NQA
Namibia · Qualifications · Authority

ANNUAL REPORT
2018/19

Quality Assured Qualifications

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THE YEAR AT A GLANCE

6071

Number of qualifications evaluated

45

Number of permanent staff members

20

Number of institutions granted accreditation

388

Number of Unit Standards registered on the NQF

141

Number of qualifications registered on the NQF

1780

Number of accreditation status verifications

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

SECTION 1:
Corporate Statements

CHAIRPERSON'S STATEMENT

Prof. Gilbert Likando

Dear Stakeholders,

It gives me immense pleasure to present the Annual Report for the 2018/19 financial year of the NQA, outlining the organisation's performance during the first full-year as a Council.

As the 7th Council assumed its term in December 2017, we were faced with a mammoth task of clearing the accumulated yearlong backlog during the period the NQA operated without a Council. I'm pleased to report that the Council extended time and effort to bring normalcy to the organisation, and I'm encouraged by the progress made so far.

The global economic downturn continues to threaten and disrupt the financial sustainability of organisations worldwide. The adverse effects of an economy under strain were felt at all levels within the organisation, because during the period under review the NQA operated under significantly challenging conditions. In order to safeguard quality, the NQA reviewed its strategy and realigned its targets to respond to the evolving operational landscape.

Upholding the principles of corporate governance is a key priority for the 7th NQA Council. With the support from the two Ministries to which the NQA reports, the Council ensured that all statutory obligations were met. In compliance with the governance legal framework, all Council members signed performance agreements. Moreover, the organisation's budget and business plan were finalised within the required period.

It is pleasing to note that the NQA demonstrated resilience during these turbulent times and as a result the organisation was able to record a creditable performance and achieve its key strategic goals. The NQA once again received an unqualified audit during the period under review.

Legislative amendments are required to strengthen the NQA's statutory mandate. In particular, from the quality point of view, there is a critical need to identify and address the mushrooming of unaccredited institutions operating in Namibia. From a financial perspective, these amendments will enable the NQA to charge commensurate minimum fees for services rendered thus contributing to the organisation's revenue stream.

In order to effectively perform its fiduciary duties, the Council placed great emphasis on compliance to the relevant regulatory requirements. In this regard, identifying and managing risks was a key focus this year and this culminated in the development and implementation of a comprehensive Risk Management Policy and Risk Register for the NQA. This was a necessary step in order to mitigate and manage risks that had potential to negatively impact organisational performance and threaten the achievement of strategic goals.

The Council also focused on developing policies that enable seamless implementation of key activities such as performance management, fair remuneration and succession planning in order to develop a sustainable pool of talented employees who will grow in the organisation.

Our success is a result of our committed employees who have a clear focus on customer service and an equally efficient management team that is committed to bringing the NQA vision to life. Strong employee relations and sound relationship with the Namibia Public Workers Union (NAPWU) provided impetus to harmoniously address matters pertaining to the conditions of service of the NQA employees.

We extend our gratitude to all our stakeholders, in particular the Portfolio Minister, Honourable Dr. Itah Kandjii-Murangi for her unwavering support and inspiring leadership. As a Council, together with the NQA employees and all key stakeholders, we remain united by a common vision to build a world-class education system for Namibia, that will create value for generations to come.

Chairperson: NQA Council

CHIEF EXECUTIVE OFFICER'S STATEMENT

Franz Gertze

The NQA plays a significant role in helping individuals realise their academic ambitions by ensuring that quality is embedded at all levels of the education and training system in Namibia. A quality centred education system that brings together education and the world of work will also ensure that there is prosperity and up skilling people to upscale the economy.

In the face of a global economic downturn, the NQA remained fully functional and operational.

Notwithstanding the serious economic challenges the organisation faced during the reporting period, the following achievements were recorded under the core business services.
• Granted accreditation to 20 institutions of higher learning
• Evaluated a total of 6071 qualifications
• Registered a total of 141 qualifications on the National Qualifications Framework
• Registered a total of 319 Unit Standards on the National Qualifications Framework
• Received an unqualified audit

The Fourth Industrial Revolution (4IR) is fast becoming a reality and the NQA is positioning itself for this digital transformation which is expected to redefine key aspects of education including delivery and the assessment of the quality thereof.

The NQA has invested in internal reforms to ensure its readiness to effectively operate in this climate, by focusing specifically on the automation of key business processes. This process started with the successful migration to an automated financial management and recruitment systems respectively. Automating the recruitment process has been transformational in improving internal efficiencies, reducing the process turnaround time from 120 to just over 60 days. As a public enterprise, the NQA is proud to actualise government efficacy advocated in the Harambee Prosperity Plan.

To further leverage digital advancement to drive customer experience, the NQA initiated the automation of the evaluation of qualifications process. Upon completion, the automated process will not only be shorter, but also minimise errors and enable the collection of key data. While this project has taken longer than initially planned, the primary focus now is on ensuring the automated process is implemented by the end of the next financial year.

CHIEF EXECUTIVE OFFICER'S STATEMENT

Customer satisfaction remains a key focus for the NQA. To this end, the Authority launched its Customer Service Charter, in compliance with the directive from the Office of the Prime Minister. The charter effectively empowers clients to hold the NQA accountable to delivering the best quality and professional service. Customer expect fast, efficient and professional service and it is obligation to deliver it. Delivering on the promises in the customer service charter will require renewed focus on service excellence. By directly requesting for feedback on its service levels, the charter will enable the NQA to enhance its engagement with customers and improve the overall customer experience.

Strengthening relationships with our stakeholders remain vital. Notwithstanding the budgetary constraints, the NQA managed to maintain its brand visibility through participation in various relevant events such as career fairs and sharing public education information through various media platforms including online, newspapers and radio.

The youth of Namibia hinges their future on quality education. Conversely, the cost of compromised quality is extremely high, in particular because the impact hereof will only be felt when the current generation rise to leadership roles. We therefore cannot overemphasise the importance of collaboration across the sector to improve quality and standards which are key to delivering the required skills and expertise to achieve the national developmental goals.

We will thus continue to engage the relevant stakeholders on key sectorial priorities related to quality assurance including the introduction of provisional accreditation as a mitigating measure to address and effectively manage the proliferation of unaccredited training providers in Namibia. The need for amendments to the NQA Act and its Regulations is still a top priority that require government intervention. Financial sustainability remains a key priority for the NQA and to this end, we initiated discussions on introducing an additional revenue stream in the form of charging fees for our core services.

We are committed to making the NQA a great place to work for all our employees. During the period under review, we focused on creating a culture of transparent communication and leveraging employee engagement as an anchor to improve relationships across the organisation. Developing and implementing policies that drive efficiency, fairness and an overall positive work experience for our employees was also a key priority.

For the first time in the history of the NQA, salary negotiations with the Namibia Public Workers Union (NAPWU) reached a stalemate, subsequently leading to a peaceful demonstration by the employees. The problem was resolved amicably, and our thanks go to NAPWU as a key stakeholder as well the NQA team for the spirit in which they conducted themselves during the negotiation process.

We reiterate our commitment to managing the NQA's affairs with integrity, transparency and accountability and to uphold corporate governance principles.

Despite challenging economic conditions, we had a very good year. As we look ahead to the future, I'm confident that we are well capitalized for continued success and to deliver quality assured education to our country and the continent at large for many years to come. While remaining alert to the risks associated with the current economic downturn, we will continue to build on the momentum of past years to move the organisation forward. Likewise, the NQA is well positioned to take advantage of the digital transformation to enhance its future growth and thrive while delivering value for the shareholder and people in Namibia.

At the NQA we live by the motto of upskilling people and upskilling the economy. Through ensuring the offering of quality qualifications, Namibians have a better chance to prosper. That is our drive, our raison d'etre.

Chief Executive Officer: NQA

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) (hereinafter referred to as the NQA Act) 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. accredit 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 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 OBJECTIVES

The NQA's current and future strategic objectives are well-defined in its 2015-2020 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:

1. **NQA Growth and Development**
    The effective equipping of the NQA through institution building, human resources management, infrastructure development, and management to enable it to work towards the realisation of its mandate.

2. **NQF Development and Implementation**
    Includes registration and review of qualifications and unit standards.

3. **Relationship Management**
    Improve and maintain communication and engagement with all stakeholders. Establish MoU's where necessary.

4. **Education and Training Quality Assurance Systems Improvement**
    These are the mechanisms that include accreditation, re-accreditation, and audit to assure the quality of education, training, and assessment in Namibia.

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:

Transparency	We are open and accessible to clients, stakeholders and the public, committed to providing timely, relevant and accurate information.
Innovation	We strive for continuous improvement, with the aim to exceed client expectations through implementing innovative ideas.
Integrity	We adhere to the independence and objectivity requirements under which our organisation operates. We are also committed to acting ethically, being honest and inspiring trust by saying what we mean, matching our behaviours to our words and taking responsibility for our actions.
Accountability	We acknowledge and take responsibility for our actions, decisions and policies.
Excellence	We strive to achieve excellence through continuous innovation and learning.

2.6 KEY STRATEGIC ISSUES

Strategic Issues	By this we mean:
Partnerships	• Enhance relationships through MoU's. • Benchmark against other quality assurance institutions. • Engage key stakeholders (customers). • Provide and request feedback from partners (such as the government) regarding funding and policy support.
Qualifications Integrity	• Security features on qualifications. • Awareness campaigns. • Registration of qualifications on the NQFIMS. • Registration of awards on the NQFIMS. • Development of standards for qualifications. • Review and update the evaluations policy.
Legislation	• Establish a committee to review the existing Act and regulations. • NQA, NTA and NCHE to jointly examine overlapping functions in their respective Acts. • Make provision in the Act for the criminalisation of the production of forged documents.

Information Communication Technology	• Communication and marketing. • Updated website. • Online services. • Automation of business processes. • Data security. • Accessibility of services.
Human Resources	• Skills audit. • Staff training and development. • Organisational development (capacity and team building, PMS and delegation framework). • Employer of choice. • Development and review of HR policies/procedures. • Change management. • Blueprint structures.

SECTION 3:
Corporate Governance

3.1 CORPORATE GOVERNANCE

Regulatory Framework

The NQA is a juristic person that has been established by the Namibia Qualifications Authority Act, Act 29 of 1996 as amended, ("the NQA Act"), which principally regulates its affairs. In addition to the establishing Act, the NQA operates within the ambit of further applicable legislation, including the Public Enterprises Governance Act, Act 2 of 2006 as amended.

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

The Council has been 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 fifty-seven (57) Council Members of whom thirty-one (31) are substantive members, and twenty-six (26) are alternate members. It is steered by the Chairperson, Prof. Gilbert Likando, with the assistance of a Vice-Chairperson, Prof. Anicia Peters.

7th NQA Council with the Minister of Higher Education, Training and Innovation - Dr Itah Kandjii-Murangi

Quick Statistics:	
Total Executive Members:	One (1) (NQA's CEO serves ex officio)
Total Non-Executive Members:	Fifty-six (56)
Total Female Council Members:	Thirty-one (31)
Total Male Council Members:	Twenty-four (24)
Total Vacancies:	One (1)

Council Roles and Responsibilities

1. Manage NQA affairs (Section 5(1) of the NQA Act);
2. Determine NQA policies and procedures in regard to its objects;
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 has been appointed for a period of three (3) years, commencing 5 December 2017 until 4 December 2020.

Table 1: 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.	Prof. Tjama Tjivikua	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
5.	Ms Annely Haiphene	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.	Willem Goeiemann	Ministry of Works and Transport
12.	Ms Aina Avafia	Namibia Employers' Federation
	Vacant (Alternate)	Namibia Employers' Federation
13.	Ms Loide Shaanika	National Union of Namibian Workers
	Mr Severin Tame (Alternate)	National Union of Namibian Workers
14.	Ms Anke H. Halenke	Namibia Agricultural Union
	Dr Herbert P. Schneider (Alternate)	Namibia Agricultural Union
15.	Ms Deseree K. Cloete	Namibia Chamber of Commerce and Industry
	Ms Tuyeimo N. Petrus (Alternate)	Namibia Chamber of Commerce and Industry
16.	Ms Beverley S. Skrywer	Bankers Association of Namibia
	Ms Diana L. Mokhatu (Alternate)	Bankers Association of Namibia
17.	Ms Carlota N. David-Howoses	Chamber of Mines of Namibia
	Ms Liezl Davies (Alternate)	Chamber of Mines of Namibia
18.	Ms Hazel Milne	Federation of Namibian Tourism Associations
	Dr Erling Kavita (Alternate)	Federation of Namibian Tourism Associations
19.	Ms Agnes Yeboah	Namibia Logistics Association
	Mr Johannes S. Magongo (Alternate)	Namibia Logistics Association
20.	Ms Desire Lottering	National Federation of People with Disabilities in Namibia
	Mr Elia Shapwa (Alternate)	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 (Alternate)	Public Service Commission
23.	Ms Emma Kantema-Gaomas	Ministry of Sport, Youth and National Service
	Dr Inaani Kahikuata-Kariko (Alternate)	Ministry of Sport, Youth and National Service
24.	Ms Lilia M. Shaningwa	Ministry of Education, Arts and Culture
	Dr Hertha Pomuti (Alternate)	Ministry of Education, Arts and Culture
25.	Ms Penoshinge Shililifa	Ministry of Gender Equality and Child Welfare
	Mr Develias Uaire-Ngatjisiue (Alternate)	Ministry of Gender Equality and Child Welfare

26.	Ms Tuulikki Mwafufya-Shikongo	Ministry of Labour, Industrial Relations and Employment Creation
	Mr Postrick Kapule Creation	Ministry of Labour, Industrial Relations and Employment
	(Alternate)	
27.	Ms Manda Bakkes	Namibia Council for Architects and Quantity Surveyors
28.	Dr Samuel John	Engineering Council of Namibia
	Prof. Frank P. L. Kavishe	Engineering Council of Namibia
	(Alternate)	
29.	Prof. Gilbert Likando (Chairperson)	Namibia Training Authority
	Ms Florentia Amuenje	Namibia Training Authority
	(Alternate)	
30.	Prof. Sam K. Amoo	Board for Legal Education
	Ms Anne-Doris N. Hans-Kaumbi	Board for Legal Education
	(Alternate)	
31.	Ms Rosina Shuuya	Namibian Council for Professional Land Surveyors, Technical Surveyors and Survey Technicians
	Mr Joseph C. Lewis (Alternate)	Namibian Council for Professional Land Surveyors, Technical Surveyors and Survey Technicians

Council Movements

Table 2: NQA Council movements for 1 April 2018 to 31 March 2019

NAME OF OUTGOING MEMBER	NAME OF ORGANISATION REPRESENTED	NAME OF NEW MEMBER
Dr Andreas Mwoombola	Ministry of Health and Social Services	Mr Ben T. Nangombe
Mr Andries L. Hungamo	National Planning Commission	Ms Annely Haiphene
Mr Patrick Haingura	Ministry of Sport, Youth and National Service	Ms Emma Kantema Goamas
Prof. Lazarus Hangula	University of Namibia	Prof. Kenneth Matengu
Mr Stanley H. Mbura (Deceased)	Namibia Employers' Federation	Vacant

Council Remuneration

Council Members – who are not employed full-time by the State – receive sitting allowances and retainer fees 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 3: NQA Council remuneration for the period 1 April 2018 to 31 March 2019:

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$)	Total Deductions: PAYE (N$)
649,559.41	27	293,577.36	24	943,136.77	330,097.87

Table 4: NQA Council and Committee meetings held for the period 1 April 2018 to 31 March 2019:

Council		31 May	30 Oct	29 Nov	14 Mar
ExCom	17 May	18 Jul	26 Jul	31 Oct	14 Feb
FinCom	12 April	12 Jul	22 Oct		07 Feb
HRCom	7 May	17 Jul	24 Oct		23 Jan
RACom	17 May	25 Jul	31 Oct		13 Feb
AAACom	19 April	19 Jul	18 Oct		07 Feb
QCom	18 April	13 Jul	18 Jul	17 Oct	06 Feb

Achievements for the period 1 April 2018 to 31 March 2019

The 7th Council achieved the following milestones during the period of 1 April 2018 to 31 March 2019:

a) Developed and approved the NQA's 5-year strategy and scorecard;
b) Reviewed and approved the NQA's Annual Report for the Financial Year ended 31 March 2018;
c) Reviewed and approved a comprehensive Risk Management Policy and Risk Register;
d) Reviewed and approved the NQA's 2019/2020 Budget;
e) Reviewed and approved the NQA's Annual Business Plan for 2019/2020; and
f) Approved and Executed a Memorandum of Understanding between the NQA and the Association of Private Higher Education Institutions, Namibia (APHEIN), which will improve quality education and strengthen organisational development.

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

Strategic Committee (StratCom) 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 Strategic Committee is to provide strategic leadership, management, supervision, and direction in relation to the execution and performance of the NQA's functions. StratCom'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 relationships management, and manage the NQA's reputation in conjunction with the Council and the Secretariat; and
d) exercise and execute authority as assigned and delegated by the 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 to be provided to the portfolio Ministry; and
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

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 resources policies, and 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 (AAACom) 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 AAACom 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 AAACom 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 assessments 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
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 Petronella Masabane
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. Prof. Sam Amoo
5. Ms Tjiuai Kaambo

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

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, and 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.

