

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



Job Title: Qualification Officer	Salary Band: K
Reporting to: PQO-Accreditation	Division: Quality Assurance-Programme Accreditation
Hours of work: 40 hours	Date of appointment:
Review: June.2025 Next Review: July 2028	Version: 1
Special Conditions: On occasions, there will be a requirement to work outside normal hours to complete urgent tasks.	

Job Purpose

This position is responsible for effective quality assurance of accreditation processes, related to accreditation standard 2 and 3 leading to registration of a qualification and accreditation of a programme of TQF Level 1 to Level 4 plus managing of data on quality assurance processes.

Job Specification

- i. **Professional Attributes**
 - Excellent team work
 - Excellent Planning and organizational Skills
 - Flexible, Approachable and client focus but not compromise work standards
 - Excellent oral and written communication skills, both in Tongan and English
 - Maintain proper work ethics
 - Good problem solving and negotiation skills
 - Work with minimum supervision

- ii. **Technical Competencies**
 - Competent in analysis and evaluation of data and information
 - Capable of using Microsoft office and its features
 - Capable in designing an excel database or otherwise for data recording and analysis

- iii. **Required Qualification and Experiences (minimum)**
 - A Degree from a recognized Tertiary Institute, with at least 5 years of work experience in education and training organization or similar
 - Good knowledge and experience in teaching and assessment

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



Key Responsibilities	Tasks	Performance Indicators
1. Qualification Registration and Programme Accreditation		
1.1 Quality Checking new and renewal applications for programme accreditation and qualification registration	<p>1.1 Check applications for qualification registration and accreditation of programme for: completing the content of the form, completion of requirements documents attached before any payment is conducted'</p> <p>1.2 Request for further information /documents prior any payment is conducted</p> <p>1.3 Log and acknowledge all complete application after payment</p> <p>1.4 Effectively use TNQAB resources / templates for quality checking pre and post payment of all applications</p>	<p>An updated database with Quality checking information</p> <p>Application Logging documents</p>
1.2 Evaluation of the Accreditation Quality Standards for <u>registration of qualifications</u> (new and reviewed) TQF Level 1 to 4	<p>1.2.1 Initial Analysis of application for registration of qualification and accreditation of programme, within 2 days, to confirm compliance with requirements of TQF qualification characteristics based on:</p> <p>i. Evaluating of qualification purpose statement</p> <p>(a) ensuring who the qualification is for and how it meets the needs of the individual, profession, workplace and/or community for which it is designed.</p> <p>(b) to succinctly capture what the qualifying learner will know and be able to do on achievement of the qualification</p>	<p>i. Workplan with a feasible timeframe:</p> <p>(a) detailing activities conducted to implement tasks</p> <p>(b) monitoring strategies for progress of activities</p> <p>ii. Complete Evaluation Form that reflects clear, relevant and appropriate findings and recommendations / requirements on analysis of quality standard 2 and 3 for registration of new and reviewed qualification.</p> <p>iii. Updated details of application for registration of qualification and accreditation of programme that reflect compliance with</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>ii. Assessing the qualification titles:</p> <p>(a) ensuring the titles of qualifications registered on the TQF are based on the qualification definition that they most closely reflect.</p> <p>(b) confirming the title of the qualification is written according to TQF nomenclature matrix.</p> <p>(c) for consistency with the recognized coverage as stipulated in the TQF Policies 2025</p> <p>iii. Assessing the rationale for the qualification that it,</p> <p>(a) indicates how the qualification meets the specific needs in the sector for which it has been developed and a range of typical learners are identified and</p> <p>(b) gives evidence as how the qualification will provide benefits to society and to the community</p> <p>iv. Assessing the outcome statement that it;</p> <p>(a) defines what the qualification represents in terms of the application of knowledge, understanding, skills and attitudes and</p> <p>(b) articulation clearly describes the Graduate Profile and Employment pathways,</p> <p>(c) is as specific as possible and allow</p>	<p>standard 2 and 3 is timely</p> <p>iv. Within 4 qualifications registered and 4 programs accredited per year</p> <p>v. Monthly Report to reflect effective implementation workplan and monitoring of task activities within planned timeline</p>
--	--	--

