty-seven (27) are alternate members. It is steered by the Chairperson, Prof. Gilbert Likando, with the assistance of a Vice-Chairperson, Prof. Anicia Peters.

Table 2: Quick statistics on the 7th NQA Council

Total Executive Members:	Two (2) (NQA’s CEO serves ex officio and the Deputy CEO as the alternate)
Total Non-Executive Members:	Fifty-six (56)
Total Female Council Members:	Thirty-two (32)
Total Male Council Members:	Twenty-three (23)
Total Vacancies:	Three (3)

Council Roles and Responsibilities

1. Manage NQA affairs (Section 5 (1) of the NQA Act);
2. Determine NQA policies and procedures with regard to its objects; and
3. Exercise general control over the performance of the NQA functions, the exercise of powers and the execution of duties.

Term of Office

The incumbent Council was appointed for a period of three (3) years, commencing on 5 December 2017 until 4 December 2020.

**Table 3: NQA Council Members appointed for the period:
5 December 2017 to 4 December 2020**

NO	NAME OF MEMBER AND ALTERNATE	NAME OF ORGANISATION REPRESENTED
1.	Dr Alfred van Kent	Ministry of Higher Education, Training and Innovation
	Mr Tuaunda Keeja (Alternate)	Ministry of Higher Education, Training and Innovation
2.	Prof Kenneth Matengu	University of Namibia
	Dr Ngepathimo Kadhila (Alternate)	University of Namibia
3.	Vacant	Namibia University of Science and Technology
	Prof Anicia Peters (Vice-Chairperson) (Alternate)	Namibia University of Science and Technology
4.	Mr Franz E. Gertze	Namibia Qualifications Authority
	Ms Asnath Kaperu (Alternate)	Namibia Qualifications Authority
5.	Ms Annely Haiiphene	National Planning Commission
	Ms Evelina Julius (Alternate)	National Planning Commission
6.	Mr Percy W. Misika	Ministry of Agriculture, Water and Forestry
7.	Mr Mbeuta Ua-Ndjarakana	Ministry of Information and Communication Technology
	Ms Tjiuai Kaambo (Alternate)	Ministry of Information and Communication Technology
8.	Dr Moses Maurihungirire	Ministry of Fisheries and Marine Resources
	Ms Hilaria Namoloh (Alternate)	Ministry of Fisheries and Marine Resources
9.	Mr Ben T. Nangombe	Ministry of Health and Social Services
	Ms Petronella Masabane (Alternate)	Ministry of Health and Social Services
10.	Mr Issaskar V. K. Ndjoze	Ministry of Justice
	Ms Gladice Pickering (Alternate)	Ministry of Justice
11.	Mr Willem Goeiemann	Ministry of Works and Transport
12.	Ms Aina Avafia	Namibia Employers' Federation
	Vacant (Alternate)	Namibia Employers' Federation

NO	NAME OF MEMBER AND ALTERNATE	NAME OF ORGANISATION REPRESENTED
13.	Ms Loide Shaanika	National Union of Namibian Workers
	Mr Severin Tame <i>(Alternate)</i>	National Union of Namibian Workers
14.	Ms Anke H. Halenke	Namibia Agricultural Union
	Dr Herbert P. Schneider <i>(Alternate)</i>	Namibia Agricultural Union
15.	Ms Deseree K. Cloete	Namibia Chamber of Commerce and Industry
	Ms Tuyeimo N. Petrus <i>(Alternate)</i>	Namibia Chamber of Commerce and Industry
16.	Ms Beverley S. Skrywer	Bankers Association of Namibia
	Ms Diana L. Mokhatu <i>(Alternate)</i>	Bankers Association of Namibia
17.	Ms Carlota N. David-Howoses	Chamber of Mines of Namibia
	Ms Liezl Davies <i>(Alternate)</i>	Chamber of Mines of Namibia
18.	Ms Hazel Milne	Federation of Namibian Tourism Associations
	Dr Erling Kavita <i>(Alternate)</i>	Federation of Namibian Tourism Associations
19.	Ms Agnes Yeboah	Namibia Logistics Association
	Mr Johannes S. Magongo <i>(Alternate)</i>	Namibia Logistics Association
20.	Ms Desire Lottering	National Federation of People with Disabilities in Namibia
	Mr Elia Shapwa <i>(Alternate)</i>	National Federation of People with Disabilities in Namibia
21.	Ms Susan Ntema	Office of the Prime Minister
22.	Mr Alfred Tjihambuma	Public Service Commission
	Ms Inga Ndaningina <i>(Alternate)</i>	Public Service Commission
23.	Ms Emma Kantema-Gaomas	Ministry of Sport, Youth and National Service
	Dr Inaani Kahikuata-Kariko <i>(Alternate)</i>	Ministry of Sport, Youth and National Service
24.	Ms Lilia M. Shaningwa	Ministry of Education, Arts and Culture
	Dr Hertha Pomuti <i>(Alternate)</i>	Ministry of Education, Arts and Culture



NO	NAME OF MEMBER AND ALTERNATE	NAME OF ORGANISATION REPRESENTED
25.	Ms Penoshinge Shililifa	Ministry of Gender Equality and Child Welfare
	Mr Develias Uaire-Ngatjisiue <i>(Alternate)</i>	Ministry of Gender Equality and Child Welfare
26.	Ms Tuulikki Mwafufya-Shikongo	Ministry of Labour, Industrial Relations and Employment Creation
	Mr Postrick Kapule <i>(Alternate)</i>	Ministry of Labour, Industrial Relations and Employment Creation
27.	Ms Manda Bakkes	Namibia Council for Architects and Quantity Surveyors
28.	Dr Samuel John	Engineering Council of Namibia
	Prof Frank P. L. Kavishe <i>(Alternate)</i>	Engineering Council of Namibia
29.	Prof Gilbert Likando <i>(Chairperson)</i>	Namibia Training Authority
	Vacant <i>(Alternate)</i>	Namibia Training Authority
30.	Prof Sam K. Amoo	Board for Legal Education
	Ms Anne-Doris N. Hans-Kaumbi <i>(Alternate)</i>	Board for Legal Education
31.	Ms Rosina Shuuya	Namibian Council for Professional Land Surveyors, Technical Surveyors and Survey Technicians
	Mr Joseph C. Lewis <i>(Alternate)</i>	Namibian Council for Professional Land Surveyors, Technical Surveyors and Survey Technicians

Council Remuneration

Council Members, who are not employed full-time by the State, receive sitting allowances and retainer fees as specified under Tier 1 Classification of Public Enterprises in accordance with the provisions of the directives contained in Government Notice No. 174 of 12 August 2010 as amended. The total earnings for Council Members vary according to movements, attendance of meetings and membership of the various Committees of Council.

Table 4: NQA Council remuneration for the period 1 April 2019 to 31 March 2020

Total Retainer Fees (N\$)	Total Number of Members Paid Retainer Fees	Total Sitting Allowance (N\$)	Total Number of Members Paid Sitting Fees	Total Earnings (N\$)	Total Deductions: PAYE (N\$)
685,447.84	27	277,590.00	24	963,037.84	326,091.24

Achievements for the period 1 April 2019 to 31 March 2020

The 7th Council achieved the following milestones during the period from 1 April 2019 to 31 March 2020:

- Reviewed and approved the NQA's Annual Report for the Financial Year ended 31 March 2019;
- Reviewed and approved the NQA's 2020/2021 Budget;
- Reviewed and approved the NQA's Annual Business Plan 2020/2021;
- Reviewed and approved the NQA's Strategic Plan and Company Scorecard;
- Reviewed and approved various policies, including a Performance Management Policy;
- Conducted a performance review of the Council; and
- Migrated to fully electronic document packs for all Council and Committee meetings.

Table 5: NQA Council and Committee meetings held for the period 1 April 2019 to 31 March 2020

	2019			2020
Council	13 Jun	12 Sep	21 Nov	22 April
				(The meeting was initially scheduled to take place on 19 March 2020 but was postponed due to COVID-19 and then held virtually)
ExCom	15 May	8 Aug	24 Oct	19 Feb
FinCom	25 Apr	18 Jul	10 Oct	17 Feb
HRCom	24 Apr	17 Jul	9 Oct	5 Feb
RACom	11 Jun	30 Aug	23 Oct	19 Feb
AAACom	11 Apr	25 Jul	17 Oct	12 Feb
QCom	10 Apr	24 Jul	16 Oct	12 Feb



Committees of the NQA Council

The Council is empowered by Section 9 of the NQA Act to establish committees to advise and assist on matters. The Council may delegate or assign duties to the committees in accordance with Section 15 of the NQA Act. Currently, the Council has established and is assisted by the following six (6) technical committees:

1. Executive Committee;
2. Finance Committee;
3. Human Resources Committee;
4. Accreditation, Assessment and Audit Committee;
5. Qualifications Committee; and
6. Risk and Audit Committee.

Executive Committee (ExCom) Members

1. Prof Gilbert Likando (Chairperson)
2. Prof Anicia Peters
3. Ms Deseree Cloete
4. Ms Beverley Skrywer
5. Ms Carlota David-Howoses
6. Ms Lilia Shaningwa
7. Mr Alfred Tjihambuma

Roles and Responsibilities

The purpose of the Executive Committee is to provide strategic leadership, management, supervision and direction in relation to the execution and performance of the NQA's functions. ExCom's responsibilities, amongst other delegated authority, are to:

- a) monitor compliance with annual and other performance objectives;
- b) identify, formulate and prioritise strategic issues and to chart strategic directions for management and staff action;
- c) oversee stakeholder relationship management and manage the NQA's reputation in conjunction with the Council and the Secretariat; and to
- d) exercise and execute authority as assigned and delegated by Council.

Finance Committee (FinCom) Members

1. Ms Deseree Cloete (Chairperson)
2. Dr Moses Maurihungirire
3. Ms Diana Mokhatu
4. Ms Gladice Pickering

Roles and Responsibilities

FinCom's responsibilities, amongst other delegated authority, and in line with the NQA's relevant policies, are to:

- a) oversee the submission of reports to the Council on all the NQA's financial activities;
- b) review and approve the annual budget for the portfolio Ministry; and to
- c) ensure that the Council fulfils its financial accountability and oversight responsibilities.

Human Resources Committee (HRCom) Members

1. Ms Beverley Skrywer (Chairperson)
2. Ms Susan Ntema
3. Ms Aina Avafia
4. Ms Tuulikki Mwafufya-Shikongo
5. Mr Severin Tame

Roles and Responsibilities

HRCom's responsibilities, amongst other delegated authority, and in line with the NQA's relevant policies, are to:

- a) ensure that the NQA has appropriate human resource policies and to recommend related policies and procedures regarding human resources;
- b) ensure that the NQA has a sound plan for executive management succession;
- c) advise on disciplinary matters, recruitment and selection, union negotiations and relevant legislation;
- d) ensure organisational development through the NQA's annual training needs analysis and advise on the execution of its Training Plan; and to
- e) ensure and report on progress of Performance Management.

Accreditation, Assessment and Audit Committee (AACom) Members

1. Ms Lilia Shaningwa (Chairperson)
2. Dr Ngepathimo Kadhila
3. Ms Carlota David-Howoses
4. Ms Anke Halenke
5. Ms Anne-Doris Hans-Kaumbi

Roles and Responsibilities

The primary responsibility of AACom is to assist the Council in the effective discharge of its responsibilities for accreditation and related matters and compliance with regulations for accreditation. The functions of AACom are to:

- a) consider applications for accreditation, re-accreditation and/or expansion of scope of accreditation and to make appropriate recommendations of such applications, including the imposition of any requisite conditions;
- b) consider matters incidental to the accreditation, re-accreditation and/or expansion of the scope of accreditation without limitation to auditing and assessment functions;
- c) make appropriate recommendations to the Council on any area within the ambit of its Terms of Reference, where action or improvement is required; and to
- d) undertake any other duties as directed by Council.

Qualifications Committee (QCom) Members

1. Mr Alfred Tjihambuma (Chairperson)
2. Dr Samuel John
3. Ms Hazel Milne
4. Ms Evelina Julius
5. Ms Agnes Yeboah



Roles and Responsibilities

Qcom's responsibilities, amongst other delegated authority, and in line with the NQA's relevant policies, are to:

- a) consider and make appropriate recommendations to Council concerning the applications for the registration of qualifications, unit standards and unit standard-based qualifications on the National Qualifications Framework (NQF);
- b) consider matters incidental to the registration of qualifications, unit standards and unit standard-based qualifications on the NQF;
- c) consider matters incidental to the evaluation of qualifications and make appropriate recommendations to the Council for a decision; and to
- d) exercise and execute further authority as assigned or delegated by the Council.

Risk and Audit Committee (RACom) Members

1. Ms Carlota David-Howoses (Chairperson)
2. Ms Aina Avafia
3. Ms Deseree Cloete
4. Ms Manda Bakkes
5. Ms Emma Kantema-Gaomas

Roles and Responsibilities

RACom's responsibilities, amongst other delegated authority, and in line with the NQA's relevant policies, are to:

- a) consider and pass recommendations on any matter related to risk and the auditing of finances, information technology, financial controls and management, internal audit and incidental affairs of the NQA; and to
- b) review and approve the NQA's annual financial statements audit.

Compliance Statement

The Members of the NQA Council ensure compliance with all relevant legislation and regulations. The Council is satisfied that the NQA has materially complied with all these laws and regulations for the past year in terms of the composition of Council and its Committees, properly constituted Council and Committee meetings, satisfactory meeting attendance of Council Members and the decision-making process of Council.

3.2 Secretariat

Section 10 (1) of the NQA Act states that the Council shall, on the recommendation of a selection committee established by the Council, and with the consensus of the Minister, appoint, on such conditions of employment, privileges and period of office as it may determine, a suitably qualified and experienced person as Director of the NQA, who shall be the Chief Executive Officer, and a suitably qualified and experienced person as Deputy Director of the NQA as Deputy Chief Executive Officer.

The Chief Executive Officer is responsible for ensuring the aligned development of human, financial and infrastructural resources to support the achievements of organisational objectives through effective leadership and governance.

The Secretariat facilitates informed decision-making and good governance through the organisation, management and dissemination of high-quality information to the Office of the Chief Executive Officer, the NQA Council, and its committees.

Figure 1 illustrates the high level composition of the NQA Secretariat, which is composed of the CEO's Office and three other departments, each led by a Head.

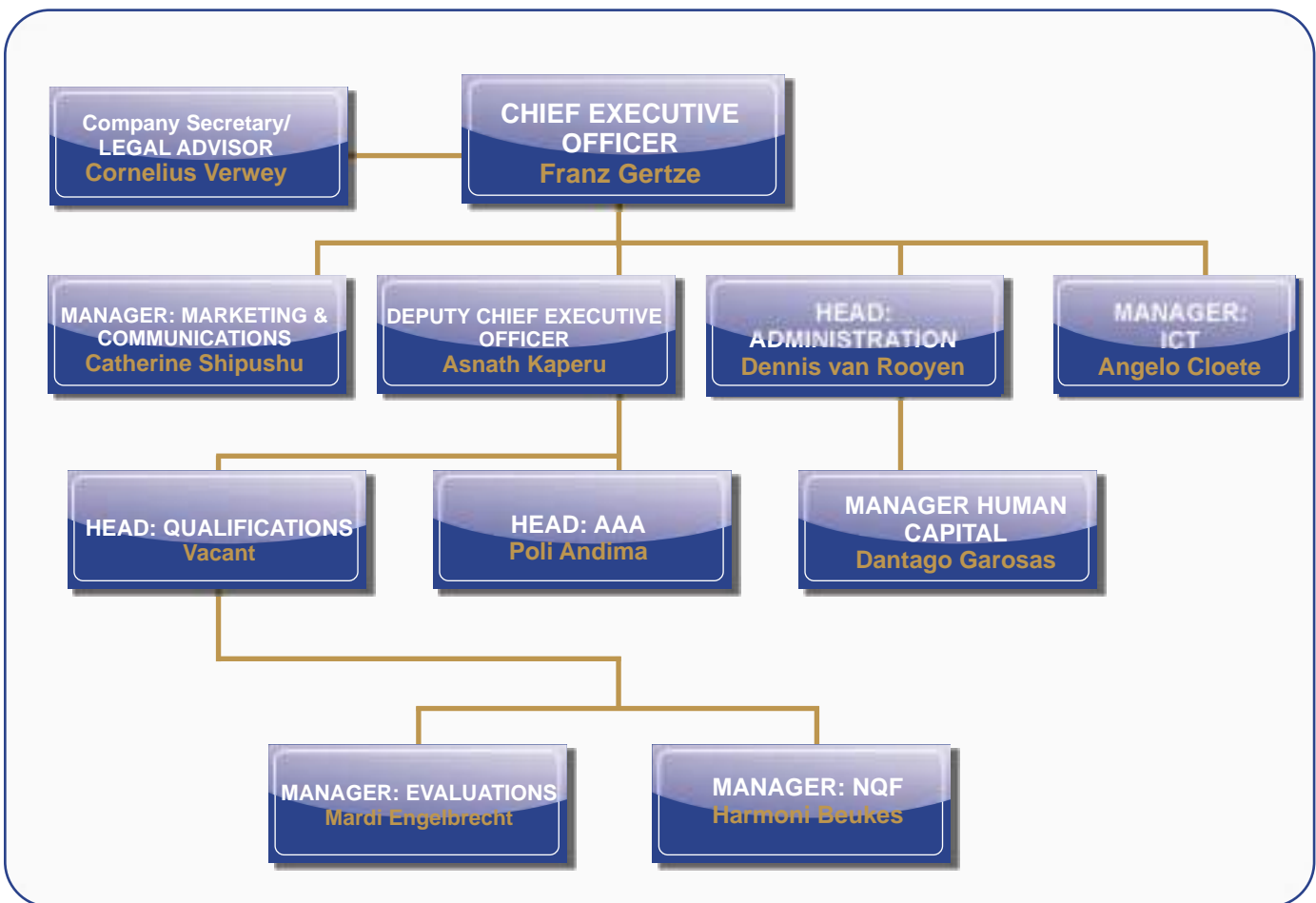


Figure 1: NQA Management Structure

3.3 Executive Management Team



Mr Franz Gertze:
Chief Executive Officer



Mrs Asnath K. Kaperu:
Deputy Chief Executive Officer



Mr Dennis Van Rooyen:
Head: Administration



Mrs Sara Alweendo:
Head: Qualifications
(Retired: September 2019)



Mr Polli Andima:
Head: Accreditation, Audit and Assessment





4 **Section 4:**
Performance Overview

4.1 Qualifications

The Namibia Qualifications Authority (NQA) is mandated by Act 29 of 1996 amongst others to set up and administer the National Qualifications Framework (NQF); to inquire into whether any particular qualification meets national standards and to advise any person, body, institution, organisation or interest group on matters pertaining to qualifications and national standards for qualifications.

The origin of qualification structures can be traced back to organised education in ancient civil societies such as Greece, Sparta and Rome amongst others. In the late 1980's, the notion of National Qualification Frameworks (NQFs) emerged in the United Kingdom rooted strongly in the competence-based approach. Namibia established the National Qualifications Framework (NQF) of Namibia as set up by the Regulations Setting up the National Qualifications Framework 125 of 2006.

The Qualifications Department comprises of the NQF Registration Section, the Evaluation Section and the Career Advisory Unit. Through these sections, the NQA ensures that the above mandate is realised.

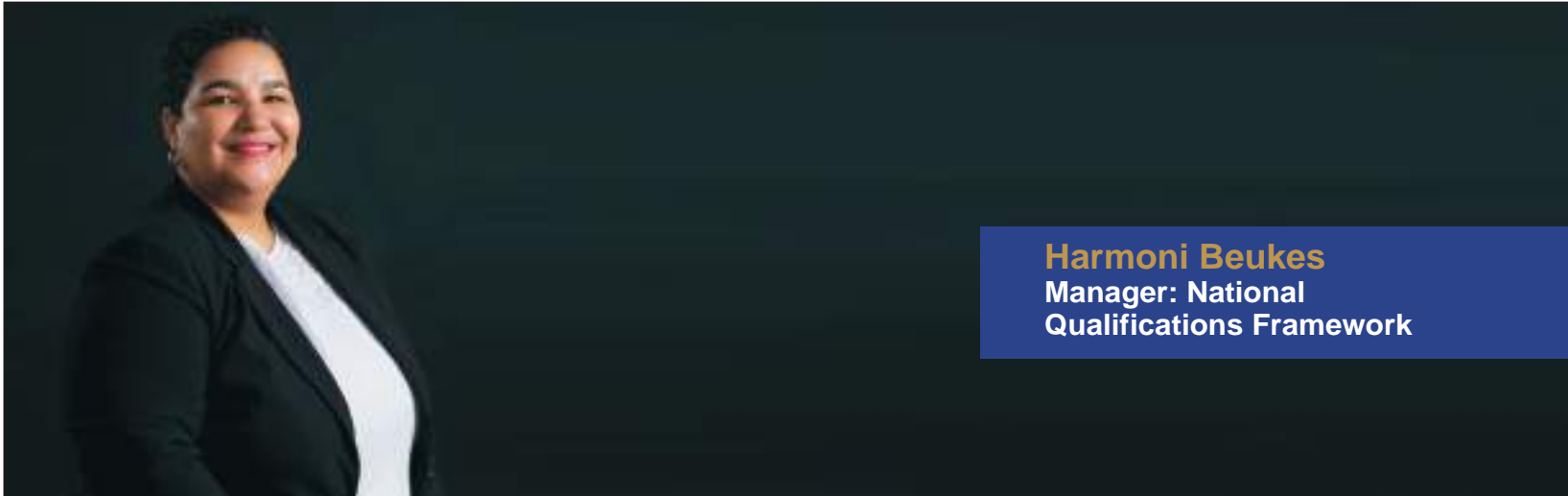
The registration and re-registration of qualifications and unit standards is a function that ensures the further development and maintenance of the NQF. Registration is a process that requires training providers and qualification developers to submit their qualifications to the NQA for the purpose of alignment of such qualifications to the National Qualifications Framework standards for Namibia. The submitted qualifications are subjected to quality assurance requirements to ensure compliance with the NQF Regulations. The registration process is completed once the NQA Council has approved registration of the submitted and quality assured qualifications on the National Qualifications Framework. Thus, the NQF in the Namibian context, also serves to register all relevant, legal and quality assured qualifications.