From left to right: NQA CEO, Franz Gertze, Minister of Higher Education, Training and Innovation Hounourable Dr. Itah Kandji-Murangi, NQA Deputy Chairperson Prof. Anicia Peters, and NQA Deputy CEO, Asnath Kaperu at the official launch of the NQA Customer Service Charter.

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 concurrence 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.

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

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

Chief Executive Officer
Franz Gertze

Company Secretary/Legal Advisor
Cornelius Verwey

Deputy Chief Executive Officer
Asnath Kaperu

Head: Administration
Dennis Van Rooyen

Manager: Information Communication Technology
Angelo Cloete

Manager: Marketing & Communications
Catherine Shipushu

Manager: Human Capital
Dantago Garosas

Head: Qualifications
Sara Alweendo

Head: Accreditation Assessment & Audit
Polli Andima

Manager: Evaluations
Mardi Engelbrecht

Manager: National Qualifications Framework
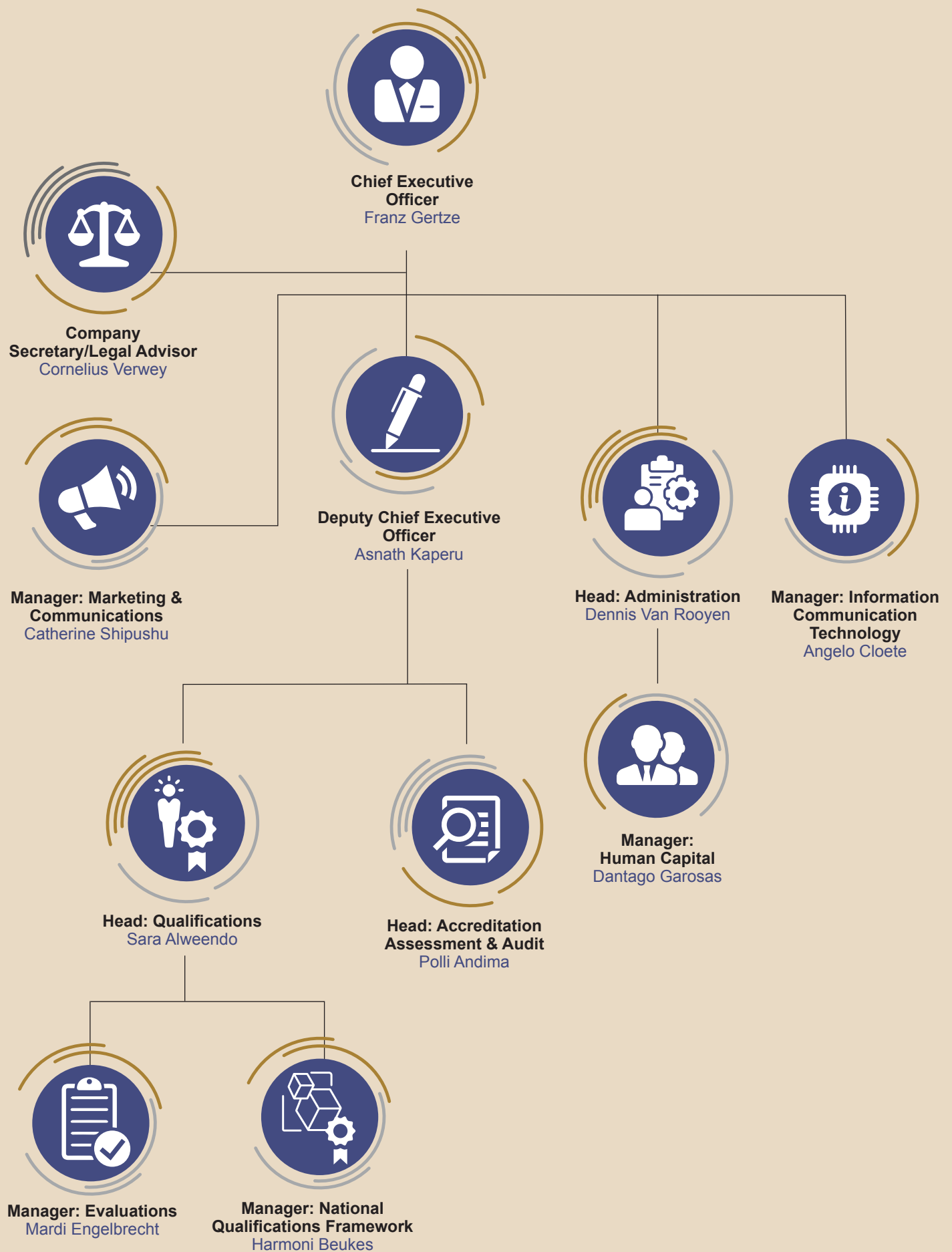Harmoni Beukes

Figure 1: NQA Management Structure

3.3 EXECUTIVE MANAGEMENT TEAM

Franz Gertze
Chief Executive Officer

Asnath K. Kaperu
Deputy Chief Executive Officer

Dennis Van Rooyen
Head: Administration

Polli Andima
Head: Accreditation, Audit And Assessment

Sara Alweendo
Head: Qualifications

SECTION 4:
Performance Overview

Sara Alweendo
Head: Qualifications

4.1 QUALIFICATIONS:

The Namibia Qualifications Authority (NQA) is mandated amongst others to set up and administer the National Qualifications Framework (NQF); to inquire 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 Qualifications Department ensures that the above mandates are carried out through three main activities, namely: the registration of qualifications on the National Qualifications Framework (NQF); the evaluation of qualifications, and providing advice to prospective students on the accreditation status of institutions and qualifications. The Qualifications Department comprises the NQF Registration Section, the Evaluation Section and the Career Advisory Unit, tasked to ensure that the above mandates are indeed achieved.

The registration process of qualifications requires training providers and qualification developers to submit their qualifications to the NQA for registration on the National Qualifications Framework for Namibia. The submitted qualifications are subjected to quality assurance requirements to ensure compliance with the NQF Regulations. The registration process is completed when the NQA Council approves the registration of the submitted and quality assured qualifications on the National Qualifications Framework. Thus, the NQF in the Namibian context, is a register of all relevant, legal, and quality assured qualifications.

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

The Career Advisory service aims at confirming the accreditation status of institutions and qualifications. This service is offered chargeless to prospective students to avoid them from enrolling in unaccredited institutions before embarking on their study path. However, the verification of the institution and qualification does not guarantee an automatic evaluation of qualifications upon completion. The awarded qualification must still be subjected to the Evaluation Regulations requirements to confirm compliance.

Below are the key activities undertaken during the period under review.

4.1.1 NQF Development and Implementation

The NQA is mandated to establish and maintain the NQF of Namibia. Registering qualifications and unit standards on the National Qualifications Framework (NQF) is one of the core mandates of the NQA. The benefits of having an award registered on the NQF is that the qualification is confirmed, through the registration process, to have been aligned to qualification standards as defined in the NQF Regulations. When a qualification is found to be compliant to the NQF requirements, it is recommended for registration.

During the year under review, the NQA finalised a total of 141 qualifications. These registrations were in the 11/12 of the approved fields of learning. Notably, there has been no qualification registered in the field of Arts and Culture during the period under review; however, qualifications in this field have been registered during the previous years. This may be attributed to deficient providers of the qualifications in the country. It could also be as a result of obstacles such as the "lack of arts programmes as well as inadequate physical infrastructure for arts education" as stated in the NDP5 document.

The above-mentioned possibilities are currently some of the hindrances to the attainment of national goals. However, it is noteworthy that this field is one of the priorities identified for the National Development Plan 5 (NDP5). The national directives in the NDP5 states that "by 2022, Namibians are empowered and have opportunities to participate in arts and culture, with the share of employment increasing to 2%". This statement means that qualifications in the field of Arts and Culture are required to ensure a skilled workforce that will assist in achieving this goal.

Moreover, the NQA also finalised 388 unit-standards for the Vocational Education and Training sector. The new unit standards registered on the NQF were in the domains of Cosmetology (Cosmetology-foundation, Beauty Therapy, Nail Technology, and Hairdressing), Merchandiser and Retail Buyer, and Water Supply and Sanitation. The Water Supply and Sanitation domain is critical because the nation struggles with ensuring proper sanitation and water supply facilities; it was added as one of the priority areas in the National Development Plan 4 (NDP4), and it remains a priority in the National Development Plan 5 (NDP5) for economic progression. The aim is to expand and modernise physical infrastructure with an emphasis on energy and water, amongst others. The NQF regulations require qualification developers to consider these strategies during qualification development to ensure relevance and fitness for the NQF registered qualifications. With the development and registration of these awards on the NQF, the NQA ensures that the appropriate skills set exist to ensure that every Namibian has access to clean water and proper sanitation facilities.
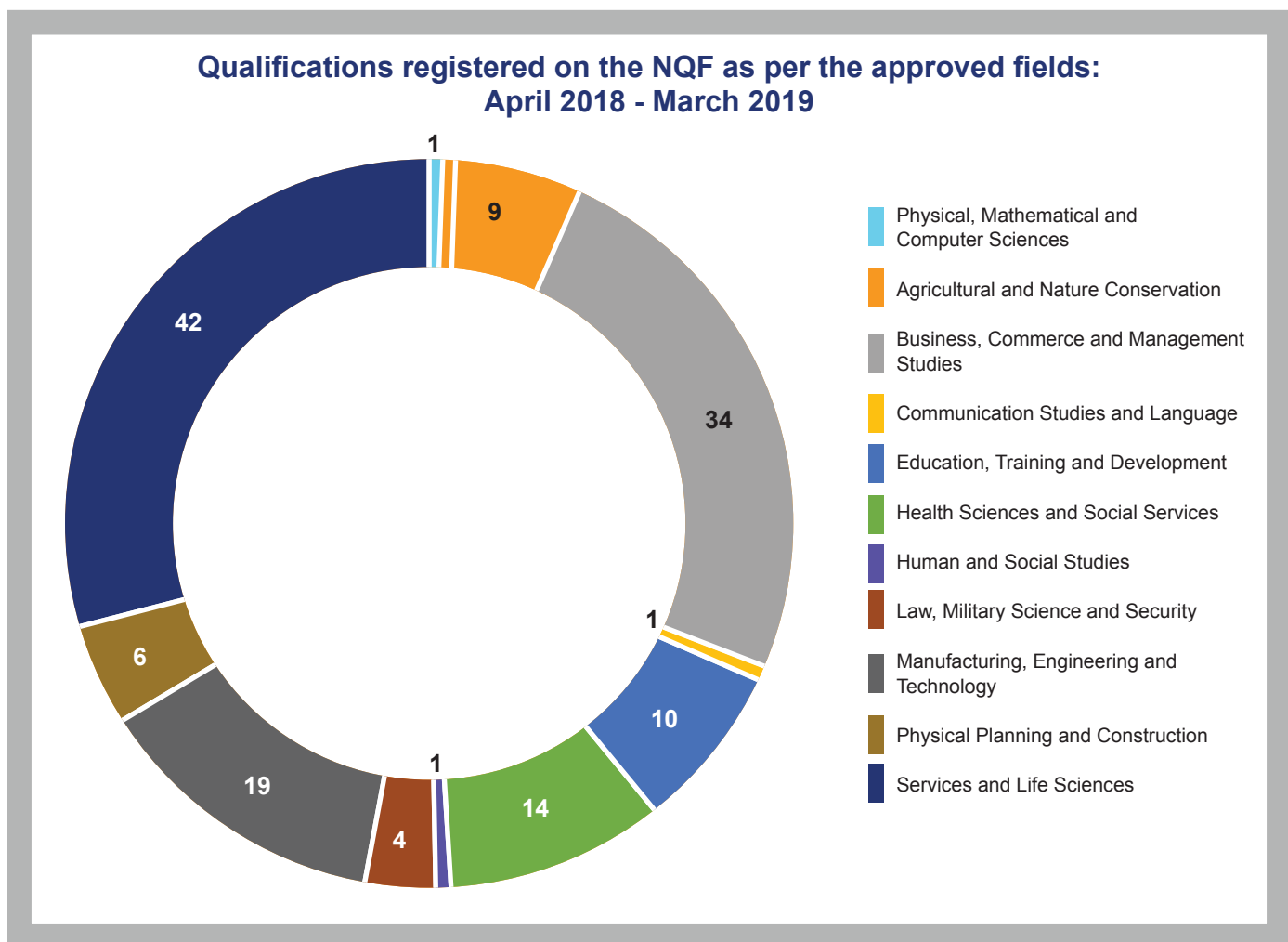
Figure 2: Qualifications registered by field

The Unit Standards registered and re-registered during the period under review are depicted in the Figure 3. The newest addition in the sub-fields are: Cosmetology (Cosmetology-foundation, Beauty Therapy, Nail Technology and Hairdressing), Merchandiser and Retail buyer, and Water Supply and Sanitation; the rest of the sub-fields were reviewed and re-registered.

Qualifications registered on the NQF as per the approved fields: April 2018 - March 2019

Legend:
- Plumbing
- Building and Civil Construction Management
- Cosmetology (Cosmetology Foundation, Beauty Therapy, Nail Technology and Hairdressing)
- Merchandiser and Retail Buyer
- Water Supply and Sanitation
- Electrical Engineering (Electronics)
- Mechanical Engineering (Fitting and Machining)
- Agriculture
- Vehicle Collision
- Insurance
- Real Estate

Values shown: 38, 15, 74, 85, 49, 28, 20, 28, 29, 10, 12

Figure 3: Unit Standards registered by subfield

The Unit Standards registered and re-registered during the period under review are depicted in the Figure 3. The newest addition to the sub-fields are: Cosmetology (Cosmetology-foundation, Beauty Therapy, Nail Technology and Hairdressing), Merchandiser and Retail buyer, and Water Supply and Sanitation; the rest of the sub-fields were reviewed and re-registered.

4.1.2 Evaluation of Qualifications

The Evaluations Section received and processed a total of 6,998 applications. 'Applications processed' means that all received applications were aligned against the requirements of the regulations relating to the evaluations of Qualifications. Of the 6,998 applications received, 6,071 applications were finalised, while 927 applications are still pending, due to outstanding documents and verification information by the awarding bodies. Each of the 6,071 applications finalised contained an average of two qualifications. The average turnaround time for a complete application is 20 working days, which is longer than the target of 15 working days, due primarily to the fact that the process is still manual – as opposed to the envisaged automated system.

Evaluation applications received: 2018 - 2019

6998	TOTAL RECEIVED
6071	TOTAL FINALISED
927	TOTAL PENDING
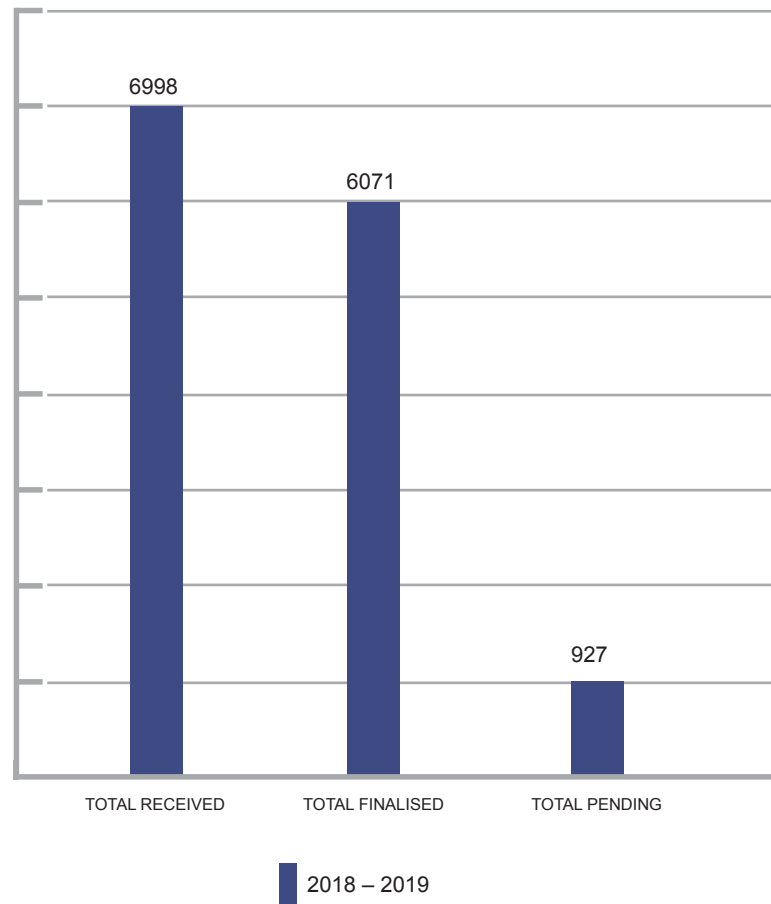
■ 2018 – 2019

Figure 4: Statistics of evaluation applications received during 2018/2019

April 2018 - March 2019
Total Received: 6998
Total Finalised: 6071
Total Pending: 927

*Pending entails that the verification information is outstanding.

The total number of 6071 applications finalised also includes a total of 341 negative evaluation outcomes and 99 appeal applications. A negative evaluation outcome is issued when, for example, the accreditation status of the awarding institution and/or the quality assurance status of the qualification in the country of origin could not be verified.

An appeal is lodged by an applicant who is aggrieved by the NQA decision, based on any of the grounds that: (a) the applicant has been denied the right to be informed of the evaluation processes and requirements; (b) the evaluation outcome appears to be inconsistent with evaluation reports provided for the same qualification; (c) evaluation procedures appear not have been applied, or have been applied inconsistently. If the grounds for an appeal are complied, a re-evaluation shall be undertaken by an evaluator who has not undertaken the first evaluation, and shall recommend to the Council that the evaluation report be sustained or re-issued in a revised form. The figure below indicates the number of negative outcomes and appeals as explained.

Appeals applications and negative evaluation reports finalised: 2018 - 2019
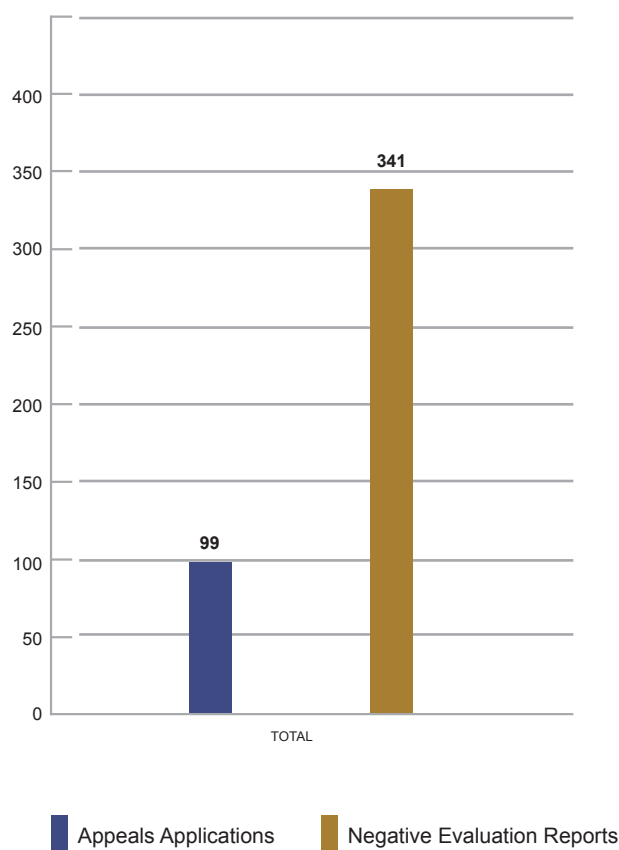
Figure 5: Statistics of negative outcomes and appeals finalised during 2018/2019.

The total number of qualifications received is less than the 8,000 projected for the year under review. This number could be due to the fact that applications for qualifications to be evaluated is voluntary – and as such, the total number of applications received varies from-year-to-year.

Currently, the evaluation of qualifications is conducted chargeless. However, the NQA is consulting and engaging with the relevant Ministries to implement the charging-of-fees in the foreseeable future as provided for in the NQA Act. The plan to charge is necessitated by the increasing costs of the activities related to the evaluation and verification of qualifications.

4.1.3 Career Advisory Service

The Career Advisory Service function is managed by the NQF section, and it has opened doors to quality assured institutions for many Namibian learners locally and abroad. This Section processed 1780 applications during the year under review. The top study destinations, based on these applications, include: South Africa, the United Kingdom, Zambia, China, and India. Namibian Institutions made up 7.6 percent (%)of the total number of enquiries processed during this period. This figure does not mean that students do not enquire about the status of local institutions, but rather the fact that the NQA has listed all accredited institutions in a booklet, with the scope of accreditation. The local institutions are not as often requested for in writing, but they are verified using the list on the NQA website.

A written confirmation is often required when funding institutions are approached. The NQA offers this advisory service; however, it can only confirm statuses based on the findings or expressions by other recognised quality assurance bodies. It is, therefore, critical that the right information is presented when requesting advice to enable the NQA to guide accordingly. The NQA always advises all relevant stakeholders to be consulted, such as professional and regulatory bodies. This consultation is imperative, as professional recognition and registration requires a different set of legislative criteria to practice the profession.

Request for accreditation status of institution statistics for Namibian learners: March 2018 - April 2019

10%
14%
15%
45%
16%

India
South Africa
United Kingdom
Zambia
China
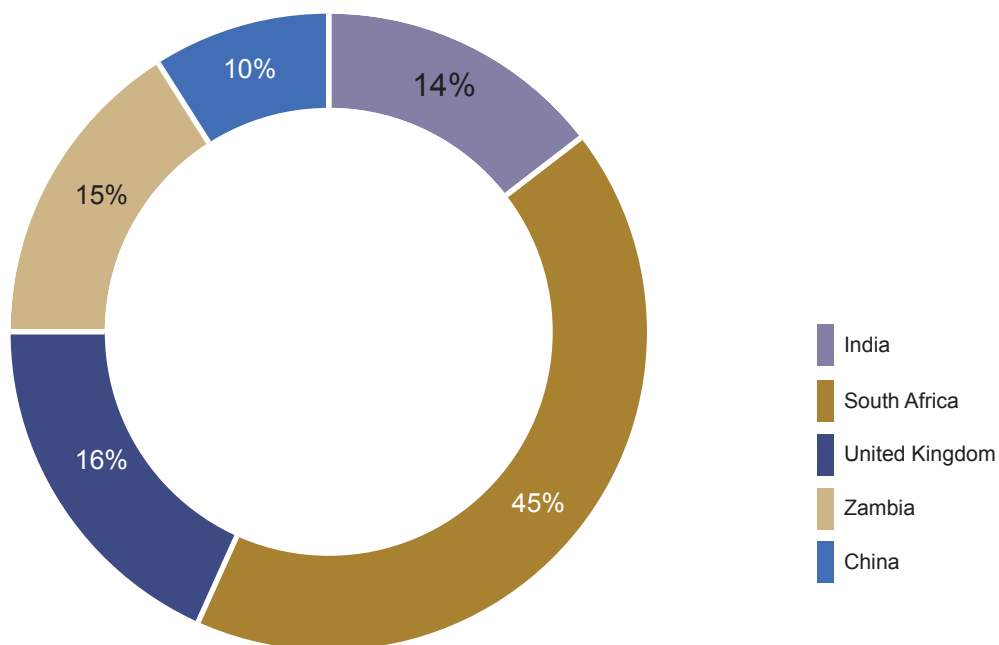
Figure 6: Top 5 countries inquired about by Namibian learners in 2018/2019

The top five foreign Institutions for which enquires were made are presented in Figure 6.

Request for accreditation status of institution statistics for foreign institutions: March 2018 - April 2019

13%
26%
28%
16%
17%

Unicaf University Zambia

Great Zimbabwe University (Zimbabwe)

University of South Wales (United Kingdomn)

Maharishi Makandeshwara (Deemed to be University) India

Southern Business School (South Africa)

Figure 7: Top 5 foreign institutions enquired about - accreditation status

4.1.4 The National Qualifications Framework Information Management System (NQFIMS)

The development of the National Qualifications Framework Information Management System (NQFIMS) has made progress, and the project is about to be finalised. As part of the project objectives, a data supplier's workshop took place in November 2018, and follow-up is expected to take place in May 2019. The final phase of testing and the refinement of the system is to be finalised by end of May 2019, after which the NQFIMS will be launched.

4.1.5 Standard Setting for Higher Education Project

The NQA has amongst its objectives been 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 in use, there is still a need for better coherence between the world of work and the world of training. This is why the NQA has to develop qualification standards that will include the requirements from the occupation and curriculum in one standard – to be known as a qualification standard. The qualification standard will assist qualification developers to design qualifications that are aligned to the needs of the world of work, simultaneously adhering to benchmarked curriculum requirements, because both are important for mobility and articulation in either the world of work or further studies.

A draft policy, titled 'Setting Standards for Qualifications in Higher Education in Namibia' has been presented to the NQA Council for approval. The aim of this policy is to provide an operational and guiding document for coordinating the setting of Standards for Qualifications in Higher Education.

4.1.6 Challenges

When qualifications are evaluated as Pre-NQF qualifications, clients perceive that the qualifications do not have any value. A Pre-NQF evaluation outcome is issued when t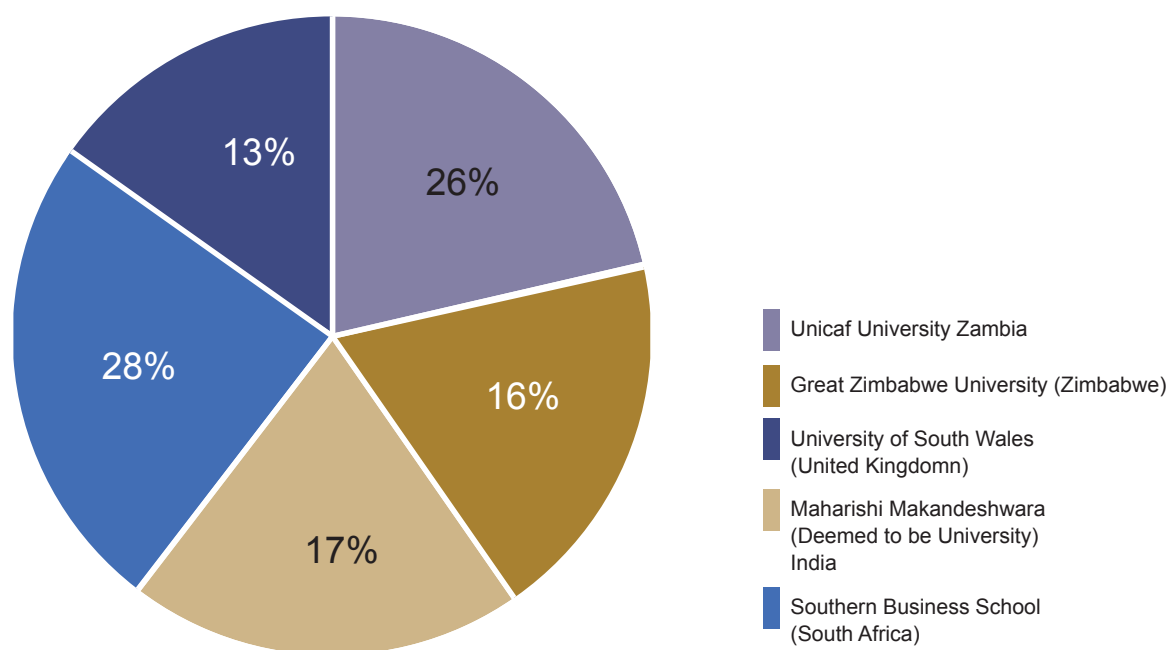he qualification submitted for evaluation is awarded by a recognised institution, but the qualification has not yet been registered on the National Qualifications Framework for Namibia. The NQA is currently engaging stakeholders to resolve this challenge.

Furthermore, the evaluation and registration of qualifications on the NQF are still manual processed, which presents challenges in terms of turnaround times, consequently impacting customer care. Moreover, the verification process continues to be a challenge, because a response to requested information from international institutions and agencies is not often instant and prompt. This setback negatively impacts clients, as an evaluation outcome cannot be issued without the verification.

Finally, human resources remains a challenge; the department still needs to gratify some vacancies in order to effectively and efficiently execute its mandate.

4.1.7 Looking ahead

The NQA seeks to strengthen the relationship with its stakeholders at various levels, and build and strengthen capacity where necessitated. Moreover, the NQA will strive for better and improved ways to serve its customers.

NQFIMS Stakeholder Engagement Session held in Windhoek

Polli Andima
Head: Accreditation, Audit and Assessment

4.2 ACCREDITATION, AUDIT AND ASSESSMENT

4.2.1 Accreditation

Quality assurance is aimed at making Namibia competitive by ensuring quality through accreditation. The accreditation process entails a written recognition and confirmation by the Namibia Qualifications Authority 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, 1996 (Act 29 of 1996) and the Accreditation Regulations. The accreditation period shall not exceed three (3) years.

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.

Value of Accreditation

Accreditation provides an assurance of quality to students, providers, employers and the public at large. Furthermore accreditation encourages confidence that educational activities of an accredited institution or programme are deemed satisfactory.

For students, accreditation provides value related to – not only judging quality, but also obtaining employment, receiving student financial funds, transferring credits, and assisting with student mobility. For the providers, accreditation promotes accountability through the ongoing external evaluation of the institution or programme as reflected in the accreditation standards. In terms of employers and public at large, accreditation provides greater confidence in the quality of education and training courses offered, providing opportunities to work closely with accredited institutions in the design and evaluation of courses.

4.2.2 Key Activities undertaken against Operational Targets in the Annual Business Plan

For the period under review, the AAA Department adopted the following strategic objectives, namely to:

1) ensure the accreditation, re-accreditation, and expansion of training/education providers and programmes;
2) develop and implement provisional accreditation;
3) ensure training/education providers comply with accreditation standards;
4) promote quality and understanding of the role of quality assurance;
5) ensure the implementation of RPL systems.

Objective 1:

Ensure the accreditation, re-accreditation and expansion of providers

In terms of the Annual Business Plan, the Key Performance Indicator for this objective was to have twenty-five (25) applications to be considered by the NQA Council for accreditation, re-accreditation, and expansion by the end of the financial year under review.

Table 5 indicates thirty (30) applications were presented to the NQA Council for consideration. This number which exceeded the target in the Strategic Plan. Out of the thirty (30) applications, twenty (20) were granted accreditation, eight (8) applications were not granted accreditation, whereas two (2) were referred back to applicants – pending the receipt of additional information and outstanding matters.

Apart from the thirty (30) applications presented to the NQA Council, there were twelve (12) applications that were processed, but they were not ready for presentation to the NQA Council. The twelve (12) applications will be finalised and presented to the Council in the next financial year.

Forty-two (42) applications in total were processed for accreditation, re-accreditation, and expansion of scope during the period under review, compared to the fifty (50) that were processed during the previous financial year. It is noteworthy that this figure includes applications submitted in the previous financial year and processed in the financial year under review.

Table 5: Number of Applications presented to NQA Council for consideration for the period 2018/2019

Type of Application	Number of Applications	NQA Council Decision		
		Granted	Not Granted	Referred back
Accreditation	12	6	6	0
Audit (Re-accreditation)	15	13	1	1
Expansion	3	1	1	1
Total	**30**	**20**	**8**	**2**

The 'not granted accreditation' status was based on the fact that academic professional staff did not possess the minimum qualifications and experience to ensure the attainment of the types of qualifications to be awarded. Teaching staff is generally required to qualify one level higher than the intended qualification.

Furthermore, eight (8) of the applicants did not have the required capacity and resources to offer the type and range of educational services applied for. There were instances where the applicants did not fully comply with employment-related legislation regarding appointments and conditions of employment. In some instances, the applicants did not provide sufficient evidence for the NQA Council to express an opinion on the financial viability on the applicant. With regard to franchise institutions, especially from South African institutions, evidence was not provided that the Sector Education and Training Authority (SETA) would award qualifications to students who have studied outside South Africa.

Figure 8 illustrates a trend in terms of the number of applications that were considered by the NQA Council for the 2017/2018 and 2018/2019 financial years. The percentage of applications granted accreditation for the year 2017/2018 is seventy-five (75) percent, compared to sixty-seven (67) percent during 2018/2019.
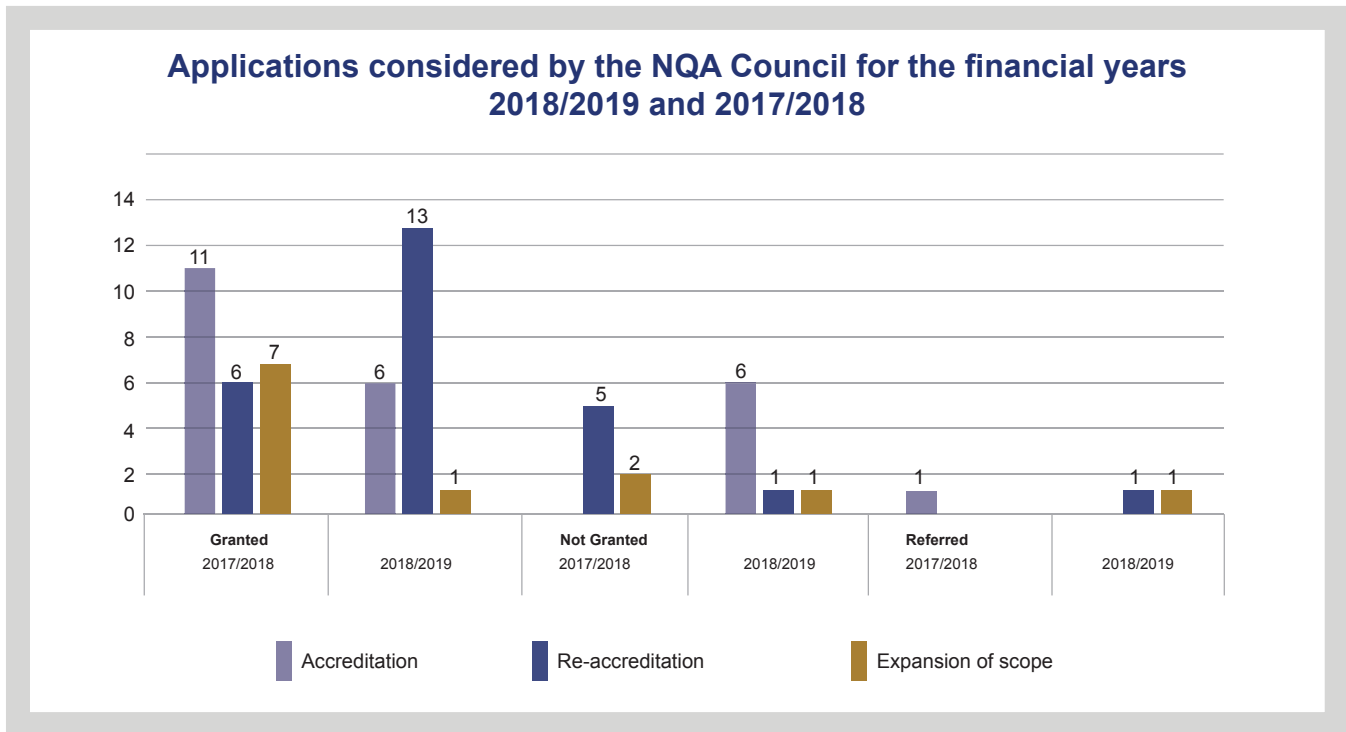
Figure 8: Accreditation applications considered by the NQA Council: 2017/18 and 2018/19

In terms of the number of qualifications considered for accreditation, re-accreditation and expansion of scope, the NQA Council has considered 360 qualifications, of which 300 were granted accreditation, while sixty (60) were not granted accreditation (as indicated in Table 6 below).

