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Message from the CEO

Dear Friends and Colleagues,

It is my absolute delight to share with you the TNQAB's newsletter for the 2nd quarter 2021.

The 2nd quarter of 2021 has been rich with a range of experiences and activities that drew together our relevant sectors and education and training community at large.

We are humbled to share the most contemporary developments with you through the contributions to this newsletter, including the actions and measures our members are using as they operate through the challenging times, coming up with innovative solutions through capacity building, and revision of current practices.

This quarter marks different milestones of new development and achievements, which have paved the future of quality assurance, henceforth leaving behind striking evidence of the account of creating a provision that matters.

During the 2nd quarter, we have successfully delivered the approval processes for the first national qualification in aged care (*National Certificate in Aged Community Care Level 2*) developed by Tupou Tertiary Institute. The success of this work in the sphere of quality assurance is crucial in reassuring confidence in the future, as we deal with recent disturbances and challenges.

In addition, the accreditation processes for Tonga Institute of Higher Education qualification in Media and Journalism and Tupou Tertiary Institute qualification in Music were also conducted. The legacy that builds on and promotes enhancement, relevance, trust, and credibility of education and training provisions - these achievements are opening prospects for the future that aspires for a more profound, meaningful contribution full of trust.

We, as the national regulator of post-compulsory education and training, have a key role to play in ensuring that, notwithstanding any external or internal distress, be it disruption period, changes in globalization patterns, demographics, technology and digitalization, the quality of our education and training is enhanced and that the trust we have in it is maintained.

We hope you find the information we share in this issue useful and helpful. We also welcome your contributions in the form of proposals to TNQAB on how TNQAB can best serve your needs in these challenging times.

I am convinced the lessons we learn now will shape a more robust and trustworthy version of us, equipped to face and overcome comparable challenges in the future.

We are always here with you and for you!

Malo mo e lotu,

Opeti Pulotu, PhD
(CEO-TNQAB)



Dr. 'Opeti Pulotu, Chief Executive Officer, TNQAB

Editors:

1. Miss Siniva Samani

2. Mr. Vilimaka Foliaki

We also welcome contributions from stakeholders. Please send us your articles and high definition photographs.

Enquiries:

If you need further information.

Telephone: 28136

Email: CEO@tnqab.to

Training requests:

We welcome training requests from our stakeholders especially training providers.

Enquiries

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Qualification approval and accreditation

TIHE's media and journalism site-visit *by Ikatonga Hingano*

On the 5th and 6th of May, 2021, a four-member panel from the *Tonga National Qualifications and Accreditation Board* (TNQAB) conducted an accreditation site-visit to *Tonga Institute of Higher Education* (TIHE). This panel consisted of Mrs. 'Ana Heti Veikune (Chair), Mr. Kalafi Moala (as Industry expert), Mrs Ikatonga Hingano (SQA, TNQAB), and Mr Kisione Manu (PQO-TNQAB).



Back Row (L- R): Mr. Sonatane Kauvaka (Programme Coordinator – Media & Journalism, TIHE), Mrs. Ikatonga Hingano (SQA– TNQAB), Mr. Kisione Manu (PQO – TNQAB), Mrs Salome Samisoni (Trainer, Media & Journalism, TIHE), Mrs. Salote Selui (Deputy Principal, TIHE)
Front Row (L – R): Mr. Kalafi Moala (Industry Expert/ Panel member – TNQAB), Mrs. 'Ana Heti Veikune (Panel Chair – TNQAB), Dr. Raelynn 'Esau (D/CEO – TIHE), Ms. Senitila Tutone (Principal– TIHE)

TIHE is an established registered PCET provider in Tonga, thus the scope of this site-visit was just *Standards 1* and *2*, specifically to collect valid and reliable evidence to finalise the approval and accreditation of two qualifications:

1. *TIHE Certificate in Media and Journalism Level 4* and
2. *TIHE Diploma in Media and Journalism Level 5*.

Evidence was collected from different sources including the TIHE management, teaching staff, and students, as well as some external stakeholders.