The evaluation of qualifications is a process carried out by the NQA to verify and confirm the legitimacy, validity and credibility of an award submitted for the purpose of recognition. It should be noted that for a qualification to be recognised through evaluation by the NQA, both the awarding body and qualification, should be quality assured by a recognised quality assurance body in the country of origin, as per the Qualification Evaluation Regulations (No: 182 of 2007) of the Republic of Namibia.

The Career Advisory service aims to provide advice to potential learners on which institutions and qualifications are quality assured in the country of origin. This service is obtainable from the NQA free of charge to potential students to circumvent students from enrolling at unaccredited institutions. The service provides advice on the study pathway of interest to the learners and is availed before embarking on a chosen path of study. However, the verification of the institution and qualification does not guarantee the automatic evaluation of qualifications upon completion. The awarded qualification is still subject to the Evaluation Regulations requirements to confirm compliance before an outcome of evaluation is issued.

Below are the key activities undertaken during the period under review

4.1.1 NQF Development and Implementation




Harmoni Beukes
Manager: National
Qualifications Framework

The NQA, as mandated to establish and maintain the NQF of Namibia, has diligently been working towards this mandate for the past 24 years. The last 24 years has seen the NQA working towards the establishment of the NQF in Namibia. Since its regulatory framework was gazetted in 2006, the NQA has been implementing and maintaining the NQF of Namibia. The NQF has been fully operational since 2006 to date.

The qualifications registered and re-registered are labour market driven. Industry engagement and support are highly valued as these are key requirements for NQF registration and re-registration of qualifications and unit standards on the National Qualifications Framework (NQF). It is beneficial to have an award registered on the NQF as this provides assurance to the public. Registered qualifications that have met quality standards, as defined in the NQF Regulations, are then confirmed through the NQF registration process. Once a qualification is found to be compliant to the NQF requirements, it is recommended for registration on the NQF. This recommendation is then considered and if agreed to is then approved by the NQA Council. The process of NQF registration ultimately aims at warranting lifelong learning which is known as the "ongoing, voluntary and self-motivated" pursuit of knowledge for either personal or professional reasons. It not only enhances social inclusion, active citizenship and personal development, but also enhances self-sustainability, competitiveness and employability.

The NQF registration processes have yielded the following results during the year 2019/2020. The NQA finalised a total of 275 qualifications. These registrations were in the twelve approved fields of learning. Business, Commerce and Management Studies fields were the leading fields with 18.9% constituting a total number of 52 qualifications registered and re-registered. This is closely followed by Physical Science, Mathematics and Computer Sciences fields with 15.63% constituting a total number of 43 qualifications registered and re-registered. In third place with 12.36% is the Services and Life Sciences fields with 34 qualifications. The fourth field with 12% is Health Sciences and Social Services fields with 33 qualifications. The fifth field with 8.7% and a total number of 24 qualifications registered and re-registered was in Education, Training and Development, closely followed by the Manufacturing, Engineering and Technology fields, with 8.36% and a total number of 23 qualifications registered and re-registered. The remaining 66 qualifications made up 24% of the total number of registered qualifications during this year.



These were in the fields of Agriculture and Nature Conservation, Culture and the Arts, Communication Studies and Language, Human and Social Studies, Physical Planning and Construction and Law, Military Science and Security.

This year's performance compares differently from the previous year as the NQA registered and re-registered more qualifications than in the previous year. A difference of 146 qualifications were recorded between the two consecutive years of 2018/2019 and 2019/2020. This is one of the key indicators that Namibia's NQF is operational as all new and upcoming programmes developed in the country are submitted for NQF registration. This, together with the active review process of those approved that have reached the end of their life-cycle on the NQF of Namibia, is evident from these statistics.

What remains a challenge is the balance between demand and supply of the various qualifications within the country and the labour market uptake of these graduates. It appears there is a mismatch between market demand and supply. Most graduates experience difficulties in finding employment within the country which could be as a result of this seeming mismatch. Surveys, such as the 2018 labour force survey, provides information on the educational levels of the employed population. The survey indicated that persons who completed Junior and Senior Secondary education in total make up the largest proportion of the employed persons, accounting for 51.8%, followed by those with Primary education with 20.1%. Persons without formal education constitute 11.8%, while those who completed tertiary education (Technical/Vocational Certificate/Diploma, University Certificate, Diploma or Degree, (Completed year 1, 2 or 3)) together make up 14.6% of the total employed population. This is definitely something that could be studied in the future to establish the reasons for such a trend. Trend Studies might indicate other explanations for this trend, such as, those less educated allowing for a more affordable labour force. For now, these are merely some considerations and food for thought.

The NQA also finalised 65 unit standards for the Vocational Education and Training sector, of which new unit standards registered on the NQF were in the fields of Business, Commerce and Management Studies, in the Financial Services domain, in the Manufacturing, Engineering and Technology fields, in the Electrical Engineering domain, in the Services and Life Sciences fields, in the Maintenance domain and lastly in the Physical Planning and Construction field in the Real Estate domain.

The NQA is pleased to have registered these unit standards as these are needed and appreciated by their respective industries. The real estate unit standards and qualification are the first of its kind, not only in Namibia but within the SADC region. This is one of the fields of study that does not see many qualifications of its type registered or even offered by training providers. The same rarity of registration applies to the maintenance domain. On the National Learner Records Database (NLRD) in South Africa, only two universities offer similar qualifications. The Cape Peninsula University of Technology (CPUT) offers a Facility Management Diploma and the University of Johannesburg (UJ) offers a Diploma in Real Estate. The NQA is therefore appreciative of this initiative by the respective industries and for prioritising these fields of study. Access is one of the principles underpinning the NQF and the doors to rare qualifications are being opened for Namibians locally by such practice.

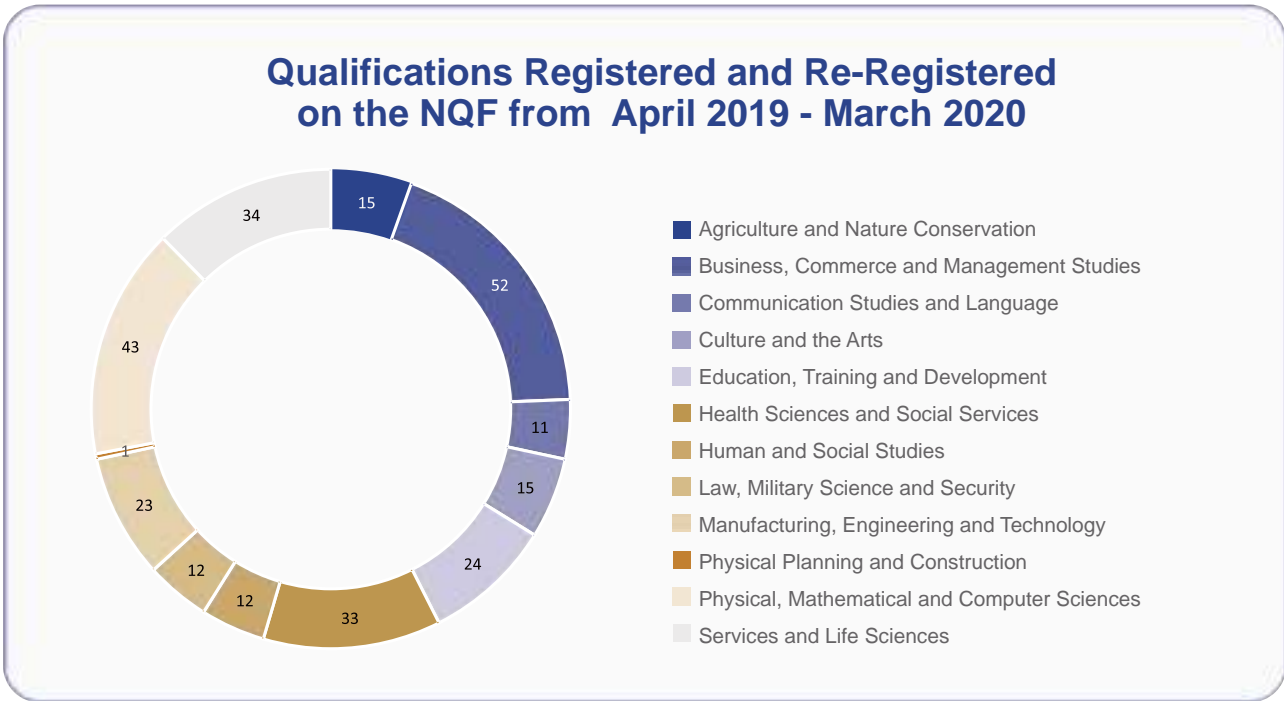


Figure 2: NQF Registered and Re-registered Qualifications

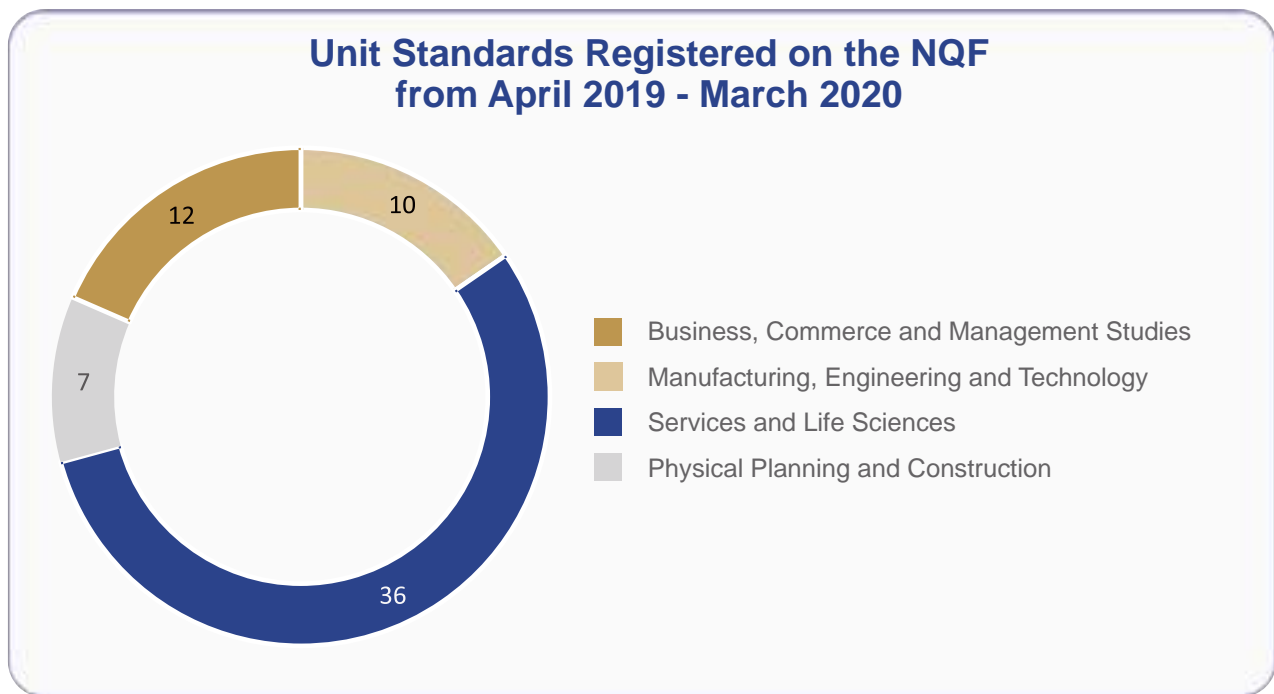
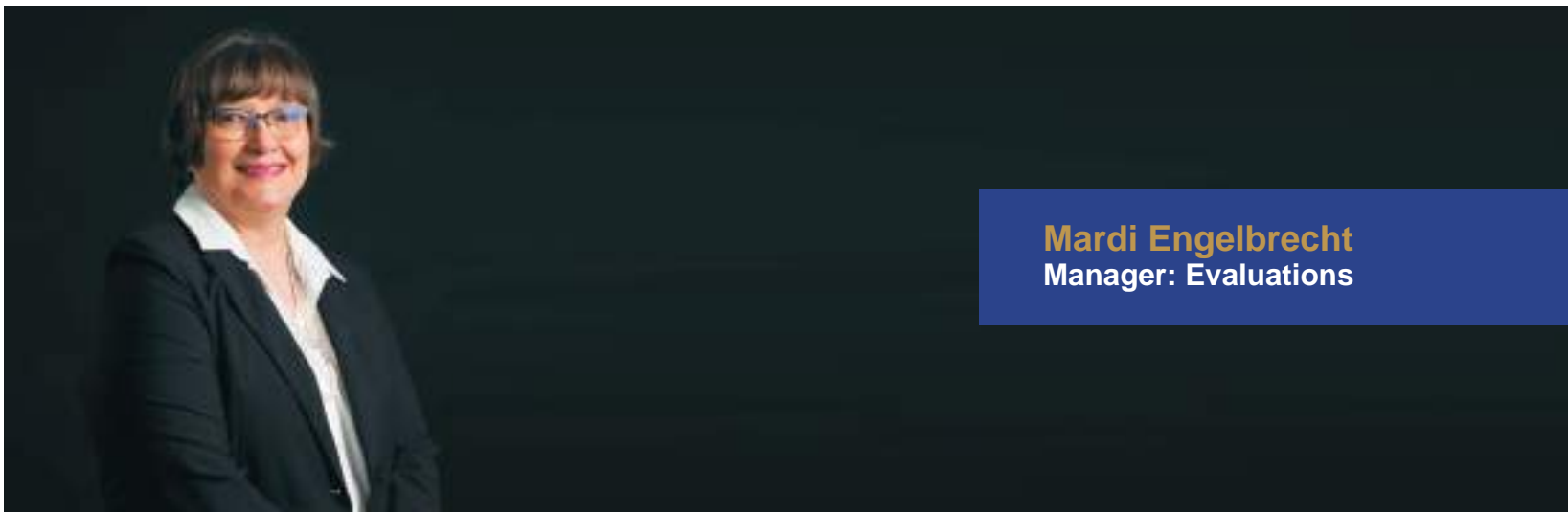


Figure 3: Unit Standards Registered and Re-Registered on the NQF

4.1.2 Evaluation of Qualifications



Mardi Engelbrecht
Manager: Evaluations

The Evaluations Section received and processed a total of 5144 applications. ‘Applications processed’ means that all received applications were aligned against the requirements of the Regulations Relating to the Evaluations of Qualifications. Of the 5144 applications processed, 4401 applications were finalised, while 743 applications are still pending due to outstanding documents and verification information by the awarding bodies. Each of the 4401 applications finalised contained an average of two qualifications. The average turnaround time for a complete application was 20 working days, which is longer than the target of 15 working days, due primarily to the fact that the process is still manual and lately because of the nationwide lockdown due to Covid-19.

April 2019 - March 2020

Total Received: 5144

Total Finalised: 4401

Total Pending*: 743

*Pending entails that some verification information is outstanding.

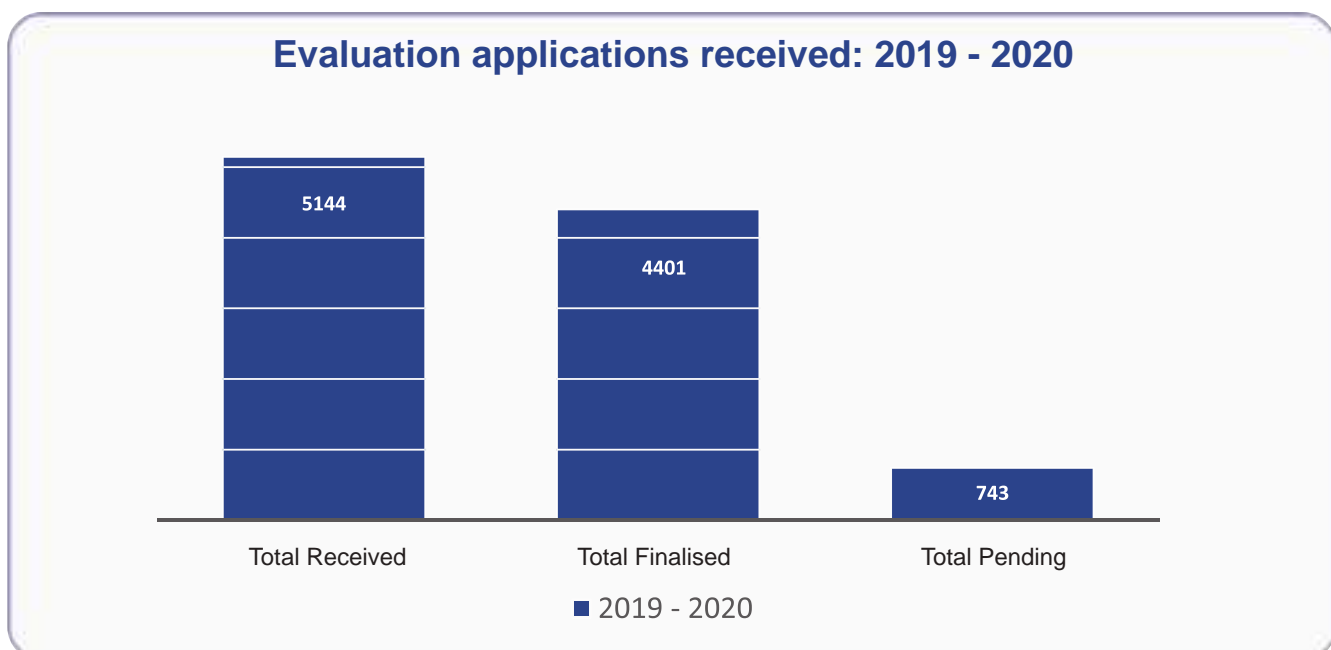


Figure 4: Statistics of evaluation applications received during 2019/2020

Applications for appeals and negative evaluation reports finalised: 2019 -2020

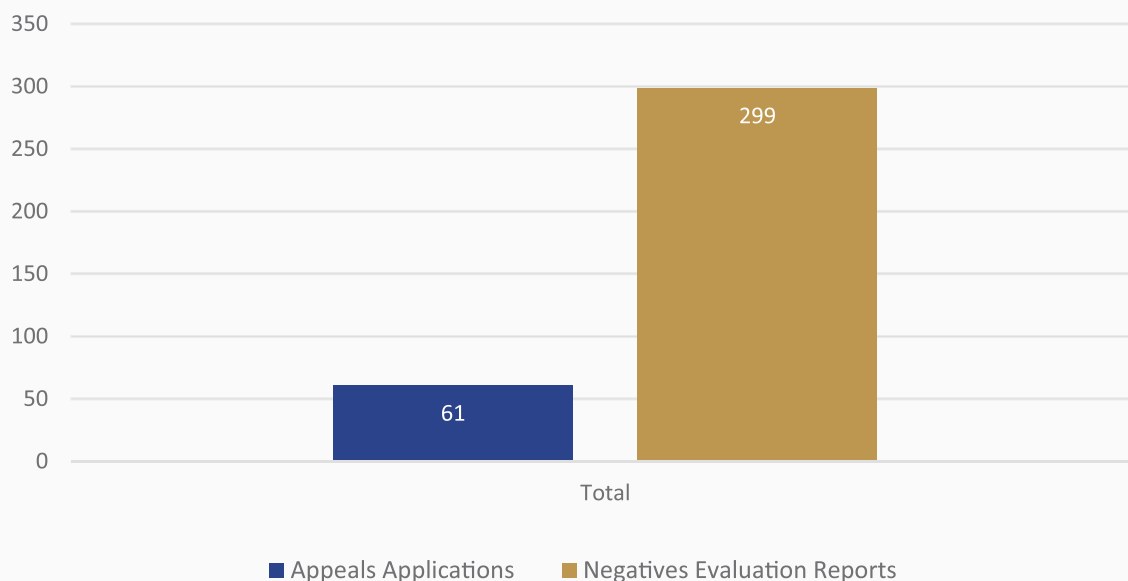


Figure 5: Statistics of negative outcomes and appeals finalised during 2019/2020

The total number of qualifications received was less than the 7000 projected for the year under review. The reason could be that applications for qualifications to be evaluated is voluntary and also due to the national lockdown period to mitigate the Covid-19 pandemic. During this period, no new applications were received and no verification authentication could be undertaken.

Currently, the evaluation of qualifications is free of charge. The consulting and engaging with the relevant Ministries to implement the charging-of-fees in the foreseeable future, as provided for in the NQA Act, is still ongoing.

4.1.3 Career Advisory Service

The Career Advisory Service function is mainly focused on confirming statuses of quality assurance to potential learners who wish to further their studies both locally and abroad. Many learners and parents request the NQA's assistance through written advice that serves as a confirmation of quality assured institutions and its qualifications.

This Section processed 1799 requests for Accreditation status of an Institution during the year under review. The top study destinations, based on these applications, included South Africa, the United Kingdom, Zambia, China and India. The three institutions most enquired about was a South African Institute known as Southern Business School (SBS) with the most enquiries processed, followed by the Unicaf University in Zambia and thirdly the Great Zimbabwe University. These are leading distance education providers, who do not require students to leave the country to obtain a foreign quality assured qualification, but allow them to study from home.

Namibian institutions are mostly verified in a quarterly updated list of accredited providers that the NQA makes available through its various online platforms. The need for a written confirmation of the quality assurance status is often required when funding institutions are approached. Although, the NQA offers this advisory service, it can only confirm statuses based on the findings or expressions made by other recognised quality assurance bodies in their countries of origin. It is therefore, critical that the right information is presented when requesting for advice, so as to enable the NQA to provide proper guidance. The NQA always advises that all relevant stakeholders be consulted, that is all professional and all other regulatory bodies. This is imperative as professional recognition and registration requires a different set of legislative criteria to be applied for purposes of registration to practice the profession.

