

**TONGA NATIONAL QUALIFICATION
AND
ACCREDITATION BOARD**



**GUIDE
FOR
EDUCATIONAL SYSTEM APPROVAL
Part 2 of Application Form**

Guidance for Educational System Approval

Applicant must demonstrate meeting or ability to meet the **ACCREDITATION QUALITY STANDARD 1: The Provider is established and organised to provide quality education and training.**

ELEMENTS

- 1.1. The provider or its governing body is a legally established or recognised enduring body
- 1.2. The provider has measurable goals and objectives for education and training
- 1.3 The provider has a coherent, documented quality management system (QMS) of policies and procedures
- 1.4 The provider has adequate and appropriate governance and management to achieve its goals and objectives
- 1.5 The provider's name is appropriate and does not mislead learners about the nature of the organisation

Element 1.1:

The provider or its governing body is a legally established or recognised enduring body

Purpose

The applicant must be legally established.

Key Actions

The applicant must comply with Legislation and Regulatory requirements that are relevant to its operations and its scope of registration.

Explanatory Notes

Applicant can be:

- Government of Tonga Ministry or Department or Public Enterprise
- Managing authority under Education Act 1974 eg. Catholic Education system
- Body Corporate – company, charitable trust or incorporated society

Information to include in the application:

- Registration certificate or other documents recognising its legal status

Element 1.2:

The provider has measurable goals and objectives for education and training.

Purpose

The applicant has measurable educational goals and objectives.

Key Actions

The applicant sets out and must describe:

- The educational goals and objectives
- The scope of education it intends to provide
- The educational outcomes it seeks to achieve through the provision of proposed scope of education
- How it will meet the educational needs of learners, employers, industry or other interested parties

Explanatory Notes

The scope of education includes the type of education that will be provided and the type of qualification that the applicant proposes to deliver. The type of education can be technical and vocational education and training, academic education and professional preparation. The type of qualification can be certificate, diploma or degree.

Information to include in the application:

- A written statement of the kind of education it proposes to provide and the outcomes it seeks to achieve. This need to include:
 - a profile of the applicant’s intended students and key stakeholders
 - a description of how the applicant will **meet the needs of students and key stakeholders** through the education and training it will provide
 - the process used to identify needs including who the applicant has consulted with and how the applicant consulted them
 - how the applicant will continue to seek advice and input from stakeholders over time (for example, through establishing programme advisory groups)
- A business plan for implementing the kinds of education the applicant proposes to provide. This must include a list o the courses it intends to deliver and how it intends to
 - Develop and deliver the academic courses it will provide (with time frames)
 - Ensure of the operation of a coherent assessment and moderation system
 - Resource the courses and commence delivery through adequate staff, equipment and premises and acceptable financial management practices and performance.

Element 1.3:

The provider has a coherent, documented quality management system (QMS) of policies and procedures.

Purpose

The applicant has coherent quality management system (QMS) that applies to all its operations.

Key Actions

The applicant **must supply a copy of its quality management system (QMS)** that applies across all aspects of its operation and as a minimum must include policies and procedures for:

- Institutional internal quality audit (self-assessment), in accordance with the key features of quality auditing set out for external quality audit in the TNQAB Quality Audit Guideline.
- Decision-making, financial delegations and financial controls
- Personnel recruitment and management
- Information management, including systems for the collection, recording and reporting of student records and financial and other information that must be supplied to or keep available for government agencies or regulatory bodies.
- Enrolment procedures
- Student complaints, student discipline and appeals ensuring the policies and procedures are fair and equitable.
- Student fee protection

Explanatory Notes

Organisational internal quality audit (self-assessment) – policies and procedures for:

- Ñ Internal quality audit and participation in the external quality audit by TNQAB in accordance with the TNQAB Quality Audit Guideline.
- Ñ Developing education courses or short courses including consultation with stakeholders and meeting TNQAB's qualification & course approval and accreditation requirements and other relevant regulatory requirements.
- Ñ Developing, documenting, approving, implementing and reviewing of QMS to ensure it remain current

Decision-making, financial delegations and financial controls – policies and procedures for:

- Key business decisions
- Financial delegations including which staff positions can make which type of financial decisions
- Financial controls such as internal financial audit and audit by an recognised accountant

Personnel recruitment and management – policies and procedures for:

- Personnel recruitment and on-going personnel management. These must ensure that the applicant will have and maintain adequate staff with the necessary knowledge, skills and experience covering
 - Relevant education and training expertise
 - Academic subjects
 - Education delivery
 - Assessment and moderation
 - Student support
 - Educational administration including financial expertise
 - Education management and governance
 - Education Staff appraisals and professional development

Information Management – policies and procedures for:

- Ñ Enrolment and academic records including the recording of assessment results and reporting to learners and relevant stakeholders

Enrolment – policies and procedures for managing student admission and enrolment that cover the following steps (as applicable):

- Ñ Providing prospective students with appropriate and relevant information
- Ñ Student applies for admission and enrolment
- Ñ Provider confirms the student’s eligibility to study including the meeting of relevant course entry criteria (admission)
- Ñ Provider enrolls the student
- Ñ Student pays tuition fees
- Ñ Provider record payments and issues receipts including withdrawal and refunds
- Ñ Provider records any changes to enrolment including withdrawal and refunds and signed by both parties.

Student complaints, discipline and appeals – policies and procedures that identify the steps staff must take when a student makes a complaint and how the provider will manage complains and appeals. This should cover possible responses to a complaint such as:

- Ñ An investigation
- Ñ Reasonable timeframe
- Ñ Process to inform student of the outcome of the complaint

There should also be policies and procedures that cover student discipline including:

- Ñ Student conduct
- Ñ Checking the authenticity of student work
- Ñ Investigating and dealing with plagiarism
- Ñ Processes students can follow when they appeal disciplinary decisions

Student fee protection – policies and procedures for:

- Student withdrawal before, during and after the relevant refund period
- Closure of the provider or its courses or short courses
TNQAB must be satisfied that students’ fees are protected in cases where the provider ceases to operate while the students have not completed their courses.

Policy of off-site practical and workplace components must include but not limited to:

- Processes for indentifying appropriate site or workplace
- Agreement or contract with workplace with clear responsibilities of each party (provider, workplace, student)

- Involve relevant workplace personnel in planning workplace programs
- Ensures that the training program makes full use of opportunities at the workplace
- Monitors each student's progress and the support provided to them by workplace personnel

Policy for teaching/ training & learning practices & assessment & moderation & filing

- Ensure that training are delivered consistently and learning are taking place
- Process for identifying student's learning needs and meeting them
- Student support services that is efficient and effective
- Monitor and evaluation of course delivery
- Monitor and evaluation of student support services
- Processes for assessments and moderation
- Filing system for keeping students' records is secure and confidential
- Notification, reporting and certification (award of transcripts and certificates) system

Element 1.4:

The provider has adequate and appropriate governance and management to achieve its goals and objectives

Purpose

The applicant achieves its educational goals and objectives

Key Actions

The applicant must provide information about:

- Composition and names of governing members
- Resources – information about staff, equipment and premises
- Evidence of good financial position and projection
- Evidence of acceptable financial management practices and performance
- Information intended for prospective students

- Information about student fee protection (for private owned providers)

Explanatory Notes

Applicant must provide the names of its governing members. Governing member is:

- Any director
- Any member occupying a position equivalent to that of a director
- If the establishment is a trust, any trustee
- If the establishment is a partnership, any partner
- Any senior manager, defined as either the chief executive officer or person occupying an equivalent position or any member of staff in charge of academic issues, marketing, administration, finance, student fee funds or student services.
- Any shareholder with a controlling interest in the establishment

Information to include in the application:

- Ñ A list with each governing member's name (including 'also known as' names), role and contact details

Applicant must provide information about resources – adequate staff, equipment and premises

The applicant must have or will have at the relevant time, adequate staff, equipment and premises to provide its courses or short courses:

- An organisational chart of the staff positions (whether employees or contracted staff) and the names of the staff currently in or appointed to those positions
- Copies of curriculum vitae and position descriptions of senior managers, who are defined as chief executive officer or person occupying an equivalent position and members of staff in charge of academic issues, marketing, administration, finance, student fee funds or student services.

TNQAB must be satisfied that the applicant has at the time delivery commences:

- Adequate staff with the necessary knowledge, skills and experience covering relevant education and training expertise, academic subjects, educational delivery, assessment and moderation, student support, educational administration including financial expertise and educational management and governance
- Adequate equipment including any necessary information technology resources, educational resources and workshop tools to safely deliver its courses or short courses
- Adequate premises including off-site locations to provide its courses or short courses
- Assurance that equipment used by students and teachers at all teaching sites will be safe and used safely.

Information to include in the application:

- The organisation chart of staff positions
- The curriculum vitae and position descriptions of senior managers
- List of resources and equipment needed to adequately and appropriately provide the proposed scope of education for registration

- Where the resources are not already in place, an acquisition plan with a budget
- Details of all permanent sites/ premises which will be used for delivery including:
 - Location
 - A site or building map or a description that indicates the size of each classroom/ workshop learning venue and numbers of students each would accommodate
 - A description of the facilities including staff and student facilities such as the number and gender of toilets, student common room and kitchen, offices and staff space available and including facilities for secure storage of student records
 - Evidence that the new site will comply with the statutory requirements relating to its use. This evidence must include relevant policies and procedures, a health and safety check of the site, confirmation from the relevant authority that the zoning is appropriate for an educational organisation and if applicable, the Building Warrant of Fitness
 - Evidence that the applicant has a right to occupy or use the premises or other teaching and administration sites before instruction commences i.e a copy of the lease or tenure agreement or a copy of the ownership papers
- The location of any temporary sites/ premises that will be used for delivery

Acceptable financial management practices and performance:

TNQAB must be satisfied that the applicant:

- In the case of an establishment that is already operational, has acceptable financial management practices and performance (able to pay its staff, taxes and creditors), and
- In the case of an establishment that is not yet operational, is likely to have acceptable financial management practices and performance (likely to be able to pay its staff, taxes and creditors)

TNQAB needs to be satisfied the applicant has a sound financial basis and is likely to be financially stable. The evidence of its financial basis must reflect the business plan required in the application. TNQAB will analyse the applicant's financial structure and resources to determine financial viability through looking particularly to see whether the applicant

- Has the capacity to meet on-going business development and quality assurance costs
- Has any arrangements including shareholder arrangements which may adversely affect its on-going viability

The applicant's debt/ equity ratio must provide an adequate level of confidence in its on-going financial sustainability. Its annual budget should be in alignment with its available resources including staff input and support the proposed educational provision and administration.

There should be evidence that either the applicant will generate sufficient income through its educational activities to meet its financial commitments and ensure its financial viability or it will be able to call on other sources of funding that are in line with its proposed type and outcomes.

Information to include in the application:

- **A two-year financial forecast with clear explanations of the basis for the figures in the forecast. Forecasts should be forwarded in electronic format (spread-sheet)**
- **If already operational, the applicant must also supply its most recent Annual Report and a full set of financial statements including as appropriate, its**
 - **Annual operating budget**
 - **Statement of financial position**
 - **Financial performance and cash-flows**
 - **Forecasts**
- **Where applicable, a statement from a funding body.**

Information for prospective students:

TNQAB must be satisfied that the provider ensures that all printed and other information made available to prospective student has full details of:

- The total fees for each course of study or short course including fees for class or lecture materials, any external examination fees, books, special clothing, safety equipment, tools and any other items that are or may be provided to student for that course or short course and including any students association membership fees
- The class or lecture materials, books, any external examination timetables, special clothing, safety equipment, tools and other items that are or may be required by the provider to be bought or provided by students enrolled for each course of study or short course

Every provider must give prospective students a written statement of his or her entitlements in the event the student withdraws from a course or short course.

The applicant should note that to maintain registration, it must make available on student request copies of

- Its enrolment information including entry and selection criteria
- Any TNQAB compliance notices, conditions, accreditation or withdrawals

Information to include in the application

- The provider's written statement to prospective students shows:
 - Detailed costs and financial commitments for prospective students as mentioned above
 - Entry and selection criteria for relevant courses or short courses
 - Fee refund entitlements if students withdraw from the course or short course

Information about student fee protection (for private owned providers):

Element 1.5:

The provider's name is appropriate and does not mislead learners about the nature of the organisation

Purpose

The name of the applicant clearly indicates the fields/ types of education and training it is providing.

Key Actions

The applicant's name does not include terms protected by law and does not mislead students or public about its nature.

It is an **OFFENCE** to use the terms protected under the Law as part of any organisation name. The protected terms are:

- Tonga
- National
- International
- University

Explanatory Notes

To use any protected terms, the relevant authority must approve it prior to using the protected terms.

An approval to use a protected term is just a permission to use a term protected by law **NOT** a permission to operate as a PCET Provider providing education and training. **TNQAB only**, will grant permission to provide education and training in Tonga as a Registered PCET Provider.

Misleading is using names that are very similar to the name of another provider or the name does not reflect the nature of the education and training provided by the provider.

Information to include in the application

- Ñ Letter of approval to use protected terms from relevant authority