Table 6: Number of qualifications considered by the NQA Council for accreditation, re-accreditation and expansion of scope for 2018/2019

NQA Council Outcome	Number of qualifications	Percentage of Qualifications
Qualifications granted accreditation, re-accreditation and expansion of scope.	300	83
Qualifications not granted accreditation, re-accreditation and expansion of scope.	60	17
Total	**360**	**100**

Notably, the number of qualifications accredited during the period under review is 300, which is higher than the number of qualifications (192) accredited during the previous financial year.

Figure 9 below illustrates a breakdown of the number of qualifications accredited per National Qualifications Framework (NQF) Level for the 2018/2019 financial year.

Number of qualifications accredited per NQA Levels
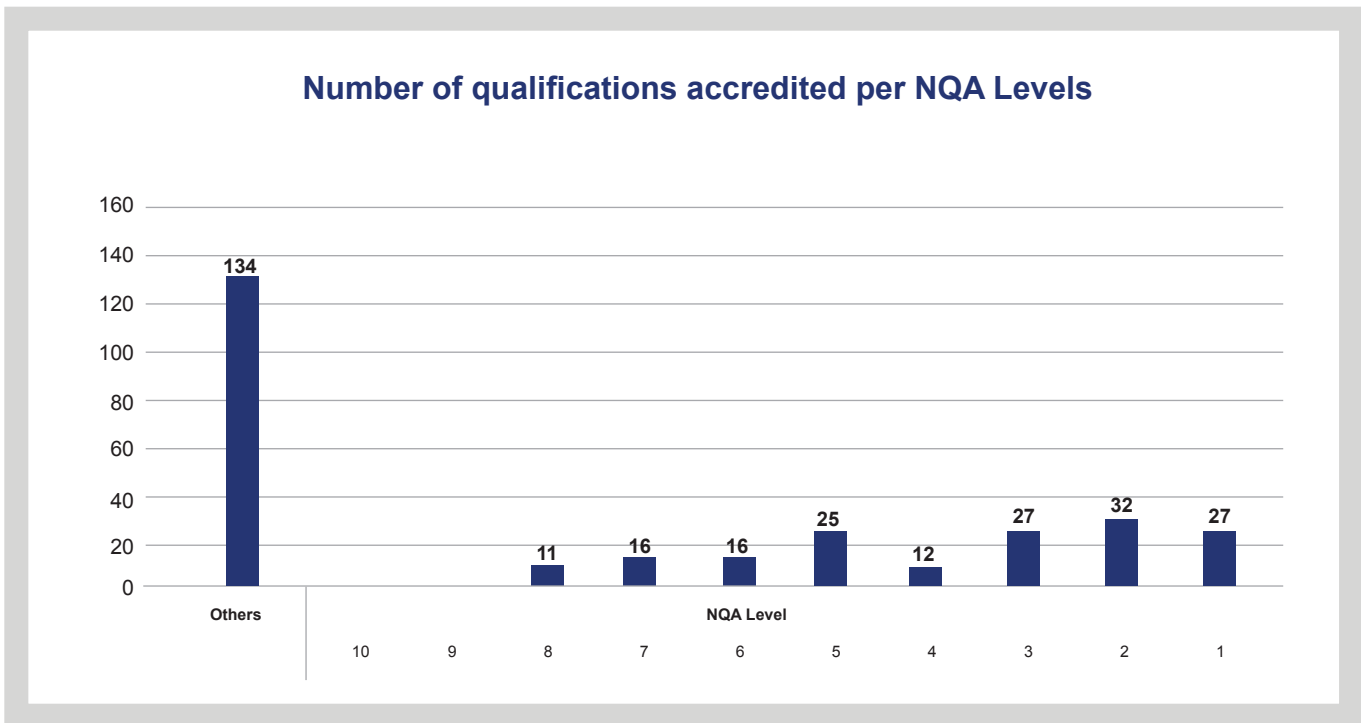
Figure 9: Number of qualifications accredited per NQF Levels

Note: Others includes franchised SAQA NQF registered Unit Standard based qualifications, NTA Modular courses and franchised SAQA NQF registered qualifications.

Number of qualifications accredited per field of learning
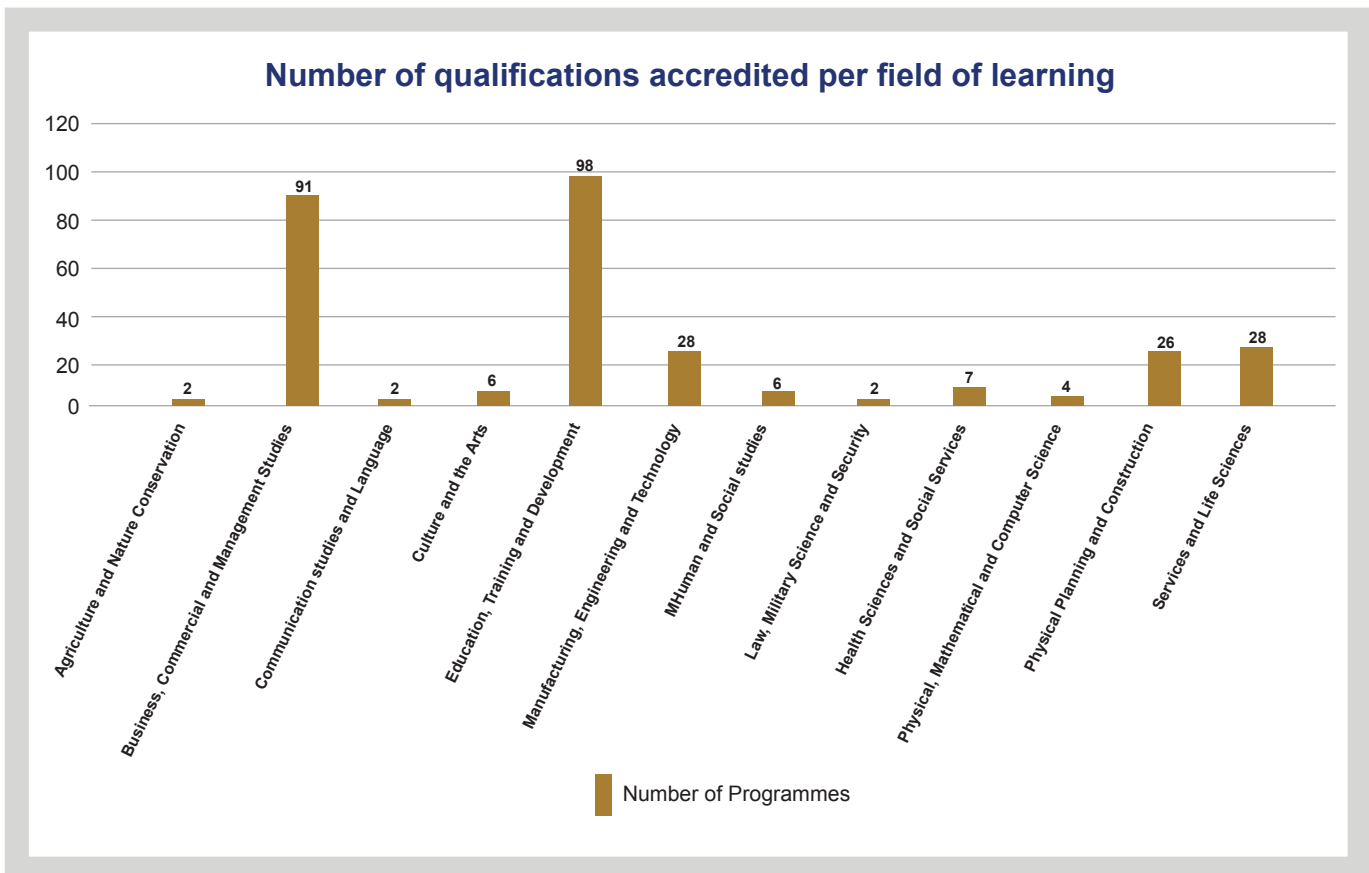
Figure 10: Number of qualifications accredited per field of learning

Figure 9 indicates that a majority (98) of the qualifications accredited were in the field of Education, Training, and Development – representing about thirty-three (33) percent (%) of the qualifications accredited during the period under review, followed by the field of Business, Commerce and Management Studies. Agriculture and Nature Conservation, Communication Studies and Language, and Law, Military Science and Security have the lowest number of two (2).

Accreditation Certificate Handover ceremony held at the NQA House in March 2019

Objective 2: Development and Implementation of the Policy on Provisional Accreditation

In terms of the Annual Business Plan, the Key Performance Indicator for this objective was to have five (5) applications approved by the NQA Council for provisional accreditation.

In 2016, the NQA called for the development of a Discussion Paper on the possibility of introducing the grant of provisional accreditation as an initial step towards the granting of accreditation. A Discussion Paper was completed early in 2017. As a result, a Draft Policy was developed and presented to the NQA Council, which was then approved by the NQA Council at a meeting on 30th August 2018.

It was recommended that before the implementation of the policy, the Ministry of Higher Education, Training and Innovation should be consulted because the implementation of the policy would require amendments to the Accreditation Regulations, and so will the National Qualifications Framework (NQF) Regulations. A date for implementation still needs to be determined after approval is granted by the Ministry of Higher Education, Training and Innovation.

Objective 3: Ensure Training/Education Providers Compliance to Accreditation Standards

In terms of the Annual Business Plan, the Key Performance Indicator for this objective was to have fourteen (14) compliance audit reports compiled outside the normal scheduled audits, which was presented to the NQA Council by the end of the reporting period.

In terms of the regulations, NQA is required to conduct periodical audits and compliance monitoring to ensure continued compliance with the criteria and requirements, and it may require evidence of compliance, progress reports and/or a visit from the institution. This requirement determines whether institutions continue to meet the quality requirements and assessment standards as set by NQA, and whether the institution adheres to their internal procedures and standards.

Regulation 26 of Accreditation obliged an accredited provider to furnish an annual report to the Council. Out of fifty-four (54) accredited providers, only thirty-one (31) have submitted annual reports, meaning that only fifty-seven (57) percent (%) of accredited providers complied with the regulations. The department aims to enforce and ensure that all providers comply with the requirements of the regulations.

Objective 4: Promote Quality and Understanding of the Role of Quality Assurance

In terms of the Annual Business Plan, the Key Performance Indicator for this objective was to have at least three (3) quality assurance platforms organised. The following activities were organised to promote quality assurance during the year under review:

- The Head of AAA attended a quality assurance workshop in Egypt, Cairo, sponsored by AU and EU on African Standards and Guidelines for Quality Assurance in Practice.
- Two UNESCO-SHENZHEN capacity building training sessions were conducted. The objective of the training was to create improvement in the quality assurance processes in the higher education sector. The training targeted quality assurance practitioners.
- A workshop was held on 25 February 2019 with thirteen (13) accredited providers, whose accreditation was due to expiry during 2019. The purpose of the workshop was to guide the providers on how to compile the Self Evaluation Report (SER), which is a requirement for the application of re-accreditation.

Objective 5: Ensure Implementation of RPL systems

In terms of the Annual Business Plan, the Key Performance Indicator for this objective was to launch and promote the RPL Policy by hosting information sessions. Unfortunately, there has been minimal progress locally.
Namibia was assigned the oversight responsibility of the fifth area of the Southern African Development Community Qualifications Framework (SADCQF) implementation, namely: RPL and articulation (pathways between Technical Vocational Education and Training, and Higher Education) by the Technical Committee on Certification and Accreditation (TCCA) at its meeting of 19-20 September 2017.

As a result, Namibia, through the Namibia Qualifications Authority (NQA), established an internal working committee on the RPL and Articulation. The team discussed and agreed that the first step was to determine how RPL is practiced in the Southern African Development Community (SADC) member states. Thus, a questionnaire was developed by the internal working committee on the RPL, and it was circulated to member states in December 2017.

The analysis of the completed questionnaire reveals that RPL is legislated and functional in some SADC countries. Table 7 presents a breakdown of the analysis.

Table 7: RPL Legislation in SADC

SADC Countries with RPL Legislation	SADC Countries without RPL Legislation
1. Botswana 2. Eswatini (Swaziland) 3. Namibia 4. Seychelles 5. South Africa 6. Zambia	1. Lesotho 2. Eswatini 3. Zimbabwe
Note: Implementation of RPL is at different stages in each member state.	Note: Background work or initial discussions with key stakeholders and advocacy are in progress to develop and implement an RPL in each member state.

4.2.3 Achievements

Certificate award ceremony

Two certificate handover ceremonies were held at the NQA during the period under review, where twenty (20) institutions were awarded Certificates of Accreditation.

4.2.4 Challenges

The challenges experienced are related to lack of sufficient staff and appropriate capacity, especially in terms of monitoring and the compliance of accredited institutions. In addition, current legislation and policy create duplications. Thus, the overall synchronisation of legislation and policy in terms of mandates of the quality assurance bodies in Namibia urgently ought to be addressed.

Accreditation, Audit and Assessment Team

4.2.5 Namibian institutions and their programmes accredited by the NQA

As at 14 March 2019, the following institutions where 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 recognised and submitted to NQA for quality assurance and registration on the National Qualifications Framework (NQF) they are deemed authentic.