TNQAB would like to thank the dedicated administrators and staff members at TIHE who were involved in this exercise and for providing all the necessary documents and availing their time to speak to the panel members.

TNQAB wishes to acknowledge the experts from the Media and Journalism field, Mr. Kalafi Moala and Mrs 'Ana Heti Veikune for their time and invaluable insight, skills and knowledge.



Panel members during a site tour of the TIHE facility to verify teaching facilities and resources.

Quality jokes:

The head of human resources is interviewing a potential candidate for the open position of corporate attorney. "Would you consider yourself an honest lawyer?" the HR person asks in the interview.

"Honest?" the lawyer responds. "Let me tell you how honest I am. My father sold everything he had to put me through law school. After my very first case, I paid him back in full."

"That's very impressive," the HR person admits. "What was the case?"

The attorney fidgets in his seat and says, "He sued me for the money."

Continue.... from page 2



Panel members with students from the *TIHE Certificate in Media and Journalism level 4*



Panel members with students from *TIHE Diploma in Media and Journalism Level 5*

TTI's Advanced Diploma in Music: Tonga nobility engaged in quality assurance work *by Lesieli Tupola and Kisione Manu*

The Tonga National Qualifications and Accreditation Board (TNQAB) has been fortunate to secure the services of Lieutenant Colonel Hon. Lord Ve'ehala, a member *His Majesty's Armed Forces* (HMAF) as well as Tonga's elite class of nobility, to conduct quality assurance of training programmes.

In a meeting held on Wednesday the 9th June 2021, Lord Ve'ehala accepted an invitation from TNQAB for him to be the chair-person in a four-member panel which has been tasked with the quality assurance of *Tupou Tertiary Institute (TTI) Advanced Diploma in Music Level 6*, for the purpose of registration on the *Tonga Qualifications Framework (TQF)* as well as accreditation.



Accreditation Panelists (L-R): Ms Lesieli Tupola (TNQAB), Mr. Kisione Manu (TNQAB), Lord Ve'ehala (Lt. Colonel HMAF), Mr. Vilai 'Ilolahia (TIOE)

This is the first time in the short history of TNQAB to have a member of Tonga's nobility participating in its quality assurance activities.

Lord Ve'ehala is a seasoned musician in his own right, with many years of experience working in both the Music and Art industries. He is currently the Director of the *Tonga Royal Corps of Musicians*

As Lieutenant Colonel in HMAF, his leadership and knowledge of quality management systems and protocols, are also some of the important attributes that make Lord Ve'ehala qualified to partake in this quality assurance exercise.

'Ilolahia, a music educator from *Tonga Institute of Education* (TIOE). Like Lord Ve'ehala, Vilai is also a pacesetter in the local music industry with a wealth of experience ranging from developing Music curriculum for secondary schools to being a judge in the annual Heliala music festivals. Vilai is not new to conducting quality assurance work for TNQAB. He has been in other panels that carried out similar tasks in the past.

Vilai is currently in the senior management team of the TIOE. His wealth of experience gained from both the music industry and education will definitely raise the standard of music education in Tonga.

On behalf of the Chairman of the Board, Hon Hu'akavameiliku and the Chief Executive Officer, Dr 'Opeti Pulotu we wish to convey our gratitude to Lord Ve'ehala and Vilai 'Ilolahia for availing their time to be part of this important work.

Validation

Validation is the process of ensuring that the characteristics of a newly developed national qualification, including each unit of competency, meet the needs and/or expectations of stakeholders and are technically correct.

Feedback provided by stakeholders during validation are considered carefully by the developer, and may lead to further amendments to the qualification.

Validation of national qualifications is one of the key quality assurance processes, required by TNQAB for developers of national qualifications to conduct prior to submitting a qualification for registration on Tonga Qualifications Framework (TQF).

Qualification development processes



National qualifications

Successful validation of *National Certificate in Aged Community Care* by Vilimaka Foliaki

A meeting was held on Thursday 10th and Friday 11th of June at *Tupou Tertiary Institute* (TTI) to validate the *National Certificate in Aged Community Care Level 2*, a new national qualification developed by TTI through funding assistance from the World Bank's *Skills and Employment for Tongans* (SET) Project. The meeting was organised by TTI in collaboration with TNQAB's National Qualifications Unit.

In her opening and welcome speech, Dr. Mele'ana Puloka, President of the Free Wesleyan Church Education, conveyed the Church's support for this important initiative, and expressed her gratitude because this partnership has given TTI the opportunity to be at the forefront of developing a national qualification for use by interested Post Compulsory Education and Training (PCET) providers in Tonga.



(L-R): Mr. 'Alotaisi Takau (Validator), Dr. 'Opeti Pulotu (CEO, TNQAB), Mrs 'Ana Kavaefi (Validator)

Dr. 'Opeti Pulotu, TNQAB Chief Executive Officer, also delivered a short speech to provide the participants with important information in regards to the purpose of this 2-day meeting and the important role that TNQAB plays in this partnership. He also thanked the members of *Industry Training Advisory Committee* (ITAC) for Aged care, for taking time out of their busy schedules to participate in this important event.

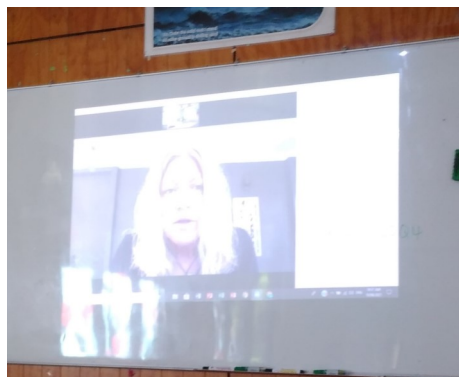


(L-R): Mrs 'A'Oliveti Fungani, Manager *Alonga* (Validator) Mrs Betty Blake, Director, *MFF*, (Validator) Dr. 'Ungatea Fonua Director, TTI (Facilitator)



Validators at work, L-R: Mrs Luisa Manuofetoa, Ms Tuihalamaka, Mrs Betty Blake, Mrs Ana Kavaefiafi

Members of the ITAC who attended and participated in the meeting include retired registered nurse and nurse educator Sr. 'Ana Taukapa Kavaefiafi; Acting Chief nursing officer and Principal of Queen Salote School of Nursing, Mrs Mele Tilema Cama; the Director and founder of the Ma'a Fafine mo e Famili, Inc, Mrs Betty Blake; Manager of the Alonga Disability Centre, Mrs 'Oliveti Fun-gani; Deputy CEO-Social Protection and Disability, Ministry of Internal Affairs, Mrs Lu'isa Ongo Maveni Manuofetoa; and Mr Alotaisi Takau of Ma'ufanga.



Sandy O'Brien joining through Zoom



Vilimaka Foliaki leading the meeting

Dr. Pulotu also acknowledged the hard work and patience of the development team who worked tirelessly for six months to develop the qualification documents. The development team consisted of Ms Sandy O'Brien (Consultant and Specialist Adviser TVET Projects, *Australia Pacific Training Coalition (APTC)*, Suva, Fiji), Dr. 'Ungatea Kata Fonua (Director of TTI), and Mr. Vilimaka Foliaki (Principal Qualifications Officer - National Qualifications, TNQAB).

The meeting was co-facilitated by Mr. Vilimaka Foliaki of TNQAB, Dr. 'Ungatea Kata of TTI, and Ms Sandy O'Brien of APTC who joined in through Zoom from Suva, Fiji. Also present in the meeting was Mrs Lesieli Tupola also of TNQAB, the officer who has been assigned to be in the panel to accredit TTI's training programme.

Quality jokes:

1. *The best way to look young, hang out with an older person.*
2. *The more loving we can be, the more powerful we become*
3. *Research has shown that caring about the elderly strengthens the immune system*
4. *If you find it hard to care for someone else, you will have succeeded!*
5. *Taking care of your elderly parents, even if they didn't care about you, is the right thing to do.*
6. *The best classroom in the world, is at the feet of an elderly person.*
7. *You cannot do a kindness too soon, for you never know when it is too late.*
8. *Care-giving often calls us to lean into love we didn't know possible.*

Training requests:

We welcome training requests from our stakeholders especially training providers.

Enquiries

If you need further information re the above, please get in touch.

Telephone: 28136

Email: CEO@tnqab.to

National qualifications

New national qualification in Aged care approved – an important milestone for Tonga! *by Vilimaka Foliaki*

The *National Certificate in Aged Community Care Level 2* (NCACCL2) was approved by the TNQAB Board of Directors for registration on the *Tonga Qualifications Framework* (TQF), on Thursday 17th June 2021. This national qualification



Participants who reviewed and validated NCACCL2 for TQF-registration

Back row (L-R): Mrs 'Ofa Va'enuku (TTI), Ms Fakatu'amelie Lau'i Tu'ihalamaka (TTI)
Mrs 'Oliveti Fungani (Alonga Centre), Po'alo'i Fatanitavake (TTI), Lesieli Tupola (TNQAB).
Front-row: Mrs Betty Blake (MFF), Sr. 'Ana Kavaefiafi, Dr. 'Ungatea Fonua Kata, Mrs Lu'isa Manuofetoa (MIA), Vilimaka Foliaki (TNQAB).

was developed and submitted for registration by the *Tupou Tertiary Institute* (TTI), after six months of collaboration with the National Qualifications Unit of TNQAB to develop the qualification in accordance with TNQAB quality assurance requirements.

This initiative was made possible through funding assistance that TTI received from the World Bank's *Skills and Employment for Tongans* (SET) Project.

This accomplishment is significant for many reasons. First, this is the first time a quality assured qualification in Aged care has been developed locally to meet Tonga's national development needs in this sector. Secondly, this is also an important development in light of recent statistics which show that Tonga elderly population aged 65 years and older is above 6% (equivalent to about six thousand people) and increasing at an annual rate of 1.5%.

There are also other reports which suggest that many of our elderlies are neglected or are not receiving the minimum quality standards of care that they deserve.

Last but not least, this is the first time a private (non-government) PCET provider has stepped forward to develop a national qualification. This collaboration between TTI and TNQAB is the embodiment of that spirit of unity enshrined in Hymn 391 (SUTT) *Toki 'Olive 'e Ua, Pule'anga moe Siasi, Kae malohi ha Fonua*. Quality education is everyone's right,

and such collaboration deserves acknowledgement.

The development of a qualification in Aged care has been in TTI's radar for some time. However, the decision to develop a national qualification instead of a provider qualification was a recent development, credit to the SET Project for the financial support. The NCACCL2 is just one of a group of national qualifications TTI has planned to develop under the same funding arrangement from the SET Project. After NCACCL2, TTI will also develop two other national qualifications for registration on Level 3 and Level 4 of the TQF. These are significant contributions made by TTI towards national development.

TTI is currently preparing for accreditation. Successful accreditation will see the institution delivering the relevant training and awarding the national certificate.

Expression of interest: a new national qualification available for delivery! by Vilimaka Foliaki

Providers that are interested in delivering the *National Certificate in Aged Community Care Level 2 (NCACCL2)* or one or more of its component units as short courses, are requested to contact TNQAB for more information.

The NCACCL2 is the newest national qualification which has been approved for registration on the Tonga Qualifications Framework (TQF). This is a 50 credits qualification which comprises the following eight (8) units of competency:

1. Professionalism in the workplace NS052-02
2. Communicate and work within the community NS053-02
3. Foundations of disability and ageing NS054-02
4. Work with diverse people NS055-02
5. Participate in workplace health and safety in the community sector NS056-02
6. Provide home and community support services to clients and carers NS057-03
7. Assist with personal support needs NS058-03
8. Provide support to people living with dementia NS059-02

Expressions of interests are sought from registered PCET providers who may be interested in delivering this training programme and award the national qualification. Interested providers are requested to contact TNQAB on telephone **28-136** for further information.

Please also note the above eight components can also be delivered independently on their own as short courses in any combination which meet the needs of the interested provider. Please contact the above telephone number if you are interested.

