

TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



Job Title: Senior Qualifications Analyst	Salary Band: Band J
Reporting to: Principal Qualifications Officer - National Qualifications Unit.	Division: Quality Assurance Division
Hours of Work: 40 hours per week	Date of Appointment:
Next Review: January 2027 (Annually)	Version: 2
Special Condition: The officer may need to work out of working hours to complete urgent tasks required by the CEO	

Job Purpose:

This position is responsible for the effective implementation of provider assessment moderation, programme accreditation and the mid-term review of training programmes that lead the award of national qualifications. This position also provide support for workshops and training to ensure effective and efficient implementation of the quality assurance activities of the Board.

Job Specification:

1. Professional Attributes

- a. **Teamwork and Collaboration** – Demonstrates the ability to work effectively and cooperatively with colleagues, contributes positively to team objectives, and supports a collaborative working environment.
- b. **Planning and Organisational Skills** – Demonstrates strong planning, organisation, and time-management skills, with the ability to prioritise tasks, meet deadlines, and manage multiple responsibilities effectively.
- c. **Communication Skills** – Demonstrates excellent oral and written communication skills in both Tongan and English, with the ability to communicate clearly and appropriately with staff, management, clients, and stakeholders.
- d. **Flexibility and Interpersonal Skills** – Demonstrates adaptability, approachability, and respect in dealing with people, and maintains positive and professional working relationships with colleagues, clients, and stakeholders.
- e. **Client and Service Orientation** – Demonstrates a strong commitment to providing responsive, respectful, professional, and high-quality service to clients and stakeholders.
- f. **Analytical Skills** – Demonstrates the ability to analyse information, interpret data, identify trends and underlying issues, assess relevant facts, and draw sound and logical conclusions to support decision-making.
- g. **Strong Work Ethic** – Demonstrates reliability, commitment, accountability, and a consistent willingness to complete assigned responsibilities to a high standard and within required timeframes
- h. **Confidentiality and Information Integrity** – Demonstrates a strong commitment to maintaining the confidentiality, security, and integrity of sensitive information and data, including assessment results, provider information, personal information, accreditation records, and other confidential TNQAB information.
- i. **Problem-Solving** – Demonstrates the ability to identify problems, assess alternative solutions, exercise sound judgement, make timely decisions, and implement practical and effective solutions.

2. Technical Competencies

- a. **Accreditation Evaluation and Analysis** – Demonstrated ability to evaluate and analyse accreditation applications against relevant standards, criteria, policies, and regulatory requirements.
- b. **Competency-Based Training and Assessment** – Practical knowledge of competency-based training and assessment principles and practices, including Recognition of Prior Learning (RPL) assessment.
- c. **Information and Digital Technology** – Demonstrated proficiency in using Microsoft Office applications, particularly Word and Excel, and web-based communication, collaboration, and information management systems, including email and video conferencing
- d. **Data Management and Reporting** – Demonstrated ability to accurately collect, maintain, analyse, interpret, and report data and information to support accreditation, quality assurance, monitoring, and evidence-based decision-making
- e. **Technical Report Writing** – Demonstrated ability to prepare clear, accurate, evidence-based technical reports, assessment findings, and recommendations for management and relevant committees.

3. Required Qualifications and Experience (Minimum)

- a. **Bachelor's degree or equivalent qualification** from a recognised tertiary institution, with at least **three (3) years of relevant professional experience** in education and training, qualifications, assessment, quality assurance, or a related field.

Key Responsibilities	Tasks	Indicators.
1. Assessment Moderation and National Awards.	1.1 Assessment and student data management • Administer applications for Student National Assessment Codes (SNAC) at the beginning of delivery of accredited programmes. • Verify student details and ensure accurate entry into relevant databases. • Assign and communicate unique SNACs to training providers. • Collect and enter assessment results and student achievements into relevant databases. • Assign unique Award Numbers (AN) to students receiving national awards. • Regularly clean and update assessment and student databases. • Ensure relevant data is regularly backed up. • Communicate relevant information to internal and external stakeholders. 1.2 Pre-marking moderation • Review and administer instruments for planning the assessment of units of competency.	• 100% of SNAC applications, student records and assessment results received are accurately recorded in the relevant databases within established timeframes. • 100% of assigned assessment moderation activities are completed in accordance with approved moderation requirements and scheduled delivery periods. • 100% of transcripts and national awards processed are checked and verified against approved assessment results and student records before issue. • Assessment and award databases are maintained, updated and backed up regularly, with identified discrepancies corrected within established timeframes.