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>meaningful comparisons to be made with other qualifications and</p> <p>(d) identifies areas in which the graduate may be qualified to work or contribute to their community</p> <p>v. Evaluating the learning pathway for the qualification that it is appropriate and existing</p> <p>vi. Assessing the assigned qualification level that it is consistent with the corresponding generic qualification definition and TQF level descriptor</p> <p>vii. Evaluating the credits assigned to qualifications both the whole qualification and the components (units of competency)</p> <p>viii. (1) Assessing the appropriateness of entry requirements to the level and complexity of the qualification and</p> <p>(a) identifying specific entry requirements or pre-requisite qualifications and</p> <p>(b) confirming the entry requirements do not reasonably exclude individuals because of descent, gender, social origin, place of birth, family status, special needs, or organizational and management bias.</p> <p>(2) Evaluating the possibility for open entry and recognition of prior learning in order to provide equal access to learning opportunities for all learners</p>	
--	--	--

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>ix. Assessing the appropriateness of the learning assumed to be in place if they are suitable to the entry level to this qualification and the necessary knowledge, skills and understanding will better enable the learner to succeed in their learning</p> <p>x. Evaluating how the qualification may be achieved in whole or in part through recognition of prior learning (RPL)</p> <p>xi. (1) Assessing how the qualification, (a) and to what degree the qualification compares /relates to/with equivalent qualifications offered internationally (b) and its component compares with qualifications offered in countries that are well recognized in the field or sub-field (c) and its components compares with Qualifications offered in other developing countries (2) ensuring there is rationales provided why particular countries and qualifications were chosen for the comparison.</p> <p>xii. Evaluating the qualification components for appropriateness</p> <p>xiii. Assessing evidence of support for the qualification for relevancy, sufficiency and appropriateness.</p> <p>2.2.2 Present findings and provide recommendations / needed requirements</p>	
--	---	--

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>based on initial analysis.</p> <p>2.2.3 Effective collaboration and monitoring of providers, within 10 to 15 days, for provision of further information requested to support requirements for registration of a qualification.</p> <p>2.2.4 Present findings and provide recommendations / needed requirements based on initial analysis.</p> <p>2.2.5 Effectively using TNQAB resources / instruments to gather information and to fulfil requirements for registration of qualification</p>	
<p>1.3 Assessment and evaluation of TQF qualifications level 1 to 4 units of competency (new and renewal) to meet requirements of published definition of the qualification type and quality standards for accreditation</p>	<p>1.3.1 Assess the unit of competency to ensure it is consistent and align with TQF qualification definition and qualification type.</p> <p>1.3.2 Assess and evaluate the program TQF Level and credit value for consistency with the qualification definition and the TQF Level descriptors</p> <p>1.3.3 Evaluate the title, purpose, stated learning outcomes (and Performance criteria (where appropriate)) for consistency with the graduate profile and specifications for the qualification.</p> <p>1.3.4 Evaluate the institutional graduate attributes developed for relevancy and appropriateness to TQF qualification level 7 to 10 and associated programme</p> <p>1.3.5 Assess the required skills and knowledge for the unit of competency that they are appropriate.</p> <p>1.3.6 Evaluate the unit of competency to determine that the teaching and learning strategies are adequate and appropriate, given the stated learning outcomes for the</p>	<p>i. Workplan with a feasible timeframe: (a) detailing activities conducted to implement tasks (b) monitoring strategies for progress of activities</p> <p>ii. Completed Evaluation Form that reflects clear, relevant and appropriate findings and recommendations / requirements on analysis of related quality standards 2 and 3 for programmes.</p> <p>iii. Updated details of unit outline in application for registration of qualification and accreditation of programme that reflect compliance with specific standards 2 and 3 is timely</p> <p>iv. At least 4 qualifications registered and 4 programs accredited per year</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>programme.</p> <p>1.3.7 Assess and Evaluate the unit of competency to determine that the assessment arrangement (Methods of Assessment and Weight Allocation, Assessment tools, Context of Assessment, proposed Assessment Tasks (Qualification level 7 – 10)) are relevant, fair, valid, consistent and appropriate given the stated learning outcomes and related assessment policies.</p> <p>1.3.8 Evaluate the requirement(s) to successfully pass the unit of competency to ensure it/they is/are appropriate and consistent with relevant related policies requirements.</p> <p>1.3.9 Confirm there is an effective system for moderation (internal pre/post moderation and where appropriate external moderation) of assessment including a moderation policy.</p> <p>1.3.10 Assess the resource requirements for relevancy, currency and appropriateness to unit of competency</p> <p>1.3.11 Evaluate the feedback and unit evaluation strategies that they are relevant, appropriate to implementing of related feedback policies.</p> <p>1.3.12 Effectively using TNQAB resources / instruments/templates to gather information and to fulfil requirements for degree and non-degree programmes</p>	<p>v. Monthly Report to reflect effective implementation of workplan and monitoring of task activities within planned timeline</p>
<p>1.4 Quality assurance for consistency and alignment of TQF Level 1 to 4 qualification characteristics and associated</p>	<p>1.4.1 Design and Evaluate a Curriculum Map for assurance of consistency and alignment of the qualification and associated programme</p> <p>1.4.2 Design and Evaluate a curriculum map to</p>	<p>i. Workplan with a feasible timeframe: (a) detailing activities conducted to implement</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



