

# **TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD**



## **GUIDELINES FOR PROVIDER ANNUAL MONITORING VISITS**

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## **Who should use these Guidelines?**

These Guidelines are for use by registered PCET providers and by TNQAB staff.

## **Purposes of the Provider Annual Monitoring Visit**

The main purpose of the Provider Annual Monitoring Visit is to allow TNQAB to gather information from PCET providers in order to have a clear and updated understanding of the needs and direction of the providers. Through the information obtained from the Provider Annual Monitoring, TNQAB can ensure that its support to providers is relevant and targeted to meet the Registration and Accreditation Quality Standards.

A second purpose is for TNQAB to follow up on any outstanding recommendations from prior registration, programme accreditation or quality audit processes. This will help to ensure that momentum is continuing.

## **Which Registration and Accreditation Quality Standards are relevant?**

The Visit is intended to be a collegial discussion, not a compliance check. It aims to build trust and understanding between TNQAB and each PCET provider.

Data on student and staff numbers may be collected by TNQAB through a separate process.

The information given by the PCET provider is relevant to Registration Standards 1.3 and 1.4 as well as to prior recommendations. This information may be followed-up by TNQAB with the provider if there are concerns.

### What will the visit process be?

Two TNQAB officers will visit the provider on an agreed date for discussions, which may take up to 3 hours and may involve a tour of the provider's facilities.

TNQAB will prepare for the visit by reviewing the information they have on the provider and its programmes and by reviewing any uncompleted recommendations or conditions from previous QA processes.

The discussions should follow the pattern set out below:

1	Formal greetings and prayer
2	TNQAB to advise of recent changes to the TQF and to QA Policies or other TNQAB matters.
3	TNQAB will invite the provider to make a statement about the previous year and planned improvements for the coming year.
4	TNQAB will ask the provider to advise of changes to its key personnel (governing body members, senior management team, etc)
5	TNQAB will ask the provider to advise of changes to the provider's programmes or locations
6	TNQAB will ask the provider to advise of changes to the provider's QMS policies and procedures, and request a copy of new policies or a URL for policies that are available online
7	TNQAB will ask the provider to advise of any other significant changes to its operations, including partnerships
8	TNQAB will ask the provider to advise of actions being taken to complete any uncompleted Action Plans, recommendations or conditions from prior QA processes
9	The provider will advise TNQAB of any requests for support from TNQAB and any improvements needed to TNQAB services
10	The provider and TNQAB will discuss any other matters.
11	The provider may invite TNQAB to tour its facilities.
12	Formal closure of the visit.

TNQAB will take notes during the meeting. The provider may also take notes.

## After the visit

Following the completion of the Provider Annual Monitoring Visit, TNQAB will prepare a report within one month, using the template at **Appendix 1**.

TNQAB may choose to share this report with the provider, for information or to check its accuracy.

If any follow-up action is recommended, TNQAB will prepare a report for the Board. Types of follow-up action could be:

- A letter from the Board seeking additional written information about changes
- A letter from the Board requiring the provider to implement previous recommendations or conditions
- A Notice of Non-Compliance
- A proposed quality audit of part or all the provider's activities against Standards.

TNQAB may also aggregate and analyse the information from individual reports to prepare an overview report on matters such as:

- The extent of changes in providers' policies and procedures across the PCET sector
- Plans for new qualifications and programmes
- Additional support requested of TNQAB, e.g. professional development or advice
- Provider satisfaction with TNQAB services.

Appendix 1 Template for Provider Annual Monitoring Visit Report

**TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD**



**PROVIDER ANNUAL MONITORING VISIT REPORT**

To be completed by TNQAB

<b>Provider's Name:</b>	
<b>Date and time of Visit:</b>	
<b>Location of Visit:</b>	
Contact Person:	
Designation:	
Email:	
TNQAB personnel present	[List]
Provider personnel present	[List]

## 1. Summary of discussions between TNQAB and provider

Standard 1.3 discussed:

Standard 1.4 discussed:

## 2. Record of Annual Monitoring Visit:

### a) Provider's main changes

Changes advised to TNQAB	Descriptions of changes
Advised changes to provider's key personnel	
Advised changes to provider's programmes	
Advised changes to providers location or delivery site(s)	
Advised changes to QMS policies and procedures, with commentary on any evidence	
Other changes advised by the provider	

### b) Improvements

Provider's planned improvements over the next year	
Improvements already implemented	

### **c) Risks and Challenges**

Description of Risks	
Description of Challenges	

### **d) Action Plans from registration, accreditation or quality audit**

Actions being taken to complete any uncompleted Action Plans	
Actions being taken to complete any , requirements or conditions from prior QA processes	

### **e) Monitoring Report**

Will this report be sent to the provider?	<b>Yes/ No</b>
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### **f) Annual Data**

Provided annual data to TNQAB	<b>Yes/ No</b>
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**g) Recommendation to Board of TNQAB on any follow-up action (if required)**

Provide a list of recommended follow-up actions with reasons and reference to evidence.

List of recommended follow-up actions	Reasons	Reference to evidence