	- Review providers' assessment plans and provide moderation feedback to ensure consistency with requirements. - Communicate with providers regarding assessment activities. - Ensure assessment plans are reviewed and returned to providers within the required timeframe. 1.3 Post-marking moderation - Review and administer instruments for submission of providers' assessment results. - Check assessment results for accuracy and consistency with relevant requirements and information. - Identify and facilitate correction of discrepancies in assessment results. - Obtain agreement of moderated assessment results with training providers. - Check student transcripts for accuracy. - Verify awards against relevant data and information. 1.4 National awards and certificates - Prepare and maintain templates for national awards. - Obtain relevant databases and prepare lists for printing transcripts and certificates. - Coordinate with relevant work with the ICT Division to print and verify national certificates and transcripts.	
2. Qualification Development, Validation and Registration.	2.1 Development and review of national qualifications - Support the conduct of functional analysis by qualification developers. - Provide technical advice during the development and review of national qualifications. - Participate in validation and review activities for national qualifications. - Support the initiation and conduct of ITAC validation processes.	100% of assigned qualification development, validation and review activities are completed within approved schedules. 100% of qualification registration submissions are checked for completeness and compliance with established requirements before being progressed.

	- Facilitate relevant documentation and reporting for Board consideration. - Provide relevant feedback and recommendations on qualification drafts. 2.2 Registration and maintenance of national qualifications - Support the registration of national qualifications on the Tonga Qualifications Framework (TQF). - Monitor the currency and accuracy of information relating to registered national qualifications. - Identify information requiring updating and make recommendations to the relevant authority. - Ensure relevant qualification records and supporting documentation are maintained. 2.3 Overseas qualifications - Provide advice to providers regarding alignment and compliance of overseas qualifications with TQF requirements. - Communicate with overseas counterparts where additional evidence or information is required. - Facilitate registration of overseas qualifications as required. - Prepare and facilitate relevant reporting for Board consideration.	- Relevant qualification records and website information are reviewed and updated when changes are approved. 100% of required reports, recommendations and supporting documentation for qualification registration are prepared and submitted within established timeframes.
3. Programme Accreditation and Renewal	3.1 Initial programme accreditation - Initiate programme accreditation applications in accordance with established requirements. - Provide technical advice and support to training providers applying for programme accreditation. - Advise providers on assessment, trainer/assessor and resource requirements.	100% of programme accreditation applications assigned are initiated and processed within established timeframes. 100% of assigned accreditation applications are checked against approved requirements, with deficiencies communicated to providers. 100% of accreditation panel activities, meetings,

	- Facilitate identification and processing of accreditation panel members. - Coordinate accreditation support meetings. - Facilitate accreditation site visits. - Coordinate and process accreditation panel reports. 3.2 Renewal of programme accreditation - Inform training providers of programme accreditation renewal requirements within established timeframes. - Initiate renewal of programme accreditation. - Support providers in preparing and submitting renewal applications. - Identify relevant data and information required to support accreditation renewal. - Review programme quality review reports, mid-term review information and other relevant evidence. - Verify information provided by training providers. - Support development and review of accreditation instruments where required.	site visits and reports assigned are coordinated and processed within scheduled timeframes. 100% of programme accreditation renewal applications assigned are assessed using relevant monitoring, review and quality evidence before recommendation.
4. Monitoring and Mid Term Review of Training Programmes.	4.1 Planning and initiation of mid-term reviews - Monitor the mid-term review schedule for accredited training programmes. - Notify providers of mid-term review schedules at least six months in advance. - Inform providers of mid-term review processes and requirements. - Conduct planning meetings with providers where required. 4.2 Conduct of mid-term reviews - Implement mid-term reviews according to the approved schedule. - Engage and coordinate panel members. - Coordinate panel meetings and site visits.	100% of scheduled mid-term reviews are initiated and communicated to providers within established timeframes. 100% of assigned mid-term review panel meetings, site visits and reports are completed according to the approved review schedule. 100% of identified action plans are followed up and progress recorded within established timeframes. 100% of completed mid-term review reports are peer-reviewed, finalised and submitted in accordance with established requirements.

	• Prepare mid-term review reports. • Arrange peer review of reports. • Provide reports to providers for response and action. 4.3 Follow-up of mid-term review action plans • Provide relevant support to providers to develop action plans addressing review findings. • Monitor implementation of agreed action plans. • Follow up outstanding actions within established timeframes. • Update mid-term review reports and submit them to panels for endorsement. 4.4 Reporting • Report completion of mid-term reviews in accordance with established reporting requirements. • Maintain relevant review documentation and records	
5. Quality Audit, Compliance and Continuous Improvement.	5.1 Planning of special-purpose quality audits • Collaborate with relevant work sections to obtain background information. • Identify relevant policies, procedures and requirements for the audit. • Confirm the purpose and scope of the special-purpose quality audit with the relevant authority or supervisor. • Prepare an audit work plan. • Identify and coordinate relevant panel members. 5.2 Conduct of special-purpose quality audits • Request and review provider self-evaluation against the approved audit scope where applicable. • Validate provider self-evaluation through further investigation. • Conduct site visits where required. • Conduct interviews, inspections and reviews of relevant documents.	• 100% of assigned special-purpose quality audits have an approved scope, relevant evidence and work plan before commencement. • 100% of assigned audit investigations, interviews, inspections and site visits are completed in accordance with the approved audit scope. • 100% of special-purpose audit reports are completed and submitted within four weeks after the relevant site visit, where applicable. • 100% of required audit recommendations and follow-up actions are recorded and monitored within established timeframes.

	• Identify evidence of non-compliance, quality concerns or other issues requiring attention. • Prepare findings and recommendations based on available evidence. 5.3 Reporting and follow-up • Prepare special-purpose quality audit reports. • Submit reports within established timeframes. • Communicate relevant findings and recommendations to the appropriate stakeholders. • Follow up required actions where assigned.	
6. Qualification Data, Analysis, Reporting and Stakeholder Advice.	6.1 Data management and analysis • Maintain accurate and up-to-date qualification, student, assessment and award databases. • Analyse relevant data and information to identify statistics, trends and patterns. • Identify issues arising from assessment, qualification and programme data. • Make recommendations based on data analysis. • Prepare student achievement information using approved reporting templates. • Maintain secure records of moderated assessment results. • Use verified results to update relevant databases, including the Award Number database. • Ensure relevant data is backed up and protected. 6.2 Reporting • Prepare reports on moderation activities. • Prepare reports on student achievement and relevant qualification data. • Analyse and report relevant statistical information. • Prepare other technical reports and information as required. • Ensure reports are accurate, evidence-based and submitted within established timeframes.	• 100% of assigned qualification and assessment databases are maintained accurately and updated within established timeframes. • At least 90% of required qualification, assessment and student achievement reports are submitted accurately and within established deadlines. • Data analysis is undertaken for all assigned reporting requirements, with relevant trends, issues and recommendations identified. • 100% of significant data or compliance issues identified through analysis are communicated to the appropriate stakeholder and followed up as required.

	6.3 Stakeholder advice and communication • Communicate moderation outcomes and relevant findings to training providers. • Provide technical advice to providers on assessment, qualification and accreditation requirements within the scope of the position. • Liaise with internal and external stakeholders to obtain relevant information and resolve technical issues. • Participate in relevant meetings and discussions.	
7. Work Planning Stakeholder Engagement, Training and Performance Management.	7.1 Work planning and reporting • Participate in planning activities of the Board and Qualifications Division. • Prepare and implement an individual monthly work plan aligned with the work unit's Annual Plan. • Monitor progress against the approved work plan. • Prepare and submit monthly progress reports within established timeframes. 7.2 Stakeholder engagement and meetings • Attend Board, Division, work unit and relevant committee meetings. • Maintain effective communication with training providers, panel members and other stakeholders. • Prepare relevant meeting documents and records. • Follow up agreed actions arising from meetings. 7.3 Training and workshops • Assist in identifying target participants for qualification-related training and workshops. • Support preparation of workshop materials and participant documentation. • Support delivery of training and workshops.	• At least 90% of approved monthly work plans and progress reports are completed and submitted within established timeframes. • At least 90% of agreed actions arising from relevant meetings and work plans are completed or followed up within the required timeframe. • At least 4 qualification-related training, workshop or stakeholder engagement activities are supported or coordinated during the PMS cycle, where scheduled. • 100% of PMS requirements, including objectives, mid-year review, end-of-year review and agreed action plans, are completed within established deadlines. • at the beginning of the financial year.

	• Record participant attendance and collect evaluation feedback. • Analyse workshop evaluations and prepare summary reports. • Recommend improvements to future training activities. 7.4 Performance management and professional development • Complete PMS documentation for mid-year and end-of-year reviews. • Implement agreed PMS action plans. • Participate in relevant professional development activities. • Undertake other relevant duties assigned by the CEO or supervisor.	
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Declaration:

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

Name of Employee:Signature: Date:

Chief Executive Officer:Signature:Date: