



REGISTERED NATIONAL QUALIFICATION

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| Title: | National Certificate in Aged Community Care Level 2 ¹ | | | | |
| Version: | 2 | Qualification type: | National qualification | TQF level: | 2 |
| Credits: | 80 | TQF Registration code: | QRR-02-NQ-014-01-0915-26-02 ² | | |
| Approval date: | 17 th June 2026 | | Next review: | 17 th June 2031 | |
| Qualification developer: | <ol style="list-style-type: none"> 1. Dr. 'Ungatea Kata Tupou Tertiary Institute Free Wesleyan Church Education Nuku'alofa, Tonga. 2. Ms Sandy O'Brien – Consultant Specialist Adviser TVET Projects Australia Pacific Training Coalition Suva, Fiji. | | | | |
| Modification history | Release 1 (R1) | Release 1 (R1), TQF code QR-02-NQ-006-01-0915-21-01, is now out-of-date and is only available for reference purposes. | | | |
| | Release 2 (R2) | Release 2 (R2) QRR-02-NQ-006-01-0915-26-02 is the current release of this qualification, and is the product of a review exercise conducted in May 2026. R2 replaces R1 | | | |

¹ The review of this qualification is an outcome of a close collaboration between the *Tonga National Qualifications and Accreditation Board (TNQAB)* and the qualification developers (which is *Tupou Tertiary Institute (TTI)*), made possible through financial support from the *Pacific Australia Skills (PAS)*.

² This Release 2 (R2) QRR-02-NQ-006-01-0915-26-02 is the current release of this qualification and is a product of review exercise conducted in May 2026. R2 replaces R1

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| <p>Purpose:</p> | <p>With this qualification, students will develop basic and introductory skills and knowledge to take on entry-level positions, within the community sector, specifically 'aged care'. This may include but not limited to working as a companion, a housekeeper, an assistant for the elderly person, in a respite centre or client's home or care facility, providing low-level care and support, under direct and regular supervision within clearly defined guidelines.</p> <p>This qualification maybe used as a pathway into higher-level qualifications in aged care or as professional development for anyone working or volunteering within this sector.</p> <p>The purpose of this qualification is consistent with the Tonga government's aspirations in this area as reflected in Outcome 2.8 of the <i>Tonga Strategic Development Framework 2035 (TSDF 2035)</i>.</p> |
| <p>Rationale</p> | <p>In Tonga, there are no nursing homes. Most of the elderly are cared for in their own homes or communities by close family members. However, due to uniqueness of the skills, knowledge and attitude that aged carers need in order to provide our elderly with adequate care, a certain level of training is required.</p> <p>Aged care workers and volunteers need special skills not only to look after the elderly but also to advocate, empower, support and assist our ageing community members.</p> <p>As the demand for elderly day-to-day assistance grows, so does the need for workers, volunteers and family members to have the appropriate skills and knowledge. Due to the lack of formal training in aged care locally, carers tend to seek training outside of Tonga.</p> <p>The development of this qualification is an opportunity not only to contextualise important skills and knowledge developed overseas to local training needs and the domestic market but also to align local training in this area to international aged care principles.</p> <p>Potential students in this qualification are secondary school leavers who are 18 years of age or older and have passed Form 4 (or Year 10). Those who do not meet this requirement but have at least a year relevant work experience are also targeted. The interested people must meet the entry requirement of the programme.</p> |
| <p>Outcomes Statement</p> | <p>Graduates of this qualification will be able to:</p> |

