



TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD

Job Title: Principal Qualifications Officer -National Qualifications (PQO_NQ)	Band: Band H
Reporting to: Chief Executive Officer	Division: Qualifications
Hours of work: 40 hours	Date of appointment: 3 January 2018
Review: 1 July 2019	Version: 1
Special conditions: On occasions, there will be requirement to work outside normal hours to complete urgent tasks.	

Job Purpose:

The Principal Qualifications Officer – National Qualifications will be responsible to the CEO Tonga National Qualifications and Accreditation Board (TNQAB) for coordinating the development of national qualifications, assessment and moderation.

The purpose of this position is to coordinate effective development of National Qualifications. This include, planning and establishment of industry training advisory committee to ensure efficient delivery of Board's services to developers and providers who are accredited to deliver national qualifications.

The PQO-NQ has the primary responsibility for leading, providing strategic direction, and managing the National Qualification division, whilst ensuring that the work of the Division supports the delivery of TNQAB's corporate plan and outcomes. The PQO-QF is responsible for ensuring that high-quality service is provided relating to the development and maintenance of Tonga Qualifications Framework (TQF), processes and associated activities relevant to Tonga's post-compulsory education and training sector.

The PQO-QF has also the primary responsibility for registration of all national qualifications and ensuring robust assessment practice to maintain the integrity of the national qualifications. The role has, in conjunction with the CEO, responsibility for maintaining excellent stakeholder relationships and provides advice on processes that would enhance the development of national qualifications. This position is also responsible for ensuring comparability and equivalence with regional and international qualifications.

The PQO-NQ is one of four PQOs reporting directly to the Chief Executive Officer and the Deputy CEO and is a member of the Senior Management Team (SMT). The SMT is responsible for maintaining the strategic direction of TNQAB and delivering on the Corporate Plan and Annual Management Plan that meet the requirements of the Board.

The position will work closely with the CEO and Deputy CEO to enhance the reputation of TNQAB with key stakeholders.

Working Relationships

Responsible to: Chief Executive Officer and Deputy CEO

Responsible for: **Qualifications Framework Division - National Qualifications**

Functional relationships:

Internal:

- TNQAB Board
- TNQAB Audit and Compliance Committee (ACC) and associated committee
- Senior Management Team
- TNQAB staff

External:

- Minister of Education
- Ministry of Education
- Ministry of Foreign Affairs and Trade
- Public Service Commission
- Government Ministries and Departments
- Other relevant Government Agencies/Boards
- Post-compulsory education and training providers
- Other key stakeholders including industries and employers

Job Specification

i. Professional Attributes

- Excellent nature in working as a team– Team work
- Excellent Planning Skills – Planning
- Flexible and Approachable - Relationship
- Fluent in both oral and writing, in Tongan and English - Communication
- High standard of skills in servicing client – Client Focus
- Excellent analytical skills (ability to think analytically) – Analytical
- Excellent problem solving knowledge and skills – Problem Solving
- Excellent planning and delivery capability developed in areas where timeliness and quality are paramount and workload is high
- Experience in working at the level of an Executive Management Team
- Well-developed people relationship and communication skills encompassing influence and persuasion, negotiation and presentation.

- Ability to interact / work with people from a wide range of backgrounds and cultural diversity
- Demonstrated commitment to support equitable outcomes for all staff
- Proven capability in recognising and addressing the needs and interests of stakeholders from a wide range of backgrounds
- A demonstrated ability to lead and apply innovative means of leading complex processes while displaying an adaptive and responsive approach to changing needs
- Integrity, treats others fairly and with dignity
- Understanding of ethical principles to avoid conflicts of interest and to maintain political and interpersonal neutrality
- Demonstrated ability to handle ambiguity, difficult and challenging situations
- Demonstrated energy and enthusiasm for the work, acting as a positive role model for employees and co-workers

ii. Technical Competencies

- Proficiency in evaluation and analysis of qualification characteristics for registration of national qualifications
- Demonstrated Sound knowledge of national qualification development processes
- Demonstrated advanced relevant computing skills in Microsoft Office applications;
- Is proactive, innovative and able to conceptualize strategic issues faced by the Board and apply appropriate and cost-effective solutions;
- Sound knowledge of data processing, data management and analytical skills

iii. Required Qualification and Experiences (minimum)

- A Master’s Degree from a recognized Tertiary Institution, with at least 3 year working experiences in a quality assurance agency or Bachelor degree from a recognized Tertiary Institution with 7 years of work experience in the education sector.

Key Accountabilities

Divisional Performance

Jobholder is Accountable For	Success Criteria
<ul style="list-style-type: none"> • Developing and implementing strategies for quality assurance that are aligned with and support Corporate Plan outcomes/AMP and initiatives within TNQAB • Contributing to TNQAB’s Corporate Plan (CP) and Annual Management Plan (AMP) and implementing the QA Division Plans • Developing and negotiating an AMP and budget for the Division • Delivering key functions and outputs of the Division and ensuring the future objectives identified in the AMP are met 	<ul style="list-style-type: none"> • Strategies are properly aligned and outcomes delivered in accordance with TNQAB’s CP/AMP and the needs of registered providers • Future demands on the Division are anticipated and addressed within the plan and budgets • Clients are confident in Divisional performance • Division AMP performance targets are met or exceeded

<ul style="list-style-type: none"> • Ensuring information provided to clients is accurate and timely • Monitoring, evaluating and reviewing systems to provide effective and efficient services • Divisional initiatives designed to support TVET and HE educational achievement with a particular focus on achieving equitable outcomes 	<ul style="list-style-type: none"> • Budgets are managed within approved allocations while demonstrating value for money at all times • Services to internal and external clients meet the agreed performance standards in particular published timelines for processing applications are met • Clients experience seamless efficient services focused on needs
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Leadership

Jobholder is Accountable For	Success Criteria
<ul style="list-style-type: none"> • Representing TNQAB into the wider sector that is a recipient of TNQAB's services for which the PQQ-QF is responsible • Promoting a forward-looking vision across the Division and TNQAB and identifying innovative methods to support ongoing development and capability to deliver • Supporting a Division culture that fosters and develops effective working relationships and high individual performance, contributing to 'one-TNQAB' • Leading and motivating NQ staff to achieve TNQAB goals/outcomes • Monitoring and managing the performance and workloads NQ staff • Developing and applying strategies that lift TNQAB's performance • Building, enhancing and maintaining external relationships with key stakeholders and in particular, the post-compulsory education and training (PCET) sector 	<ul style="list-style-type: none"> • The sector is confident in the PQQ-QA's leadership and integrity • Evidence points to a cohesive organisation and sector that develops and implements high quality assurance systems that support outcome achievement • Evidence points to a competent, motivated and professional workforce, performing effectively and efficiently • TNQAB goals/outcomes, and as a result government goals, are achieved • TNQAB personnel policies are observed and HR processes implemented on time to standard • Evidence points to positive and effective performance for internal and external stakeholders to the Division • Evidence points to positive and effective working relationships being maintained between the Division and its key stakeholders and clients

Effective Contribution to SMT

Jobholder is Accountable For	Success Criteria
<ul style="list-style-type: none"> • Carrying out delegated responsibilities from the CE)/deputy CEO and deputising for the CEO/Deputy CEO as required along with other PQQs • Contributing to the development of the TNQAB's strategic direction as a member of the SMT including developing and implementing a culture of service and client responsiveness • Proactively initiating and supporting strategies for implementation for learners/key partners 	<ul style="list-style-type: none"> • Delegated responsibilities are carried out efficiently and effectively • Evidence points to quality contributions to a range of SMT activities on a consistent basis and delivering a refocused service delivery ethic for the organisation • Input and advice is timely, soundly based and practical. • Evidence points to well informed Division staff supportive of TNQAB strategic direction

<ul style="list-style-type: none"> • Providing input and advice to the CEO/deputy CEO and SMT on policy and procedure proposals • Communicating and supporting SMT decisions and information to staff • Supporting and contributing to the joint roles of the SMT and its members 	<ul style="list-style-type: none"> • Evidence points to positive and effective working relationships being maintained with SMT members and joint accountability for the whole of TNQAB
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Divisional Finances

Jobholder is Accountable For	Success Criteria
<ul style="list-style-type: none"> • Developing Division budget • Monitoring and reporting against the agreed Division budget • Managing and optimising the use of allocated financial resources 	<ul style="list-style-type: none"> • The use of financial resources is optimised for TNQAB as a whole and for the Division specifically • Divisional activities are delivered in a cost effective manner, which represents value for money for clients. • Monthly financial reporting against the Division budget meets the CEO's requirements for timeliness and accuracy • Budget is not exceeded • Revenue is managed to meet budget expectations

People Capability and Capacity

Jobholder is Accountable For	Success Criteria
<ul style="list-style-type: none"> • Assist in recruiting and retaining of a skilled workforce • Ensuring the Division has sufficient capacity and capability to meet the delivery of business plan objectives and required outcomes for providers • Ensuring that individual performance development plans are in place and have individual performance work plans • Building capability and capacity within TNQAB to deliver on the CP/AMP • Build capability in career advice through consultations with industries and training providers • Leads induction and oversees ongoing training of staff entering the NQ team • Facilitate and monitor the appointment, training and management of contracted assessment personnel to required positions, such as moderators and validators 	<ul style="list-style-type: none"> • Employment within the Division is regarded as career enhancing by current and prospective staff • Staff can engage effectively with TVET/HE settings • Employees are appropriately skilled to ensure delivery of expected outcomes • PQQ-NQ has properly targeted development plans in place that meet the needs of both employees and TNQAB

<ul style="list-style-type: none"> • Ensure the selection, appointment and training processes produce quality contractors by following TNQAB policy. • Facilitate and manage the review of national qualification systems and processes with contracted personnel. • Manage Contractors for national qualification development effectively to ensure their contracted responsibilities are completed to the standard required within agreed timelines. • Implement succession planning to broaden and maintain pools of potential contractors. • Ensure quality assessment resources and all requested reports are produced within agreed timelines. • Provides oversight of peer review of registration of national qualifications and short courses • Work collaboratively with the CEO, Deputy CEO and other PQOs to identify areas for collective professional development to inform periodic and ad hoc training workshops. 	
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Key Responsibilities	Tasks
Development of National qualifications	
1. Coordinate the proposals for national qualifications	<ul style="list-style-type: none"> • Provide advice to developers of national qualifications regarding their national qualification proposals. • Review national qualification proposal reports to ensure the proposed national qualifications are based on national needs and that relevant stakeholders have been consulted. • Advice CEO of new national qualification proposals
2. Coordinates the establishment of the ITAC/SWC	<ul style="list-style-type: none"> • Identify fields and subfields for ITACs • Clarify ITAC/SWC on its terms of reference, roles and responsibilities. • Advice developers of national qualifications on their application for ITAC approval.

Key Responsibilities	Tasks
	<ul style="list-style-type: none"> • Submit ITAC applications to CEO for approval. • Make recommendations to CEO for changes in ITAC membership.
3. Ensure reports are based on merits	<ul style="list-style-type: none"> • Peer review the evaluation report on ITAC/SWC application against established criteria and evidence. • Discuss recommendations for improvement with evaluator.
4. Coordinate the development of national qualification descriptors and their units of competencies	<ul style="list-style-type: none"> • Advice developers of national qualifications on the development of national qualification descriptors and • Advice developers of national qualifications on the development of units of competencies • Review descriptors of national qualifications including their units of competencies, and make recommendations for improvement. • Facilitate the validation of national qualification descriptors and their units of competencies • Ensure drafts of national qualification descriptors and their units of competencies are updated based on feedback during validation
Training	
5. Coordinates ITAC/SWC training and meetings	<ul style="list-style-type: none"> • Develop and implement training schedule for ITACs. • Monitor progress of ITAC members in terms of knowledge, skills and application of knowledge and skills. • Organize ITAC/SWC meetings, validation and endorsement of proposed national qualifications.
6. Provide training on development of national	<ul style="list-style-type: none"> • Units map to the purpose/aims of the qualifications

Key Responsibilities	Tasks
<p>qualifications to stakeholders</p>	<ul style="list-style-type: none"> • Units map to the outcomes of the qualifications • Deliver workshop trainings to providers to clarify process for development of new qualifications
Registration of national qualifications	
<p>7. Oversees approved national qualifications</p>	<ul style="list-style-type: none"> • Develop and revise the necessary templates or forms for registration of national qualifications. • <u>Conduct</u> analysis of qualification characteristics against registration criteria • Peer review reports on analysis of national qualification proposals from ITAC • <u>Recommend</u> the proposed national qualifications to the CEO for approval
<p>8. Coordinates registration of overseas approved qualifications</p>	<ul style="list-style-type: none"> • Ensure alignment of approved overseas training packages/standards with TQF characteristics • Apply cross-border policies to approve overseas qualifications where necessary • Make appropriate recommendations for registration
Database of national qualifications	
<p>9. Oversees and coordinates the collection of information for national qualification database</p>	<ul style="list-style-type: none"> • Request provider for learner's biodata information to fill in the learner's achievement database. • Liaise with providers of relevant training programmes for student information for national database. • Provides information for all national qualifications on the TQF and programmes leading to them.

Key Responsibilities	Tasks
10. Maintenance of the national qualifications database system	<ul style="list-style-type: none"> • Manage security and control access to national database • Implement effective and efficient storage and back up of national qualification data.
Moderation of national assessment	
11. Ensure effective assessment systems for national qualifications	<ul style="list-style-type: none"> • Develop and revise assessment policies and guidelines for national qualifications • Ensure providers accredited to deliver national qualifications comply with the assessment policies and guidelines • Report on provider's ability to assess against national competency standards • Ensure assessment reports and provider's assessment scripts are accessible to other division upon request.
12. Maintains the moderation system	<ul style="list-style-type: none"> • Coordinates the development and review of Guidelines for Moderators of national assessments • Conduct meetings and trainings or revisions of guidelines and moderation documents • Provides advice and guidance regarding moderation consistency
13. Oversight of moderation processes	<ul style="list-style-type: none"> • Maintains an oversight of allocated moderators and provides advice where necessary • Ensures that the moderation system is followed systematically • Manages moderator contract issues, and appeals.
14. Ensure moderators are trained and competent	<ul style="list-style-type: none"> • Manages training and support of moderators • Develop and implement schedule of training for moderators. • Assess and register moderators for national qualifications

Key Responsibilities	Tasks
	<ul style="list-style-type: none"> • Monitor moderator’s performance and report on progress
Planning	
15. Ensure individual plan and objectives to achieve for appraisal	<ul style="list-style-type: none"> • Set objectives and discuss with supervisors • Prepare for performance appraisal June and December each year. • Develop and Implement action plan on activities where necessary
Reporting	
16. Ensure supervisor is informed of work progress	<ul style="list-style-type: none"> • Prepare and submit monthly report to supervisor on work progress • Report on work progress and achievement of annual plan.
Assistance	
17. Assistance offered to other tasks required for effective operation of the organization.	<ul style="list-style-type: none"> • Attend staff and committee meetings scheduled by the CEO • Assist in any other tasks assigned by the CEO from time to time.

Declaration:

I hereby acknowledge that I have received and understand my duties and responsibilities.

Name of Employee:

Signature: Date:

Name of supervisor:

Signature: Date:.....