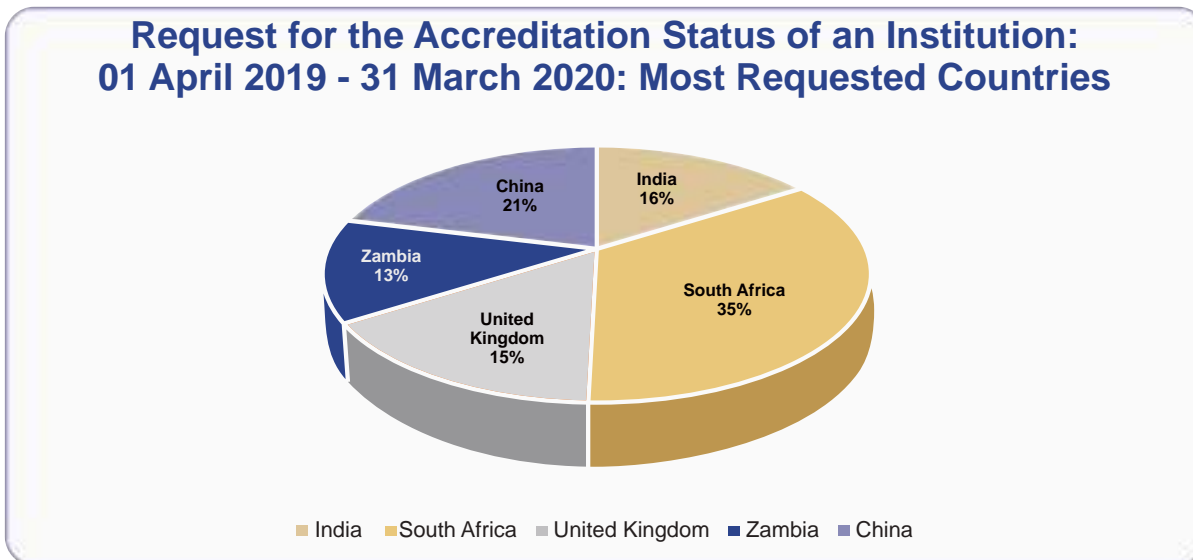


Figure 6: Top 5 Countries inquired about by Namibian students

4.1.4 The National Qualifications Framework Information Management System (NQFIMS)

The development of the National Qualifications Framework Information Management System (NQFIMS) was completed at end of the year. The project team have tested all functionalities of the system and confirmed that it is in working order. As part of the project objectives, a data supplier’s workshops took place in May 2019. The final phase of testing and refinement of the system was finalised following this workshop and the final closeout report was signed off for the project. Some data was received by the NQA for learner records testing and there is a buy-in from data suppliers who were present during the two workshops held during which the loading specifications were presented. The NQFIMS is to be launched as soon as most of the records are captured into the system as only a small number of records were captured during the development of the NQFIMS.

4.1.5 Standard Setting for Higher Education Project

The NQA, in its objectives, is also mandated to set occupational standards. The NQF Regulations have defined the standards for different types of qualifications such as Certificate, Diploma and Degree types of qualifications. However, although these standards are available and are in use, there is still a need for better coherence between the world of work and the world of training. As a result, the NQA developed a draft qualification standards setting policy which was approved as guidelines after consideration by the NQA Council. This draft is inclusive of the requirements for qualification standards setting in Higher Education. The aim is to provide an operational and guiding document for coordinating the setting of Standards for Qualification in Higher Education.



4.1.6 Achievements

All applications received by the Qualifications Department in the year under review have been processed. The development of the NQFIMS project was also completed as well as the draft standard setting policy that was approved as guidelines. These can be noted amongst the achievements of the department.

4.1.7 Challenges

The challenge regarding the Pre-NQF qualifications has been resolved. Since October 2019, all Pre-NQF qualifications have been aligned to the NQF and evaluated accordingly. However,, the evaluation of qualifications and NQF registration processes are still manual processes. This continues to present challenges in terms of turnaround times which consequently impacts customer care. Additionally,, the verification process continues to be a challenge as response to requested information from international institutions and agencies is often not instantaneous and prompt. This setback negatively impacts clients as an evaluation outcome cannot be issued without the verification.

Human resources also remains a challenge as the department still needs to fill some vacancies in order to carry out its mandate effectively and efficiently, Finally, as with other organisations, capacity and skills building, remain a challenge.

4.1.9 Looking ahead

The NQA's Qualifications department aims to reinforce the relationship with its stakeholders at various levels and build and strengthen capacity where needed. The NQA continues to strive for better and improved ways to serve its customers.

4.2 Accreditation, Audit and Assessment



Polli Andima
Head: Accreditation, Audit
and Assessment

The NQA has a statutory responsibility, through its accreditation function, to accredit any person, institution or organisation providing instruction or training, provided that such person, institution or organisation, meets the occupational standards or curriculum standards of the NQA for such course. The accreditation function falls under the Accreditation, Audit and Assessment Department. The department is accountable to the Accreditation, Audit and Assessment Committee, a committee established by the NQA Council in line with NQA Act (Act 29 of 1996).

Accreditation entails a written recognition and confirmation by the NQA that a training provider has met, and continues to meet, the standards set by the NQA Council for delivery of education in accordance with the provisions of the NQA Act (Act 29 of 1996) and the Accreditation Regulations. The accreditation period shall not exceed three (3) years. NQA's approach to accreditation is based on partnership, fairness and transparency, and is designed to support education and training providers at all stages in the delivery of quality assured qualifications. The process starts with the granting of accreditation, which ensures that institutions have all the required systems and processes in place. After this, the process continues through with monitoring and auditing.

Auditing is a critical part of quality assurance which ensures consistent compliance to accreditation requirements by education and training providers. An accredited provider wishing to remain accredited with the NQA may apply for re-accreditation not later than at least three months before the expiry of the current accreditation. The regulations also make provision for an accredited provider to expand the scope of education services by applying for an expansion of scope of accreditation.

4.2.1 Key Activities undertaken as outlined in the Annual Business Plan

For the period under review, the AAA Department undertook the following strategic objectives as outlined in the Annual Business Plan, namely to:

- 1) Ensure the accreditation, re-accreditation and expansion of training/education providers and programmes;
- 2) Ensure the implementation of Recognition of Prior Learning (RPL) systems.

Objective 1: Ensure the accreditation, re-accreditation and expansion of providers

In terms of the Annual Business Plan, the target for this objective was to have twenty-seven (27) applications to be considered by the NQA Council for accreditation, re-accreditation and expansion by the end of the financial year under review.

In terms of this target of 27, a total of 56 applications for accreditation, re-accreditation and expansion of scope were administered. It is worth noting that this figure includes applications that were submitted in the previous financial year but were only administered during the period under review. Of the 56 applications, only 35 were considered by the NQA Council. 9 applications were referred back to the applicants to provide additional information and other details as required. It is envisaged that these applications will be finalised and presented to the Council in the next financial year.

Out of the 35 applications considered by the NQA Council, 28 were granted accreditation, re-accreditation and expansion of scope with certain conditions. The remaining 7 applications were not accredited. This was due to reasons such as poorly designed curricula, unsatisfactory teaching and learning facilities and inappropriate qualifications of teaching staff. These remain among the most common reasons for institutions and programmes not being granted accreditation during the period under review.

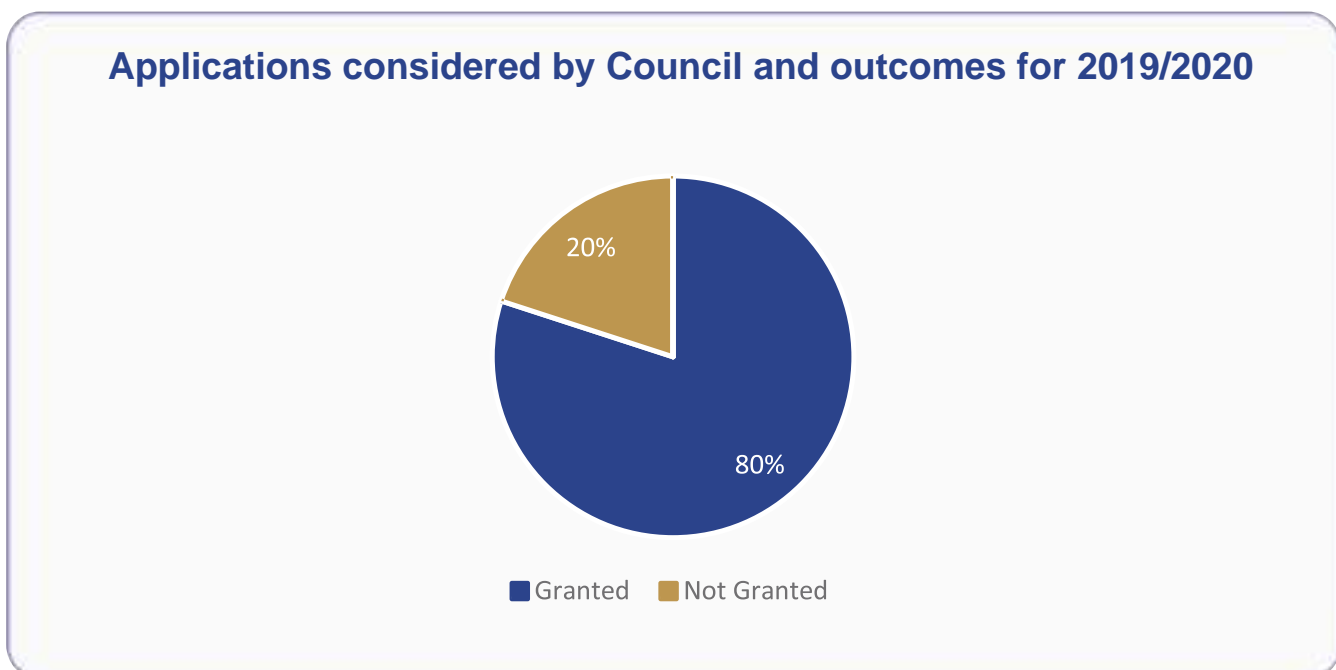


Figure 8: Applications considered by Council and outcomes for 2019/2020

The number of applications considered by the NQA Council over the last three years show a slight growth of about 9% during 2019/2020.

The number of applicants granted accreditation during the current financial year show a growth of 40% compared to the previous financial year. The growth could be attributed to the good quality of applications received. Notably, the number of applicants not granted accreditation over last three years remain almost constant as indicated in Figure 9.

Breakdown of applications presented to NQA Council over the last three financial years

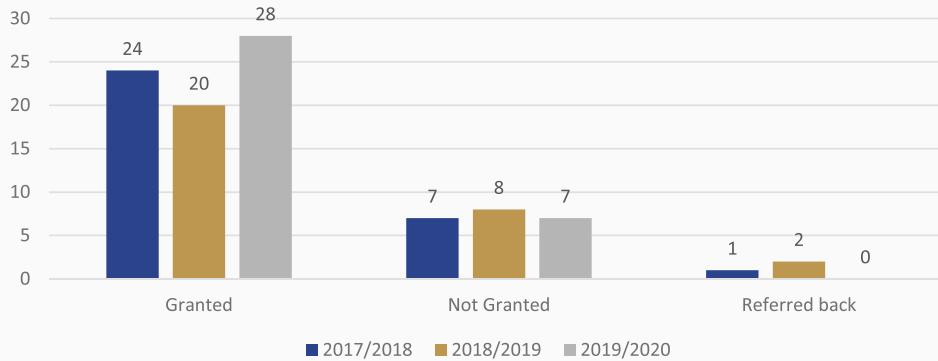


Figure 9: Breakdown of applications presented to NQA Council over the last three financial years

Number of Accredited Technical Vocational Education and Training Providers compared to number of Accredited Higher Education Providers

By 31 March 2020, there were 57 accredited institutions operating in Namibia of which 40 of these fell in the TVET category. This represents nearly 70% of all accredited training providers. For the period under review, the number of accredited providers is as follow: TVET - 19, representing 67.9% and for HE - 9, representing 32.1% as indicated in Figure 10.

Number of institutions accredited for Technical Vocational Education and Training compare to Higher Education during the reporting period

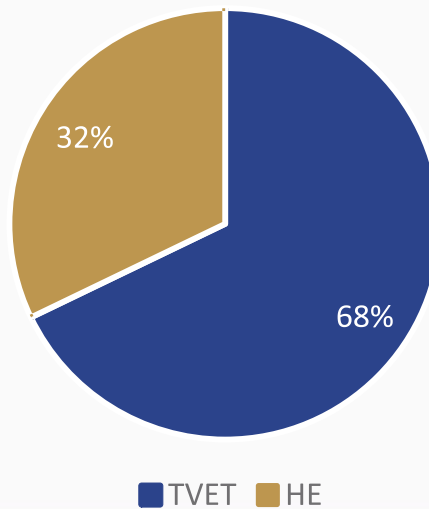


Figure 10: Number of institutions accredited for Technical Vocational Education and Training compared to Higher Education during the period under review

Notably, the number of accredited providers in both TVET and HE is higher than the number of accredited public provider in both sectors as at 31 March 2020 as presented In Figure 11.



Number of institutions accredited for Technical Vocational Education and Training compare to Higher Education during the reporting period

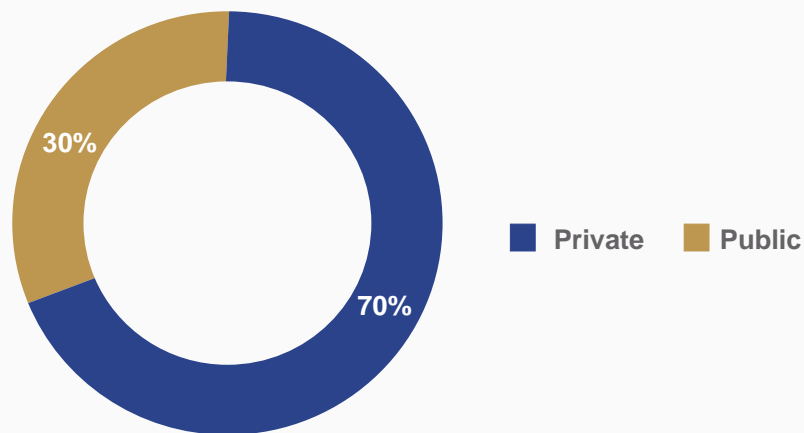


Figure 11: The number of accredited private providers compare to public providers

Number of Qualifications Accredited during the reporting period

In terms of the number of qualifications considered for accreditation, re-accreditation and expansion of scope, the NQA Council has accredited 28 providers to offer 176 qualifications during the 2019/2020 fiscal period compared to 300 in the last financial year, which translates to a decline of 41%. The decline could probably be attributed to the low number of applicants that applied for accreditation and expansion of scope during the period under review. As indicated earlier, the number of applicants for re-accreditation was high.

Figure 12 below illustrates a breakdown of the number of qualifications accredited per National Qualifications Framework (NQF) Level for the 2019/2020 financial year.

Number of programmes accredited per NQF Level

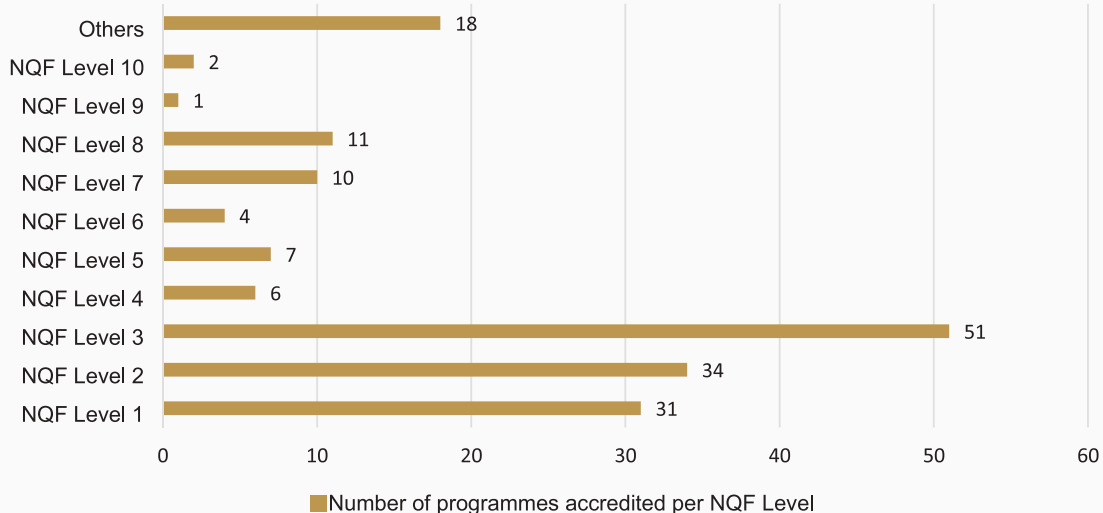


Figure 12: Number of programmes accredited per NQF Level

Figure 13 indicates the number of programmes accredited per field of study for the 2019/2020 financial year. In this regard, 25% of the qualifications accredited were in the fields of Business, Commerce and Management Studies. Other fields that recorded high numbers are Physical Science and Mathematics 24.7% and Manufacturing and Engineering fields with 23.6%.

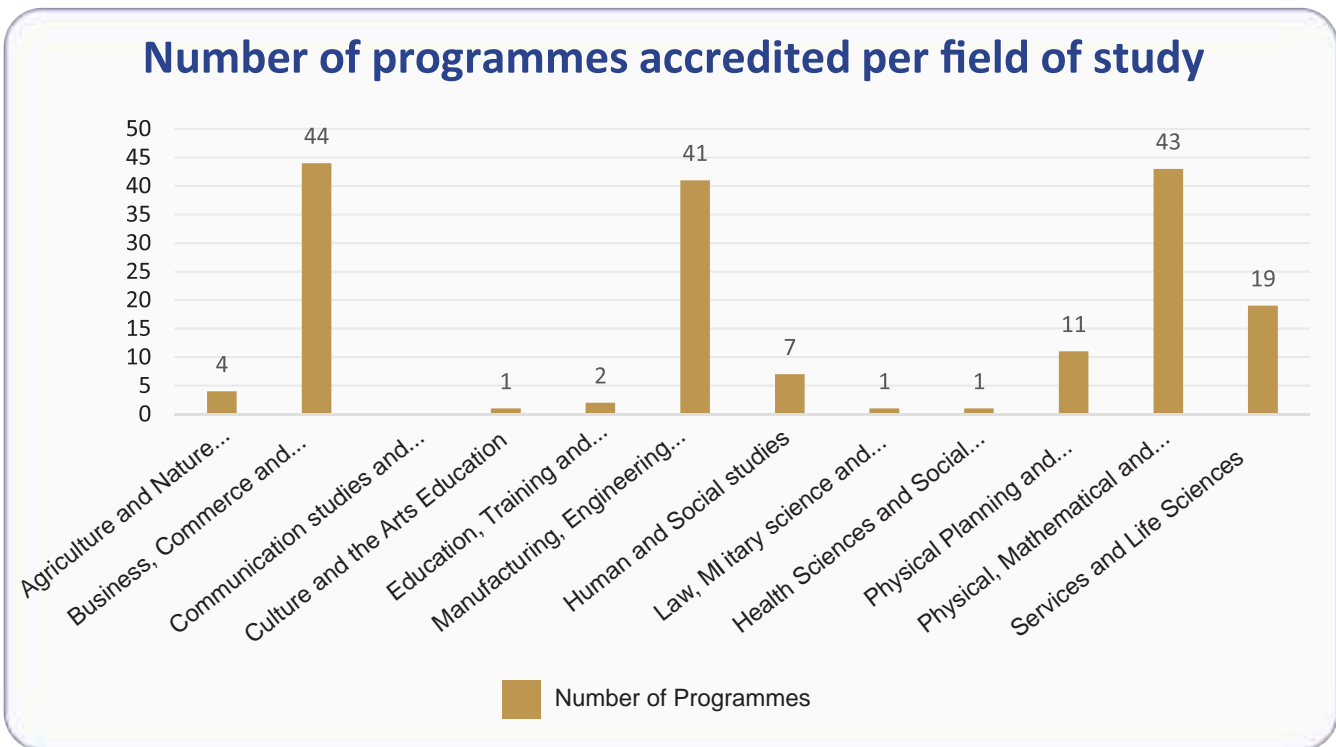


Figure 13: Number of programmes accredited per NQF Level

Subject Matter Experts


As in the previous reporting period, the NQA enlisted the services of Subject Matter Experts (SMEs) and conducted various site visits all over the country. 54 SMEs were involved and directed to provide expert services in various fields ranging from Engineering, Business Studies, Commerce, Management Sciences, Health Care and Health sciences, Education and Visual and Performing Arts.

Notice of withdrawal of accreditation

Two of the accredited providers, namely the Institute of Bankers (IOB) and the Institute of Information Technology (IIT), have given written notice to the NQA not to renew their accreditation.

Implementation of RPL systems

In terms of the Annual Business Plan, the target for this objective was to have 25% of accredited institutions implementing the RPL policy. Unfortunately, the target was not met due to a lack of regulations and or guidelines to monitor the RPL implementation.



An annual fee, based on the total number of student enrolments for each calendar year, is payable to the NQA from the first issue of a certificate of accreditation. The year under review recorded a high number of annual reports submitted by accredited providers. Of the 57 accredited institutions, 47 institutions were up to date with payments of annual fees for the period under review, representing 82%. For those institutions that were not up to date with annual fees, reminder notices were sent to said institutions at the time of preparation of this report.

4.2.2 Challenges

The current legislation and policy create duplications. Overall synchronisation of legislation and policy, in terms of mandates of the quality assurance bodies in Namibia, urgently needs to be addressed. Other challenges experienced are related to a lack of sufficient staff to process applications as well as a lack of staff able to conduct audits, monitoring and compliance of accredited institutions. At the time of writing this report, the world was grappling with challenges posed by COVID-19. With this challenge, recognition of the lack of regulations to assess institutions that are offering e-learning programmes, was heightened. Therefore, there is a need for the NQA on the one hand, to amend the current Regulations for Accreditation to particularly consider e-learning, while at the same time make sure that traditional institutions providing face-to-face learning, are able to adapt their internal quality assurance systems in order to guarantee the quality of their teaching and learning processes if or when e-learning is necessary.

4.2.3 Namibian institutions and their programmes accredited by the Namibia Qualifications Authority

As at 21 November 2019, the following institutions are accredited by the Namibia Qualifications Authority.

Important Notice: In addition to the list below, the two public national universities, viz. the University of Namibia (UNAM) and Namibia University of Science and Technology (NUST) are established by Acts of Law. Their qualifications are recognized by the NQA and are submitted to the NQA for quality assurance and registration on the National Qualifications Framework (NQF) and are deemed authentic.

Nr	Name of Institution	Scope of Accreditation	NQF Level
1	African Hospitality and Tourism Training Centre	<ul style="list-style-type: none"> National Vocational Certificate in Hospitality and Tourism (Accommodation Services and Food and Beverage Services) National Vocational Certificate in Hospitality and Tourism (Food and Beverage Operations) National Vocational Certificate in Hospitality and Tourism (Core Commercial Cookery Skills) National Vocational Certificate in Hospitality and Tourism (Advance Commercial Cookery Skills) 	<ul style="list-style-type: none"> Level 2 Level 3 Level 3 Level 4
2	Africa Institutional Management Services (AIMS)	<p>Windhoek</p> <ul style="list-style-type: none"> National Vocational Certificate in Business Services (Office Administration) National Vocational Certificate in Business Services (Office Administration) <p>Arandis</p> <ul style="list-style-type: none"> National Vocational Certificate in Hospitality and Tourism (Level 3) (Front Office Operations) National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services) 	<ul style="list-style-type: none"> Level 1 Level 2 Level 3 Level 2
3	Africa Leadership Institute (ALI)	<ul style="list-style-type: none"> Certificate in Transformational Leadership Diploma in Transformational Leadership 	<ul style="list-style-type: none"> Level 5 Level 6
4	Anistemi College and Training Centre	<ul style="list-style-type: none"> National Vocational Certificate in Hospitality (Level 2) (Accommodation Services and Food and Beverage Services) National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) National Vocational Certificate in Business Services (Level 1) (Office Administration) National Vocational Certificate in Business Services (Level 2) (Office Administration) National Vocational Certificate in Business Services (Level 3) (Office Administration) National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) 	<ul style="list-style-type: none"> Level 2 Level 1 Level 1 Level 2 Level 3 Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
5	Brilliant Training College previously known as Katutura Community College (KCC)	<ul style="list-style-type: none"> National Vocational Certificate in Business Services (Level 1) (Office Administration) National Vocational Certificate in Business Services (Level 2) (Office Administration) National Vocational Certificate in Business Services (Level 3) (Office Administration) National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) 	<ul style="list-style-type: none"> Level 1 Level 2 Level 3 Level 1
6	Business School of Excellence (BSE)	<ul style="list-style-type: none"> Diploma: Logistics and Supply Chain Management Level 6 Bachelor of Business Administration in Logistics and Supply Chain Management Level 7 Higher Certificate in Logistics Management Level 5 <p>Note: Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.</p>	
7	Clocknet Technology Centre	<ul style="list-style-type: none"> National Vocational Certificate in Business Services (Office Administration) (Level 1) National Vocational Certificate in Business Services (Office Administration) (Level 2) 	<ul style="list-style-type: none"> Level 1 Level 2
8	College of the Arts (COTA)	<p>Town Campus</p> <ul style="list-style-type: none"> Diploma in Performing Arts <p>Katutura Community Arts Centre (KCAC)</p> <ul style="list-style-type: none"> Diploma in Fashion Design Diploma in New Media Design Diploma in Visual Arts Diploma in Radio Production Diploma in Television Production 	<ul style="list-style-type: none"> Level 5 Level 5 Level 5 Level 5 Level 5
9	Community Skills Development Foundation (COSDEF)	<p>COSDEC Swakopmund (Mahetago)</p> <ul style="list-style-type: none"> National Vocational Certificate in Office Administration and Business Services (Level 1) National Vocational Certificate in Office Administration and Business Services (Level 2) National Vocational Certificate in Clothing Production (Level 1) (Domestic) National Vocational Certificate in Clothing Production (Level 2) (Industrial) National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services) National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) National Vocational Certificate in General Construction (Level 1) (Bricklaying) 	<ul style="list-style-type: none"> Level 1 Level 2 Level 1 Level 2 Level 2 Level 3 Level 1

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making) • National Vocational Certificate in Metal Fabrication (Level 1) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) 	<ul style="list-style-type: none"> • Level 2 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1
		<p>COSDEC Tsumeb</p> <ul style="list-style-type: none"> • National Vocational Certificate in Office Administration and Business Services (Level 1) • National Vocational Certificate in Office Administration and Business Services (Level 2) • National Vocational Certificate in Clothing Production (Level 1) (Domestic) • National Vocational Certificate in Clothing Production (Level 2) (Industrial) • National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 1 • Level 2 • Level 2 • Level 3 • Level 1 • Level 1 • Level 1 • Level 1 • Level 1
		<p>COSDEC Rundu (Tukurenu)</p> <ul style="list-style-type: none"> • National Vocational Certificate in Office Administration and Business Services (Level 1) • National Vocational Certificate in Office Administration and Business Services (Level 2) • National Vocational Certificate in Clothing Production (Level 1) (Domestic) • National Vocational Certificate in Clothing Production (Level 2) (Industrial) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 1 • Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making) • National Vocational Certificate in Metal Fabrication (Level 1) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) <p>COSDEC Ondangwa</p> <ul style="list-style-type: none"> • National Vocational Certificate in Office Administration and Business Services (Level 1) • National Vocational Certificate in Office Administration and Business Services (Level 2) • National Vocational Certificate in Clothing Production (Level 1) (Domestic) • National Vocational Certificate in Clothing Production (Level 2) (Industrial) • National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 1 • Level 2 • Level 1 • Level 1 • Level 1 • Level 2 • Level 1 • Level 2 • Level 2 • Level 2 • Level 3 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1
10	DAPP (Development Aid from People to People) Vocational Training School	<ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Level 1) (Office Administration) • National Vocational Certificate in Business Services (Level 2) (Office Administration) • National Vocational Certificate in Business Services (Level 3) (Office Administration) • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering) • National Vocational Certificate in Agriculture Crop Production and Horticulture (Level 2) • National Vocational Certificate in Agriculture Crop Production and Horticulture (Level 3) • Diploma in Early Childhood Development (ECD) Teaching 	<ul style="list-style-type: none"> • Level 3 • Level 2 • Level 3 • Level 5
11	Eenhana Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering) • National Vocational Certificate in Business Services (Level 1) (Office Administration) • National Vocational Certificate in Business Services (Level 2) (Office Administration) • National Vocational Certificate in Business Services (Level 3) (Office Administration) • National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Level 3) (Joinery and Cabinet Making) • National Vocational Certificate in General Construction (Level 1) (Plumbing) • National Vocational Certificate in General Construction (Level 2) (Plumbing) • National Vocational Certificate in General Construction (Level 3) (Plumbing) • National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Metal Fabrication (Level 3) (Boilermaking) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3
12	Exedin Training Academy cc	<ul style="list-style-type: none"> • Certificate in Office Administration (Level 4) 	<ul style="list-style-type: none"> • Level 4

Nr	Name of Institution	Scope of Accreditation	NQF Level
13	Frameworks Africa Consultancy CC	<p>NQA Unit Standard Based awards</p> <ul style="list-style-type: none"> Assess candidates against unit standards Assess candidates against performance standards Design formative assessment tasks based on the requirements of unit standards Moderate standard-based assessment Moderate examination-based assessment and associated continuous assessment components Design summative assessments based on unit standards Conduct moderation of competency-based assessments within the vocational education and training environment 	<ul style="list-style-type: none"> Level 4 Level 4 Level 4 Level 5 Level 5 Level 5 Level 6
14	Goldstone Software Engineering Institute	<ul style="list-style-type: none"> Certificate in Business Administration and Management (Level 4) Diploma in Software Engineering (Level 5) 	<ul style="list-style-type: none"> Level 4 Level 5
15	Headstart Mercy Montessori Teachers Training College	<ul style="list-style-type: none"> Montessori Early Childhood Development and Pre-primary Teaching Diploma Montessori Primary Teaching Diploma Montessori Early Childhood Development and Pre-Primary Teaching Diploma 	<ul style="list-style-type: none"> Level 5 Level 6 Level 6
16	Homestead Skills and Technical Education Academy Trust	<ul style="list-style-type: none"> National Vocational Certificate in Hospitality and Tourism (Level 3) (Housekeeping Operations) National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) National Vocational Certificate in Hospitality and Tourism (Level 2) with Specialist Strands in Accommodation Services and Food and Beverage Services National Vocational Certificate in Clothing Production (Level 1) 	<ul style="list-style-type: none"> Level 3 Level 3 Level 2 Level 1
17	Institute of Information Technology (IIT)	<p>Windhoek</p> <ul style="list-style-type: none"> Certificate in Hardware and Software Technology Certificate in Network Support Technology Certificate in Hardware and Network Support Technology Certificate in Information Communication Technology Certificate in Advanced Information Communication Technology Certificate in Professional Office Computing Diploma in IT Server Administration Diploma in PC Engineering Diploma in Marketing and Business Management <p>Swakopmund</p> <ul style="list-style-type: none"> Certificate in Hardware and Software Technology 	<ul style="list-style-type: none"> Level 3 Level 4 Level 4 Level 3 Level 4 Level 3 Level 6 Level 6 Level 6 Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • Certificate in Hardware and Network Support Technology • Certificate in Information Communication Technology • Certificate in Advanced Information Communication Technology • Certificate in Professional Office Computing 	<ul style="list-style-type: none"> • Level 4 • Level 3 • Level 4 • Level 3
18	Institute for Open Learning (IOL)	<p>International Computer Driver License (ICDL) Seven Modules – Not Namibian Qualification</p> <p><i>Note: Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.</i></p> <p>IOL</p> <ul style="list-style-type: none"> • Diploma in Pre-Primary Education, DPPE (Level 7) • Advanced Certificate in Secondary Education, ACSE (Level 7) • Advance Certificate in Senior Primary Education (Level 7) • Bachelor of Education: Senior Primary Level 8 • Certificate in Policing (Level 5) • Bachelor of Education Honours Level 8 • Diploma in Secondary Education (Level 7) • Diploma in Junior Primary Education (Level 7) • Diploma in Policing (Level 6) • Diploma in Education Secondary (Level 7) • Diploma in Education (Level 7) • Certificate in Early Childhood Education (Level 5) • Diploma in Early Childhood Education (Level 6) 	<ul style="list-style-type: none"> • Level 7 • Level 7 • Level 7 • Level 8 • Level 5 • Level 8 • Level 7 • Level 7 • Level 6 • Level 7 • Level 7 • Level 5 • Level 6
19	International Training College – Lingua (ITCL)	<ul style="list-style-type: none"> • Certificate in Accounting & Finance (Level 4) • Diploma in Accounting and Finance (Level 5) • Bachelor of Accounting and Finance (Level 7) • Bachelor of Accounting and Finance Honours Level 8 • Diploma in Accounting & Finance (Level 6) • Diploma in Accounting & Finance (Level 7) • Certificate in Human Resource Management (Level 4) • Diploma in Human Resource Management (Level 5) • Diploma in Human Resource Management (Level 6) • Diploma in Human Resource Management (Level 7) • Bachelor of Human Resource Management Level 7 	<ul style="list-style-type: none"> • Level 4 • Level 5 • Level 7 • Level 8 • Level 6 • Level 7 • Level 4 • Level 5 • Level 6 • Level 7 • Level 7



Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • Bachelor of Human Resource Management Honours Level 8 • Certificate in Business Administration (Level 4) • Diploma in Business Administration (Level 5) • Diploma in Business Administration (Level 6) • Bachelor of Business Administration Level 7 • Bachelor of Business Administration Honours Level 8 • Certificate in Office Administration (Level 4) • Diploma in Office Administration (Level 5) • Diploma in Office Administration (Level 6) • Certificate in Information Technology (Level 4) • Diploma in Information Technology (Level 5) • Diploma in Information Technology (Level 6) • Diploma in Information Technology (Level 7) • Bachelor of Information Technology (Management Information System) Level 7 • Bachelor of Information Technology Honours (Management Information System) Level 8 • Bachelor of Information Technology (Software Development) Level 7 • Bachelor of Information Technology Honours (Software Development) Level 8 • Bachelor of Information Technology (Networking and System Administration) Level 7 • Bachelor of Information Technology Honours (Networking and System Administration) Level 8 • Certificate in Travel and Tourism (Level 1) • Certificate in Travel and Tourism (Level 2) • Certificate in Travel and Tourism (Level 3) • Certificate in Travel & Tourism (Level 4) • Diploma in Travel & Tourism (Level 5) • Diploma in Travel & Tourism (Level 6) • Bachelor of Tourism Management Level 7 • Bachelor of Tourism Management Honours Level 8 	<ul style="list-style-type: none"> • Level 8 • Level 4 • Level 5 • Level 6 • Level 7 • Level 8 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 7 • Level 7 • Level 8 • Level 7 • Level 8 • Level 7 • Level 8 • Level 1 • Level 2 • Level 3 • Level 4 • Level 5 • Level 6 • Level 7 • Level 8

Nr	Name of Institution	Scope of Accreditation	NQF Level
20	International University of Management (IUM)	<p>Dorado campus</p> <ul style="list-style-type: none"> • Certificate in Business Information Systems (Level 5) • Certificate in Marketing Management (Level 5) • Certificate in Tourism, Hospitality and Events Management (Level 5) • Certificate in HIV/AIDS Management (Level 5) • Certificate in Human Resource Management (Level 5) • Certificate in Finance Management (Level 5) • Certificate in Business Administration (Level 5) • Certificate in Health and Wellness Studies (Level 5) • Diploma in Business Information Systems (Level 6) • Diploma in Marketing Management (Level 6) • Diploma in Tourism, Hospitality and Events Management (Level 6) • Diploma in HIV/AIDS Management (Level 6) • Diploma in Human Resource Management (Level 6) • Diploma in Finance Management (Level 6) • Diploma in Business Administration (Level 6) • Diploma in Health and Wellness Studies (Level 6) • Diploma in Education (Pre and Junior Primary) (Level 7) • Bachelor of Science in Business Information Systems Level 7 • Bachelor of HIV/AIDS Management Level 7 • Bachelor of Marketing Management Level 7 • Bachelor of Science in Software Development Level 7 • Bachelor of Tourism, Hospitality and Events Management Level 7 • Bachelor of Human Resource Management Level 7 • Bachelor of Finance Management Level 7 • Bachelor of Business Administration Level 7 • Bachelor of Health and Wellness Studies Level 7 • Bachelor of Economics Level 7 • Bachelor of Science in Business Information Systems Honours Level 8 • Bachelor of HIV/AIDS Management Honours Level 8 • Bachelor of Marketing Management Honours Level 8 	<ul style="list-style-type: none"> • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 8 • Level 8 • Level 8



Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • Bachelor of Accounting Honours Level 8 • Bachelor of Science in Software Development Honours Level 8 • Bachelor in Digital Communication Technology Honours Level 8 • Bachelor of Nursing Science Honours Level 8 • Bachelor of Education-Educational Leadership, Management and Policy Honours Level 8 • Bachelor of Tourism, Hospitality and Events Management Honours Level 8 • Bachelor of Human Resource Management Honours Level 8 • Bachelor of Finance Management Honours Level 8 • Bachelor of Business Administration Honours Level 8 • Bachelor of Education in Pre and Junior Primary Education Honours (Level 8) • Bachelor of Education in Senior Primary Education Honours (Level 8) • Bachelor of Education in Secondary Education Honours (Level 8) • Bachelor of Health and Wellness Studies Honours (Level 8) • Bachelor of Economics Honours Level 8 • Postgraduate Diploma in Education (Level 8) • Postgraduate Diploma in Higher Education (Level 8) • Postgraduate Diploma in Finance Management (Level 8) • Postgraduate Diploma in Events Management • Master of Education-Educational Leadership, Management and Policy Level 9 • Master in Public Policy and Management Level 9 • Master in HIV/AIDS Management Level 9 • Master of Business Administration Level 9 • Master in International Relations, Diplomacy and Management (Level 9) • Doctor of Philosophy in Education Level 10 • Doctor of Philosophy in Business Administration Level 10 • Doctor of Philosophy in Information Communication Technology Level 10 	<ul style="list-style-type: none"> • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 9 • Level 9 • Level 9 • Level 9 • Level 9 • Level 9 • Level 9 • Level 9 • Level 10 • Level 10 • Level 10

Nr	Name of Institution	Scope of Accreditation	NQF Level
		Ongwediva Campus <ul style="list-style-type: none"> • Certificate in Business Information Systems (Level 5) • Certificate in Marketing Management (Level 5) • Certificate in Tourism, Hospitality and Events Management (Level 5) • Certificate in HIV/AIDS Management (Level 5) • Certificate in Human Resource Management (Level 5) • Certificate in Finance Management (Level 5) • Certificate in Business Administration (Level 5) • Diploma in Business Information Systems (Level 6) • Diploma in Marketing Management (Level 6) • Diploma in Tourism, Hospitality and Events Management (Level 6) • Diploma in HIV/AIDS Management (Level 6) • Diploma in Human Resource Management (Level 6) • Diploma in Finance Management (Level 6) • Diploma in Business Administration (Level 6) • Bachelor of Science in Business Information Systems Level 7 • Bachelor of HIV/AIDS Management Level 7 • Bachelor of Marketing Management Level 7 • Bachelor of Science in Software Development Level 7 • Bachelor of Tourism, Hospitality and Events Management Level 7 • Bachelor of Human Resource Management Level 7 • Bachelor of Finance Management Level 7 • Bachelor of Business Administration Level 7 • Bachelor of Science in Business Information Systems Honours Level 8 • Bachelor of HIV/AIDS Management Honours Level 8 • Bachelor of Marketing Management Honours Level 8 • Bachelor of Science in Software Development Honours Level 8 • Bachelor of Tourism, Hospitality and Events Management Honours Level 8 • Bachelor of Human Resource Management Honours Level 8 • Bachelor of Finance Management Honours Level 8 	<ul style="list-style-type: none"> • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 6 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 7 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8 • Level 8



Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none">• Bachelor of Business Administration Honours Level 8• Bachelor of Education in Secondary Education Honours• Postgraduate Diploma in Finance Management (Level 8)• Postgraduate Diploma in Education (Level 8)• Master of Education-Educational Leadership, Management and Policy Level 9• Master in Public Policy and Management Level 9	<ul style="list-style-type: none">• Level 8• Level 8• Level 8• Level 8• Level 9• Level 9
		<p>Walvis Bay Campus</p> <ul style="list-style-type: none">• Certificate in Business Information Systems (Level 5)• Certificate in Marketing Management (Level 5)• Certificate in Tourism, Hospitality and Events Management (Level 5)• Certificate in HIV/AIDS Management (Level 5)• Certificate in Human Resource Management (Level 5)• Certificate in Finance Management (Level 5)• Certificate in Business Administration (Level 5)• Diploma in Business Information Systems (Level 6)• Diploma in Marketing Management (Level 6)• Diploma in Tourism, Hospitality and Events Management (Level 6)• Diploma in Business Information Systems (Level 6)• Diploma in Marketing Management (Level 6)• Diploma in Tourism, Hospitality and Events Management (Level 6)• Bachelor of HIV/AIDS Management Honours Level 8• Bachelor of Marketing Management Honours Level 8• Bachelor of Science in Software Development Honours Level 8• Bachelor of Tourism, Hospitality and Events Management Honours Level 8• Bachelor of Human Resource Management Honours Level 8• Bachelor of Finance Management Honours Level 8• Bachelor of Business Administration Honours Level 8• Bachelor of Education in Secondary Education Honours Level 8• Postgraduate Diploma in Education (Level 8)• Postgraduate Diploma in Finance Management (Level 8)	<ul style="list-style-type: none">• Level 5• Level 5• Level 5• Level 5• Level 5• Level 5• Level 5• Level 6• Level 6• Level 6• Level 6• Level 6• Level 6• Level 6• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8• Level 8

Nr	Name of Institution	Scope of Accreditation	NQF Level
		Nkurenkuru Campus	
		<ul style="list-style-type: none"> • Certificate in Business Information Systems (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Certificate in Marketing Management (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Certificate in HIV/AIDS Management (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Certificate in Human Resource Management (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Certificate in Finance Management (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Certificate in Business Administration (Level 5) 	<ul style="list-style-type: none"> • Level 5
		<ul style="list-style-type: none"> • Diploma in Business Information Systems (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Diploma in Marketing Management (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Diploma in HIV/AIDS Management (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Diploma in Human Resource Management (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Diploma in Finance Management (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Diploma in Business Administration (Level 6) 	<ul style="list-style-type: none"> • Level 6
		<ul style="list-style-type: none"> • Bachelor of HIV/AIDS Management Level 7 	<ul style="list-style-type: none"> • Level 7
		<ul style="list-style-type: none"> • Bachelor of Marketing Management Level 7 	<ul style="list-style-type: none"> • Level 7
		<ul style="list-style-type: none"> • Bachelor of Human Resource Management Level 7 	<ul style="list-style-type: none"> • Level 7
		<ul style="list-style-type: none"> • Bachelor of Finance Management Level 7 	<ul style="list-style-type: none"> • Level 7
		<ul style="list-style-type: none"> • Bachelor of Business Administration Level 7 	<ul style="list-style-type: none"> • Level 7
		<ul style="list-style-type: none"> • Bachelor of Marketing Management Honours Level 8 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Bachelor of HIV/AIDS Management Honours Level 8 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Bachelor of Human Resource Management Honours Level 8 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Bachelor of Finance Management Honours Level 8 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Bachelor of Business Administration Honours Level 8 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Bachelor of Education in Secondary Education Honours 	<ul style="list-style-type: none"> • Level 8
		<ul style="list-style-type: none"> • Postgraduate Diploma in Education (Level 8) 	<ul style="list-style-type: none"> • Level 8

Nr	Name of Institution	Scope of Accreditation	NQF Level
21	Kambaku Lodge and Safaris Cc	<ul style="list-style-type: none"> National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services) 	<ul style="list-style-type: none"> Level 2
22	KLM Likuwa Mechanical Training Institute CC	<ul style="list-style-type: none"> National Vocational Certificate – (Auto Mechanic) Level 1 National Vocational Certificate – (Auto Mechanic) Level 2 	<ul style="list-style-type: none"> Level 1 Level 2
23	Katutura Youth Enterprise Centre (KAYEC)	<p>Windhoek Campus</p> <ul style="list-style-type: none"> National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) National Vocational Certificate in Metal Fabrication (Level 1) National Vocational Certificate in General Construction (Level 1) (Plumbing) <p>Ondangwa Campus</p> <ul style="list-style-type: none"> National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) National Vocational Certificate in General Construction (Level 1) (Bricklaying) National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) National Vocational Certificate in Metal Fabrication (Level 1) National Vocational Certificate in General Construction (Level 1) (Plumbing) 	<ul style="list-style-type: none"> Level 1 Level 1 Level 1 Level 1 Level 1 Level 1 Level 1 Level 1 Level 1
24	Labour Resource and Research Institute (LaRRI)	<ul style="list-style-type: none"> Certificate in Labour Studies 	<ul style="list-style-type: none"> Level 4
25	Marco Mpollo Vocational Training Centre	<ul style="list-style-type: none"> National Vocational Certificate in General Construction (Level 1) (Bricklaying) National Vocational Certificate in Hospitality and Tourism (Level 2) (Food and Beverage Service Operations) National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) National Vocational Certificate in General Construction (Level 1) (Bricklaying) National Vocational Certificate in Metal Fabrication (Level 1) National Vocational Certificate in Business Services (Level 1) (Office Administration) National Vocational Certificate in Business Services (Level 2) (Office Administration) 	<ul style="list-style-type: none"> Level 1 Level 2 Level 1 Level 1 Level 1 Level 1 Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
26	Military School – Osona Base	<ul style="list-style-type: none"> • National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 2) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 3) (Automotive Mechanics) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3
27	Monitronic Success College	<p>Otjiwarongo campus</p> <ul style="list-style-type: none"> • Diploma in Travel, Tourism and Hospitality Management • Diploma in Travel, Tourism and Hospitality Management <p>Windhoek campus (Windhoek North)</p> <ul style="list-style-type: none"> • Diploma in Business Management • Diploma in Business Management • Diploma in Accounting and Finance Management • Diploma in Accounting and Finance Management • Diploma in Information Technology • Diploma in Information Technology • Certificate in Electrical and Electronic Engineering • Diploma in Electrical and Electronic Engineering • Certificate in Telecommunication Systems • Diploma in Telecommunication Systems • Certificate in Secretarial and Administrative Studies • Diploma in Secretarial and Administrative Studies <p>Walvisbay campus</p> <ul style="list-style-type: none"> • Diploma in Human Resources Management • Diploma in Human Resources Management • Certificate in Electrical Installation • Diploma in Electrical Installation <p>Ondangwa campus</p> <ul style="list-style-type: none"> • Diploma in Information Technology • Diploma in Information Technology • Diploma in Accounting and Finance Management • Diploma in Accounting and Finance Management 	<ul style="list-style-type: none"> • Level 5 • Level 6 • Level 5 • Level 6 • Level 5 • Level 6 • Level 5 • Level 6 • Level 4 • Level 5 • Level 4 • Level 5 • Level 4 • Level 5 • Level 5 • Level 6 • Level 4 • Level 5 • Level 5 • Level 6 • Level 5 • Level 6

Nr	Name of Institution	Scope of Accreditation	NQF Level
28	Namibia Command and Staff College	<ul style="list-style-type: none"> • Diploma in Military Science (Junior Staff Course) (Level 6) 	<ul style="list-style-type: none"> • Level 6
29	Namibia Evangelical Theological Seminary (NETS)	<ul style="list-style-type: none"> • Certificate in Christian Ministry (Level 3) • Certificate in Applied Christian Ministry (Level 4) • Certificate in Theology (Level 4) • Diploma in Christian Ministry (Level 5) • Diploma in Theology (Level 6) • Bachelor of Theology Level 7 • Bachelor of Theology - Honours Level 8 	<ul style="list-style-type: none"> • Level 3 • Level 4 • Level 4 • Level 5 • Level 6 • Level 7 • Level 8
30	Namibian Academy for Tourism and Hospitality(NATH)	<ul style="list-style-type: none"> • National Vocational Certificate in Hospitality and Tourism (Level 3) (Transfer Driver) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Local Guide) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Apprentice Guide) • National Vocational Certificate in Hospitality and Tourism (Level 4) (National Guide) 	<ul style="list-style-type: none"> • Level 3 • Level 3 • Level 3 • Level 4
31	Namibian College of Open Learning (NAMCOL)	<p>Windhoek campus</p> <ul style="list-style-type: none"> • Certificate in Early Childhood Development • Certificate in English Communication • Certificate in Local Government Studies • Certificate in Community-based Work with Children and Youth • Certificate in Education for Development • Certificate in Business and Entrepreneurship (Level 5) • Diploma in Education for Development • Diploma in Early Childhood and Pre-Primary Education • Diploma in Youth Development Work • Bachelor of Arts in Youth and Community Development Level 7 • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) Level 2 • National Vocational Certificate in Business Services (Office Administration) (Level 3) 	<ul style="list-style-type: none"> • Level 5 • Level 3 • Level 4 • Level 4 • Level 4 • Level 5 • Level 6 • Level 7 • Level 6 • Level 7 • Level 1 • Level 2 • Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Plumbing and Pipe Fitting) (Level 1) • National Vocational Certificate in General Construction (Plumbing and Pipe Fitting) (Level 2) • National Vocational Certificate in General Construction (Plumbing and Pipe Fitting) (Level 3) • National Vocational Certificate in Welding and Metal Fabrication • National Vocational Certificate in Welding and Metal Fabrication • National Vocational Certificate in Welding and Metal Fabrication • National Vocational Certificate in Automotive Engineering (Auto Mechanics) • National Vocational Certificate in Automotive Engineering (Auto Mechanics) • National Vocational Certificate in Automotive Engineering (Auto Mechanics) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3
		<p>Otjiwarongo campus</p> <ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3
		<p>Ongwediva campus</p> <ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3
		<p>Rundu Campus</p> <ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3



Nr	Name of Institution	Scope of Accreditation	NQF Level
32	Namibian Institute of Mining and Technology (NIMT)	<p>Namibia Institute of Mining and Technology (NIMT) – Engineering Trade (NET) Campus (Arandis):</p> <ul style="list-style-type: none"> • National Vocational Certificate in Electrical Engineering (Electrical General) (Level 3) • National Vocational Certificate in Automotive Engineering (Diesel Mechanics) (Level 3) • National Vocational Certificate in Mechanical Engineering (Boiler-Making) (Level 3) • National Vocational Certificate in Mechanical Engineering (Fitting and Turning) (Level 3) • National Vocational Certificate in Electrical Engineering (Instrumentation) (Level 3) • National Vocational Certificate in Electrical Engineering (Air-Conditioning and Refrigeration) (Level 3) <p>Namibia Institute of Mining and Technology (NIMT) – Building and Civil Trades (NBCT) Campus (Arandis):</p> <ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Carpentry and Joinery) (Level 3) • National Vocational Certificate in Clothing Production (Industrial) (Level 3) • National Vocational Certificate in General Construction (Plumbing and Pipe-Fitting) (Level 3) <p>Namibia Institute of Mining and Technology (NIMT) – Tsumeb Campus:</p> <ul style="list-style-type: none"> • National Vocational Certificate in Electrical Engineering (Electrical General) (Level 3) • National Vocational Certificate in Automotive Engineering (Diesel Mechanics) (Level 3) • National Vocational Certificate in Mechanical Engineering (Boiler-Making) (Level 3) • National Vocational Certificate in Automotive Engineering (Autotronics) (Level 3) • National Vocational Certificate in Electrical Engineering (Millwright) (Level 3) <p>Namibia Institute of Mining and Technology (NIMT) – Keetmanshoop Campus:</p> <ul style="list-style-type: none"> • National Vocational Certificate in Electrical Engineering (Electrical General) (Level 3) • National Vocational Certificate in Automotive Engineering (Diesel Mechanics) (Level 3) • National Vocational Certificate in Mechanical Engineering (Boiler-Making) (Level 3) • National Vocational Certificate in Mechanical Engineering (Fitting and Turning) (Level 3) • National Vocational Certificate in General Construction (Bricklaying and Plastering) (Level 3) 	

Nr	Name of Institution	Scope of Accreditation	NQF Level
33	Nampost Business School	<ul style="list-style-type: none"> • National Vocational Certificate in Postal Services (Level 1) • National Vocational Certificate in Postal Services (Level 2) (Postal Operations) • National Vocational Certificate in Postal Services (Level 2) (Courier Operations) • National Vocational Certificate in Postal Services (Level 2) (Saving Bank Operations) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 2 • Level 2
34	Namibian Maritime and Fisheries Institute (NAMFI)	<ul style="list-style-type: none"> • Deck Officer Class 6 • Deck Officer Class 5 • Deck Officer Class 4 • Fisheries Inspector and Observers Course • Marine Engineering Officer Class 6 • Marine Engineering Officer Class 5 • Marine Engineering Officer Class 4 	
35	NamVoc Vocational Institute	<ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) • National Vocational Certificate in Air conditioning and Refrigeration (Level 1) • National Vocational Certificate in Air conditioning and Refrigeration (Level 2) • National Vocational Certificate in Air conditioning and Refrigeration (Level 3) • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering) • Certificate in Electrical General (Modular Qualification of Namibia Trade Testing Centre) N1 - N3 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
36	Nakayale Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate in Hospitality and Tourism (Accommodation Services and Food and Beverages Services) • National Vocational Certificate in Hospitality and Tourism (Core Commercial Cookery Skills) • National Vocational Certificate in Hospitality and Tourism (Food and Beverage Operations) • National Vocational Certificate in Hospitality and Tourism (Front Office Operations) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • Certificate in Electrical General (Modular Qualification of Namibia Trade Testing Centre) N1 - N3 	<ul style="list-style-type: none"> • Level 2 • Level 3 • Level 3 • Level 3 • Level 1 • Level 2 • Level 3
37	NamWater Human Resource Development Centre (HRDC)	<ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) • National Vocational Certificate in Manufacturing Joinery and Cabinet Making) (Level 2) • National Vocational Certificate in Manufacturing Joinery and Cabinet Making) (Level 3) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 1) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 2) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 3) • National Vocational Certificate in Road Construction and Maintenance (Level 3) (Heavy Plant Operations with an optional strand for further skill development) <p>Non-NQF Modular Qualifications:</p> <ul style="list-style-type: none"> • National Vocational Certificate - Diesel Mechanic Level 1-3 • National Vocational Certificate - Electrical General Level 1-3 • National Vocational Certificate - Water Care Level 1-3 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
38	<p>National Institute of Technology (NIT) (Pty) Ltd</p> <p>previously known as</p> <p>Centre for Training and Projects Development (CTPD)</p>	<p>Chartered Institute of Marketing (CIM) Franchised Qualifications:</p> <ul style="list-style-type: none"> • 601/5054/3 Foundation Certificate in Professional Marketing Level 3 • 601/5070/1 Certificate in Professional Marketing Level 4 • 601/5080/4 Diploma in Professional Marketing Level 6 <p>Chartered Institute of Logistics and Transport (CILT) Franchised Qualifications:</p> <ul style="list-style-type: none"> • 500/8697/2 Certificate in Logistics and Transport Level 2 • 600/0158/6 Certificate in Logistics and Transport Level 3 • 600/4697/1 Professional Diploma in Logistics and Transport Level 5 <p>Chartered Institute of Procurement and Supply (CIPS) Franchised Qualifications:</p> <ul style="list-style-type: none"> • 600/7209/X Certificate in Procurement and Supply Operations Level 2 • 600/8017/6 Advanced Certificate in Procurement and Supply Operations Level 3 • 600/6858/9 Diploma in Procurement and Supply Level 4 • 600/7548/X Advanced Diploma in Procurement and Supply Level 5 <p>Business and Technology Education Council (BTEC) Franchised Qualifications:</p> <ul style="list-style-type: none"> • 500/7137/3 National Diploma in Civil Engineering Level 3 • 500/8098/2 National Diploma in Electrical/Electronic Engineering Level 3 • 500/7319/9 National Diploma in Manufacturing Engineering Level 3 • 500/7283/3 Diploma in Mechanical Engineering Level 3 <p><i>Note: Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.</i></p>	<ul style="list-style-type: none"> • Level 3 (CIM) • Level 4 (CIM) • Level 6 (CIM) • Level 2 (CILT) • Level 3 (CILT) • Level 5 (CILT) • Level 2 (CIPS) • Level 3 (CIPS) • Level 4 (CIPS) • Level 5 (CIPS) • Level 3 (BTEC) • Level 3 (BTEC) • Level 3 (BTEC) • Level 3 (BTEC)

Nr	Name of Institution	Scope of Accreditation	NQF Level
39	National Youth Service (NYS)	<ul style="list-style-type: none"> • National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 2) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 3) (Automotive Mechanics) • National Vocational Certificate in Civil & Building Services Engineering (Level 1) (Bricklaying & Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 3) (Bricklaying and Plastering) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 2) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 3) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Metal Fabrication (Level 3) (Welding) • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 1) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 2) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 3) • National Vocational Certificate in Beauty Services (Level 1) (Hairdressing) • National Vocational Certificate in Beauty Services (Level 2) (Hairdressing) • National Vocational Certificate in Crop and Horticulture Production (Level 3) • National Vocational Certificate in Horticulture and Crop Husbandry (Level 2) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 1 • Level 2 • Level 3 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in Livestock Husbandry (Level 2) • National Vocational Certificate in Livestock Production (Level 3) • National Vocational Certificate in Clothing Production (Level 1) • National Vocational Certificate in Clothing Production (Level 2) • National Vocational Certificate in Clothing Production (Level 3) • National Vocational Certificate in Clothing Production (Level 4) 	<ul style="list-style-type: none"> • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 4
40	Okakarara Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Level3) (Bricklaying and Plastering) • National Vocational Certificate in Business Services (Level 1) (Office Administration) • National Vocational Certificate in Business Services (Level 2) (Office Administration) • National Vocational Certificate in Business Services (Level 3) (Office Administration) • National Vocational Certificate in General Construction (Level 1) (Plumbing) • National Vocational Certificate in General Construction (Level 2) (Plumbing) • National Vocational Certificate in General Construction (Level 3) (Plumbing) • National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Metal Fabrication (Level 3) (Boilermaking) • National Vocational Certificate in Hospitality and Tourism (Level 2) (Front Office Operations) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Front Office Operations) • National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 2) (Automotive Mechanics) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 2 • Level 3 • Level 1 • Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in Automotive Engineering (Level 3) (Automotive Mechanics) • National Vocational Certificate in Clothing Production (Level 1) (Domestic) • National Vocational Certificate in Clothing Production (Level 2) (Industrial) • National Vocational Certificate in Clothing Production (Level 3) (Industrial) • National Vocational Certificate in Electrical General Level 1 • National Vocational Certificate in Electrical General Level 2 • National Vocational Certificate in Electrical General Level 3 • National Vocational Certificate in Carpentry and Joinery Level 1 • National Vocational Certificate in Carpentry and Joinery Level 2 • National Vocational Certificate in Carpentry and Joinery Level 3 	<ul style="list-style-type: none"> • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3
41	Ondangwa Commercial College	<ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3
42	On Track Learning Solutions Namibia Cc	Courses leading to franchised Unit standards in Finance and Banking as listed by: South African Qualifications Authority (SAQA) www.saqqa.org.za SAQA Unit Standard Based awards.	For additional information contact the NQA.
43	Philippi Trust Namibia	<ul style="list-style-type: none"> • National Certificate in Counselling Services (Community Counselling) • National Diploma in Counselling Services (Counselling Supervision) • Engage in Counselling with people on HIV and AIDS (Unit Standard) • Perform Counselling supervision and develop staff (Unit Standard) 	<ul style="list-style-type: none"> • Level 3 • Level 6
44	R. I Katjire Technical College	<ul style="list-style-type: none"> • National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering) 	<ul style="list-style-type: none"> • Level 1

Nr	Name of Institution	Scope of Accreditation	NQF Level
45	Rundu Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate in Automotive Engineering (Level 1) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 2) (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Level 3) (Automotive Mechanics) • National Vocational Certificate in Civil & Building Services Engineering (Level 1) (Bricklaying & Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 3) (Bricklaying & Plastering) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 2) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 3) • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 1) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 2) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 3) • National Vocational Certificate in General Construction (Level 4) (Plumbing) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 4
46	Shadonai Beauty School CC	<ul style="list-style-type: none"> • Certificate in Fitness Training • Certificate in Nail Technology 	<ul style="list-style-type: none"> • Level 5 • Level 4

Nr	Name of Institution	Scope of Accreditation	NQF Level
47	Silver Spoon Hospitality Academy CC	<p>City and Guilds</p> <ul style="list-style-type: none"> • 600/4858/X Certificate in Food Preparation and Cooking Level 1 • 600/4860/8 Diploma in Food Preparation and Cooking Level 2 • 600/4870/0 Certificate in Food and Beverage Service Level 1 • 600/4875/X Diploma in Food and Beverage Service Level 2 <p><i>Note: Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.</i></p>	<ul style="list-style-type: none"> • Level 1 City and Guilds • Level 2 City and Guilds • Level 1 City and Guilds • Level 2 City and Guilds
48	St. Charles Lwanga Major Seminary	<ul style="list-style-type: none"> • Diploma in Philosophy • Bachelor of Philosophy • Diploma in Theology • Bachelor of Theology 	<ul style="list-style-type: none"> • Level 6 • Level 7 • Level 6 • Level 7
49	Triumphant College	<p>Electrical and Electronic Engineering (International Vocational Qualifications) City and Guilds (C&G)</p> <ul style="list-style-type: none"> • City and Guilds: Technician Diploma in Electrical and Electronic Engineering • City and Guilds: Technician Diploma in Electrical and Electronic Engineering • City and Guilds: Technician Certificate in Construction Engineering • City and Guilds: Technician Diploma in Construction Engineering • City and Guilds: Technician Diploma in Construction Engineering <p>Telecommunications Systems (Vocational related qualifications)</p> <ul style="list-style-type: none"> • City and Guilds: Technician Certificate in Telecommunications • City and Guilds: Technician Diploma in Telecommunications • Certificate in Construction Engineering (Level 4) • Diploma in Construction Engineering (Level 5) • Diploma in Construction Engineering (Level 6) • Certificate in Telecommunications Engineering (Level 4) • Diploma in Telecommunications Engineering (Level 5) • Diploma in Telecommunications Engineering (Level 6) • Certificate in Electrical and Electronics Engineering (Level 4) • Diploma in Electrical and Electronics Engineering (Level 5) 	<ul style="list-style-type: none"> • Level 3 (C&G) • Level 5 (C&G) • Level 2 (C&G) • Level 3 (C&G) • Level 5 (C&G) • Level 2 (C&G) • Level 3 (C&G) • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • Diploma in Electrical and Electronics Engineering (Level 6) • Certificate in Accounting and Finance (Level 4) • Diploma in Accounting and Finance (Level 5) • Diploma in Accounting and Finance (Level 6) • Certificate in Human Resources Development (Level 4) • Diploma in Human Resources Development (Level 5) • Diploma in Human Resources Development (Level 6) • Certificate in Journalism and Media Studies (Level 4) • Diploma in Journalism and Media Studies (Level 5) • Diploma in Journalism and Media Studies Level 6) • Certificate in Marketing Management (Level 4) • Diploma in Marketing Management (Level 5) • Diploma in Marketing Management (Level 6) • Certificate in Information Technology (Level 4) • Diploma in Information Technology (Level 5) • Diploma in Information Technology (Level 6) • Certificate in Secretarial and Administration Studies (Level 4) • Diploma in Secretarial and Administration Studies (Level 5) • Diploma in Secretarial and Administration Studies (Level 6) • Certificate in Psychology (Level 4) • Diploma in Psychology (Level 5) • Diploma in Psychology (Level 6) • Certificate in Legal Studies (Level 4) • Diploma in Legal Studies (Level 5) • Diploma in Legal Studies (Level 6) • Certificate in Travel and Tourism (Level 4) • Diploma in Travel and Tourism (Level 5) • Diploma in Travel and Tourism (Level 6) • Certificate in Business Studies (Level 4) • Diploma in Business Studies (Level 5) • Diploma in Business Studies (Level 6) • Postgraduate Diploma in Project Management (Level 8) 	<ul style="list-style-type: none"> • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 4 • Level 5 • Level 6 • Level 8

Nr	Name of Institution	Scope of Accreditation	NQF Level
50	Tsumis Arid Zone Agricultural Centre	<ul style="list-style-type: none"> • National Vocational Certificate in Livestock Husbandry (Level 2) • National Vocational Certificate in Livestock Production (Level 3) 	<ul style="list-style-type: none"> • Level 2 • Level 3
51	Tulipohamba Training and Assessment Institute	<ul style="list-style-type: none"> • Certificate in Counselling • Certificate in Community Health Education • Certificate in Occupational Health and Safety • Certificate in Health Care Service Management • Certificate in Dental Surgery Assisting • Diploma in Occupational Health and Safety • Diploma in Community Health Education • Diploma in Health Care Service Management • Diploma in Counselling 	<ul style="list-style-type: none"> • Level 4 • Level 4 • Level 4 • Level 4 • Level 4 • Level 6 • Level 6 • Level 6 • Level 6
52	United Lutheran Theological Seminary (ULTS) – Paulinum	<ul style="list-style-type: none"> • Certificate in Theology • Diploma of Theology • Bachelor of Theology 	<ul style="list-style-type: none"> • Level 5 • Level 6 • Level 7
53	Valombola Vocational Training Centre (VVTC)	<ul style="list-style-type: none"> • National Vocational Certificate in General Construction (Level 1) (Plumbing) • National Vocational Certificate in General Construction (Level 2) (Plumbing) • National Vocational Certificate in General Construction (Level 3) (Plumbing) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 2) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 3) • National Vocational Certificate in Metal Fabrication (Level 1) • National Vocational Certificate in Metal Fabrication (Level 2) • Q0038 National Vocational Certificate in Metal Fabrication (Level 3) (Welder) • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2

Nr	Name of Institution	Scope of Accreditation	NQF Level
		<ul style="list-style-type: none"> • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in General Construction (Level 1) (Bricklaying) • National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering) • National Vocational Certificate in Clothing Production (Level 1) (Domestic) • National Vocational Certificate in Clothing Production (Level 2) (Industrial) • National Vocational Certificate in Clothing Production (Level 3) (industrial) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) (level 1) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) (level 2) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) (level 3) • National Vocational Certificate in Hospitality and Tourism (Front Office Operation) (level 2) • National Vocational Certificate in Hospitality and Tourism (Front Office Operation) (level 3) • National Vocational Certificate in Hospitality and Tourism (House Keeping Operation) (Level 2) • National Vocational Certificate in Hospitality and Tourism (House Keeping Operation) (Level 3) • National Vocational Certificate in Hospitality and Tourism (Food & Beverage Service Operation) (Level 2) • National Vocational Certificate in Hospitality and Tourism (Food and Beverage Service Operation) (Level 3) • Q0004 National Vocational Certificate in Hospitality and Tourism (Food Preparation) (Level 2) • National Vocational Certificate in Hospitality and Tourism (Food Preparation) (Level 3) 	<ul style="list-style-type: none"> • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 2 • Level 3 • Level 2 • Level 3 • Level 2 • Level 3 • Level 2 • Level 3
54	Welwitchia Health Training Centre	<ul style="list-style-type: none"> • Bachelor of Nursing Science Level 8 	<ul style="list-style-type: none"> • Level 8

Nr	Name of Institution	Scope of Accreditation	NQF Level
55	Windhoek Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate Business Services (Office Administration) (Level 1) • National Vocational Certificate Business Services (Office Administration) (Level 2) • National Vocational Certificate Business Services (Office Administration) (Level 3) • National Vocational Certificate Business Services (Office Administration) (Level 4) • National Vocational Certificate – Auto Mechanic • National Vocational Certificate – Air-conditioning and Refrigeration • National Vocational Certificate – Bricklaying and Plastering • National Vocational Certificate – Boiler Making • National Vocational Certificate – Electrical General • National Vocational Certificate – Fitter Machinery • National Vocational Certificate – Fitter and Turner • National Vocational Certificate – Joinery and Cabinet Making • National Vocational Certificate – Plumbing and Pipefitting • National Vocational Certificate – Radio and Television • National Vocational Certificate – Welding and Fabrication • International Computer Driving License (ICDL) 	<ul style="list-style-type: none"> • Level 1 • Level 2 • Level 3 • Level 4
56	Wolwedans Foundation Trust	<p>Desert Academy (NamibRand Safaris)</p> <ul style="list-style-type: none"> • National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services, Food and Beverage Services) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Food and Beverage Operations) • National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills) <p>Namibian Institute of Culinary Education (NICE)</p> <ul style="list-style-type: none"> • National Vocational Certificate in Hospitality and Tourism Level 2 (Accommodation Services and Food and Beverage Services) • National Vocational Certificate in Hospitality and Tourism Level 3 (Food and Beverage Operations) • National Vocational Certificate in Hospitality and Tourism Level 3 (Core Commercial Cookery Skills) 	<ul style="list-style-type: none"> • Level 2 • Level 3 • Level 3 • Level 2 • Level 3 • Level 3

Nr	Name of Institution	Scope of Accreditation	NQF Level
57	Zambezi Vocational Training Centre	<ul style="list-style-type: none"> • National Vocational Certificate in Hospitality and Tourism (Level 2) (Food and Beverage Service Operations) • National Vocational Certificate in Hospitality and Tourism (Level 2) (Food Preparation) • National Vocational Certificate in Civil & Building Services Engineering (Level 1) (Bricklaying & Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 2) (Bricklaying and Plastering) • National Vocational Certificate in Civil & Building Services Engineering (Level 3) (Bricklaying and Plastering) • National Vocational Certificate in Clothing Production (Level 1) • National Vocational Certificate in Clothing Production (Level 2) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 1) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 2) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) (Level 3) • National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Metal Fabrication (Level 3) (Boilermaking) • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 1) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 2) • National Vocational Certificate in Civil and Building Services Engineering (Plumbing) (Level 3) 	<ul style="list-style-type: none"> • Level 2 • Level 2 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 1 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3

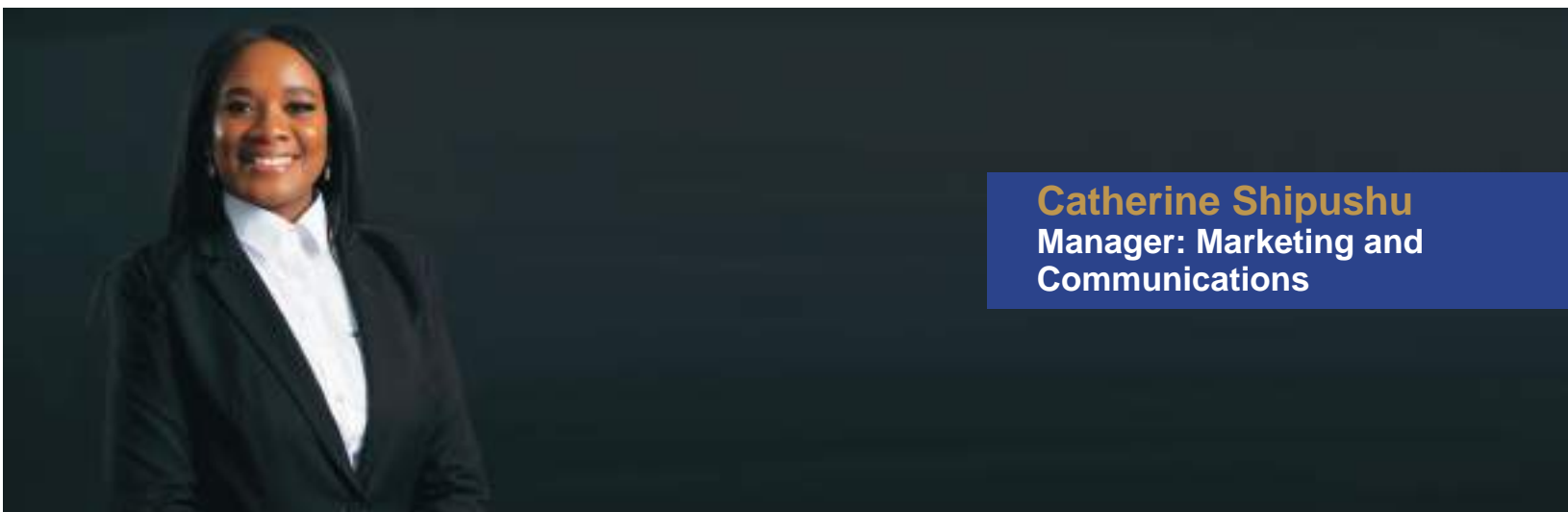
4.2.6 Looking ahead

Going forward, the department is planning to undertake a review of its quality assurance regime with a view towards uplifting the quality assurance approach and associated instruments, while redesigning its operational manuals.

Finally, we are confident that the above-mentioned challenges will be addressed during the next financial year.



4.3 Marketing and Communications



Catherine Shipushu
Manager: Marketing and
Communications

The Marketing and Communications section is part of the Office of the CEO and is tasked with the responsibility of strategically positioning the NQA brand in the hearts and minds of the organisation's stakeholders. This goal is achieved through a resolute commitment to building and maintaining strong relationships with all stakeholders through interventions in the areas of communication and customer service, amongst others. The section is also responsible for compiling, editing and production of the NQA's corporate publications including the Annual Report. For the period under the review, the NQA's strategic goals centred specifically on increasing brand visibility to all stakeholder groups, ensuring the effectiveness of internal communications and enhancing the customer experience at all touch points.

4.3.1 Brand Visibility

During the period under review, the strategic goal was to enhance brand visibility and public knowledge of the NQA's mandate and service offering. By virtue of being a public enterprise, the NQA's brand is expected to inspire public trust and confidence. To attain this goal, the NQA promotes its brand presence through various marketing interventions. During the reporting period, the Marketing and Communications team embarked upon an extensive public education roadshow covering five out of the country's 14 regions, namely the Zambezi, Kavango East, Kavango West, //Kharas and Oshikoto regions. With the primary target audience being learners and teachers, the roadshow provided a suitable platform for the NQA to directly engage with thousands of learners from at least 30 high schools across the five regions.

These are learners from mostly remote areas and with limited access to technology and media, and therefore, would otherwise not have had access to the information shared during the sessions. Through interventions of this nature, the NQA effectively took its services closer to the communities it serves thus enhancing equitable access to its services while increasing its brand visibility. Additionally, the NQA strategically positions its brand and maintains a favourable position in the higher education sector through relatively positive media coverage in a variety of mainstream newspapers, television, radio and social media.

With an audience reach of close to 98% of the population, radio is considered as the most effective medium to reach even the most remote communities. The NQA leveraged this power of radio by running adverts promoting its services on NBC's National FM and Radio Energy, one of the most popular youth radio stations in the country. In terms of print media, adverts were also published amongst others, in the Ongwediva Annual Trade Fair magazine which is seen by thousands of visitors attending the fair, as well as in the NANTU members' newsletter which specifically targets teachers. The NQA also ensured that its brand was visible to a wider audience by advertising on digital LED screens strategically placed in the Wernhill Park Mall in Windhoek and at the Oshana Mall in Ongwediva, for a period of three months. With a monthly viewing traffic of 120 000 per month (360 000 over three months), the brand exposure gained from this intervention is unparalleled.

In addition to the above, brand visibility was also enhanced through interviews on various stations including Radio KatiFM, National FM and the Good Morning Namibia television programme.



Online Presence

With only one office located in Windhoek, we understand that a large number of the NQA's clients do not have the luxury of simply walking into our office and getting the assistance they require. It is therefore critical that this segment of clients are provided with alternative means to access NQA services. The Facebook page has become a crucial tool through which the NQA continues to serve hundreds of clients from various countries including South Africa, Botswana and Zimbabwe, while building a growing online community.

During the period under review, the NQA Facebook page followers grew from 10174 to 12165, which represents an increase of 16% as illustrated in Figure 14. This is an indication that more people are engaging with the NQA on a regular basis and have access to information from the convenience of their own space.

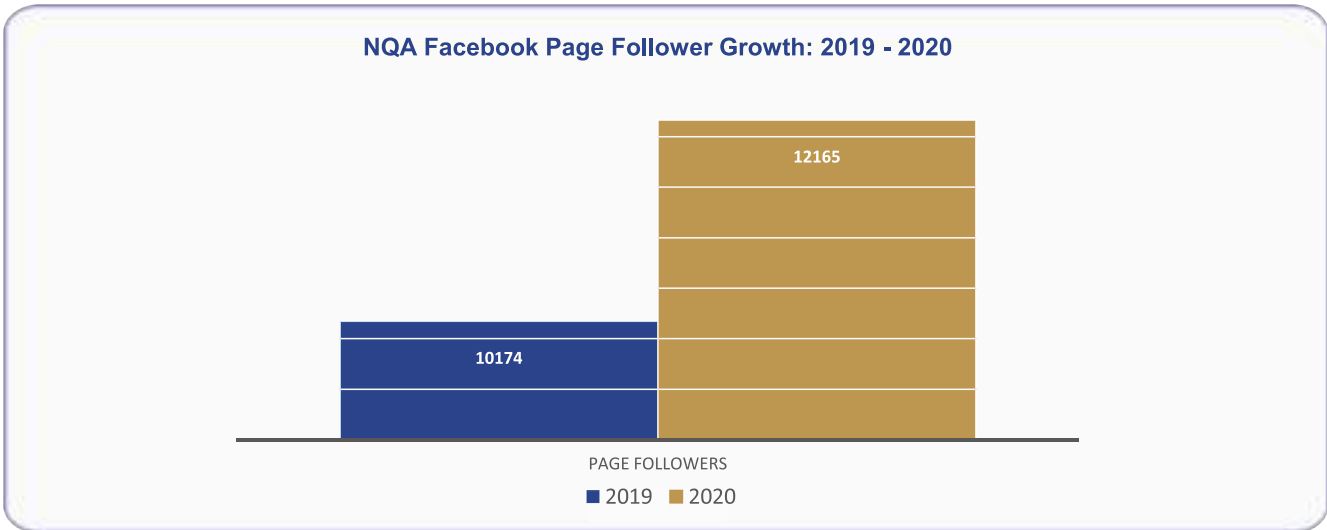


Figure 14: NQA Facebook Page Follower Growth for the period 2019 – 2020

4.3.2 Internal Communication

The NQA is cognisant of the fact that its employees are the key catalysts in the execution of its strategic objectives. Through internal communications, employees gain insight into how their individual roles contribute to the 'bigger picture'. This is successfully delivering on the NQA's mandate. The section disseminates important messages to employees using various platforms, such as through the employee newsletter, emails and meetings.

During the year under review, the NQA started the process of enhancing its internal communications, with the primary purpose of ensuring that relevant and credible information is shared in a clear and timely manner, using appropriate channels. The establishment of the Knowledge Sharing Forum was a game changer. In addition to inspiring a quarterly organisation-wide engagement platform, by bringing the entire team around one table, the forum has also enabled peer-to-peer conversations between various departments within the NQA.

The tangible value gained from the Knowledge Sharing Forum has undoubtedly been an increase in employee understanding of organisational goals. In terms of externally-focused gains, effective internal communication enables employees to confidently play their roles as advocates and brand ambassadors for the NQA.

A comprehensive Internal Communications Survey is expected to be conducted in the following financial year and with it the development of a strategy responding to the needs and improvement areas to be identified.



4.3.3 Customer Service

The NQA operates in a dynamic space characterised by rapidly changing technologies and related customer expectations for faster, more efficient service delivery. Providing a superior customer experience is a strategic priority for the NQA particularly in the context of the organisation being a public enterprise. Delivering exceptional service to all clients is thus a key guiding principle that is at the core of the NQA's business.

The key focus in the area of customer service was to enhance the organisation's ability to effectively 'listen' and identify its clients' main points. In this regard, a customer feedback system was introduced as a means of obtaining insights into the quality of service offered and possible improvements required to ensure a positive service experience for all customers. The initial phase of this project focused on surveying walk-in customers. The next financial year will see the system expanded to include surveying customers such as training providers and other stakeholders who are serviced remotely.

For the year under review, the customer satisfaction level target was set at 50%, measured using a scale of 1-5, with one being the lowest. The results reflected in Figure 15 only indicates the data from Quarters 3 and 4, as the tool was only implemented in September 2019. Between 03 September 2019 and 31 March 2020, the NQA served a total of 4350 walk-in clients. Of this number, 961 provided feedback with 74% giving a positive rating. This data is visually presented in Figure 15.

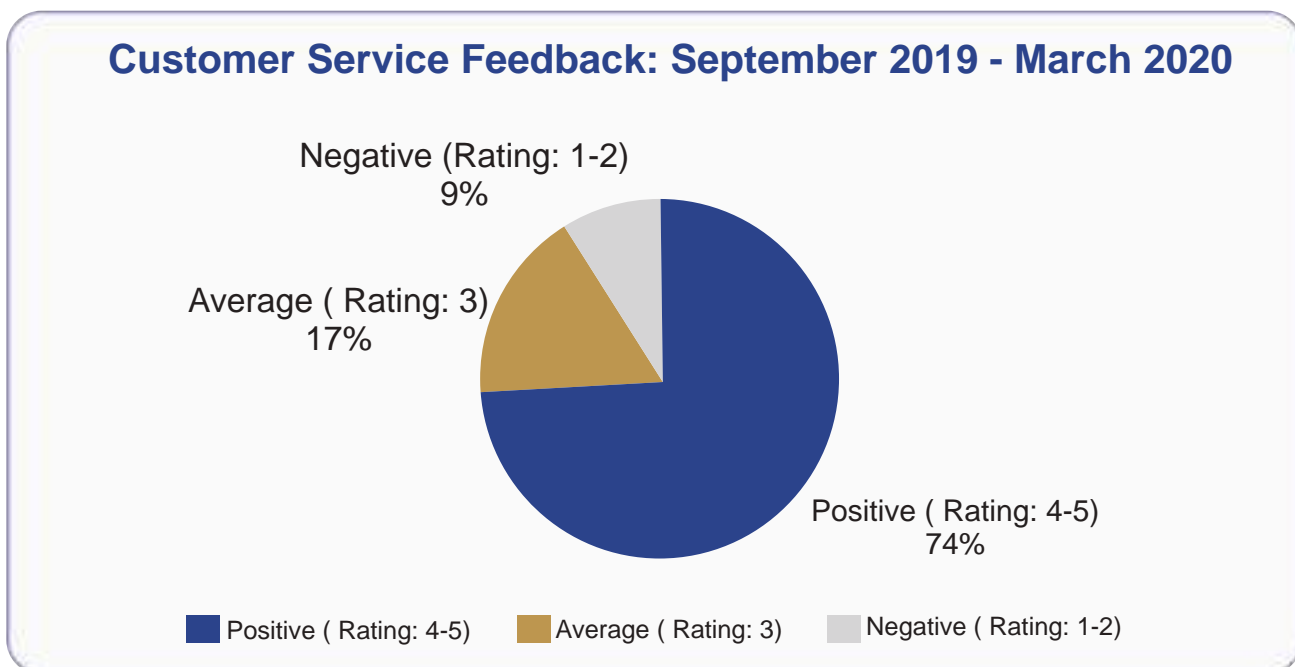


Figure 15: Customer satisfaction level: September 2019 – March 2020

While the 74% is well above the target, our ultimate aim is to continue utilising this feedback in order to effectively respond to the ever-changing needs of our customers, thereby improving customer relationships and satisfaction.

4.3.4 Stakeholder Relations

The NQA is cognisant of the fact that it does not operate in isolation and that being responsive to relevant stakeholders' interests and expectations is essential to our reputation, success and impact of our activities. Regular engagements with our stakeholders is therefore fundamental to the organisation's operations. In this regard, the NQA strives to maintain strong relationships with key stakeholders including the Government, training providers, media and quality assurance bodies, amongst others. This goal is premised on a shared understanding that mutually beneficial relations ultimately add value to training, to the education sector, and to the Namibian nation at large.

Public trust and confidence remains important to the NQA as a public enterprise. However, the development and implementation of the stakeholder engagement strategy, which was a key strategic goal for the period under review, was put on hold due to budgetary constraints.

Notwithstanding the financial challenges experienced, the NQA managed to maintain and leverage key strategic relations with key partners such as training providers, international quality assurance bodies, professional bodies and sister organisations such as the National Training Authority and the National Council for Higher Education.



Stakeholder Engagement held in Keetmanshoop in July 2019

4.3.5 Looking ahead

Moving into the Financial Year 2020/21, the goal remains to build on the achievements of the period under review and to further enhance brand visibility and public awareness through a multi-pronged marketing approach. The focus will be on utilising social media and traditional media and radio in order to leverage their unparalleled reach and accessibility in all corners of the country. We further wish to implement strategies that will enable us to improve internal communications, build strategic stakeholder relationships and effectively respond to the ever-changing customer demands.



4.4 Administration



Dennis van Rooyen
Head: Administration

The Administration department is tasked with supporting the core functions of the NQA. In doing so, the department is mandated by the NQA Act to appoint the Executive team (Section 10 (1) (a) and (b)), who will be responsible for; -

- i) the day-to-day management of the NQA.
- ii) supervising of NQA staff.
- iii) accounting of all monies of the NQA.
- iv) maintaining NQA properties and assets.

Therefore, as per Section 11 of the NQA Act, officers and employees are appointed to assist the NQA with all such work as may arise through the exercise and performance of its powers, functions and duties in terms of this Act, and may at its discretion dismiss any such officer or employee from its service as and when deemed necessary.

The Administration department is the unit responsible for support services and takes responsibility for; -

- i) All finances and related responsibilities of the NQA
- ii) Human Resource Management duties, and
- iii) Management of Properties and Assets

These sections within the Administration Department are mandated through internally approved policies, regulations and procedures, to assist in the guidance and execution of the day-to-day operations and providing support services, to ensure that the NQA remains fully operational.

In line with the NQA's Annual Business Plan, the Administration Department was mandated with following Strategic Objectives for the year under review:

1. Mobilise Financial Resources - Finance section
2. Attract and retain competent staff - Human Resources section
3. Enhance accountability and transparency - General Administration, Property & Assets section
4. Enhance regulatory framework - Compliance section

4.4.1 Human Resources

The key focus areas of the human resources section during the reporting period, as based on the strategic objectives, is to:

a) Attract and retain competent staff

In doing so, the section is responsible to ensure that staff members are fully and always engaged. The various methods exercised to accomplish this, were the:

1. Development of mentorship and/or coaching programmes;
2. Development of an employee wellness programme;
3. Implementation of the Performance Management System (as a trial);
4. Implementation of the Annual Training Plan (subject to availability of financial resources); and
5. Appointment of staff into critical vacant positions (fill the structure based on the 5-year plan crafted by PWC in 2016).

b) The NQA Staff Complement

The approved NQA organisational structure, which is based on the mandate as per the NQA Act, provides for eighty-five (85) positions. The critical positions on the structure are being filled with due consideration of availability of financial resources, of which 59% of the structure was filled as at 31 March 2020, as reflected below.

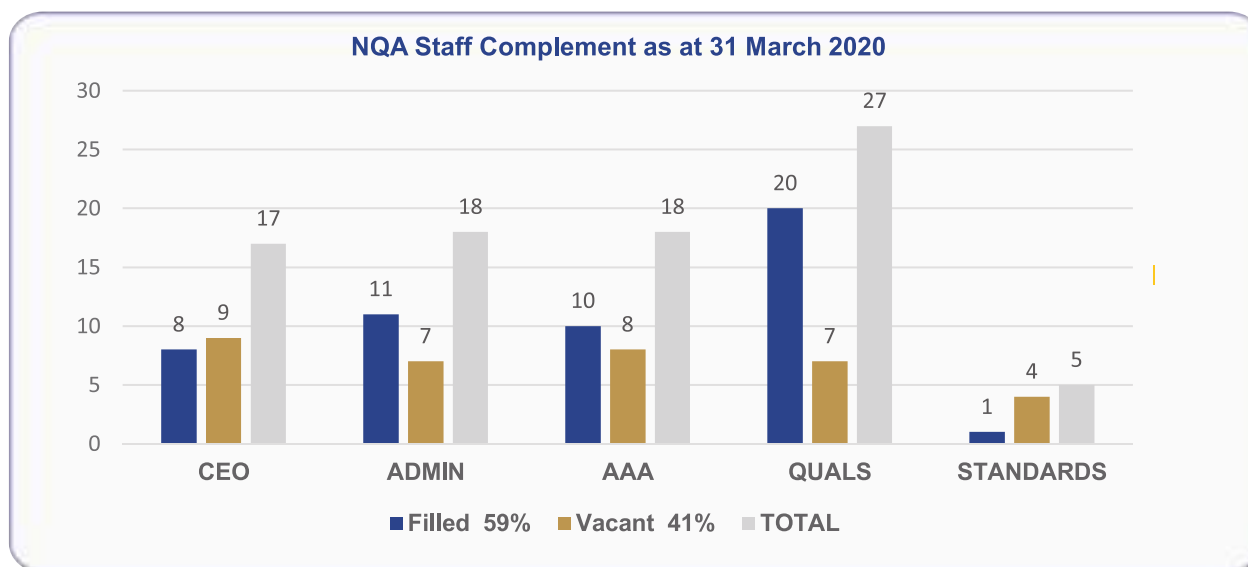


Figure 16: NQA Staff Complement as at 31 March 2020

The strategic objective for the Human Resources section was to attract and retain competent staff through various activities, such as ensuring adequate staffing levels to ensure effective delivery on the operations of the NQA. There was also a focus on human capital development by reviewing HR policies, supporting the holistic wellbeing of staff and facilitating employee engagement interventions.

c) Staffing:

The human capital of the NQA is critical to achieving its mandate through effective delivery on its daily operations. In light thereof, the attraction and retention of competent staff is one of the key strategic objectives of the NQA, which is achieved by filling critical vacancies as per the approved organisational structure. The current staff complement amounts to a total employee cost of N\$29 293 204.00, in comparison to a total cost of N\$29 235 086.00 in the previous year.

The NQA staff complement as at 31 March 2020 was fifty (50) permanent staff, of which ten (10) are at management level. This is a decline of 3.8% compared to the previous year. This is wholly attributed to vacancies resulting from retirements and fixed term contract expirations.

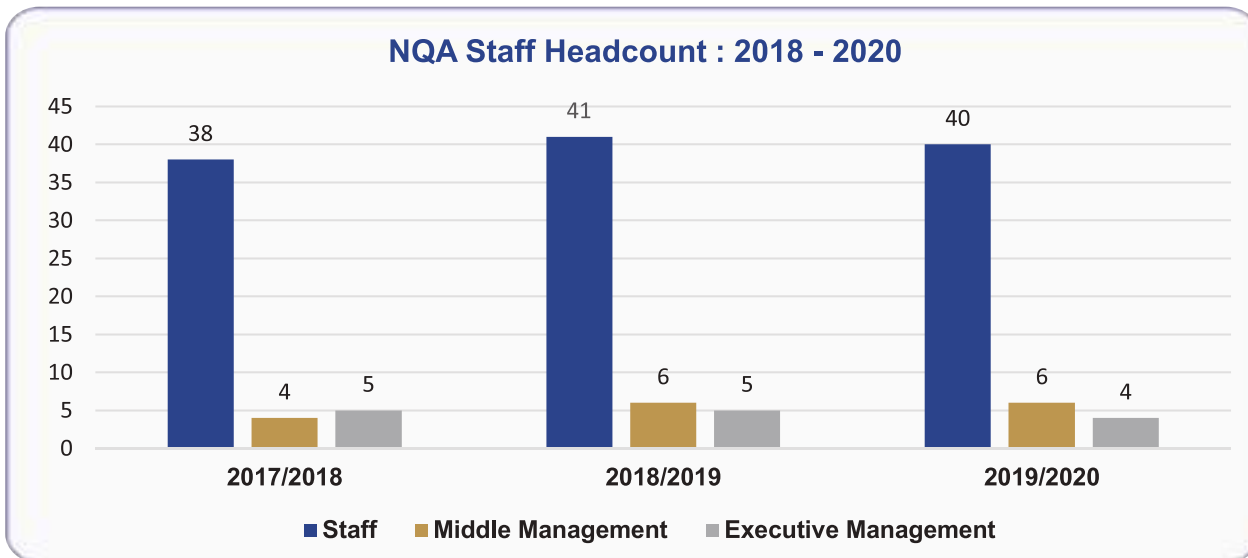


Figure 17: NQA Staff Headcount 2018- 2020

d) Employment Equity

The NQA continues to comply with the requirements of the Affirmative Action (Employment) Act, Act No. 29 of 1998, and successfully obtained its Affirmative Action Compliance Certificate for the period 01 November 2018 to 31 October 2019. The NQA Affirmative Action Committee meets on a quarterly basis to take stock of progress made in terms of the 3-year Affirmative Action Plan. The NQA staff complement is constituted of 96% of staff from the racially disadvantaged group and 65% of the workforce are comprised of women, as reflected below.

Workforce Profile	2017	2018	2019
Male	14	17	18
Female	36	33	33
Racially disadvantaged	50	48	49
Racially advantaged	0	2	2
Persons with disabilities	0	0	0
Non-Namibians	0	0	0

Table 7: NQA Employment Equity data 2017- 2019

e) Human Capital Development

The Training and Development Policy was reviewed and approved so as to provide the required framework for effective training and a Training Committee was appointed to support the successful implementation of training interventions. To support the NQA to accomplish its mandate, with the limited financial resources at its disposal, capacity building training interventions were facilitated in the area of quality assurance.

During the period under review, the NQA honoured the staff commitment by presenting Long Service Awards to ten (10) employees for 5, 10 and 15 years of service respectively. These staff members were presented with Certificates of Long Service and monetary rewards as follows.

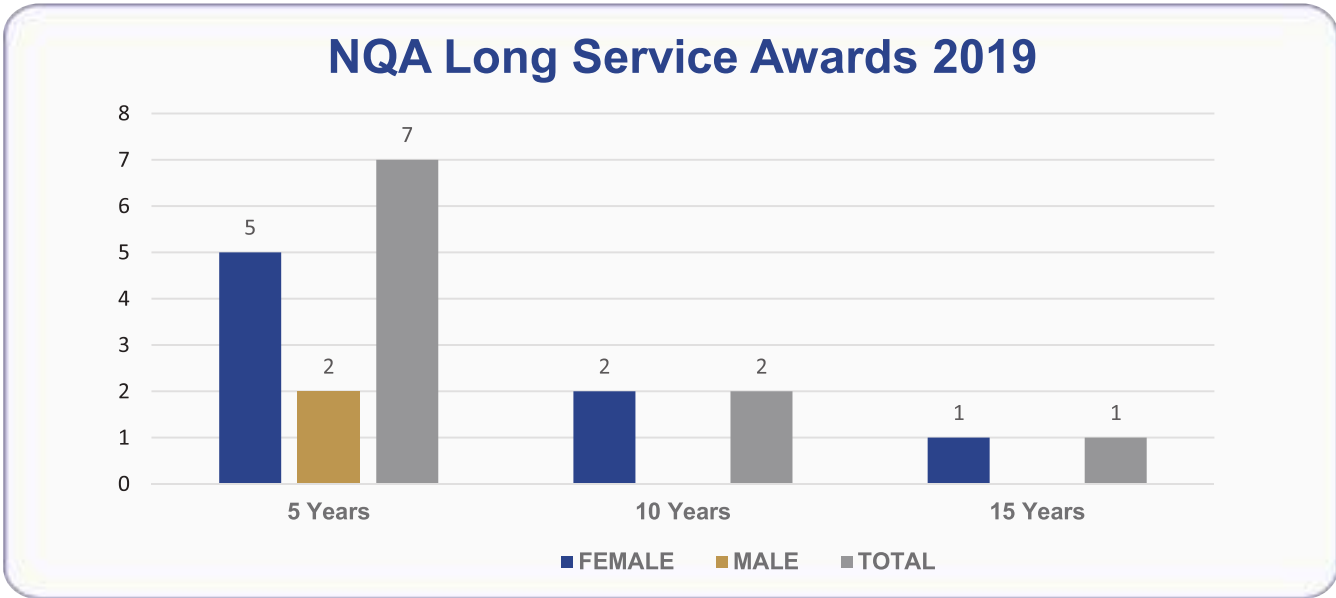


Figure 18: Long service awards for 2019

The NQA Annual Employee Awards were also held with the purpose of acknowledging and expressing appreciation for outstanding accomplishments made by an employee. The award for Employee Excellence and Customer Service Excellence was awarded to Mr Metarere Muvangua for providing outstanding service at a consistently high level, to clients and employees, and in recognition of serving as a role model, who positively influences and inspires others.



Metarere Muvangua



- Winner:**
- 1. Customer Service Excellence Award 2019**
 - 2. Employee Excellence Awards 2019**

f) Employee Wellness

To support the holistic wellbeing of employees, as vital to their productivity, various interventions were facilitated during the period under review, with a focus on physical, emotional and financial wellness. The annual Wellness Day, facilitated by Namibia Health Plan, was held to raise awareness and empower employees to take ownership of their health and wellbeing.

In association with Old Mutual, the NQA facilitated financial wellness workshops, focusing on personal debt management and financial prudence. The training was interactive, practical and was well attended by staff.

To ensure a focus on assuring a safe working environment, the NQA Emergency Preparedness Plan was formulated, with expertise sourced from the City of Windhoek. Emergency and First Aid Marshalls were appointed to ensure effective implementation of the Plan within the next financial year, once health and safety training has been facilitated.



g) Employee Engagement

In line with achieving the NQA's strategic objective of Employee Engagement, various human resource policies were drafted and reviewed, and included Succession Planning, Training and Development, Performance Management and Remuneration policies. Information sessions were also facilitated, so as to educate employees on their pension fund benefits. This was hosted by Retirement Fund Solutions, the NQA's pension fund administrator.

In order to instil a performance-oriented organisational culture, the NQA Performance Management Policy was approved. The policy will serve as a framework for effective implementation of performance management within the NQA. Policy review sessions were held with staff during the year under review. In addition, to support the formulation of performance targets, an organisational-wide Job Description review process was also conducted for alignment to the performance management process.

h) Employee Relations

The NQA recognises the fundamental importance of sound employer-employee relations. In light thereof, the signed wage agreement between the NQA and NAPWU, that came into effect as from 01 April 2018, was a culmination of the salary increment for two financial years, that is, for 2018/2019 and 2019/2020. This increment is inclusive of the year under review and was effected once for the two-year period.

A Notice of Dispute of Right was lodged by NAPWU at the Office of the Labour Commissioner on 30 January 2020, to dispute the two-year culmination of the signed wage agreement. The matter is still in progress at the arbitration stage.

The future focus of the human resources section is based on identified key projects as per the NQA's Strategic Scorecard. This would include implementation of the performance management system, based on the approved performance management plan, as an enabler towards human capital development. In support thereof, identified training interventions, as per the training plan, are to be facilitated in order to build skills capacity. Ongoing structured employee engagement initiatives are to be developed and facilitated, in order to enhance staff satisfaction levels, which would be measured by participating in a formal employee engagement survey. Furthermore, implementation of the Emergency Preparedness Plan would be a key focus to ensuring adherence to required health and safety requirements, which would include executing simulated emergency situations and evacuation drills.

4.4.2 Assets and Properties

This section supports and maintains the NQA's assets and properties. Due to the current national economic climate, no budgetary provision was made for the acquisition of additional assets, office equipment, furniture or vehicles.

Although the NQA has on various occasions requested funds for capital projects, inclusive of the construction of the NQA House Phase II and office space, no budgetary provision could be made in this regard. This project remains on hold until budgetary provision is available for capital projects from Government through the National Planning Commission.

Owing to the fact that the NQA's assets and property are still relatively new, and are covered under short-term insurance, minimum costs were incurred for maintenance and repairs.

	2020 N\$	2019 N\$	2018 N\$
Total Assets	56,914,096	64,525,114	97,760,728
Declined by	12%	34%	

Table 8: Changes in the NQA's total assets

The decline, indicated in Table 8, is mainly due to depreciation and to no additional assets being procured during the period under review.

Reference to Audited Financial Statement (AFS), under "Statement of the Financial position as at 31 March 2020, Total Assets".

Additionally, the fleet was also not replaced and no major costs were incurred. The section remained operational throughout the year and has had no material increase in value.

4.4.3 Challenges

With the Corona virus (COVID-19) pandemic experienced in Namibia, and social distancing becoming a health and safety requirement under the State of Emergency, the NQA is challenged not only with office space, but has had to implement measures to safeguard the safety of all employees. In this regard, re-organised seating arrangements was introduced to enforce social distancing and limit congestion in working spaces.

Sufficient office space thus remains a challenge which impacts the recruitment of additional staff members and poses a risk to the Secretariat to fully deliver the NQA's mandate.

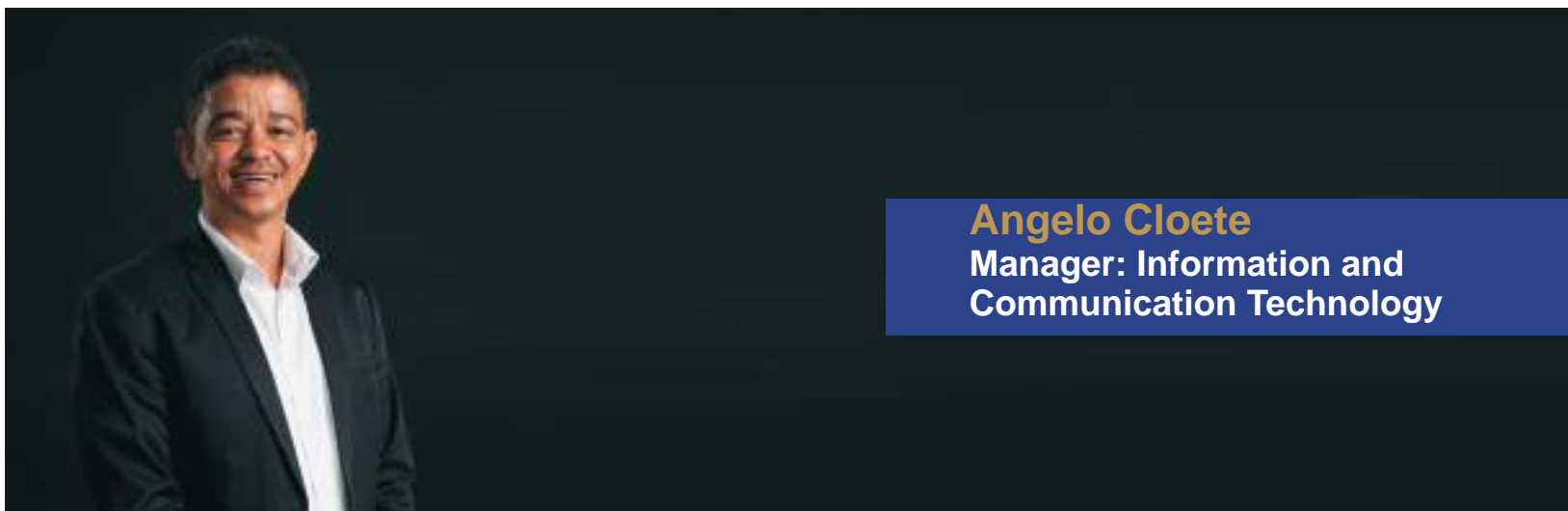
Procurement remains a major challenge for large projects as:

- There is a lack of internal expertise with regards to compilation and evaluation of Bids.
- There is insufficient available funding, from national treasury, to ensure that projects undertaken will succeed to its end.

Safety and Security at the NQA offices remains a critical risk and was listed on the risk register for urgent attention and mitigating action.

Business continuity and disaster recovery was also added to the risk register to ensure the NQA remains operational in any eventuality. The testing of these plans are yet to be rolled-out.

4.5 Information and Communication Technology



Angelo Cloete
Manager: Information and
Communication Technology

The NQA's Information Communication Technology (ICT) Department is responsible for the provision, maintenance and continuous improvement of ICT related services to the various business units, and at the same time, for implementing innovative business response to ICT. The latter involves continuous development of in-house business systems to improve efficiencies when delivering mandated services to our stakeholders. This entails continuous reviewing of its ICT Strategy in order to stay abreast of technology advancements in this ever-changing field, and specifically in the field of Quality Assurance for the National Qualifications Framework (NQF). While concurrently the department must also be prepared with a Business Continuity Plan (BCP) in case the organisation needs to respond to any disaster.

4.5.1 Key activities undertaken during the period under review

The 2019-2020 Annual Business Plan derived from the ICT Strategy steered efforts during the period under review and was prioritised for ICT Strategy review and implementation. NQA's Data Information Security, Automation of Core Business Processes (Evaluations of Qualifications and the NQF) and Internet redundancies were identified as key projects. Staff members were continuously made aware of Cyber Security threats through internal communication and by a presentation from the Namibia Central Intelligence Service (NCIS). Core Business systems in the departments of Evaluations and NQF were developed and tested with stakeholders.

4.5.2 Achievements

The automation for collecting national learner records from Institutions of Higher Learning in Namibia was successfully piloted and tested. As one of ICT's Strategic objectives, this process was fully automated and allowed the NQA to receive validated data from Institutions effortlessly. This new business process will enable the NQA to provide meaningful information (fields of study and demographics of learners) to relevant authorities relating to past and current enrolments. The NQA managed to acquire a Total Security Solution and was able to encrypt all of its corporate information for safe guarding against possible cyber-attacks. During the period under review our Wide Area Network (WAN) was setup in a redundant mode.

4.5.3 Challenges

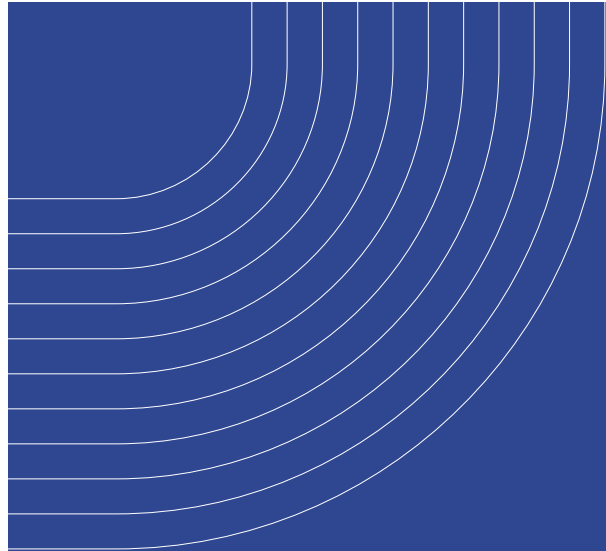
During the review and planned implementation of the 2020-2025 ICT Strategy, it was highlighted that the NQA's hardware and software were obsolete and needed to be replaced. This revamping was estimated at a cost of between 11 to 15 million Namibian dollars. The current ICT infrastructure has reached the end of its lifespan, and related software is also no longer supported by its vendors. Outdated ICT poses security risks, hardware failures and are not supported by newer technologies. Monetary and human resource challenges prevailed during the period under review, as was experienced by various other sectors, due to the difficult economic circumstances faced by Namibia as a whole. The expectation from stakeholders continue to surge with regards to online service provision of our core business services, and especially for the evaluation of qualifications, and remains a high priority for the NQA.

4.5.4 Looking ahead


With the ever-growing demand for digital transformation, the NQA continuous to strive to set the building blocks in place to allow for an organisational transformation that will enable us to take our core business services online, and provide our services nationally through digital channels. This will only be possible by sourcing industry specific business systems that will support integration into NQA's website for efficient service delivery to all our stakeholders.



NAMIBIA QUALIFICATIONS AUTHORITY



5 **Section 5:**
Finance



For the tenth year in a row, the NQA once again obtained an unqualified audit, keeping its 100% record of compliance firmly intact. This is indicative of the organisation's stance that the safeguarding of its financial resources and compliance is non-negotiable. In an effort to improve financial sustainability and become less dependent on state funds, the NQA Council approved the following strategic objectives to improve on revenue generation;

5.1 Mobilise Financial Resources

The NQA is dependent upon monies appropriated by the Government and does not generate any additional income. This has been identified as a risk to the NQA. The Finance section has made it a priority to obtain approval to charge fees for services rendered by the NQA. The process to obtain such approval, based on the Enabling Act, Act 29 of 1996, requires to have concurrence from the line Ministry as well as from the Ministry of Public Enterprises. This process was completed and the NQA is currently awaiting Cabinet approval.

5.2 Alternative Funding Options

The Finance section was also tasked with exploring various alternative funding options and to implement cost savings measures to remain operational and less dependent. This objective remains pending as the last quarter of the year was interrupted by the COVID-19 pandemic.

5.3 2020/2021 Budget Allocation

The NQA is still challenged financially to ensure full delivery on its mandate. Since the NQA does not have any control over the annual allocation, planning and servicing of its budget allocation, our clients are at risk which in turn impacts quality in the education sector as a whole. For this reason, the NQA has submitted an additional request for funding in the amount of N\$17 million. A response from our Shareholder is expected in the new financial year.

5.4 External Annual Audit

The NQA can also proudly announce that it received an unqualified external audit for the 2019/2020 financial year. Our Annual Audited Financial Statements, for the year ended 31 March 2020, is herewith presented as approved by the NQA Council.

Annual Financial Statements

FOR THE YEAR ENDED 31 MARCH 2020

Contents:

	Page
▶▶ General Information	1
▶▶ Statement of Council Members' responsibilities	2
▶▶ Report of the Independent Auditors	3
▶▶ Council Members' report	6
▶▶ Statement of Financial Position	7
▶▶ Statement of profit or loss and other comprehensive income	8
▶▶ Statement of changes in funds	9
▶▶ Statement of cash flows	10
▶▶ Accounting policies and notes to the Financial Statements	11
The following supplementary information does not form part of the audited financial statements.	
▶▶ Detailed statement of comprehensive income	19

GENERAL INFORMATION - 31 MARCH 2020 (continued)

Council Members

Dr. Alfred van Kent
Mr. Tuaunda Keeja
Prof. Kenneth Matengu
Dr. Ngepathimo Kadhila
Prof. Anicia Peters
Ms. Annely Haiphene
Ms. Evelina Julius
Mr. Percy W. Misika
Mr. Mbeuta Ua-Ndjarakana
Ms. Tjiuai Kaambo (resigned)
Dr. Moses Maurihungirire
Ms. Hilaria Namoloh
Mr. Ben T. Nangombe
Ms. Petronella Masabane
Mr. Issaskar V. K. Ndjoze
Ms. Gladice Pickering
Mr. Willem Goeiemann
Ms. Aina Avafia

Ms. Loide Shaanika
Dr. Inaani Kahikuata - Kariko
Ms. Emma Kantema-Gaomas
Dr. Herbert P. Schneider
Mr. Develias Uaire-Ngatjiisiue
Ms. Tuyemo N. Petrus
Ms. Beverley S. Skrywer
Ms. Diana L. Mokhatu
Ms. Carlota N. David-Howoses
Ms. Tuulikki Mwafufya-Shikongo
Ms. Anne-Doris N. Hans-Kaumbi
Prof. Sam K. Amoo (Resigned)
Ms. Agnes Yeboah
Mr. Johannes S. Magongo
Ms. Desire Lottering
Mr. Elia Shapwa
Ms. Susan Ntema
Mr. Alfred Tjihambuma

Ms. Inga Ndaningina
Mr. Severin Tame
Ms. Anke H. Halenke
Ms. Lilia M. Shaningwa
Dr. Hertha Pomuti
Ms. Penoshinge Shililifa
Ms. Deseree K. Cloete
Ms. Liezl Davies
Mr. Postrick Kapule
Ms. Manda Bakkes
Dr. Samuel John
Prof. Frank P.L. Kavishe
Prof. Gilbert Likando
Ms. Hazel Milne
Dr. Erling Kavita
Ms. Rosina Shuuya
Mr. Joseph C. Lewis

Registered address:

8892 Corner of Simeon Shixungileni & Dr Külz
Street
Windhoek, NAMIBIA

Postal address:

Private Bag 13247
Windhoek
NAMIBIA

Auditors:

Grand Namibia
Registered Accountants and Auditors
Chartered Accountants (Namibia)

Bankers:

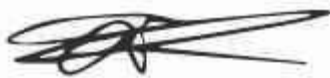
First National Bank of Namibia

STATEMENT OF COUNCIL MEMBERS' RESPONSIBILITIES - 31 MARCH 2020

The Council members are responsible for the maintenance of adequate accounting records and the preparation and integrity of the financial and related information. The auditors are responsible to report on the fair presentation of the financial statements. The financial statements have been prepared in accordance with Namibian Generally Accepted Accounting Practice NAC001: Financial Reporting for Small and Medium Entities and in the manner required by the Namibia Qualifications Authority Act, Section 12, (Act 29 of 1996).

The Council members are also responsible for the Qualifications Authority's system of internal financial control. These are designed to provide reasonable, but not absolute, assurance as to there liability of the financial statements, and to adequately safeguard, verify and maintain accountability of assets and to prevent and detect misstatements and deficit. Nothing has come to the attention of the Council members to indicate that any material break down in the functioning of these controls, procedures and systems has occurred during the period under review.

The financial statements have been prepared on the going-concern basis, since the Council members have every reason to believe that the NQA has adequate resources in place to continue in operation for the foreseeable future. The financial statements set out on pages 8 to 21 were approved and authorised for issue by the Council and are signed on its behalf by:



Council Chairperson

21/10/2020

Date



NQA Chief Executive Officer

21/10/2020

Date



REPORT OF THE INDEPENDENT AUDITOR TO THE COUNCIL MEMBER OF THE NAMIBIA QUALIFICATIONS AUTHORITY

Opinion

We have audited the annual financial statements of Namibia Qualifications Authority set out on pages 8 to 20, which comprise the statement of financial position as at 31 March 2020, the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Namibia Qualifications Authority as at 31 March 2020, and its financial performance and cash flows for the year then ended in accordance with the Namibian Generally Accepted Accounting Practice, NAC001- Financial Reporting for Small and Medium Sized Entities and in the manner required by the Namibia Qualifications Authority Act, Section 12, (Act 29 of 1996).

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Annual Financial Statements section of our report. We are independent of Namibia Qualifications Authority in accordance with Sections 290 and 291 of the International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Revised July 2016), parts 1 and 3 of the International Ethics Standards Board for Accountants (including International Independence Standards) (Revised July 2018) and other independence requirements applicable to performing audits of financial statements in Namibia. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

The Council is responsible for the other information. The other information comprises the Council Members' Report and the detailed statement of comprehensive income which we obtained prior to the date of this report. Other information does not include the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibility of the Council for the Financial Statements

The Council is responsible for the preparation and fair presentation of the financial statements in accordance with Namibian Generally Accepted Accounting Practice - NAC 001: Financial Reporting for Small and Medium Sized Entities and in the manner required by the Namibia Qualifications Authority Act, Section 12, (Act 29 of 1996), and for such internal control as the Council determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Council is responsible for assessing the Authority's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council either intend to liquidate the Authority or to cease operations, or have no realistic alternative but to do so.


Auditors Responsibility for the audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

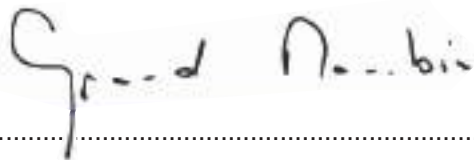
As part of an audit in accordance with International Standards on Auditing, I exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- ▶▶ Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ▶▶ Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's internal control.
- ▶▶ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council.
- ▶▶ Conclude on the appropriateness of the Council' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group to cease to continue as a going concern.

-
- 
- ▶ Evaluate the overall presentation, structure and content of the annual financial statements, including the disclosures, and whether the annual financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Council with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



.....
Grand Namibia

Registered Accountants & Auditors

Chartered Accountants (Namibia)

Per: R Beukes

Partner

Windhoek

COUNCIL MEMBERS' REPORT FOR THE YEAR ENDED 31 MARCH 2020

The Council members present their annual report of the Namibia Qualifications Authority for the year ended 31 March 2020.

General review

The activities of the Namibia Qualifications Authority comprise:

- ▶▶ to set up and administer a National Qualifications Framework;
- ▶▶ to be a forum for matters pertaining to qualifications;
- ▶▶ to set the occupational standards for any occupation, job, post or position in any career structure;
- ▶▶ to set the curriculum standards required for achieving the occupational standards for a given occupation;
- ▶▶ to promote the development of and to analyse benchmarks of acceptable performance norms for an occupation;
- ▶▶ to accredit persons, institutions and qualifications authorities providing education and course of instruction or training of meeting certain requirements, as set out in Section 13, (Act 29 of 1996);
- ▶▶ to evaluate and recognize competencies learnt outside formal education;
- ▶▶ to establish facilities for the collection and dissemination of information in connection with matters pertaining to qualifications;
- ▶▶ to enquire into whether any particular qualification meets the national standards;
- ▶▶ to advise any person, body, institution, qualifications authority or interest group on matters pertaining to qualifications and national standards for qualifications

Financial results

Full details of the financial results of the Namibia Qualifications Authority are set out on pages 8-21.

Events subsequent to year-end

The Council members are not aware of any matter or circumstance arising since the end of the financial year, not otherwise dealt with in the financial statements, which significantly affects the financial position of the Namibian Qualifications Authority or the results of its operations.

Council members

The Council members during the current year are as set out on page 2 of this report.

Council members' interest in contracts

No material contracts involving Council's interest were entered into during the current year.

Auditors

Grand Namibia Registered Accountants & Auditors.

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2020

ASSETS	NOTES	2020 N\$	Restated 2019 N\$	Restated 2018 N\$
Non-current assets		44,468,749	47,034,621	46,118,563
Property, plant and equipment	2	38,268,749	40,834,621	39,918,563
Investments	3	6,200,000	6,200,000	6,200,000
Current assets		12,442,199	17,490,493	51,642,165
Trade and other receivables	4	30,435	72,851	17,320
Cash and cash equivalents	5	12,411,764	17,417,642	51,624,845
Total assets		56,910,948	64,525,114	97,760,728
FUNDS AND LIABILITIES				
Capital and reserves		44,846,701	36,461,258	33,466,756
Accumulated funds		35,798,948	27,413,505	27,350,093
Revaluation reserves		9,047,753	9,047,753	6,116,663
Non-current liabilities				
Deferred revenue	6	10,499,078	26,582,376	62,411,793
Current liabilities				
Trade and other payables	7	1,565,169	1,481,480	1,882,179
		56,910,948	64,525,114	97,760,728

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 N\$	2019 N\$
Accreditation fees	10	375,000	183,500
Administration Fees	10	14,037	12,755
Government grants	10	30,303,000	9,665,000
Other income	10	1,094,740	22,484
Release of Depreciation from deferred income	6	1,669,644	1,229,418
Release of deferred Income-NQA	6	14,413,652	25,000,000
Total income		47,870,074	36,113,157
Administrative expenses		(40,128,100)	(38,017,820)
Operating surplus/(deficit) for the year		7,741,974	(1,904,664)
Investment Income	8.3	643,470	1,968,076
Surplus for the year		8,385,443	63,413

STATEMENT OF CHANGES IN FUNDS FOR THE YEAR ENDED 31 MARCH 2020

	Accumulated funds N\$	Revaluation Reserves N\$	Total N\$
Balance at 01 April 2018	27,350,093	6,116,663	33,466,756
Surplus for the year	63,412	2,931,090	2,994,502
Balance at 1 April 2019	27,413,505	9,047,753	36,461,258
Balance at 01 April 2019	27,413,505	9,047,753	36,461,258
Surplus for the year	8,385,443	-	8,385,443
Balance at 31 March 2020	35,798,948	9,047,753	44,846,701

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2020

Cash flows from operating activities	Notes	2020 N\$	2019 N\$
Cash received from Government and customers		31,829,265	9,782,969
Cash paid to employees and service providers		(37,395,378)	(36,034,369)
Cash utilized by operations		(5,566,113)	(26,251,400)
Investment income	8.3	643,470	1,968,076
Net cash utilized from operating activities		(4,922,643)	(24,283,324)
Cash flows from investing activities			
Property, plant and equipment acquired	9.2	(83,235)	(323,883)
Net cash (outflow) from investing activities		(83,235)	(323,883)
Cash flows from financing activities			
Capital Fund Release -NCRST		-	(9,600,000)
Net cash (outflow) from financing activities		-	(9,600,000)
Movement in cash and cash equivalents			
Cash and cash equivalents at the beginning of the year		17,417,642	51,624,845
Cash and cash equivalents at the end of the year	5	12,411,764	17,417,642

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

1. Presentation of Annual Financial Statements

The annual financial statements have been prepared in accordance with the Namibia Generally Accepted Accounting Practice- NAC 001: Financial Reporting Standard for Small and Medium-sized Entities, and the Namibia Qualifications Authority Act, Section 12, Act 29 of 1996. The annual financial statements have been prepared on the historical cost basis, and incorporate the principal accounting policies set out below.

They are presented in Namibia Dollar. These accounting policies are consistent with the previous period.

1.1 Property, plant and equipment

All property, plant and equipment are initially recorded at historical cost less depreciation. Cost includes all costs directly attributable to bring the assets to working condition for their intended use.

Depreciation is calculated on the straight-line method to write off the cost of each asset to their residual values over their estimated useful lives as follows:

- Land and Building - 25 years
- Motor vehicles - 5 years
- Office equipment - 5 years
- Furniture and fittings - 5 years
- Information Technology Equipment - 3 years
- Other Property, Plant and Equipment - 5 years

Where the carrying amount of an asset is greater than its estimated recoverable amount, it is written down immediately to its recoverable amount. Gains and deficits on disposal of plant and equipment are determined by reference to their carrying amount and are taken into account in determining operating surplus.

1.2 Trade and other receivables

Trade receivables are carried at anticipated realisable value. An estimate is made for doubtful receivables based on a review of all outstanding amounts at year-end. Bad debts are written off during the year in which they are identified.

1.3 Cash and cash equivalents

For purposes of the cash flow statement, cash and cash equivalents comprise cash in hand and deposits held at call with banks, net of bank overdrafts. In the balance sheet, bank overdrafts are included in current liabilities.

1.4 Revenue recognition

Revenue is recognised at the date that accreditation fees are due and are based on the number of enrolments per annum.

Interest is recognised, in profit or loss, using the effective interest rate method

1.5 Government grants

Grants are recognised at their fair value where there is reasonable assurance that the grant will be received and all attaching conditions will be complied with. When the grant relates to an expense item, it is recognised as income when actually received. Where the grant relates to an asset, the fair value is credited to a deferred income account and is released to the income statement over the expected useful life of the relevant asset by equal annual instalments.

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

1.6 Provisions

Provisions are recognised when the Qualifications Authority has a present legal constructive obligation and as a result of a past event, it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation, and a reliable estimate of the amount can be made.

1.7 Financial instruments

Financial assets and liabilities are recognised in the Authority's statement of financial position when the organization becomes a party to the contractual provisions of an instrument. All financial instruments are initially measured at fair value. Transaction costs are normally also included in the initial measurement of financial instruments. However, transaction costs incurred on financial assets and liabilities at fair value through profit or loss are not included in the initial measurement, but are expensed. The transaction costs referred to are those incremental costs that are directly attributable to the acquisition or issue of a financial asset or financial liability. For the purpose, transaction costs excludes financing costs and internal administrative costs.

The Authority's derecognition principles for financial liabilities hinge on the legal release (extinguishment) of the obligation. Consequently, a financial liability or part thereof would be removed from its statement of financial position only when it is extinguished. The organization derecognition principles for financial assets are normally triggered when it receives consideration in return for the transfer or sale of all or part of a financial asset.

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

2.1 PROPERTY, PLANT AND EQUIPMENT

2020	Land and buildings	Office equipment	Motor vehicles	Computer equipment	Other Fixed Assets	TOTAL
Opening NBV	39,294,099	823,060	417,505	299,957	-	40,834,622
Cost	46,184,722	2,923,551	1,559,873	3,367,047	-	54,035,194
Accum. Deprec	(6,890,624)	(2,100,491)	(1,142,368)	(3,067,090)	-	(13,200,572)
Additions	-	50,971.05	-	32,263.95	-	83,235.00
Depreciation	(1,669,643)	(552,759)	(243,124)	(183,583)	-	(2,649,107)
Closing NBV	37,624,458	321,272	174,381	148,637	-	38,268,749
Cost	46,184,725	2,974,522	1,559,873	3,399,311	-	54,118,431
Accum. Deprec	(8,560,267)	(2,653,250)	(1,385,492)	(3,250,674)	-	(15,849,682)
2019						
Opening NBV	37,594,938	1,194,221	662,147	383,082	84,175	39,918,563
Cost	43,155,072	2,713,829	1,559,874	3,246,231	105,219	50,780,225
Accum. Deprec	(5,560,134)	(1,519,608)	(897,727)	(2,863,149)	(21,044)	(10,861,662)
Additions	98,561	209,722	(1)	120,816	(105,215)	323,883
Revaluation	2,931,090	-	-	-	-	2,931,090
Depreciation	(1,330,490)	(580,882)	(244,641)	(203,941)	21,044.00	(2,338,910)
Closing NBV	39,294,099	823,060	417,505	299,957	-	40,834,621
Cost	46,184,722	2,923,551	1,559,873	3,367,047	-	54,035,193
Accum. Deprec	(6,890,624)	(2,100,491)	(1,142,368)	(3,067,090)	-	(13,200,572)

The Land & Buildings Constitute of Erf 8892(Main building) and Erf 6332 which is still to be developed.

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

3. BV INVESTMENT

The Authority invested in a property under the company BV Investments Six Hundred and Forty Five (Pty) Ltd in April 2016.

	2020 N\$	2019 N\$
BV Investment	<u>6,200,000</u>	<u>6,200,000</u>

4. TRADE AND OTHER RECEIVABLES

Customers	8,000	31,916
Related parties	22,435	40,935
	<u>30,435</u>	<u>72,851</u>

5. CASH AND CASH EQUIVALENTS

For the purpose of the statement of cash flows, the year-end cash and cash equivalents comprise the following:

Petty cash balance	20	1,151
Cash and bank balances	12,414,892	17,417,981
Petrol card	(3,016)	(482)
Credit card	(133)	(1,007)
	<u>12,411,764</u>	<u>17,417,642</u>

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

6. DEFERRED REVENUE	2020 N\$	2019 N\$	
Grants related to assets	10,499,078	26,582,374	
Reconciliation of the Grants-2020			
	Opening balance	Releases	Total
Funds for construction of NQA House	23,985,008	16,083,296	7,901,712
NQA House Phase 2	2,597,366	-	2,597,366
	<u>26,582,374</u>	<u>16,083,296</u>	<u>10,499,078</u>

Included under the releases is the N\$14,413,652 from the Development Account to fund the operational expenses and the release on depreciation of the Building at N\$1,669,644.

7. TRADE AND OTHER PAYABLES

Trade payables	175,758	72,191
Accrued leave pay	1,025,357	1,034,694
Provision for Bonus	364,054	374,595
	<u>1,565,169</u>	<u>1,481,480</u>

The leave provision is based on the actual leave days due to employees using current remuneration packages.

The annual bonus is accrued monthly on a time proportion basis for all employees in employment at year-end.

8 NOTES TO THE STATEMENT OF COMPREHENSIVE INCOME

8.1 Net operating surplus/(deficit) for the year

Net operating surplus/(deficit) for the year is stated after charging:

Auditors' remuneration	95,220	83,720
Council members' remuneration	997,472	806,389
Depreciation	<u>2,649,107</u>	<u>2,338,911</u>

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

	2020 N\$	2019 N\$
8.2 Payroll expense		
Salaries and wages	30,211,887	29,235,086
Contract labour (SME)	491,500	405,490
Board sitting fees	997,472	806,389
8.3 INVESTMENT INCOME		
Interest income	<u>643,470</u>	<u>1,968,076</u>
9. NOTE TO THE STATEMENT OF CASH FLOWS		
9.1 Reconciliation of net operating surplus to cash generated by operations:		
Operating surplus for the year	8,385,443	63,412
Adjusted for: - Depreciation	2,649,107	2,338,911
- Released deferred income	(16,083,296)	(26,229,418)
- Investment income	<u>(643,470)</u>	<u>(1,968,076)</u>
Operating surplus before working capital changes	(5,692,215)	(25,795,171)
Working capital changes		
- (Increase) / Decrease in trade and other receivables	42,416	(55,531)
- Increase/(decrease) in trade and other payables	83,689	(400,699)
Cash generated by operations	<u>(5,566,113)</u>	<u>(26,251,401)</u>
9.2 Property, plant and equipment acquired		
Acquisition for the year per Note 2.1	83,235	323,883
10. INCOME		
Income for the year comprise of:		
Government grant (MHETI)-operational	30,303,000	9,665,000
Other Income	1,094,740	22,484
Accreditation Fees	375,000	183,500
Administration Fees	14,037	12,755

11. RESTATEMENT

The Authority's financial statements for prior periods have been restated due to incorrect depreciation rates used on its fixed assets software module.

The effects of the restatement are as follows:

31 March 2018

Statement of profit or loss and other comprehensive income

Increase in depreciation	1,386,157
Increase in Release of Depreciation	(1,406,481)
Decrease in profit for the year	<u>20,324</u>

Effect on the statement of financial position for the year ended

Decrease in Property Plant and Equipment	(1,386,157)
Decrease in Deferred Revenue	(1,406,481)
Decrease in Returned Earnings	<u>20,324</u>

31 March 2019

Statement of profit or loss and other comprehensive income

Increase in depreciation	508,089
Increase in Release of Depreciation	(117,632)
Decrease in profit for the year	<u>390,457</u>

Effect on the statement of financial position for the year ended

Decrease in Property Plant and Equipment	(508,089)
Decrease in deferred Revenue	(117,632)
Decrease in Returned Earnings	<u>390,457</u>

We have also reclassified work done on NQA property Erf 6332 from BV Investment to Land & Buildings NQA, as these related to the undeveloped asset registered in the name of NQA.

12. FINANCIAL INSTRUMENTS

In the normal course of its operations, the Namibia Qualifications Authority (NQA) is exposed to liquidity -interest rate - and credit risk. The NQA manages these risks as follows:

12.1 Interest rate risk

The Authority is exposed to interest rate risk as a result of excess cash holdings invested at variable rates. The Authority monitors its exposure on an on-going basis.



12.2 Credit risk

Credit risk consist mainly of cash deposits and trade receivables. The Authority only deposits cash with major banks with high quality credit standing.

12.3 Liquidity risk

The Authority's risk to liquidity is a result of funds available to cover future commitments. This risk is managed through an on-going review of such commitments.

12.4 Fair values

The Council members are of the opinion that the carrying value of financial instruments approximates fair value.

DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020

	2020	2019
	N\$	N\$
Revenue	375,000	183,500
Other Income	48,138,543	37,897,733
Administration Fees	14,037	12,755
Government Grant	30,303,000	9,665,000
Interest Received - Development	643,470	1,968,076
Other Income	1,094,740	22,484
Release of Depreciation	1,669,644	1,229,418
Release of deferred Income-NQA	14,413,652	25,000,000
Total Revenue	48,513,543	38,081,233
Expenditure	40,128,100	38,017,820
Subscriptions	281,920	247,964
Notices & Publications	100,805	217,090
Adverts - Newspapers	48,901	31,817
Marketing & Communications	396,487	208,797
Alarm & Security	314,613	262,129
Audit Fees	95,220	83,720
Photocopies Services	369,205	370,249
Organizational Development	179,756	135,612
Flowers and Gifts	16,609	34,785
Bank Charges	47,100	41,713
Cleaning Material & Services	292,968	292,546
Rental	209,586	173,540
Quality Assurance Fees (SMEs)	491,500	405,490
Programs	243,419	273,230
Postage & Courier	31,493	8,215
Depreciation	2,649,107	2,338,911
Electricity & Water	529,387	565,776
Refreshments	85,673	85,591

DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2020 (continued)

	2020 N\$	2019 N\$
Insurance	177,770	213,379
Legal Fees	-	2,300
Transport	97,864	51,895
Printing & Stationery	133,958	206,574
Pre-Printed Stationery	37,732	43,844
Material & Supplies	16,503	17,141
Internet Expenses	234,644	118,629
Repair & Maintenance	212,627	259,721
Salaries & Wages)	30,211,887	29,235,086
Council Expenditure	997,472	806,389
Projects	27,750	62,475
Staff Training	15,041	59,898
NQFIMS	899,422	433,481
Automated Buss Process	-	37,519
Licensing Register & Renewal	99,966	114,480
Telephone & Fax	127,563	163,694
Air Tickets	72,192	140,226
Travel & Accom: S&T	381,961	273,913
Surplus for the year	8,385,443	63,412



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