No.	Name of Institution	Scope of Accreditation	NQF Level
1.	**African Hospitality and Tourism Training Centre**	• 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)	• Level 2 • Level 3 • Level 3 • Level 4
2.	**Africa Institutional Management Services (AIMS)**	**Windhoek** • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) **Arandis** • 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)	 • Level 1 • Level 2 • Level 3 • Level 2
3.	**Africa Leadership Institute (ALI)**	• Certificate in Transformational Leadership • Diploma in Transformational Leadership	• Level 5 • Level 6
4.	**Anistemi College and Training Centre**	• 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)	• Level 2 • Level 1 • Level 1 • Level 2 • Level 3 • Level 3
5.	**Business School of Excellence (BSE)**	• 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 **Note:** Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.	• Level 6 • Level 7 • Level 5
6.	**Centre for Training and Projects Development (CTPD)**	**CIM** • CIM Foundation Certificate in Marketing • CIM Certificate in Professional Marketing • CIM Diploma in Professional Marketing **CILT** • CILT Certificate in Logistics and Transport • CILT Certificate in Logistics and Transport • CILT Professional Diploma in Logistics and Transport **CIPS** • CIPS Certificate in Procurement and Supply Operations (Level 2) • CIPS Advanced Certificate in Procurement and Supply Operations (Level 3) • CIPS Diploma in Procurement and Supply (Level 4) • CIPS Advanced Diploma in Procurement and Supply (Level 5)	 • 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)

No.	Name of Institution	Scope of Accreditation	NQF Level
		BTEC • BTEC Diploma in Construction & the Built Environment (Level 3) (Civil) Engineering • BTEC Diploma in Electrical/Electronic Engineering (Level 3) • BTEC Diploma in Manufacturing Engineering (Level 3) • BTEC Diploma in Mechanical Engineering (Level 3) • BTEC Diploma in Professional Competence for IT & elecoms Professionals (Level 3) • BTEC Diploma in Computing and Systems Development (Level 4) **Note:** Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.	• Level 3 (BTEC) • Level 3 (BTEC) • Level 3 (BTEC) • Level 3 (BTEC) • Level 3 (BTEC) • Level 4 (BTEC)
7.	**College of the Arts (COTA)**	**Town Campus** • Diploma in Performing Arts **Katutura Community Arts Centre (KCAC)** • Diploma in Fashion Design • Diploma in New Media Design • Diploma in Visual Arts • Diploma in Radio Production • Diploma in Television Production	 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5 • Level 5
8.	**Community Skills Development Foundation (COSDEF)**	**COSDEC Swakopmund (Mahetago)** • 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 Metal Fabrication (Level 1) • National Vocational Certificate in Metal Fabrication (Level 2) • National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals) **COSDEC Tsumeb** • 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)	 • Level 1 • Level 2 • Level 1 • Level 2 • Level 2 • Level 3 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1 • Level 1 • Level 2 • Level 1 • Level 2 • Level 2 • Level 3 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1

No.	Name of Institution	Scope of Accreditation	NQF Level
		COSDEC Rundu (Tukurenu)	
		• National Vocational Certificate in Office Administration and Business Services (Level 1)	• Level 1
		• National Vocational Certificate in Office Administration and Business Services (Level 2)	• Level 2
		• National Vocational Certificate in Clothing Production (Level 1) (Domestic)	• Level 1
		• National Vocational Certificate in Clothing Production (Level 2) (Industrial)	• Level 2
		• National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making)	• Level 1
		• National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making)	• Level 2
		• National Vocational Certificate in Metal Fabrication (Level 1)	• Level 1
		• National Vocational Certificate in Metal Fabrication (Level 2)	• Level 2
		• National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals)	• Level 1
		COSDEC Ondangwa	
		• National Vocational Certificate in Office Administration and Business Services (Level 1)	• Level 1
		• National Vocational Certificate in Office Administration and Business Services (Level 2)	• Level 2
		• National Vocational Certificate in Clothing Production (Level 1) (Domestic)	• Level 1
		• National Vocational Certificate in Clothing Production (Level 2) (Industrial)	• Level 2
		• National Vocational Certificate in Hospitality and Tourism (Level 2) (Accommodation Services and Food and Beverage Services)	• Level 2
		• National Vocational Certificate in Hospitality and Tourism (Level 3) (Core Commercial Cookery Skills)	• Level 3
		• National Vocational Certificate in General Construction (Level 1) (Bricklaying)	• Level 1
		• National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering)	• Level 2
		• National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making)	• Level 1
		• National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making)	• Level 2
		• National Vocational Certificate in Information Communication Technology (Level 1) (Computing Fundamentals)	• Level 1
9.	**DAPP (Development Aid from People to People) Vocational Training School**	• National Vocational Certificate in Business Services (Level 1) (Office Administration)	• Level 1
		• National Vocational Certificate in Business Services (Level 2) (Office Administration)	• Level 2
		• National Vocational Certificate in Business Services (Level 3) (Office Administration)	• Level 3
		• National Vocational Certificate in General Construction (Level 1) (Bricklaying)	• Level 1
		• National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering)	• Level 2
		• National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering)	• Level 3
		• National Vocational Certificate in Agriculture Crop Production and Horticulture (Level 2)	• Level 2
		• National Vocational Certificate in Agriculture Crop Production and Horticulture (Level 3)	• Level 3
		• Diploma in Early Childhood Development (ECD) Teaching	• Level 5
10.	**Eenhana Vocational Training Centre**	• National Vocational Certificate in General Construction (Level 1) (Bricklaying)	• Level 1
		• National Vocational Certificate in General Construction (Level 2) (Bricklaying and Plastering)	• Level 2
		• National Vocational Certificate in General Construction (Level 3) (Bricklaying and Plastering)	• Level 3
		• National Vocational Certificate in Business Services (Level 1) (Office Administration)	• Level 1
		• National Vocational Certificate in Business Services (Level 2) (Office Administration)	• Level 2
		• National Vocational Certificate in Business Services (Level 3) (Office Administration)	• Level 3
		• National Vocational Certificate in Manufacturing (Level 1) (Joinery and Cabinet Making)	• Level 1
		• National Vocational Certificate in Manufacturing (Level 2) (Joinery and Cabinet Making)	• Level 2
		• National Vocational Certificate in Manufacturing (Level 3) (Joinery and Cabinet Making)	• Level 3
		• National Vocational Certificate in General Construction (Level 1) (Plumbing)	• Level 1
		• National Vocational Certificate in General Construction (Level 2) (Plumbing)	• Level 2
		• National Vocational Certificate in General Construction (Level 3) (Plumbing)	• Level 3
		• National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering)	• Level 1
		• National Vocational Certificate in Metal Fabrication (Level 2)	• Level 2
		• National Vocational Certificate in Metal Fabrication (Level 3) (Boilermaking)	• Level 3
11.	**Exedin Training Academy CC**	• Certificate in Office Administration (Level 4)	• Level 4
12.	**Frameworks Africa Consultancy CC**	**NQA Unit Standard Based awards**	
		• Assess candidates against unit standards	• Level 4
		• Assess candidates against performance standards	• Level 4
		• Design formative assessment tasks based on the requirements of unit standards	• Level 4
		• Moderate standard-based assessment	• Level 5
		• Moderate examination-based assessment and associated continuous assessment components	• Level 5
		• Design summative assessments based on unit standards	• Level 5
		• Conduct moderation of competency-based assessments within the vocational education and training environment	• Level 6

No.	Name of Institution	Scope of Accreditation	NQF Level
13.	**Goldstone Software Engineering Institute**	• Certificate in Business Administration and Management (Level 4) • Diploma in Software Engineering (Level 5)	• Level 4 • Level 5
14.	**Headstart Mercy Montessori Teachers Training College**	• Montessori Early Childhood Development and Pre-primary Teaching Diploma • Montessori Primary Teaching Diploma • Montessori Early Childhood Development and Pre-Primary Teaching Diploma	• Level 5 • Level 6 • Level 6
15.	**Institute of Information Technology (IIT)**	**Windhoek Campus** • 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 **Swakopmund Campus** • 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	• Level 3 • Level 4 • Level 4 • Level 3 • Level 4 • Level 3 • Level 6 • Level 6 • Level 6 • Level 3 • Level 4 • Level 4 • Level 3 • Level 4 • Level 3
16.	**Institute for Open Learning (IOL)**	• International Computer Driver License (ICDL) Seven Modules – Not Namibian Qualification **Note:** Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin. **IOL** • Diploma in Pre-Primary Education, DPPE (Level 7) • Advanced Certificate in Secondary Education, ACSE (Level 7) • Advanced 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)	 • Level 7 • Level 7 • Level 7 • Level 8 • Level 5 • Level 8 • Level 7 • Level 7 • Level 6 • Level 7 • Level 7
17.	**International Training College – Lingua (ITCL)**	• Certificate in Accounting & Finance • Diploma in Accounting & Finance • Diploma in Accounting & Finance • Certificate in Travel & Tourism • Diploma in Travel & Tourism • Diploma in Travel & Tourism • Certificate in Information Technology • Diploma in Information Technology • Diploma in Information Technology • Certificate in Business Administration • Diploma in Business Administration • Diploma in Business Administration • Certificate in Human Resource Management • Diploma in Human Resource Management • Diploma in Human Resource Management • Certificate in Office Administration • Diploma in Office Administration • Diploma in Office Administration	• Level 4 • Level 6 • Level 7 • Level 4 • Level 5 • Level 6 • Level 4 • Level 6 • Level 7 • Level 4 • Level 5 • Level 6 • Level 4 • Level 6 • Level 7 • Level 4 • Level 5 • Level 6
18.	**International University of Management (IUM)**	**Dorado Campus** • 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)	• Level 5 • Level 5 • Level 5 • Level 5

No.	Name of Institution	Scope of Accreditation	NQF Level
		• Certificate in Human Resource Management (Level 5)	• Level 5
		• Certificate in Finance Management (Level 5)	• Level 5
		• Certificate in Business Administration (Level 5)	• Level 5
		• Certificate in Health and Wellness Studies	• Level 5
		• Diploma in Business Information Systems (Level 6)	• Level 6
		• Diploma in Marketing Management (Level 6)	• Level 6
		• Diploma in Tourism, Hospitality and Events Management (Level 6)	• Level 6
		• Diploma in HIV/AIDS Management (Level 6)	• Level 6
		• Diploma in Human Resource Management (Level 6)	• Level 6
		• Diploma in Finance Management (Level 6)	• Level 6
		• Diploma in Business Administration (Level 6)	• 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	• Level 7
		• Bachelor of Finance Management Level 7	• Level 7
		• Bachelor of Business Administration Level 7	• Level 7
		• Bachelor of Health and Wellness Studies Level 7	• Level 7
		• Bachelor of HIV/AIDS Management Level 7	• Level 7
		• Bachelor of Marketing Management Level 7	• Level 7
		• Bachelor of Science in Software Development Level 7	• Level 7
		• Bachelor of Tourism, Hospitality and Events Level 7	• Level 7
		• Bachelor of Human Resource Management Level 7	• Level 7
		• Bachelor of Science in Business Information Systems Honours Level 8	• Level 8
		• Bachelor of HIV/AIDS Management Honours Level 8	• Level 8
		• Bachelor of Marketing Management Honours Level 8	• Level 8
		• Bachelor of Accounting Honours Level 8	• Level 8
		• Bachelor of Science in Software Development Honours Level 8	• Level 8
		• Bachelor in Digital Communication Technology Honours Level 8	• Level 8
		• Bachelor of Nursing Science Honours Level 8	• Level 8
		• Bachelor of Education-Educational Leadership, Management and Policy Honours Level 8	• Level 8
		• Bachelor of Tourism, Hospitality and Events Management Honours Level 8	• Level 8
		• Bachelor of Human Resource Management Honours Level 8	• Level 8
		• Bachelor of Finance Management Honours Level 8	• Level 8
		• Bachelor of Business Administration Honours Level 8	• 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
		• Postgraduate Diploma in Education (Level 8)	• Level 8
		• Postgraduate Diploma in Higher Education (Level 8)	• Level 8
		• Postgraduate Diploma in Finance Management (Level 8)	• Level 8
		• Postgraduate Diploma in Events Management	• Level 8
		• Master of Education-Educational Leadership, Management and Policy Level 9	• Level 9
		• Master in Public Policy and Management Level 9	• Level 9
		• Master in HIV/AIDS Management Level 9	• Level 9
		• Master of Business Administration Level 9	• Level 9
		• Doctor of Philosophy in Education Level 10	• Level 10
		• Doctor of Philosophy in Business Administration Level 10	• Level 10
		Ongwediva Campus	
		• Certificate in Business Information Systems (Level 5)	• Level 5
		• Certificate in Marketing Management (Level 5)	• Level 5
		• Certificate in Tourism, Hospitality and Events Management (Level 5)	• Level 5
		• Certificate in HIV/AIDS Management (Level 5)	• Level 5
		• Certificate in Human Resource Management (Level 5)	• Level 5
		• Certificate in Finance Management (Level 5)	• Level 5
		• Certificate in Business Administration (Level 5)	• Level 5
		• Diploma in Business Information Systems (Level 6)	• Level 6
		• Diploma in Marketing Management (Level 6)	• Level 5
		• Diploma in Tourism, Hospitality and Events Management (Level 6)	• Level 6
		• Diploma in HIV/AIDS Management (Level 6)	• Level 6
		• Diploma in Human Resource Management (Level 6)	• Level 6
		• Diploma in Finance Management (Level 6)	• Level 6
		• Diploma in Business Administration (Level 6)	• Level 6
		• Bachelor of Science in Business Information Systems Level 7	• Level 7
		• Bachelor of HIV/AIDS Management Level 7	• Level 7
		• Bachelor of Marketing Management Level 7	• Level 7
		• Bachelor of Science in Software Development (Level 7)	• Level 7
		• Bachelor of Tourism, Hospitality and Events Management (Level 7)	• Level 7
		• Bachelor of Human Resource Management (Level 7)	• Level 7
		• Bachelor of Finance Management (Level 7)	• Level 7
		• Bachelor of Business Administration (Level 7)	• Level 7
		• Bachelor of Science in Business Information Systems Honours (Level 8)	• Level 8
		• Bachelor of HIV/AIDS Management Honours (Level 8)	• Level 8

No.	Name of Institution	Scope of Accreditation	NQF Level
		• Bachelor of Marketing Management Honours (Level 8)	• Level 8
		• Bachelor of Science in Software Development Honours (Level 8)	• Level 8
		• Bachelor of Tourism, Hospitality and Events Management Honours (Level 8)	• Level 8
		• Bachelor of Human Resource Management Honours (Level 8)	• Level 8
		• Bachelor of Finance Management Honours (Level 8)	• Level 8
		• Bachelor of Business Administration Honours (Level 8)	• Level 8
		• Bachelor of Education in Secondary Education Honours	• Level 8
		• Postgraduate Diploma in Finance Management (Level 8)	• Level 8
		• Postgraduate Diploma in Education (Level 8)	• Level 8
		• Master of Education-Educational Leadership, Management and Policy (Level 9)	• Level 9
		• Master in Public Policy and Management (Level 9)	• Level 9
		Walvis Bay Campus	
		• Certificate in Business Information Systems (Level 5)	• Level 5
		• Certificate in Marketing Management (Level 5)	• Level 5
		• Certificate in Tourism, Hospitality and Events Management (Level 5)	• Level 5
		• Certificate in HIV/AIDS Management (Level 5)	• Level 5
		• Certificate in Human Resource Management (Level 5)	• Level 5
		• Certificate in Finance Management (Level 5)	• Level 5
		• Certificate in Business Administration (Level 5)	• Level 5
		• Diploma in Business Information Systems (Level 6)	• Level 6
		• Diploma in Marketing Management (Level 6)	• Level 6
		• Diploma in Tourism, Hospitality and Events Management (Level 6)	• Level 6
		• Diploma in HIV/AIDS Management (Level 6)	• Level 6
		• Diploma in Human Resource Management (Level 6)	• Level 6
		• Diploma in Finance Management (Level 6)	• Level 6
		• Diploma in Business Administration (Level 6)	• Level 6
		• Bachelor of Science in Business Information Systems (Level 7)	• Level 7
		• Bachelor of HIV/AIDS Management (Level 7)	• Level 7
		• Bachelor of Marketing Management (Level 7)	• Level 7
		• Bachelor of Science in Software Development (Level 7)	• Level 7
		• Bachelor of Tourism, Hospitality and Events Management (Level 7)	• Level 7
		• Bachelor of Human Resource Management (Level 7)	• Level 7
		• Bachelor of Finance Management (Level 7)	• Level 7
		• Bachelor of Business Administration (Level 7)	• Level 7
		• Bachelor of Science in Business Information Systems Honours (Level 8)	• Level 8
		• Bachelor of HIV/AIDS Management Honours (Level 8)	• Level 8
		• Bachelor of Marketing Management Honours (Level 8)	• Level 8
		• Bachelor of Science in Software Development Honours (Level 8)	• Level 8
		• Bachelor of Tourism, Hospitality and Events Management Honours (Level 8)	• Level 8
		• Bachelor of Human Resource Management Honours (Level 8)	• Level 8
		• Bachelor of Finance Management Honours (Level 8)	• Level 8
		• Bachelor of Business Administration Honours (Level 8)	• Level 8
		• Bachelor of Education in Secondary Education Honours	• Level 8
		• Postgraduate Diploma in Education (Level 8)	• Level 8
		• Postgraduate Diploma in Finance Management (Level 8)	• Level 8
		Nkurenkuru Campus	
		• Certificate in Business Information Systems (Level 5)	• Level 5
		• Certificate in Marketing Management (Level 5)	• Level 5
		• Certificate in HIV/AIDS Management (Level 5)	• Level 5
		• Certificate in Human Resource Management (Level 5)	• Level 5
		• Certificate in Finance Management (Level 5)	• Level 5
		• Certificate in Business Administration (Level 5)	• Level 5
		• Diploma in Business Information Systems (Level 6)	• Level 6
		• Diploma in Marketing Management (Level 6)	• Level 6
		• Diploma in HIV/AIDS Management (Level 6)	• Level 6
		• Diploma in Human Resource Management (Level 6)	• Level 6
		• Diploma in Finance Management (Level 6)	• Level 6
		• Diploma in Business Administration (Level 6)	• Level 6
		• Bachelor of HIV/AIDS Management (Level 7)	• Level 7
		• Bachelor of Marketing Management (Level 7)	• Level 7
		• Bachelor of Human Resource Management (Level 7)	• Level 7
		• Bachelor of Finance Management (Level 7)	• Level 7
		• Bachelor of Business Administration (Level 7)	• Level 7
		• Bachelor of Marketing Management Honours (Level 8)	• Level 8
		• Bachelor of HIV/AIDS Management Honours (Level 8)	• Level 8
		• Bachelor of Human Resource Management Honours (Level 8)	• Level 8
		• Bachelor of Finance Management Honours (Level 8)	• Level 8
		• Bachelor of Business Administration Honours (Level 8)	• Level 8
		• Bachelor of Education in Secondary Education Honours (Level 8)	• Level 8
		• Postgraduate Diploma in Education (Level 8)	• Level 8

No.	Name of Institution	Scope of Accreditation	NQF Level
19.	Kambaku Lodge and Safaris CC	• National Vocational Certificate in Hospitality and Tourism (Accommodation Services and Food and Beverage Services)	• Level 2
20.	KLM Likuwa Mechanical Training Institute CC	• National Vocational Certificate – (Auto Mechanic) (Level 1) • National Vocational Certificate – (Auto Mechanic) (Level 2)	• Level 1 • Level 2
21.	Katutura Community College (KCC)	• 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)	• Level 1 • Level 2 • Level 3 • Level 1
22.	Katutura Youth Enterprise Centre (KAYEC)	**Windhoek Campus** • 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) **Ondangwa Campus** • 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)	• Level 1 • Level 1 • Level 1 • Level 1 • Level 1 • Level 1 • Level 1 • Level 1 • Level 1
23.	Labour Resource and Research Institute (LaRRI)	• Certificate in Labour Studies	• Level 4
24.	Marco Mpollo Vocational Training Centre	• National Vocational Certificate in General Construction (Level 1) (Bricklaying)	• Level 1
25.	Military School – Osona Base	• 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)	• Level 1 • Level 2 • Level 3
26.	Monitronic Success College	**Otjiwarongo Campus** • Diploma in Travel, Tourism and Hospitality Management • Diploma in Travel, Tourism and Hospitality Management **Windhoek Campus (Windhoek North)** • 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 **Walvis Bay Campus** • Diploma in Human Resources Management • Diploma in Human Resources Management • Certificate in Electrical Installation • Diploma in Electrical Installation **Ondangwa Campus** • Diploma in Information Technology • Diploma in Information Technology • Diploma in Accounting and Finance Management • Diploma in Accounting and Finance Management	• 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
27.	Namibian Evangelical Theological Seminary (NETS)	• Diploma in Christian Ministry • Diploma in Theology • Bachelor of Theology • Certificate in Theology • Certificate in Applied Christian Ministry • Certificate in Christian Ministry • Bachelor of Theology Honours	• Level 5 • Level 6 • Level 7 • Level 4 • Level 4 • Level 3 • Level 8

No.	Name of Institution	Scope of Accreditation	NQF Level
28.	Namibian Academy for Tourism and Hospitalty(NATH)	• National Vocational Certificate in Hospitality and Tourism (Tour Guiding)	• Level 3
29.	Namibian College of Open Learning (NAMCOL)	**Windhoek campus** • 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 • Diploma in Education for Development • Diploma in Early Childhood and Pre-Primary Education • Diploma in Youth Development Work • 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 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) **Otjiwarongo campus** • 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) **Ongwediva campus** • 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) **Rundu Campus** • National Vocational Certificate in Business Services (Office Administration) (Level 1) • National Vocational Certificate in Business Services (Office Administration) (Level 2)	• Level 5 • Level 3 • Level 4 • Level 4 • Level 4 • Level 6 • Level 7 • Level 6 • 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 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2
30.	Namibian Institute of Mining and Technology (NIMT)	**NIMT Engineering Trade Campus (NET) Arandis:** • National Technical Certificate: Electrician • National Technical Certificate: Diesel/Petrol Mechanic • National Technical Certificate: Boiler Maker • National Technical Certificate: Fitter and Turner • National Technical Certificate: Instrument Mechanic • National Technical Certificate: Refrigeration and Air-conditioning **NIMT Building and Civil Trades Campus (NBCT) Arandis:** • National Technical Certificate: Bricklaying/ Plastering • National Technical Certificate: Carpentry/ Joinery • National Technical Certificate: Clothing Production • National Technical Certificate: Plumbing/ Sheeting Metal Works **NIMT Northern Campus (NNC) Tsumeb:** • National Technical Certificate: Fitter and Turner • National Technical Certificate: Autotronics • National Technical Certificate: Boiler Maker • National Technical Certificate: Electrician • National Technical Certificate: Millwright (Electrical) • National Technical Certificate: Diesel/ Petrol Mechanic **NIMT SOUTHERN CAMPUS (NSC) Keetmanshoop:** • National Technical Certificate: Boiler Maker • National Technical Certificate: Bricklaying/ Plastering • National Technical Certificate: Diesel/ Petrol Mechanic • National Technical Certificate: Electrician • National Technical Certificate: Fitter and Turner	
31.	Nampost Business School	• 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)	• Level 1 • Level 2 • Level 2 • Level 2

No.	Name of Institution	Scope of Accreditation	NQF Level
32.	**Namibian Maritime and Fisheries Institute (NAMFI)**	• 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	
33.	**NamVoc Vocational Institute**	• 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	• Level 1 • Level 2 • Level 3 • Level 1 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3
34.	**Nakayale Vocational Training Centre**	• 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	• Level 2 • Level 3 • Level 3 • Level 3 • Level 1 • Level 2 • Level 3
35.	**NamWater Human Resource Development Centre (HRDC)**	• National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in Road Construction and Maintenance (Heavy Plant Operations - Heavy Plant Operator) with an optional strand for further skill development **Non – NQF Modular Qualifications** • National Vocational Certificate – Diesel Mechanic • National Vocational Certificate – Electric General • National Vocational Certificate – Water Care • National Vocational Certificate – Bricklaying and Plastering	• Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • Level 3
36.	**National Youth Service (NYS)**	• National Vocational Certificate in Automotive Engineering (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in General Construction (Bricklaying) • National Vocational Certificate in General Construction (Bricklaying & Plastering) • National Vocational Certificate in General Construction (Bricklaying & Plastering) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in Hospitality and Tourism (Food Preparation) • National Vocational Certificate in Hospitality and Tourism (Food and Beverage Service Operations) • National Vocational Certificate in Information Communication Technology (Computing Fundamentals) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Metal Fabrication • National Vocational Certificate in Metal Fabrication	• Level 1 • Level 2 • Level 1 • Level 2 • Level 3 • Level 2 • Level 1 • Level 3 • Level 1 • Level 2 • Level 1 • Level 1 • Level 2 • Level 1 • Level 2 • Level 1 • Level 2
37.	**Okakarara Vocational Training Centre**	• 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)	• Level 1 • Level 2 • Level 3 • Level 1

No.	Name of Institution	Scope of Accreditation	NQF Level
		• 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) • 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)	• Level 2 • Level 3 • Level 1 • Level 2 • Level 3 • 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 1 • Level 2 • Level 3
38.	**Ondangwa Commercial College**	• National Vocational Certificate in Business Services (Office Administration (Leve1) • National Vocational Certificate in Business Services (Office Administration) (Level 2) • National Vocational Certificate in Business Services (Office Administration) (Level 3)	• Level 1 • Level 2 • Level 3
39.	**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.saqa.org.za SAQA Unit Standard Based awards.	For additional information, please contact the NQA.
40.	**Philippi Trust Namibia**	• 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)	• Level 3 • Level 6
41.	**R. I. Katjire Technical College**	• National Vocational Certificate in Metal Fabrication (Level 1) (Mechanical Engineering)	• Level 1
42.	**Rundu Vocational Training Centre**	• National Vocational Certificate in Automotive Engineering (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) • National Vocational Certificate in Automotive Engineering (Automotive Mechanics) • National Vocational Certificate in General Construction (Bricklaying) • National Vocational Certificate in General Construction (Bricklaying) • National Vocational Certificate in General Construction (Bricklaying) • National Vocational Certificate in Information Communication Technology (Computing Fundamentals) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Business Services (Office administration) • National Vocational Certificate in Business Services (Office Administration) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing) • National Vocational Certificate in General Construction (Plumbing)	• 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
43.	**Shadonai Beauty School CC**	• Certificate in Fitness Training • Certificate in Nail Technology	• Level 5 • Level 4
44.	**Silver Spoon Hospitality Academy CC**	**City and Guilds** • Certificate in Food Preparation and Cooking • Diploma in Food Preparation and Cooking (Culinary Arts) • Certificate in Food and Beverage Service • Diploma in Food and Beverage Service **Note:** Accreditation is conditional on ongoing quality assurance status of the courses in the country of origin.	 • Level 1 (City and Guilds) • Level 2 (City and Guilds) • Level 1 (City and Guilds) • Level 2 (City and Guilds)

No.	Name of Institution	Scope of Accreditation	NQF Level
45.	**St. Charles Lwanga Major Seminary**	• Diploma in Philosophy • Bachelor of Philosophy • Diploma in Theology • Bachelor of Theology	• Level 6 • Level 7 • Level 6 • Level 7
46.	**Triumphant College**	**Electrical and Electronic Engineering (International Vocational Qualifications)** **City and Guilds (C&G)** • 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 **Telecommunications Systems (Vocational related qualifications** • City and Guilds: Technician Certificate in Telecommunications • City and Guilds: Technician Diploma in Telecommunications • Certificate in Construction Engineering • Diploma in Construction Engineering • Diploma in Construction Engineering • Certificate in Telecommunications Engineering • Diploma in Telecommunications Engineering • Diploma in Telecommunications Engineering • Certificate in Accounting and Finance • Diploma in Accounting and Finance • Diploma in Accounting and Finance • Certificate in Human Resources Development • Diploma in Human Resources Development • Diploma in Human Resources Development • Certificate in Journalism and Media Studies • Diploma in Journalism and Media Studies • Diploma in Journalism and Media Studies • Certificate in Marketing Management • Diploma in Marketing Management • Diploma in Marketing Management • Certificate in Information Technology • Diploma in Information Technology • Diploma in Information Technology • Certificate in Secretarial and Administration Studies • Diploma in Secretarial and Administration Studies • Diploma in Secretarial and Administration Studies • Certificate in Psychology • Diploma in Psychology • Diploma in Psychology • Certificate in Legal Studies • Diploma in Legal Studies • Diploma in Legal Studies • Certificate in Travel and Tourism • Diploma in Travel and Tourism • Diploma in Travel and Tourism • Certificate in Business Studies • Diploma in Business Studies • Diploma in Business Studies • Postgraduate Diploma in Project Management	• 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 • 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
47.	**Tsumis Arid Zone Agricultural Centre**	• National Vocational Certificate in Livestock Husbandry (Level 2) • National Vocational Certificate in Livestock Husbandry (Level 3)	• Level 2 • Level 3
48.	**Tulipohamba Training and Assessment Institute**	• 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	• Level 4 • Level 4 • Level 4 • Level 4 • Level 4 • Level 6 • Level 6 • Level 6 • Level 6
49.	**United Lutheran Theological Seminary (ULTS) – Paulinum**	• Certificate in Theology • Diploma of Theology • Bachelor of Theology	• Level 5 • Level 6 • Level 7
50.	**Valombola Vocational Training Centre (VVTC)**	• 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)	• Level 1 • Level 2 • Level 3 • Level 1

No.	Name of Institution	Scope of Accreditation	NQF Level
		• National Vocational Certificate in Manufacturing (Joinery and Cabinet Makin) (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) • National Vocational Certificate in Business Services (Office Administration) (Level 3) • National Vocational Certificate in GeneralConstruction (Level 1) (Bricklaying) • 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)	• 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 • Level 1 • Level 2 • Level 3 • Level 2 • Level 3 • Level 2 • Level 3 • Level 2 • Level 3 • Level 3
51.	**Welwitchia Health Training Centre**	• Bachelor of Nursing Science	• Level 8
52.	**Windhoek Vocational Training Center**	• 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)	• Level 1 • Level 2 • Level 3 • Level 4 • Level 1 - RSA
53.	**Wolwedans Foundation Trust**	**Desert Academy (NamibRand Safaris)** • 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) **Namibian Institute of Culinary Education (NICE)** • National Vocational Certificate in Hospitality and Tourism Level 2 (Accommodation Services and Food and Beverage ervices) • 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)	 • Level 2 • Level 3 • Level 3 • Level 2 • Level 3 • Level 3

No.	Name of Institution	Scope of Accreditation	NQF Level
54.	**Zambezi Vocational Training Centre**	• National Vocational Certificate in General Construction (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Bricklaying and Plastering) • National Vocational Certificate in General Construction (Bricklaying and Plastering) • National Vocational Certificate in Hospitality and Tourism (Food Preparation) • National Vocational Certificate in Hospitality and Tourism (Food Preparation) • National Vocational Certificate in Hospitality and Tourism (Food and Beverage Service Operations) • National Vocational Certificate in Information Communication Technology • National Vocational Certificate in Welding and Metal Fabrication • National Vocational Certificate in Welding and Metal Fabrication) • National Vocational Certificate in Welding and Metal Fabrication (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 Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in Manufacturing (Joinery and Cabinet Making) • National Vocational Certificate in General Construction (Plumbing and Pipefitting) • National Vocational Certificate in General Construction (Plumbing and Pipefitting) • National Vocational Certificate in General Construction (Plumbing and Pipefitting) • National Vocational Certificate in Clothing Production • National Vocational Certificate in Clothing Production	• 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 • Level 1 • Level 2 • Level 2 • Level 3 • Level 1 • Level 2

4.2.6 Looking ahead

Looking forward, we commit to continue working closely with all stakeholders in providing quality services to clients and stakeholders. Quality promotion and capacity development remain keys objectives of the department. Moreover, we are confident that the above-mentioned challenges will be addressed in the next financial year.

Catherine Shipushu
Manager: Marketing and Communications

4.3 MARKETING AND COMMUNICATIONS

As a public institution, the NQA is a strategic partner in ensuring access to government services for communities around the country; Therefore, the customer is always at the centre of our operations. The function of Marketing and Communications is to ensure efficient communication between the NQA and all its stakeholders. It is entrusted with managing the NQA's brand reputation, while ensuring a response to public interest and addressing stakeholder pain points.

4.3.1 Employee Engagement

The NQA endeavours to be an employer of choice, and is committed to creating a supportive and enabling environment for growth, collaboration, and service excellence. Each employee is obliged to play an active role in embedding an organisational culture that promotes these principles, where each employee feels valued. Through internal communication, the NQA uses various channels to engage with employees to ensure that they are kept abreast of all relevant developments in the organisation, and to address any possible challenges. Issues raised during these sessions are recorded, and remedial actions are implemented.

During the year under review, the NQA held a Diversity Day as part of its employee engagement philosophy. As a multicultural organisation, mutual understanding and respect of cultural differences in the workplace is critical to the NQA's stability and long-term organisational success. This intervention helps to foster an inclusive environment by broadening employees' understanding and respect for other cultures. Ultimately, these efforts lead to an improved team cohesion – and most importantly, ensuring that all employees have a sense of belonging.

Winners of the NQA Diversity Day 2019

4.3.2 Stakeholder Engagement

Education is regarded the greatest equaliser, and the NQA plays a critical role in enabling Namibians to reach their academic ambitions. The organisation defined its role and purpose as existing to enable the public to make informed decisions, while ensuring that education and training in Namibia meets appropriate national standards. Thus, the visibility and public access to the NQA is of strategic importance.

Relationship building is, therefore, a strategic objective, through which the organisation creates opportunities to further enhance existing stakeholder relationships, while ensuring that the NQA equally develops mutually beneficial partnerships with the communities it serves.

In comparison to the previous financial year, stakeholder engagement and brand visibility slightly declined during the year under review, due to unexpected budgetary constraints in the first two quarters of the year. Notwithstanding the challenging economic landscape and its resultant impact, the NQA was able to carry out key stakeholder engagement activities through consultative meetings, social media interactions, and participating in events such as the NUST Career Fair and the World Skills Namibia Competition.

In addition, the NQA continued strengthening key relationships with the media, Team Namibia and other stakeholders including the Roads Authority, Namibia Training Authority, South African Qualifications Authority, Malaysia Qualifications Agency, the Kingdom of Swaziland, the Government of the Russian Federation, and the International Network for Quality Assurance Agencies in Higher Education (INQAAHE).

Thus, NQA remains focused on creating value for its stakeholders, in line with the strategic objectives and statutory mandate.

4.3.3 Customer Service Charter

Customer service excellence is a strategic priority for the NQA. As a public institution, it is important that services are congruent with customer expectations, and enhances public trust and confidence in the overall public service.

In line with its strategic objectives for the year under review, the NQA Customer Service Charter was officially launched by the Minister of Higher Education, Training and Innovation, Hon. Dr Itah Kandjii-Murangi, in March 2019.

The Charter, which was fully developed by the NQA employees, will serve as a conduit for improved customer experience and satisfaction levels at every point of contact with the NQA. Thus, it outlines the standards and the quality of service as expected by customers, and these standards will serve as the benchmark against which the public can measure service delivery.

The next step is to implement various customer feedback mechanisms, including suggestion forms and boxes, surveys, and regular engagement on social media. This implementation is necessary to deepen customer engagement by actively listening to the customers and addressing their complaints.

NQA staff members at the Customer Service launch

4.3.5 Looking ahead

Looking forward, the NQA endeavours to improve service levels to customers through feedback and implementing relevant remedial actions. Internally, the objective remains to have open and honest conversations that lead to collective breakthroughs, enablings the NQA to reach its strategic targets.

Dennis Van Rooyen
Head: Administration

4.4 ADMINISTRATION

The Administration department is established to render support to the core business of the NQA. The functions of the department are aligned to the NQA's Annual Business Plan, which include – but are not limited to – the following:

i)   To mobilise financial resources in accordance with the needs of the Authority (Finance Section).
ii)   To grow the NQA revenue to sustain operations (Finance Section).
iii) To improve overall staff satisfaction (Human Resources Section).
iv)   To attract and retain skilled and competent staff to ensure delivery on the mandate (Human Resources Section).
v)   To ensure adequate office space under the Development Project (Assets and Property section).

Administration Team

The NQA organisational structure is based on its mandate (the NQA Act) and sixty-one (61%) percent of the positions on the organisational structure are filled. The structure is being implemented over a five (5)-year period, and vacant positions are being filled with due consideration of their critical nature and availability of financial resources. The entire NQA structure provides for eighty-five (85) positions, and the staff complement for 2018/2019 was fifty-two (52) employees as reflected.
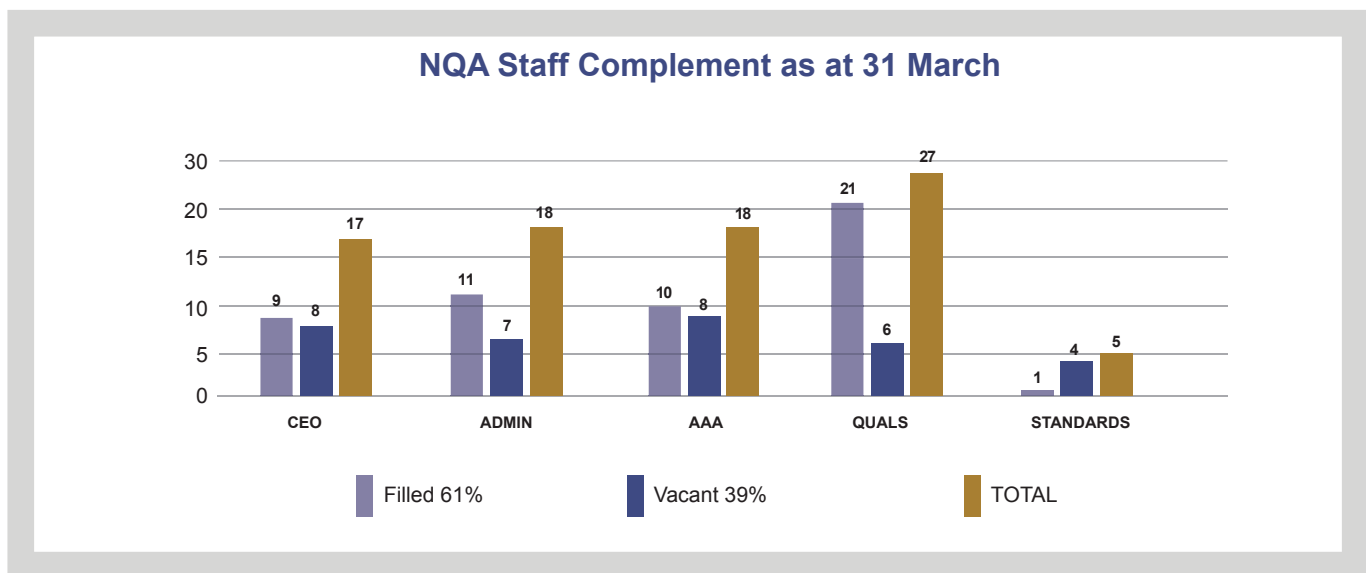

Figure 11: NQA Staff Complement as at 31 March 2019

4.4.1 Human Resources

a) Staffing:

Human capital is one of the key enablers of the NQA to fulfil its mandate through effective delivery on its daily operations. The NQA's vision to be an "employer of choice" is fundamentally supported by its efforts to holistically develop staff potential in a conducive work environment in terms of productivity and employee wellbeing.

With a staff complement of 52 employees as at 31 March 2019, the NQA experienced a 5% growth in staff numbers, compared to previous financial years, despite voluntary resignations over the year.
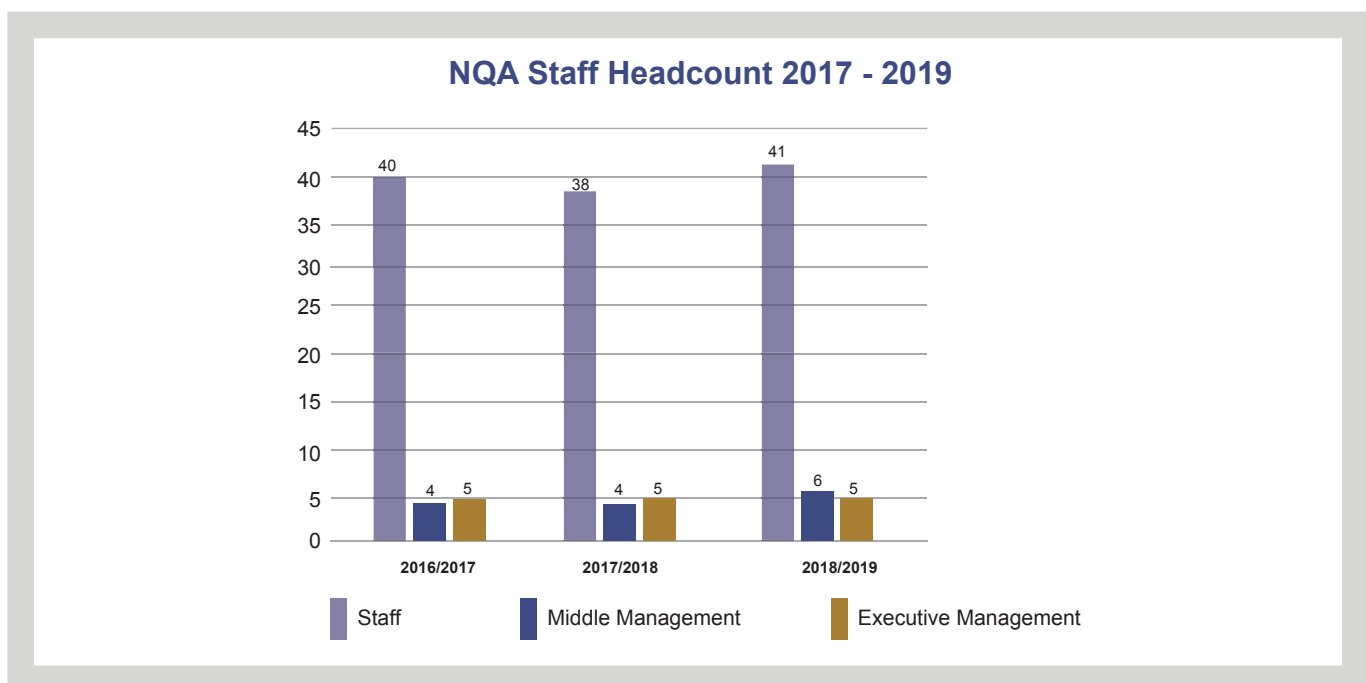

Figure 12: NQA Staff Headcount 2017- 2019

b) People Development:

In order to enable employees to accomplish the NQA mandate as articulated in its Strategic Plan, the NQA continued to invest in various training interventions despite the limited financial resources available. Altogether, eighteen (18) employees received training in the areas of Customer Service, Pastel, and Digital Marketing to support the skills enhancement of the NQA's human resources.

The hard work and commitment of staff was also recognised through the granting of monetary rewards for Long Service to eight (8) employees for 5, 10, and 15 years of service.

The NQA continued to recognise and motivate employees through the hosting of the Annual Staff Awards for categories of excellence, which were awarded as follows:

Selma Nafidi
Winner: Employee Excellence Award 2018

Linda Nambandi
Winner: Customer Service Excellence Award 2018

c) Affirmative Action:

As a relevant employer, and as part of embracing its diversity, the NQA continued to comply with the requirements of the Affirmative Action (Employment) Act, 1998 (29 of 1998). For 2018/2019 period, the NQA workforce profile was well representative of the three (3) required designation groups: racially disadvantaged, women, and persons with disabilities. Out of the total workforce, ninety-six (96) percent (%) of staff are classified as racially disadvantaged, whilst the gender composition reflects sixty-six (66) percent (%) women in comparison to thirty-four (34) percent (%) men.

Reflective of the enhancement of internal skills capacity, the Affirmative Action Report was compiled in-house, in comparison to previous years where this function was outsourced. Furthermore, the training provided by the Office of the Equity Commissioner has equipped the NQA's internal Affirmative Action Committee with the necessary skills to play a key role in overseeing affirmative action matters in the future. The NQA followed through on its three (3)-year Employment Equity Plan targets, and it was duly awarded with a Certificate of Compliance for 2018 by the Employment Equity Commission.

d) Industrial Relations:

The NQA completed negotiations with NAPWU, the recognised trade union representing the majority of NQA staff, regarding the annual salary increment for bargaining units B and C. The negotiations were concluded in November 2018, but the salary increments were effective from 01 April 2018.

The signed wage agreement between the NQA and NAPWU is a culmination of the two financial years: 2018/2019 and 2019/2020 as follows:

Grades B and C: 5% on basic salary
Housing Allowance: 26% of basic salary

4.4.1.1 Challenges:

i)   The major challenge faced by the NQA was adequate financial resources. The NQA annually prepares and submits its estimated Income and Expenditure to the line Ministry, Ministry of Higher Education, Training and Innovation. The main cost driver remains the personnel cost (fixed), which carries a major risk towards sustainability. This could result in downsizing, and subsequently compromising on the mandate. The ripple effect can result in fraudulent qualifications, and sub-standard qualifications and training in Namibia.

ii)   The NQA has for the first time in its existence, experienced picketing, whereby NQA staff members represented by their Workers Union, NAPWU, held a peaceful demonstration. A petition was handed over to the NQA Management, addressed to the NQA Council Chairperson. Adequate attention was given, and follow-up requests were submitted in addressing the points raised for resolving these pain points.

iii)   The structure is only filled at a capacity of sixty-one (61) percent, which has an impact on the mandate. Furthermore, some units are inadequately staffed and it hampers service delivery.

iv)   Safety and security remain critical for physical infrastructure, assets and property, as well as human life. With incidents reported in local media around the city and within Namibia, extra efforts are required to ensure safety of human life, assets, and properties. The NQA has identified possible interventions such as installation of safety glass at customer facing areas, additional CCTV cameras and security guards, and enhanced security of the main entrance access.

4.4.2   Assets and Property

The Assets and Property section supports core business in rendering the services of registry, reception, switchboard, transport, and Assets and Properties within the Administration Department. NQA's non-current and current assets reflect a decrease in value of 37,86 percent, due to the fact that the operational budget was reduced significantly. This decrease forced the NQA to seek approval for using development funds for operational purposes. Ministerial approval was obtained, and it is now reflected in the audited financial statements.

It is worth mentioning that the Asset Register is up-to-date, and monthly reconciliations are carried out to ensure that all NQA property remains accounted for on the books. A re-valuation of all NQA fixed properties has been completed, which will also aid the process of transferring Erf no 6338 from BV Investments Six Hundred and Forty-Five (Pty) Ltd into the NQA's name. Up-to-date values are reflected in the latest audited financial statements and they are aligned to the insured value, based on updated values of the properties.

In meeting the five (5) percent staff growth for the 2018/2019 financial year, additional parking bays with appropriate shading were facilitated for six (6) staff members. The conversion to a local fleet card system for the NQA vehicles was seamlessly done, and it has provided improved controls, monitoring and reporting.

4.4.2.1 Challenges

a) The NQA remains challenged with a lack of office space; the organisation is hampered to the extent that appointments cannot be made without considering whether office space is available. The capital project to expand the office building has been deferred until further notice.

In addition, the NQA seeks to expand the filing space capacity in the Registry by exploring the option of converting hard copy documents into electronic documents.

Angelo Cloete
Manager: Information Communication Technology

4.5 INFORMATION COMMUNICATION TECHNOLOGY

4.5.1 Overview of the department

The NQA Information Communication Technology Department is responsible for the provision, maintenance, and continuous improvement of ICT related services to the various business units, while implementing innovative business responsive ICT.

4.5.2 Key activities undertaken during the period under review

During the period under review, the ICT Department focused on the Automation of Business Processes. Additionally, the development of the National Qualifications Framework Information Management System (NQFIMS) has progressed, and the project is about to be finalised. As part of the project objectives, a data supplier's workshop was held in November 2018, and follow-up is expected to take place in May 2019. The final phase of testing and refinement of the system is to be finalised by end of May 2019, after which the NQFIMS will be launched.

4.5.3 Achievements

The first version of the National Qualification Framework Information Management System (NQFIMS) was released, and thirty (30) percent (%) of the data was captured on the System. Desired ICT leadership skills was on boarded, and will now augment human resources in this department. The Quality and Integrity of Data needed to be ensured, and the NQA developed and configured a state-of-the-art Data Validation tool to meet the minimum specifications defined for this data.

4.5.4 Challenges

Challenges were not an exception in the period under review, which is expected from the ever-changing and fast-evolving digital domain. Online Service Delivery has become a norm, and the NQA continues to explore Online Service Delivery options to enhance efficiencies and cost savings when serving stakeholders. Cyber security threats are evolving; hence, existing measures should be continuously reviewed and improved to safeguard NQA and its stakeholder data against such threats. Limited ICT resources hampered the realisation of ICT initiatives derived from the 2016-2021 ICT Strategic Plan.

4.5.5 Looking ahead

The future outlook, with the implementation of key initiatives from the 5-year-ICT Strategic Plan (2016-2021), which include: reliable and accessible ICT Infrastructure; a secure ICT environment; ensuring confidentiality; integrity and availability of critical business information and systems; and improve remote access to organisational information and resources. When these are implemented, the organisation will be in a better position to deliver inter-dependent projects. Moreover, Human Resources within the ICT Department will be strengthened further in Business Systems and Databases functions, which will provide the NQA with the essential acumen to fulfil its Automation systems drive. The establishment of Redundant Data centre for seamless failover, in case of a disastrous event, is a priority for the NQA. The National Qualification Framework Information Management System (NQFIMS) is nearing completion, and the remaining tasks are to fully populate the System, and to conclude with a subsequent data clean up exercise in order to provide the nation with useful, accurate, and up-to-date information on matters pertaining to qualifications in Namibia.

Develop a passion for learning. If you do, you will never cease to grow.

- Anthony J. D'Angelo

SECTION 5:
International Projects

5.1 SOUTHERN AFRICAN DEVELOPMENT COMMUNITY (SADC) INITIATIVES

1) SADCQF Alignment Project

As part of the pilot countries on the Southern African Development Community Qualifications Framework (SADCQF) Alignment Project, Namibia participated in a two-day workshop from 10 -11 April 2018. The workshop was held to capacitate the member states on the writing of the country alignment reports. Namibia submitted a draft alignment report to SAQA on the 11th April 2018. The final country report will be submitted in 2019.

2) Southern African Development Community Qualifications Verifications Network (SADCQVN)

At the TCCA EXCO meeting on 8 December 2017, it was resolved that a SADC Recognition Manual should be drafted. Namibia was one of the countries tasked to draft the Manual. At a subsequent meeting in Pretoria on 26th January 2018, Namibia was tasked to draft a chapter on 'Verification of qualifications' for the Recognition Manual. In this regard, Namibia submitted the draft on the chapter to Botswana as coordinator. The SADC Secretariat is currently busy with the finalisation of the Recognition Manual.

3) Articulation and Credit Accumulation and Transfer System (CATS)

Under the SADCQF, Namibia is responsible for the Recognition of Prior Learning (RPL), Articulation, and Credit Accumulation and Transfer System (CATS). In this regard, Namibia has formulated a questionnaire regarding the area of responsibility, which was circulated to the member countries for input in December 2017. So far, feedback is received from the following member states: Eswatini, Zambia, Seychelles, Zimbabwe, Lesotho, South Africa, and Botswana, while the rest of the SADC countries are still submitting their feedback on the questionnaire.

4) The Addis Convention

The NQA facilitated stakeholder consultations on the Addis Convention ratification process, which was then submitted to the Attorney General's Office as per the ratification process requirements.

5.2 STRENGTHENING OF QUALITY ASSURANCE IN HIGHER EDUCATION IN AFRICA CAPACITY BUILDING PROJECT

The NQA was selected as a recipient of funding availed through the Ministry of Higher Education, Training and Innovation from UNESCO and the Shenzhen Municipal Government. The funds to the tune of €48000 in financial and expertise was specifically earmarked for the 'Strengthening of quality assurance in higher education in Africa' capacity building project. The project aims to support 10 African states to strengthen capacity in quality assurance and the harmonization of efforts throughout the different regions on the continent.

The NQA as the project lead agency in Namibia facilitated capacity building training sessions attended by Quality Assurance practitioners representing various organisations in the country. This included about 100 quality assurance practitioners from about 12 accredited institutions of higher learning including other quality assurance agencies, the National Training Authority and the National Council for Higher Education.

During the period under review, two capacity building training sessions were conducted. The objective of the training was to create improvement in the quality assurance processes in the higher education sector.

Official launch of the "Strengthening of Quality Assurance in Higher Education in Africa" capacity building training project

SECTION 6:
Finance

6.1 2019/2020 BUDGET ALLOCATION

The NQA was challenged during the 2018/2019 financial year, as the overall ceiling allocation was reduced to N$ 9,6 million only. This has put enormous financial pressure on the organisation to ensure it remains operational, without serious or any disruption in the service delivery. The NQA Council, in consultation with the Ministry of Higher Education, Training and Innovation, and the Ministry of Finance, approved the transfer and utilisation of Development resources for Operational purposes to the value of N$ 28 million, which had carried the organisation through the financial year. The compromise was that the Development Project (NQA House Phase II construction) was put on hold until financial resources become available. Medium-term projects were also postponed due to the unavailability of funds, and the entire Procurement Plan for the 2018/2019 financial year was reviewed.

6.2 EXTERNAL ANNUAL AUDIT

The NQA proudly announces that it received an unqualified external audit report for the 2018/2019 financial year. This has been a common practise despite the high budget deficit at 70% for the 2018/2019 financial year. The NQA could still manage to maintain all its operations.

The NQA's Annual Audited Financial Statements for the year ended 31 March 2019 are herewith presented as approved by the NQA Council:

ANNUAL FINANCIAL Statements

NAMIBIA QUALIFICATIONS AUTHORITY

ANNUAL FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

NAMIBIA QUALIFICATIONS AUTHORITY

GENERAL INFORMATION - 31 MARCH 2019

Appointed 5 December 2017

Council members

Dr Alfred van Kent	Ms Liezl Davies
Mr Tuaunda Keeja	Ms Hazel Milne
Prof Kenneth Matengu	Dr Erling Kavita
Dr Ngepathimo Kadhila	Ms Agnes Yeboah
Ms Annely Haiphene	Mr Johannes S. Magongo
Prof Anicia Peters	Ms Desire Lottering
Dr Moses Maurihungirire	Mr Elia Shapwa
Ms Evelina Julius	Ms Susan Ntema
Mr Percy W. Misika	Mr Alfred Tjihambuma
Mr Mbeuta Ua-Ndjarakana	Ms Inga Ndaningina
Ms Tjiuai Kaambo	Dr Inaani Kahikuata – Kariko
Ms Hilaria Namoloh	Ms Lilia Shaningwa
Mr Joseph C. Lewis	Dr Hertha Pomuti
Ms Petronella Masabane	Ms Penoshinge Shililifa
Mr Issaskar V.K. Ndjoze	Mr Develias Uaire-Ngatjiisiue
Ms Gladice Pickering	Ms Tuulikki Mwafufya – Shikongo
Mr Willem Goeiemann	Mr Postrick Kapule
Mrs Aina Avafia	Ms Manda Bakkes
Mr Ben T. Nangombe	Dr Samuel John
Ms Loide Shaanika	Prof Frank P. L. Kavishe
Mr Severin Tame	Dr Gilbert Likando **(Chairperson)**
Ms Anke H. Halenke	Ms Florentia Amuenje
Dr Herbert P. Schneider	Prof Sam K. Amoo
Ms Deseree Karlien Cloete	Ms Anne-Doris N. Hans-Kaumbi
Ms Tuyeimo N. Petrus	Ms Rosina Shuuya
Mrs Beverly S. Skrywer	Prof Lazarus Hangula
Ms Diana L. Mokhatu	Prof Tjama Tivikua
Ms Carlota N. David-Howoses	Dr Andreas Mwoombola
Mr Stanley H. Mbura	Ms Emma Kantema Goamas

Registered Address

8892 Corner of Bismarck Street & Dr Kulz 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

NAMIBIA QUALIFICATIONS AUTHORITY

STATEMENT OF COUNCIL MEMBERS' RESPONSIBILITIES - 31 MARCH 2019

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 for reporting on the fair presentation of the financial statements. The financial statements have been prepared in accordance with the Namibian Generally Accepted Accounting Practice - NAC 001: Financial Reporting for Small and Medium Entities and in the manner required Section 12 of the Namibia Qualifications Authority Act, 1996 (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 the reliability 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 breakdown 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 82 to 93 were approved and authorised for issue by the Council are signed on its behalf by:

Council Chairperson

12 September 2019

Date

NQA Chief Executive Officer

12 September 2019

Date

Independent Auditor's Report

Opinion

We have audited the annual financial statements of Namibia Qualifications Authority set out on pages 82 to 93, which comprise the statement of financial position as at 31 March 2019, the statement of comprehensive income, statement of changes in equity funds and statement of cash flows for the year then ended, as well as 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 (NQA) as at 31 March 2019, 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 Section 12 of the Namibia Qualifications Authority Act, 1996 (Act 29 of 1996).

Basis for Opinion

We have conducted our audit in accordance with International Standards on Auditing. 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 NQA in accordance with the independence requirements applicable to performing audits of financial statements in Namibia which is consistent with the International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Parts A and B). We have fulfilled our other ethical responsibilities in accordance with the ethical requirements applicable to performing audits in Namibia. We believe that the audit evidence we have obtained is sufficient and requirements applicable to performing audits 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 director 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 director is responsible for assessing the company'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 director either intend to liquidate the company 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 or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriat 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.

Independent Auditor's Report (Continued)

- 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
12 September 2019

The Council members present their annual report which forms part of the audited financial statements of the Namibia Qualifications Authority for the year ended 31 March 2019.

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 qualifications and national standards for qualifications.

Financial results and dividends

Full details of the financial results of the Namibia Qualifications Authority are set out on pages 82 to 93.

It is worth noting that during the year under review, the Authority was authorised to use N$ 25 million of its capital funds to finance its operations. In addition, on instruction from the line Ministry, an amount of N$ 9.6 million was released from its capital fund to support the Namibia Commission on Research Science and Technology Fund.

Property, plant and equipment

During the year, the land and buildings of the Authority were revalued by an independent valuator, Seeds Property Solutions. See full details in note 2.1 of the financial statements.

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 Namibia Qualifications Authority or the results of its operations.

Council members

The Council members during the current year are as set out on page 79 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.

NAMIBIA QUALIFICATIONS AUTHORITY

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2019

ASSETS	Notes	2019 N$	2018 N$
Non-current assets			
Property, plant and equipment	2	40 851 655	39 427 509
Investments		8 077 211	8 077 211
		48 928 866	47 504 720
Current assets			
Trade and other receivables	3	72 851	17 320
Cash and cash equivalents	4	17 417 642	51 624 845
		17 490 493	51 642 165
Total assets		66 419 359	99 146 885
EQUITY AND LIABILITIES			
Capital and reserves			
Reserves		9 047 753	6 116 663
Accumulated funds		27 783 639	27 329 770
		36 831 392	33 446 433
Non-current liabilities			
Deferred revenue	5	28 106 487	63 818 274
Current liabilities			
Trade and other payables	6	1 481 480	1 882 179
Total funds and liabilities		66 419 359	99 146 886

NAMIBIA QUALIFICATIONS AUTHORITY

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 N$	2018 N$
Revenue	**1,4**	183 500	289 300
Government grants	**10,1**	9 665 000	40 528 634
Other income		26 147 025	1 358 001
Total income		**35 995 525**	**42 175 935**
Administrative expenses		(37 509 731)	(38 516 343)
Operating surplus/(deficit) for the year	**7**	(1 514 206)	3 659 592
Investment income	**8**	1 968 076	1 889 340
Surplus for the year		**453 870**	**5 548 932**

NAMIBIA QUALIFICATIONS AUTHORITY

STATEMENT OF CHANGES IN FUNDS FOR THE YEAR ENDED 31 MARCH 2019

	Accumulated funds N$	Other Reserves N$	Total N$
Balance at 01 April 2017	21 780 837	6 116 663	27 897 500
Surplus for the year	5 548 932	-	5 548 932
Balance at 1 April 2018	27 329 769	6 116 663	33 446 432
Balance at 01 April 2018	27 329 769	6 116 663	33 446 432
Surplus of the year	453 870	2 931 090	3 384 960
Balance at 31 March 2019	27 783 639	9 047 753	36 831 392

NAMIBIA QUALIFICATIONS AUTHORITY

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 N$	2018 N$
Cash flows from operating activities			
Cash received from Government and customers		9 782 969	39 152 466
Cash paid to employees and service providers		(36 034 369)	(34 549 846)
Cash generated by operations	9.1	**(26 251 400)**	**4 602 620**
Investment income	8	1 968 076	1 889 340
Net cash (outflow) / inflow from operating activities		**(24 283 324)**	**6 491 960**
Cash flows from investing activities			
Property, plant and equipment acquired	9.2	(323 879)	(321 204)
Additions to BV Investments		-	(1 345 922)
Net cash (outflow) from investing activities		**(323 879)**	**(1 667 126)**
Cash flows from financing activities			
Capital grants received from Government	5	-	10 324 366
Capital fund release-NCRST		(9 600 000)	-
Net cash (outflow) from financing activities		**(9 600 000)**	**10 324 366**
Total cash movement for the year		**(34 207 203)**	**15 149 200**
Cash and cash equivalents at the beginning of the year		51 624 845	36 475 645
Cash and cash equivalents at the end of the year	4	**17 417 642**	**51 624 845**

NAMIBIA QUALIFICATIONS AUTHORITY

ACCOUNTING POLICIES AND NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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 Section 12 of the Namibia Qualifications Authority Act, 1996 (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 plant and equipment are initially recorded at historical cost less depreciation and accumulated impairment losses. Cost includes all costs directly attributable to bring the assets to working condition for their intended use. Land and buildings are subsequently carried using the revaluation

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

Land is not depreciated.

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 losses on disposal of PPE are determined by reference to their carrying amount taking into account the financial results. On disposal of revalued assets, amounts on revaluation and other reserves relating to that asset are transferred to retained earnings.

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). Bank overdrafts are included in current liabilities in the bank balance sheet.

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 upon actual receipt. 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. Capital funds utilised for operational expenses are released to income as it is being used.

1.6 Provisions

Provisions are recognised when the Qualifications Authority has an obligation at the reporting date as a result of a past event; it is probable that the Qualifications Authority will be required to transfer economic benefits in settlement; the amount of the obligation can be estimated reliably.

1.7 Financial instruments

Financial assets and liabilities are recognised in the Authority's statement of financial position when the organisation becomes a party to the contractual provisions of an instrument. All financial instruments are initially measured at fair value. Transaction costs are normally 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, all financial liability or part thereof would only be removed from its statement of financial position only when it is extinguished. The organisation's 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.

2. PROPERTY, PLANT AND EQUIPMENT

2.1 2019	Land and buildings	Office equipment	Motor vehicles	Furniture and fittings	Computer equipment	Other fixed assets	TOTAL
Opening NBV	37 124 208	121 442	671 786	1 000 386	425 511	84 175	39 427 509
Cost	41 277 861	329 013	1 559 874	2 384 816	3 246 231	105 219	48 903 014
Accum. Deprec.	-4 153 653	-207 571	-888 088	-1 384 429	-2 820 720	-21 044	-9 475 505
Additions	98 561	1 516	-1	208 206	120 816	-105 219	323 879
Revaluations	2 931 090						2 931 090
Depreciation	-1 212 858	-42 554	-167 946	-225 345	-203 162	21 044	-1 830 822
Closing NBV	38 941 000	80 403	503 839	983 247	343 165	-	40 851 655
Cost	44 307 511	330 529	1 559 873	2 593 022	3 367 047	-	52 157 982
Accum. Deprec.	-5 366 511	-250 126	-1 056 034	-1 609 774	-3 023 882	-	-11 306 327
2018							
Opening NBV	38 521 420	228 872	917 375	1 389 576	1 089 002	84 175	42 230 420
Cost	41 277 861	296 717	1 559 874	2 345 413	2 996 727	105 219	48 581 810
Accum. Deprec.	-2 756 441	-67 845	-642 499	-955 837	-1 907 725	-21 044	-6 351 390
Additions	-	32 296	-	39 403	249 505	-	321 204
Disposal							
Depreciation	-1 397 212	-139 726	-245 589	-428 592	-912 995	-	-3 124 115
Closing NBV	37 124 208	121 442	671 786	1 000 386	425 512	84 175	39 427 509
Cost	41 277 861	329 013	1 559 874	2 384 816	3 246 231	105 219	48 903 014
Accum. Deprec.	-4 153 653	-207 571	-888 088	-1 384 429	-2 820 720	-21 044	(9 475 505

Details of valuation

Property valuation was done at the end of the current financial year by an independent valuator, Seeds Property Valuation, using the market value approach.

	2019 N$	2018 N$
3. TRADE AND OTHER RECEIVABLES		
Trade debtors	72 851	17 320
	72 851	17 320

4. CASH AND CASH EQUIVALENTS

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

	2019	2018
Petty cash balance	1 151	3 458
Cash and bank balances	17 417 981	51 626 751
Petrol card	(1 490)	(5 364)
Credit card	-	-
	17 417 642	**51 624 845**

	2019 N$	2018 N$
5. DEFERRED REVENUE		
Grants related to assets	28 106 487	63 818 274
Comprising of:		
Funds for construction of NQA House	15 909 121	26 620 908
NQA House Phase 2	12 197 366	37 197 366
	28 106 487	**63 818 274**

Reconciliation of Deferred revenue-2019

	Opening balance	Releases made-NQA	Releases made-NCRST	Total
Funds for construction of NQA House NQA House Phase 2	26 620 908	1 111 787	-	25 509 121
	37 197 366	25 000 000	9 600 000	2 597 366
	63 818 274	**26 111 787**	**9 600 000**	**28 106 487**

	2019	2018
6. TRADE AND OTHER PAYABLES		
Trade payables	72 191	243 226
Accrued leave pay	1 034 694	1 005 295
Accrued Bonus	374 595	335 899
Accrued Purchases of Laptops	-	216 712
Accrued Sitting Fees	-	81 047
	1 481 480	**1 882 179**

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.

7. NOTES TO THE STATEMENT OF COMPREHENSIVE INCOME

7.1 Net operating surplus/(deficit) for the year

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

	2019	2018
Auditors' remuneration	**83 720**	**56 350**
- Audit fees	83 720	56 350
- Accounting fees	-	-
Council members' remuneration	806 389	183 925
Depreciation	1 830 822	3 124 115

7.2 Payroll expense

	2019	2018
Salaries and wages	29 235 086	27 014 578
Contract labour (SME)	405 490	487 413
Board sitting fees	806 389	183 925 27
	30 446 965	**27 685 916**

8. INVESTMENT INCOME

	2019	2018
Interest income	**1 968 076**	**1 889 340**

	2019 N$	2018 N$
9. CASH FLOW NOTES		
CASH (UTILISED IN)/GENERATED BY OPERATIONS		
Net operating surplus/(Deficit)for the year	**453 870**	**5 548 932**
Adjustments for	**(26 249 040)**	**(88 423)**
Depreciation	1 830 822	3 124 115
Release of deferred Income-NQA	(26 111 786)	(1 323 198)
Interest received	(1 968 076)	(1 889 340)
Operating surplus before changes in working capital	**(25 795 170)**	**5 460 509**
Changes in working capital	**(456 230)**	**(857 888)**
Increase/(Decrease) in trade and other payables	(400 699)	(842 382)
Increase in trade and other receivables	(55 531)	(15 506)
Cash (utilised in)/generated by operations	**(26 251 400)**	**4 602 621**

	2019 N$	2018 N$
9.1 Property, plant and equipment acquired		
Acquisition for the year per Note 2.1	**323 879**	**321 204**

10. GOVERNMENT GRANTS

10.1 Grant income comprising of:
Operating grant

	2019	2018
	9 665 000	40 528 634
	9 665 000	**40 528 634**

11. 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:

11.1 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 ongoing basis.

11.2 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.

11.3 Liquidity risk

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

11.4 Fair values

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

NAMIBIA QUALIFICATIONS AUTHORITY

DETAILED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 N$	2018 N$
Revenue		**183 500**	**294 300**
Other Income		**37 780 101**	**43 770 975**
Administration Fees		12 755	13 716
Gains on disposal of non- current			
assets Government Grant		9 665 000	40 528 634
Interest Received		1 968 076	1 889 340
Other Income		22 484	16 085
Release of Depreciation		1 111 786	1 323 199
Release of deferred Income-NQA		25 000 000	-
Total Income		**37 963 601**	**44 065 275**
Expenses		**37 509 731**	**38 516 343**
Advertising and Publications		248 906	194 069
Articulation		-	2 500
Auditor Remunerations		83 720	56 350
Automated Business Process		37 519	-
Bank Charges		41 713	41 734
Cleaning		292 546	432 039
Consulting fees		678 720	668 363
Corp Audio visual Rental		173 540	203 077
Depreciation		1 830 822	3 124 115
Pre-printed stationery		43 844	19 857
Employee costs		30 041 475	27 198 503
Refreshments		85 591	84 103
Gifts		34 785	8 229
Information technology Software Back ups		131 621	147 298
Insurance		213 379	216 305
Internet Expenses		118 629	163 101
Legal Expenses		2 300	32 961
Marketing and Communication		208 797	783 782
Municipal Expenses		565 776	483 093
Namibia Qualifications Framework Information Management System		433 481	2 079 756
Postage		8 215	18 977
Project Management System		-	261 137
Printing and Stationery		576 823	599 623
Repairs and Maintenance		259 721	121 573
Security		262 129	174 618
Staff welfare		135 612	101 658
Subscriptions		247 964	240 812
Telephone and Fax		163 694	190 036
Training		122 373	173 380
Transport and Freight		51 895	106 862,00
Travel and Accommodation		414 140	588 432
Surplus for the year		**453 870**	**5 548 932**

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