The components of all approved national qualifications can be delivered as short courses. Please don't hesitate to contact TNQAB for assistance.

Facts about Short-courses and national qualifications

by Vilimaka Foliaki

1. Accreditation is also granted to any short course which is made up of one or more component units of a registered qualification.
2. Total credits between is between 1 — 39 credits
3. Is formally assessed.
4. A national qualification can be completed through short-course delivery.
5. If a provider feels that it does not have all the required resources to meet the TNQAB accreditation requirements to deliver a full qualification, a short-course delivery approach is an acceptable pathway towards a full qualification.
6. Where the components of a short course are from a registered national qualification, the credits gained in the short course are transferable to a full qualification.

Conducting consultations — the key to success!

Development and review of qualifications

by Tupou Fiu

An invitation was extended to the stakeholders in the field of electrical engineering in Tonga by the CEO of TNQAB to engage Tonga's electrical industry in identifying key graduate outcomes which they believe must be available through registered PCET providers in Tonga. The purpose of this consultation was to gather information from this industry that would help bridge the gap between the skills needs of this industry and those which are available through formal training programmes.



The consultation was held on the 25th of June at TNQAB and hosted by Ms. Kasanita Holani, the APTC In-Country engagement and Liaison coordinator, and facilitated by Mr. Kisione Manu team leader of the Qualifications Framework Division, TNQAB.

Industry representatives who attended the consultation included Mr. Timote Tu'ipulotu and Mr. Kaufana Valita who are certified electricians from the Tonga Power Limited (TPL) and the Tonga Electricity Commission (TEC), Mr. Samuela Matakaiongo from the MEIDECC, and Mr. Siale Hola who represented the private licensed contractors. Joining from overseas were Mr. Andrew Colquhoun (from APTC in Samoa) and Mr. Mathew Youd, an Australia-based APTC consultant.

The talking points centered on the following:

1. Identifying specific information the industry wants included in training and education programs in electrical engineering in Tonga, including OHS and other relevant standards which are important for the workplace in both Tonga and Australia.
2. The differences between the Australian electrical apprenticeship system from the current 'Tongan model' including pros and cons of both systems.
3. Gaps in skills and knowledge which need addressing by the training providers in Tonga
4. New training package tailored specifically to the industry needs in Tonga.

The CEO and staff really appreciate the representatives' feedback and comments as valuable and relevant to our mandate in quality assurance for Quality education and training in Tonga.

Quality education

As we endeavor to uphold quality education internally for recognition internationally, it is definitely a reflection of "quality education does not come by chance, it is the result of intelligent effort."

Staff social function

Celebrating staff successes!

The organization celebrated Mrs Lesieli Tupola's promotion to *Senior Qualification Analyst* on the 31st of May 2021. Lesieli joined the staff of TNQAB as a Qualification Officer for the Quality Assurance Division on the 3rd of January, 2018.

Upon appointment, Lesieli was responsible for analyzing applications for registration from Post Compulsory Education Training providers. She also worked closely with Tonga Skills on Community Education and Training to facilitate the formal recognition of skills training conducted in local communities.

Lesieli's commitment and positive attitude was reflected in the improved collection of annual fees and at times, she was acting in Senior positions when the Senior Risk Analyst and Senior Qualification Officer were on study leave. This experience provided her with additional know-how to carry out work at senior level.

Lesieli was appointed by the Board to the Senior Qualifications Officer position and was effective on the 1st of May 2021. This social event was an acknowledgement by the staff Social Committee of their appreciation for Lesieli's service and new appointment.

Quality quotes:

1. *"I'm a great believer in luck, and I find that the harder I work, the more of it I have."*

Thomas Jefferson

2. *Promotions will come and go, but your hard work will always shine and show! Congratulations*



Accreditation application:

Ensure:

- 1) Application form is completely filled in, signed and stamped.
- 2) A list of all of the required resources is attached.
- 3) Documents submitted as evidence are relevant.

Enquiries

If you need further information re the above, please get in touch.

Telephone: 28136