<p>programmes (new and renewal) in TQF level 1 to 4</p>	<p>ensure the unit Learning outcomes are aligned to programme learning outcomes/ graduate profile outcome statement</p> <p>1.4.3 Design and Evaluate a curriculum map to Ensure Learning outcomes and graduate profile are benchmarked to TQF Level descriptors</p> <p>1.4.4 Design and Evaluate a curriculum map to ensure Units of competency aligns to programme learning outcomes with qualification of TQF Level 1 to 6</p> <p>1.4.5 Design and Evaluate a curriculum map to Ensure Learning outcomes are measurable with appropriate assessment methods</p> <p>1.4.6 Effectively using TNQAB resources / instruments/template to quality assured consistency and alignment of qualification characteristics and associated programmes</p> <p>1.4.7 Make recommendation for improvement of programme based on analysis of curriculum mapping</p>	<p>tasks</p> <p>(b) monitoring strategies for progress of activities</p> <p>ii. Completed Evaluation Form that reflects clear, relevant and appropriate findings and recommendations / requirements on analysis of related quality standards 2 and 3 for programmes.</p> <p>iii. Updated details of curriculum mapping in application for registration of qualification and accreditation of programme reflecting compliance with specific standards 2 and 3 is timely</p> <p>Monthly Report to reflect effective implementation and monitoring of tasks activities within planned timeline</p>
<p>1.5 Assess and Evaluate Delivery of programme (new and review) of TQF Level 1 to Level 4 with identified accreditation standards</p>	<p>1.5.1 Evaluate key policies for: relevancy, current, consistency and alignment to programme of study, and implementation</p> <p>1.5.2 Provide Confirmation of reviews schedule and updates of key policies and procedures</p> <p>1.5.3 Evaluate data on teaching facilities and other physical and learning resources for; relevancy and appropriateness to programme, current quantity and programme enrolment, health and safety, accessibility for special needs learners.</p> <p>1.5.4 Assess and Verify information provided on staff qualification, experience and teacher learner ratio</p> <p>1.5.5 Assess and verify partnership arrangement for delivery of a programme of study for:</p>	<p>i. Workplan with a feasible timeframe:</p> <p>(a) detailing activities conducted to implement tasks</p> <p>(b) monitoring strategies for progress of activities</p> <p>ii. Completed Evaluation Form that reflects clear, relevant and appropriate findings and recommendations / requirements on analysis of related quality standards 2 and 3 for delivery of programmes.</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>authenticity, current and compliance with TNQAB QA Policy</p> <p>1.5.6 Effectively using TNQAB resources / instruments/template to collect information on delivery of programmes</p>	<p>iii. Updated details of programme delivery in application for registration of qualification and accreditation of programme reflecting compliance with specific standards 2 and 3 is timely</p> <p>iv. Monthly Report to reflect effective implementation and monitoring of tasks activities within planned timeline</p>
<p>1.7 Support with TQF Level 1 to level 4 Accreditation Panel Meetings and site visits</p>	<p>Support Tasks:</p> <p>1.7.1 Provide / support training of Panel members on their roles and responsibilities plus TNQAB process with Panel meetings and site visit</p> <p>1.7.2 Prepare appropriate resources for support and training of Panel members</p> <p>1.7.3 Collate and Provide Applications and supporting documents to Panel members within required timeline before the first Panel meeting</p> <p>1.7.4 Provide logistics for panel members meetings and site visit liaising with Panel members and Providers</p> <p>1.7.5 Clear communication and effective collaboration with Providers on Panel members site visit in terms of: purpose, agenda and accreditation requirements.</p> <p>1.7.6 Conduct an assuming role of secretary during Panel meetings and site visits.</p> <p>1.7.7 Collate and compile Panel members initial evaluation of the application</p> <p>1.7.8 Coordinate and assist with reporting of Panel meetings and site visits</p>	<p>i. Panel Members are contracted in a timely manner</p> <p>ii. Panel meetings and site visits are timely</p> <p>iii. Timely endorsement of Panel Report</p> <p>Timely submission of Panel Report</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>1.7.9 Liaise with Provider on factual accuracy of endorsed Panel Report</p> <p>1.7.10 Effectively using TNQAB resources / instruments/template for Panel meeting and site visit logistics and collecting of information</p>	
<p>1.7 Monitoring Approved Action Plan of TQF level 1 to level 4 for registration of qualification and accreditation of programme</p>	<p>1.7.1 Collaborate with Providers on a Schedule to monitor action taken fulfilling requirement of action plan approved by the Board.</p> <p>1.7.2 Assess action taken to determine the level of compliance providers to action plan requirements.</p> <p>1.7.3 Provide support to Providers on action plan requirements where necessary</p> <p>1.7.4 Prepare a report to the Board to inform any progress of the providers to the recommendations made by the Board.</p> <p>1.7.5 Submit report to the PQO-QF for peer reviewing, comments and feedback.</p>	<p>i. Workplan that clearly:</p> <p>a) indicates a feasible timeframe within the Board recommendations</p> <p>b) monitoring strategies progress of action taken to meet requirements recommended by the Board</p> <p>Submission of report to the Board on updated action taken fulfilling requirements recommended by the Board</p>
<p>2. Information Management System</p>		
<p>2.1 Verification and Validation of data collected towards delivery of programs (new and renew)</p>	<p>2.1.1 Verify and validate data collected in relation to delivery of programme.</p> <p>2.1.2 Identify and collect relevant resources to validate data on delivery of programme.</p> <p>2.1.3 Collect evidence where relevant and appropriate to support delivery of programme of study.</p>	<p>i. Updated Application form for registration of qualification and accreditation of programme – Delivery of Programmed</p>
<p>2.2 Managing data / information of compliance with quality assurance processes and accreditation standards</p>	<p>2.2.1 Data base created, regularly updated and accessible on the following information:</p> <ul style="list-style-type: none"> • Enrolment • Trainee and assessor • Attrition rate • Graduate Satisfaction Survey • Employment survey • TQF Utilization survey • Registration of Qualification • Programme accreditation Schedule • Monitoring of Assessment 	<p>Updated Database</p>

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<ul style="list-style-type: none"> • Quality control of applications • Approved QA documents <p>And other relevant information to inform decision making</p>	
2.3 Filing and record keeping	<p>2.3.1 Key relevant documents related to key responsibility 1,2 3,4,5 and 6 are properly filed electronic and hardcopies</p> <p>Key Documents to include but not limited to:</p> <ol style="list-style-type: none"> Provider Intent to accredit Form Provider Application for registration of a qualification and accreditation of a programme form TNQAB Initial Analysis of applications Updated details of applications Relevant Communication with providers Related Documentation of arrangement for and Panel Meetings Monthly planning and reports Reports to Board 	<ol style="list-style-type: none"> There is a filing system with key relevant documents of tasks performed under key responsibility 1 to 6
3. MONITORING RENEWAL OF PROGRAMME ACCREDITATION AND QUALIFICATION REGISTRATION		
3.1 Monitor renewal of TQF Level 1 to level 4 accreditation of programme and registration of qualification	<p>3.1.5 Assess Provider Programme Quality Review Report based on Annual Monitoring of Providers and Mid-term Review data and request for further information where necessary</p> <p>3.1.6 Verify and validate data and information in Programme Quality Review and update the document</p> <p>3.1.7 Provide support to the providers regarding qualification review and renewing of programme accreditation processes and requirements</p> <p>3.1.5 Facilitate and monitor the Provider's progress in implementing its qualification and program review plan.</p> <p>3.1.6 Effectively using TNQAB resources / instruments/template to monitor review of the qualification and renewal of</p>	<ol style="list-style-type: none"> Submission of Provider review plan for both Qualification and Programme Timely Submission of Provider Programme Quality Review Report / Self Evaluation Submission of Application for renewal of programme accreditation and qualification registration Monthly Report – Progress of Reviewing process

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	<p>programme accreditation</p> <p>3.1.7 Support the provider with submission of its application for registration of a reviewed qualification and renewal accreditation of associated programme plus additional information / documentations</p>	
3.2 Monitoring Assessment of accredited programme	<p>3.2.1 Collaborate with Provider to produce an assessment plan for per semester, within 2 weeks of a programme being accredited</p> <p>3.2.2 Monitor of Assessment schedule is provided to Provider and is consistent with provider assessment plan.</p> <p>3.2.3 Monitoring Assessment plan is submitted to PQO within a month of a program granted accreditation</p> <p>3.2.4 Conduct monitoring of assessment as scheduled</p> <p>3.2.5 Information collected on monitoring of assessment are evaluated according to established procedures.</p> <p>3.2.6 Monitoring Assessment Data are managed with a database</p> <p>3.2.7 Support PQO with reporting findings on Monitoring of Assessment.</p>	<p>i. Plan for monitoring assessment is timely submitted</p> <p>ii. Monthly plan to reflect schedule of monitoring activities</p> <p>iii. Monthly report to reflect achievement of monitoring activities according to schedule</p> <p>iv. Updated database on Monitoring of Assessment</p> <p>v. Evaluation of Assessment collected</p> <p>vi. Report findings on Monitoring Assessment</p>
4. Reporting		
4.1 Report on key responsibilities	<p>4.1.1 Report the completion of action taken to requirements of action plan in accordance with established requirements</p> <p>4.1.2 Report the progress of workplan in implementing tasks on key responsibilities to supervisor in accordance with established requirements</p>	<p>i. Complete of Panel Report</p> <p>ii. Submission of action Plan completion to supervisor</p> <p>iii. Monthly report on progress of workplan implementation</p>
5. TRAINING AND WORKSHOPS		
5.1 Actively participate in training workshops	5.1.1 Attend and actively participate in training workshops	Attend at least 95% of training workshop conducted

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



5.2 Assist with preparation for Training workshops	5.2.1 Assist supervisor with preparation of resources for Training Workshops 5.2.2 Assist supervisor with logistics for training workshops	i. Assist with at least 4 of training workshops per PMS cycle in regards to: a) preparation of resources and logistics b) conducting training workshops c) management and organising training workshops d) training workshop evaluation Assist with 30% of Training workshops
5.3 Assist with conducting of Training workshops	5.3.1 Provide training workshops or Assist with conduction of training workshops 5.3.3 Assist in management and organising training workshop facilities prior and after training workshops 5.3.3 Assist with attendance record at training workshops 5.3.4 Assist with training workshop evaluation	
5.4 Analysis of workshop & Evaluation Reporting	5.4.1 Collate and compile feedback on training workshop evaluation 5.4.2 Analyze workshop evaluation 5.4.3 Prepare a summary of evaluation and present with monthly report	
6. PLANNING		
6.1 Effective Planning	6.1.1 Assist with developing the Annual Management Plan (AMP) for the division 6.1.2 Prepare a monthly workplan based on division AMP in accordance with established requirements	At least 80% of monthly plans and reports are produced:
6.2 Performance Management	6.2.1 Set objectives at beginning of financial year or when required. 6.2.2 Complete PMS Form and submit for mid-term and end of review as schedule 6.2.3 Implement action plans from mid review as scheduled 6.2.4 Collecting relevant and appropriate evidence of support for performance	At least 80% PMS rating is achieved
6.3 Assist in any other tasks assigned by the CEO from time to time	6.3.1 Attend all staff meetings 6.3.2 Assist in cross-border accreditation 6.3.3 Attend committee meetings 6.3.4 Attend to any urgent work approved	

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



	by the CEO after hours	
--	------------------------	--

Declaration:

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

Name of Employee: Signature:

Date:.....

Chief Executive Officer: Signature:

Date: