



REGISTERED NATIONAL QUALIFICATION

Title:	National Certificate in Work-readiness and Employability Skills Level 2				
Version:	1	Qualification type:	National qualification	TQF level:	2
Credits:	48	TQF Registration code: QR-02-NQ-001-0903-22-01			
Approval date:	12 May 2022		Next review:	12 May 2027	
Qualification developer(s):	<ol style="list-style-type: none"> 1. Ahopanilolo Technical Institute Ma'ufanga, Tongatapu Tonga 2. Pacific Labour Facility Australia Department of Foreign Affairs and Trade Nuku'alofa Tonga 3. Pacific Labour Facility Australia Department of Foreign Affairs and Trade Brisbane Australia 4. Australia Volunteer Initiative (AVI) to Tonga Australia Department of Foreign Affairs and Trade 5. Australia Pacific Training Coalition Nuku'alofa Tonga 6. Overseas Employment Division Ministry of Internal Affairs, Tonga 				

QR-02-NQ-001-0903-22-01

National Certificate in Work Readiness and Employability Skills Level 2
Tonga National Qualifications and Accreditation Board 2022

<p>Purpose:</p>	<p>The <i>National Certificate in Work Readiness and Employability Skills Level 2 (NCWRES2)</i> targets school-leavers as well as individuals who have completed other higher qualifications, to ensure they have adequate understanding of the workplace and that they are ready to enter employment in both Tonga and overseas.</p> <p>The NCWRES2 is one of two courses that aim to provide students with foundational employability skills and adequate understanding of the workplace. The other course is the <i>National Certificate in Work Readiness and Employability Skills Level 3 (NCWRES3)</i>. Although these two courses can be taken independent of each other, successful completion of both NCWRES2 and NCWRES3 will automatically qualify candidates for <i>Tonga Labour Mobility Work Ready Pool</i> and may be eligible for mobilization in Australia under the semi-skilled labour mobility programmes.</p> <p>On its own NCWRES2 also aims to invoke in workers acceptable conduct standards which are enshrined in the <i>Ngaahi kavei koula 'a e Tonga</i> (core values of Tongan society).</p> <p>Graduates of this qualification will be able to find employment in Tonga, taking up entry-level positions such as accommodation attendants, farm assistants, kitchen hands, food service attendants, super market assistants, administrative attendants, ushers and porters, waiters and waitresses, activities attendants, recreation attendants, tour guides, information clerks, housekeepers, café attendants, catering assistants, front office assistants, food and beverage attendants, etc.</p> <p>This qualification intends to support the Government of <i>Tonga's Strategic Development Framework 2015 – 2025</i> under its Pillar 2: Social Institutions and Organizational Outcome 2.4 which states “Improved educational and training which encourages life-long learning of both academic and vocational knowledge by all people, so better equipping [them] to make active use of the opportunities in the community, the domestic economy, and overseas”.</p>
<p>Rationale</p>	<p>Employability skills and work-readiness, including social-cultural awareness and having acceptable conduct standards, in the workplace, are vital for Tonga’s national development. Skills training has been identified as an important building block for sustainable development and sector growth particularly for sectors where Tonga has comparative advantage including agriculture, tourism, and fisheries.</p> <p>Labour mobility programmes such as the Australian government’s <i>Seasonal Workers Programme (SWP)</i> and <i>Pacific Labour Scheme (PLS)</i> as well as the New Zealand government’s <i>Recognized Seasonal Employer (RSE)</i> scheme, as well as the Tonga local industries, are all in demand of work-ready individuals who meet their own requirements.</p>

Outcomes Statement	<p>A graduate of the NCWRES2 is expected to have basic industry knowledge and a limited range of workplace operational skills, and are able to perform many routine tasks under direct supervision.</p> <p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Demonstrate acceptable conduct standards through attitude and performance in the workplace (<i>Hāsino e ngaahi kavei koula 'i he toónga moúí mo e fatongia 'i he ngaue'anga</i>); 2. Demonstrate a positive attitude to work based on self-identifying and a thorough awareness of oneself (<i>Ílo'i hoto kita pea vekeveke ke fakahoko e fatongia ó fakahaái atu í hoto úlungaanga</i>). 3. Communicate effectively with others at work; also read and respond to workplace information; 4. Develop self-management and organisational skills; 5. Demonstrate entrepreneurship and business strategy; 6. Demonstrate interview skills and basic literacy and numeracy; 																																				
Qualification Components	<p>This qualification consists of the following units of competency:</p> <table border="1" data-bbox="336 965 1474 1675"> <thead> <tr> <th></th> <th><i>Unit Code</i></th> <th><i>Unit Title</i></th> <th><i>Credit value</i></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>NS052-02</td> <td>Professionalism in the workplace (v2)</td> <td>5</td> </tr> <tr> <td>2</td> <td>NS067-04</td> <td>Demonstrate acceptable conduct standards</td> <td>7</td> </tr> <tr> <td>3</td> <td>NS068-03</td> <td>Adapting to new living and work environments.</td> <td>7</td> </tr> <tr> <td>4</td> <td>NS070-02</td> <td>Entrepreneurship 1</td> <td>7</td> </tr> <tr> <td>5</td> <td>NS072-02</td> <td>Conduct routine workplace measurements and calculations</td> <td>7</td> </tr> <tr> <td>6</td> <td>NS073-02</td> <td>Use basic English in the workplace</td> <td>7</td> </tr> <tr> <td>7</td> <td>NS078-03</td> <td>Use digital technology effectively in the workplace</td> <td>8</td> </tr> <tr> <td colspan="3" style="text-align: right;">TOTAL CREDITS</td> <td>48</td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> 1. The above units of competency can be delivered as short courses consisting of one or more units depending on the training needs of an interested training provider; 2. Approval for short course delivery should be sought from TNQAB prior to delivery; 3. Competency gained through short courses delivered in the past three years, can be considered for cross-credit. 		<i>Unit Code</i>	<i>Unit Title</i>	<i>Credit value</i>	1	NS052-02	Professionalism in the workplace (v2)	5	2	NS067-04	Demonstrate acceptable conduct standards	7	3	NS068-03	Adapting to new living and work environments.	7	4	NS070-02	Entrepreneurship 1	7	5	NS072-02	Conduct routine workplace measurements and calculations	7	6	NS073-02	Use basic English in the workplace	7	7	NS078-03	Use digital technology effectively in the workplace	8	TOTAL CREDITS			48
	<i>Unit Code</i>	<i>Unit Title</i>	<i>Credit value</i>																																		
1	NS052-02	Professionalism in the workplace (v2)	5																																		
2	NS067-04	Demonstrate acceptable conduct standards	7																																		
3	NS068-03	Adapting to new living and work environments.	7																																		
4	NS070-02	Entrepreneurship 1	7																																		
5	NS072-02	Conduct routine workplace measurements and calculations	7																																		
6	NS073-02	Use basic English in the workplace	7																																		
7	NS078-03	Use digital technology effectively in the workplace	8																																		
TOTAL CREDITS			48																																		

Entry Requirements	<ol style="list-style-type: none"> 1. Must be 18 years old and older PLUS EITHER 2. Successful completion of at least Year 10 (or Form 4) with Pass marks in Mathematics, English, and Tongan Studies. OR 3. Successful completion of Year 9 (or Form 3) with Pass marks in Mathematics, English, and Tongan Studies, with at least two years of work experience (in any industry). OR 4. Successful completion of a Level 3 (or higher) qualification approved by the Provider
Learning Assumed to be in Place	<p>On application to study the <i>National Certificate in Work Readiness & Employability Skills Level 2</i>, students are expected to have the following skills:</p> <ul style="list-style-type: none"> • Can read and write English and Tongan; • Can count, use a calculator, basic math operations (add/subtract/multiply/divide); • Understand the Tongan culture (including Tongan language, protocol, etc.); • Keyboard skills, use ATMs.
International Comparability	<p>This qualification includes <i>units of competency</i> that are closely aligned, and mapped to, the following accredited units of competency in the Australia Training Package (see TGA https://training.gov.au/training/details/FSK20119):</p> <ul style="list-style-type: none"> • <i>BSBPEF202 - Plan and apply time management</i> • <i>FSKWTG006 Write simple workplace information</i> • <i>FSKRDG007 Read and respond to simple workplace information</i> • <i>FSKNUM014 Calculate with whole numbers and familiar fractions, decimals and percentages for work</i> • <i>FSKNUM015 Estimate, measure and calculate with routine metric measurements for work</i> • <i>BSBTEC101 Operate digital devices</i> • <i>FSKDIG002 Use digital technology for routine and simple workplace tasks</i> <p>Additionally, the following two internationally developed and recognised resources are also embedded into the program.</p> <ul style="list-style-type: none"> • <i>Be Money Happy</i> • <i>My Guide to Employment (ILO User Guide).</i>
Recognition of Prior Learning	<p>This national qualification may be achieved in whole or in part through <i>Recognition of Prior Learning (RPL)</i>:</p> <ul style="list-style-type: none"> • RPL is granted to specific components of a qualification by means of an RPL examination;

	<ul style="list-style-type: none"> To be considered for RPL credits, candidates must apply through their enrolling training provider; For each application for RPL, the maximum RPL credit which can be awarded towards this qualification is equivalent to the credit value of the unit to which a RPL credit is sought. A qualified assessor must undertake assessment for RPL. Evidence of skills and knowledge acquired must be shown before recognition can be given.
Credit transfer	Components which have been successfully completed as parts of other TNQAB approved training programmes may be cross credited. Granting of cross-credits must be in accordance with relevant cross-credit policies.
Learning Pathways	<p><u>Pathways in:</u></p> <ol style="list-style-type: none"> School-leavers who meet the entry requirements; Graduates of higher-level qualifications who wish to improve their work-readiness and employability (these include existing civil servants and employees as well as new entrants to the workplace). <p><u>Pathways out:</u></p> <ol style="list-style-type: none"> Employment either locally or overseas through labour mobility programmes; <i>National Certificate in Work Readiness and Employability Skills Level 3</i>; Other higher qualifications to gain technical skills.
Support for Qualification	<p>This qualification has gained the support of the following:</p> <ol style="list-style-type: none"> Tonga Roman Catholic Education Office; Industry Training Advisory Committee (ITAC) for Tourism and Hospitality; <i>Australia Pacific Training Coalition (APTC)</i>; <i>Pacific Labour Facility</i>; Australia Department of Foreign Affairs and Trade; Employment Division, Tonga Ministry of Internal Affairs;
Accreditation Requirements	<ol style="list-style-type: none"> A staff responsible for teaching and assessing the component units of this qualification must have the following qualifications: EITHER <ol style="list-style-type: none"> A <i>Australian Training and Education (TAE) Certificate III</i> (or equivalent) OR <ol style="list-style-type: none"> A <i>Diploma in Education (secondary or tertiary)</i> (or equivalent); PLUS <ol style="list-style-type: none"> At least 3 years experience working either in Tonga or overseas. Standard resources such as classroom furniture for staff and students; Assessment and moderation plans for all component units;

- 
4. Resources required by all unit components;
 5. Relevant printed resources to support teaching and curriculum development;
 6. Computers and internet access for staff and students.