| | <ol style="list-style-type: none"> 1. Have a clear understanding of the community sector within Tonga and the importance of communication and teamwork. 2. Demonstrate professionalism in the workplace 3. Work in a manner that reflects a cultural awareness and understanding of others. 4. Participate in safe work practices for oneself and when caring for others 5. Follow infection control procedures 6. Provide basic personal support needs for clients 7. Work with families and carers to provide the best possible care to aged community members 8. Recognise signs consistent with dementia and identify strategies that will assist to communicate with these clients | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Qualification Components</p> | <p>This qualification consists of the following eight (8) core units of competency:</p> <table border="1" data-bbox="475 875 1406 1637"> <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>Demonstrate professionalism in the workplace</td> <td>7</td> </tr> <tr> <td>2.</td> <td>NS053-02</td> <td>Communicate and work within the community</td> <td>7</td> </tr> <tr> <td>3.</td> <td>NS054-02</td> <td>Provide the foundations of disability and ageing</td> <td>9</td> </tr> <tr> <td>4.</td> <td>NS055-02</td> <td>Work with diverse people</td> <td>7</td> </tr> <tr> <td>5.</td> <td>NS056-02</td> <td>Participate in workplace health and safety in the community sector</td> <td>12</td> </tr> <tr> <td>6.</td> <td>NS057-03</td> <td>Provide home and community support services to clients and carers</td> <td>13</td> </tr> <tr> <td>7.</td> <td>NS058-03</td> <td>Assist with personal support needs</td> <td>19</td> </tr> <tr> <td>8.</td> <td>NS059-02</td> <td>Provide support to people living with dementia</td> <td>6</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total Credits</td> <td>80</td> </tr> </tbody> </table> | | <i>Unit Code</i> | <i>Unit Title</i> | <i>Credit value</i> | 1. | NS052-02 | Demonstrate professionalism in the workplace | 7 | 2. | NS053-02 | Communicate and work within the community | 7 | 3. | NS054-02 | Provide the foundations of disability and ageing | 9 | 4. | NS055-02 | Work with diverse people | 7 | 5. | NS056-02 | Participate in workplace health and safety in the community sector | 12 | 6. | NS057-03 | Provide home and community support services to clients and carers | 13 | 7. | NS058-03 | Assist with personal support needs | 19 | 8. | NS059-02 | Provide support to people living with dementia | 6 | Total Credits | | | 80 |
| | <i>Unit Code</i> | <i>Unit Title</i> | <i>Credit value</i> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | NS052-02 | Demonstrate professionalism in the workplace | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | NS053-02 | Communicate and work within the community | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3. | NS054-02 | Provide the foundations of disability and ageing | 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4. | NS055-02 | Work with diverse people | 7 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5. | NS056-02 | Participate in workplace health and safety in the community sector | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6. | NS057-03 | Provide home and community support services to clients and carers | 13 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7. | NS058-03 | Assist with personal support needs | 19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 8. | NS059-02 | Provide support to people living with dementia | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Credits | | | 80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Entry Requirements</p> | <p>Applicants must:</p> <ol style="list-style-type: none"> 1. Be a minimum 18 years of age 2. Have a 'clear' Police check. <p>PLUS</p> <ol style="list-style-type: none"> 3. Passed Form 4 (Year 10) OR have at least 1year relevant work experience. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| <p>Learning Assumed to be in Place</p> | <p>To study the <i>National Certificate in Aged Community Care Level 2</i>, students are expected to have the following skills on application:</p> <ul style="list-style-type: none"> • Have a basic level of English language, Literacy and Numeracy. • Tonga cultural awareness (including Tongan language, protocol, etc.). |
| <p>International Comparability</p> | <p>1. This Tonga national qualification is closely comparable to the Australian qualification <i>Certificate II in Community Services – CHC22015</i>. Several of the component units that can form that Australian qualification are included in this Tonga national qualification but contextualised for the Tonga Community. These units include:</p> <ul style="list-style-type: none"> i. <i>Work with diverse people – CHCDIV001</i> ii. <i>Follow safe work practices for direct client care – HLTWHS002-</i> iii. <i>Provide home and community support services – CHCHCS001, combined with Support relationships with carers and families) – CHCCCS025</i> iv. <i>Provide support to people with dementia – CHCAGE005</i> v. <i>Communicate and work in health or community services - CHCCOM005</i> vi. <i>Meet personal support needs - CHCCCS011</i> <p>Other units have been specifically developed for this qualification to ensure community needs are recognised and applicants are able to develop the necessary skills and knowledge required for industry.</p> <p>2. The Fiji <i>National Certificate in Aged Care and Community Care (Level 3)</i> on the Fiji Qualifications Framework (FQF) also consists of units which are comparable to the following units in this Tonga national qualification:</p> <ul style="list-style-type: none"> i. <i>NS054-02 Provide the foundations of disability and ageing</i> ii. <i>NS059-02 Provide support to people living with dementia</i> iii. <i>NS057-02 Provide home and community support services to carers and families.</i> |
| <p>Recognition of Prior Learning</p> | <p>This national qualification may be achieved in whole or in part through Recognition of Prior Learning (RPL). Individuals with some experience working in aged care sector but without formal qualifications may elect to undertake RPL recognition towards this qualification.</p> |

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| | <p>The minimum 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.</p> <p>A qualified assessor must undertake assessment for RPL. Evidence of skills and knowledge acquired must be shown before recognition can be given.</p> <p>Recognition of prior learning (RPL) acknowledges the skills and knowledge gained from workplace, community experiences or informal training, which includes courses, or study previously undertaken.</p> |
| <p>Learning Pathways</p> | <p>Pathways in:</p> <ol style="list-style-type: none"> 1. Younger applicants who meet the entry requirements. 2. Current employees from the community sector wanting to upskill. 3. Volunteers from the aged/community sector <p>Pathways out:</p> <ol style="list-style-type: none"> 1. National Certificate in Aged Care Level 3. 2. Further education in Tonga or overseas; 3. Employment within the community/aged care sector within Tonga and also abroad. Note – low level care support only |
| <p>Support for Qualification</p> | <p>The following organisations and individuals have offered their support to this national qualification:</p> <ol style="list-style-type: none"> 1. The <i>Industry Training Advisory Committee</i> for Aged Care; 2. The Skills and Employment for Tongans (SET) Project 3. Pacific Australia Skills (PAS) 4. The Free Wesleyan Church Education System 5. <i>Ma'a Fafine mo e Famili</i>, Inc. 6. <i>Alonga</i> Disability Centre 7. <i>Ministry of Internal Affairs</i> (MIA) |
| <p>Accreditation Requirements</p> | <p>Accreditation requirements include</p> <ol style="list-style-type: none"> 1. Teaching staff must have the following: <ul style="list-style-type: none"> • Minimum level 3 qualification in aged care or community care (<i>or a related field</i>); • Relevant industry experience of no less than 1 year; • A relevant qualification as a trainer or assessor in TVET; • A clear current police check. 2. Specialised facilities and resources for each unit of competency: <ul style="list-style-type: none"> • Practical room for simulations |

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| | <ul style="list-style-type: none">• Fully equipped bathroom with showering facilities• Handwashing facilities – sink, hand-soap, paper towel• Hospital bed and mannequin• Shower chair• Wash basins• Towels/face cloths/bed linen• Over the bed table• <i>Personal protective equipment (PPE)</i> – including face masks, gloves, aprons. |
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