



**TONGA NATIONAL
QUALIFICATION AND
ACCREDITATION
BOARD**

TNQAB NEWS: it's ours

Message from the TNQAB CEO

MESSAGE FROM THE TNQAB CEO:

It's OUR The TNQAB Retreat

Latest News from the Qualification Framework Division

TNQAB from 2009 – 2020: Through the eyes of a pioneer staff, Ms. Lapulotu Hala Tu'ipulotu-Enosi

Eight registered providers overjoyed at receiving SET Project funds

Quality Audit Training

"Tukumoe joins the TNQAB Team!"

A First for TNQAB: New Staff Uniforms

TNQAB Support Visit

Notifications

On behalf of the TNQAB Board Chairman, Honorable Siaso 'Ofa-Ki-Vahafolau Sovaleni, and the Directors of the Board, welcome to TNQAB's newsletter. This edition of the TNQAB newsletter brings much information from the Secretariat, including news on staff, upcoming events, and key activities. I am immensely humbled and pleased to see different contributions this quarter from stakeholders, including providers and critical sectors. As an agency whose activities span the full spectrum of higher and further education and training activities across Tonga, TNQAB has a vital role to play an active part in supporting and maintaining confidence in the post-compulsory education and training system throughout the COVID-19 crisis.

Collaboration is a key feature of our association, and so it will continue. For TNQAB, many of our processes had to evolve immediately and more will have to change in the medium and long-term. Further, we recreate on-site visits as part of our quality assurance reviews; how it moves to blended learning models require new ways of approaching quality assurance and safeguarding assessment integrity. TNQAB has advice and guidance to offer in relation to these and many other challenges being experienced by our stakeholders. As part of the reform, we will be making some improvements to our quality assurance practice, including audit and qualification review, to better align with best practice regulation. Over the coming months, we will: improve the way TNQAB conducts approval and accreditation of programmes, qualification reviews, audits, writes reports and describes evidence and non-compliances improve internal practices to achieve greater consistency in both quality assurance approach and decision making, expand the regulatory tools TNQAB uses, be transparent in identifying areas of risk and provide guidance that will support providers in evaluating their own practices to ensure risks are not realised. I acknowledge that this is a significant change agenda. Some of the identified areas for improvement can be progressed immediately, and others will require close engagement with stakeholders. However, we firmly focus on delivering best practice, modern regulation for higher education, and TVET sectors. Finally, as COVID-19 restrictions start to ease across the country, I want to reassure the sector that we will continue to maintain our commitment to being flexible in our approach to regulating the sector and supporting providers through the challenges that may still lie ahead. We also thank you for the feedback we received through quality assurance processes, including audit, qualification review, approval, and accreditations of programmes of study, which will help us better understand your needs now and in the future. Your insights will help us plan, develop and deliver our services in a way that is relevant to your needs, support you in quality improvement, and align with your planning for the short, mid, and longer-term. I appreciate the efforts many providers have gone to in advising TNQAB of changes as a result of COVID-19. Please continue to let us know if you need to make changes or if you are unsure about your requirements or need any assistance; please contact the TNQAB on 28-136 or email: tnqab@tnqab.to. I look forward to continuing to work with you as the situation evolves.





It's OUR's: The TNQAB Retreat

TNQAB held its annual retreat on the 16th and 17th of July at Anicent Tonga in Fungaloto, during which the staff members discussed matters from the past financial year(s); the achievements and challenges faced by the organization in 2018 and 2019. The CEO, Dr. Opeti Pulotu, explained that the purpose of the organization retreat was to have an opportunity to really listen to each other as we discuss matters that are pertinent to the organization and this was encapsulated in the theme he set for the retreat; it's OUR's. Thereby, together, we were able to sit down, reflect, talk and listen to each other and in the process, cultivate a better understanding of the work

we do, re-evaluate how we conduct our responsibilities and seek ways to improve our past and current practices. Apart from the superb service and catering offered by the staff of Ancient Tonga, the TNQAB staff members were specially treated by the CEO and some of the members of his family, when they led the organization in prayer and song and on the first day of the retreat and then on the second day, by Tupou Fiu who delivered a soul stirring morning devotion. The organization is especially grateful to the staff members and the CEO's family for helping to make this year's retreat, a memorable one.



Photo above: The CEO, Dr. Opeti Pulotu and his children leading the morning devotion on the first day of the retreat at Ancient Tonga, Fungaloto.



Photo above: The TNQAB staff members on the second day of the retreat.



Latest News from the Qualification Framework Division

One of the TNQAB's key duties, as set out in Part II Section 8 of the Tonga National Qualifications and Accreditation Act 2016, is to develop a National Qualification Framework for post compulsory education, training.

Trainings conducted

To ensure that post compulsory education and training providers understand the Tonga Qualification Framework Policy and are well versed with the qualification approval criteria, the Qualifications Framework Division conducted a training workshop on the 26th

of June for identified writers and developers of qualifications from government ministries.

After the successful completion of the training, the evaluations collected highlighted specific needs that warranted a subsequent training on Approval of Qualification for Registration. Therefore, Mr. Kisione Wesley Manu; the Principal Qualifications Officer of the Division carried out another training on the 31st of July. The outcomes of the workshops were very satisfactory in terms of attendance (39 attended; 22 female, 17 male), participation and in meeting the intended objectives of the training.



Latest News from the Qualification Framework Division

A) TIOE – Tonga Institute of Education

Miss Liuaki Fusitu'a, who is the Dean at the Tonga Institute of Education, was amongst the first to request a tailor-made training to be conducted at the TIOE on the 14th of August. The training was based on the registration of a Qualification and was led by Mr. Kisione Wesley Manu. Kisione presented on the characteristics of a qualification which is part of the criteria stipulated in the TNQAB Accreditation Standard 2.

The TIOE senior management team as well as the support and teaching staff (15 staff: 9 female, 6 male) participated in discussions relating to the standards required by the TNQAB Act 2016.



Photo above: Kisione Manu presenting to the Tonga Institute of Education staff and members.

B) Tonga Police College

A talatalanoa session between officers from the Qualification Framework Division (QFD) and the Acting Deputy Commissioner, 'Atunaisa Taumoepeau and Director of the Tonga Police Band, Mr. Siosaia Tongamohenoa, was held on the 28th August. The purpose of the talatalanoa was to discuss pathways towards pursuing the Tonga Police College's (TPC) vision to deliver an accredited qualification in Music.

One cannot deny the fact that the Police role in our society is multi-faceted; being the personnel of law enforcement and a special agency to respond to community life as well. Furthermore, the role that the Police band plays in providing ceremonial support for civic events and performances at police observances and community events such as funerals, academic graduations and celebration of national events.

With a Diploma qualification in Level 5 and Advanced Diploma in Level 6 Music, policemen will learn a wide range of topics starting from Musical theory to setting up stages for musical performances at events.

Overall, the responses in the evaluations collected during the training indicated that most of the participant stakeholders are now aware of Quality Assurance processes and have gained confidence through the training and support provided by the QFD Team Leader;

Mr. Kisione Manu. Many have also stated that these opportunities have challenged them "to revise, review, re-edit, re-develop, improve on" the qualifications they currently have and those they intend to submit for accreditation evaluation.

Lastly, the QFD Team wishes to thank the training providers and their staff for their willingness to collaborate in raising the standard of education to improve the quality, equitability, relevancy and sustainability of Technical and Vocational Educational and Training in Post Compulsory Education and Training.

The Qualification Framework Division avails its staff to provide specific support for Providers to gain recognition of their qualifications. The support provided to the Tonga Police Training Center was in response to a request to support their efforts to meet the Accreditation Quality Standards to deliver a Music qualification for the policemen serving in the band. The QFD team is glad to be of service in this way; to offer advice and guidance so that existing providers of education and training can get all programs of study accredited locally and recognized internationally.

Overall, the responses in the evaluations collected during the training indicated that most of the participant stakeholders are now aware of Quality Assurance processes and have gained confidence through the training and support provided by the QFD Team Leader; Mr. Kisione Manu. Many have also stated that these opportunities have challenged them "to revise, review, re-edit, re-develop, improve on" the qualifications they currently have and those they intend to submit for accreditation evaluation.

Lastly, the QFD Team wishes to thank the training providers and their staff for their willingness to collaborate in raising the standard of education to improve the quality, equitability, relevancy and sustainability of Technical and Vocational Educational and Training in Post Compulsory Education and Training.



Photo above: The members of the Qualification Framework Division and representatives from the Tonga Police College after a talatalanoa session on the 28th of August.



Photo above: The participants at the Approval of Qualification for Registration Training held at Basilica on the 31st of July.



TNQAB from 2009 – 2020: Through the eyes of a pioneer staff, Ms. Lapulou HolaTu'ipulotu-'Enosi

It's been 11 years since TNQAB first started operating as an organization and since then, only three staff members remain from the pioneering team. Lapulou Hola Tu'ipulotu-'Enosi, the current Senior Executive officer at TNQAB, is one of the three remaining pioneer team. We interviewed Lapulou to learn of her experience working at TNQAB for 11 years, the changes that she's witnessed since 2009 and what she believes is special about this organization. Documented below is the interview conversation that was conducted with her on the 4th of July, 2020.

Communications Committee (CC): *Lapulou, thank you for this opportunity to talk with you about your experience working at TNQAB since 2009. As one of the organization's pioneering staff members, can you please name the other first staff members of the organization?*

Lapulou: *I'd like to thank the Communications Committee (CC) for this initiative to feature me in the organization newsletter and by doing so, acknowledge and highlight my years of service to TNQAB.*

When the organization first started operating in 2009, I remember distinctly, I was appointed to the position of Executive Officer on 14th of May, 2009. The other pioneering staff members were appointed on different dates but the first official workday was the 1st of July 2009 and there were just six staff members; Dr. 'Uhilamoelangi Fasi, the first CEO, Tevita Tonga (RIP) the driver, Hekisou Fifita (Senior Education Officer), Pauline Moa (Principal Education Officer – Quality Assurance Division), 'Opeti Pulotu (Principal Education Officer – Qualification Framework) and myself.

CC: *What was the organization like when it first started? – it was a newly established organization, what were some of the memorable things that you remember from 2009?*

Lapulou: *It was a newly established organization and everything about it was brand new – it was new work that we were doing (quality assurance) and under the leader at the time, a new logo and a new letterhead had to be designed for the organization, new policies had to be established, a new filing system, a new stamp, new bank accounts and new tax numbers for the staff – everything was brand new and we literally started from scratch. Some of the memorable things that stand out in my mind about that time was, when this*

organization first started, it was almost like a family and we did everything together. We all ate together for morning tea, lunch and afternoon tea and because we were always together, we became very closely knitted, just like a family.

CC: *What were some of the challenges that you remember the organization facing at the time?*

Lapulou: *Just starting from scratch was a challenge on its own. There was no previous work in quality assuring post compulsory education and training providers, and we started this novel work from scratch and built it from the bottom-up, which was not easy. We had to build the foundation and familiarize the management teams and teachers at post compulsory education and training providers, first with quality assurance and then with our role as the quality assurance authority for post compulsory education in Tonga. Furthermore, we did the work with just six staff members and so the volume of work exceeded the man-power available and yet, despite the work being overwhelming, we never complained, instead we carried it out with the spirit of team-work. Perhaps one of the most significant challenges in the early days was difficulty getting the organization's money from the Ministry of Finance as it was released every quarter. We had to ensure that the money we had would last until the next quarter and that was only a part of the challenge. The other part was getting through the procedures of the Ministry of Finance to finally receive our money. However, we were staff who were formerly employed by government and understood the procedures of government and tried to emulate those procedures, especially financial procedures, in this organization.*

CC: *Where was it located and were there relocations after that first office location?*

Lapulou: *When the organization started operating in 2009, it was first located at the New City building on Taufa'ahau Road facing Mala'e Kula. Then, in the beginning of 2012, the organization relocated to the first floor of the Tonga Power Board, situated across the road from the New City building, along Mateialona Road. Towards the end of 2012, we moved again to the current office location at the Molisi City Central, First Floor on Salote Road.*



TNQAB from 2009 – 2020: Through the eyes of a pioneer staff, Ms. Lapulou Hola Tu'ipulotu-'Enosi

CC: You've been employed by TNQAB for over ten years now. In your opinion, how has the organization grown/developed over the years?

Lapulou: The organization has certainly grown in population from the initial six staff members in 2009. Today, there are currently 21 staff in operation with 3 staff members currently attending capacity training development overseas (study leave). We have reached a maximum of 29 staff with some of them vacating their position to migrate overseas and to take on their new role at other organizations. I anticipate, there will be more staff members by the time I eventually retire.

There are also additional responsibilities that the organization has taken on such as the creation of the National Qualifications Division to help with developing national qualifications that interested post compulsory education and training providers can deliver. More trainings and workshops have also been conducted to raise awareness of TNQAB responsibilities.

Lastly, the number of post compulsory education and training providers in Tonga has increased and so the volume of work has increased too because this means that those schools will be registered and their programs of study, accredited.

CC: When you eventually retire from employment in this organization, what are some things that you will always treasure about this organization?

Lapulou: I've still got a couple of years to go but what I treasure the most about this organization is the responsibilities that I must carry out, that's extremely important to me, the work that I do. When

I first started working here, I wore several hats; I carried out secretarial duties for the CEO, I conducted clerical duties for the organization in general and I handled the finances. Over time, the organization grew and I was relieved from some of those responsibilities but the work that I do, providing assistance services to the office of the CEO and provision of administrative support to the

organization in all aspects to ensure efficient and successful operation, that's what I treasure most in this organization. I also treasure the good relationships that I have with every member in the organization and these relationships are developed during interactions with each other at the kitchen table, exchanging stories about each other's families, exchanging jokes and making fun of each other, getting to know each other firstly as friends before we are colleagues, people who work together. That's something I particularly treasure and I will miss when I will retire from TNQAB.

CC: Is there anything else you would like to mention or say?

Lapulou: I'd like to end by giving a word of encouragement to the rest of the staff members – that we continue to work with the spirit of teamwork and cooperation, embrace and value our differences within the workplace to achieve the organization's goals in order to glorify the Lord.



Photo above: Five of the six pioneering staff members of TNQAB (2009)
From L-R: Tevita Tonga (RIP, the driver), Hekisou Filita (Senior Education Officer),
Dr. Uhilamoeangi Fasi (First CEO for TNQAB), 'Opeti Pulotu (Principal Education Officer – Qualification Framework Division)
and Lapulou Hola Tu'ipulotu-'Enosi (Executive Officer).
Not included in the photo is Pauline Moea (Principal Education Officer – Quality Assurance Division).



Photo Above: Mrs Lapulou Hola Tu'ipulotu-'Enosi



Eight registered providers overjoyed at receiving SET Project funds

On the 28th of September, representatives from eight registered providers, signed an agreement with representatives from the SET (Skills for Employment and Training in Tonga) Project and the World Bank, to each receive a cheque for \$60,000 Tongan pa'anga. TNQAB is pleased to be part of the Steering Committee for the SET project, whose mandate is to identify gaps between registered providers and the industries and to provide funding for providers that are interested in delivering programs of study that will fill those gaps. It is anticipated that this will improve the Post-Secondary School Trade Profession and facilitate the transition to employment in both the domestic and international Labour Market. This will also be a step towards getting qualifications and programs of study accredited nationally and recognized internationally.

Already, new programs of study are submitted to TNQAB from the eight registered providers that were successful to be granted these funding notably in the fields of Age-Care (Level 2,3 & 4 to be delivered at TTI), Butchery (Certificate Level 1 & 2 to be delivered by the Hango Agricultural College), Tourism (to be delivered at the Tonga Institute of Higher Education &

Ahopanilolo Technical Institute), Commercial Cookery & Catering (Ahopanilolo Technical Institute), Horticulture (Certificate in Horticulture Level 2 at TIHE) and Construction (a Level 2 qualification to be delivered at Tupou College Toloa – TVET). The Tonga Maritime Polytechnical Institute Certificate will also be delivering the Able Seaman Level 2 qualification and will receive funding from the SET Project.

The funds from the SET project are intended to help the selected institutions to be able to implement their program curriculum, purchase equipment or employ more staff and provide training for their staff, should it be needed.



Photo above: Ms. Lilieta Takau from the SET Project and Dr. Mele'ana Puloka, representative from the F.W.C Education system, receiving a \$60,000 cheque from the SET Project, on behalf of Hango Agriculture College.



Photo above: The Honorable Minister of Education, Siaosi Sovaleni, the CEO of Education and representatives from eight registered providers, representatives the SET Project, representatives from the World Bank and other esteemed guests, at Fa'oneleua, after signing the agreements.
Photo credit: Ms. Lilieta Takau.



Quality Audit Training :17 participants (7 female; 10 male) from providers of Higher Education were trained during Round Two of Quality Audit Training.

On the 16th of September a training workshop was held at Basilica for six providers of Higher Education that are to be audited this year. The training was conducted by Ikatonga Hingano and Fositina Pekipaki, two Senior Analysts in the Quality Assurance Division (QAD). Ikatonga Hingano led the first session and elaborated on the quality audit process while Fositina discussed the quality audit criteria and evidences required, in the second session. This training is a follow-up of a previous one on quality audit conducted in June this year. The consistent trainings on the quality audit indicates the organization's mandate to adequately inform providers on the quality audit processes and requirements and prepare the TNQAB staff members to properly and effectively implement the quality audit. The participants in the training workshop indicated that the constant workshop trainings on the quality audit is beneficial for them as it consolidates their knowledge of the audit processes making them confident and ready for when the audit will take place. They also noted that they especially liked the role play activities during the training, they found it enjoyable yet meaningful. However, they would prefer the training to be extended over a week as there was a lot of information to absorb in just half a day. The organization appreciates the time and effort that representatives from the providers of Higher Education take to attend the quality audit training(s) that TNQAB administers.



Photo above: Ikatonga Hingano explaining the quality audit process to the representatives from the providers of Higher Education during the quality audit training in September.



Photo above: Fositina Pekipaki discussing the quality audit criteria and evidences required in the audit during the quality audit training in September.



Photo above: A group photo of the participants of the quality audit training held at Basilica on the 16th of September

“Tukumoe joins the TNQAB Team!”

The organization is extremely fortunate to have Mrs Tukumoe-ki-Moana Kivalu Mahe join the TNQAB team as the Senior Qualifications Analyst. Moana brings with her a wealth of experience in the education system having been a high school teacher for fifteen years with the Church of Jesus Christ of Latter-Day Saints before joining TNQAB. Tukumoe is undergoing a two months training program designed to prepare new recruits for their new responsibilities. She is filling the position formerly occupied by Mr. Kisione Manu (who has successfully taken up the Principal Qualification Officer position with TNQAB after a competitive recruitment process). We are certain that Tukumoe will take on the challenge of her new role and contribute towards fulfilling the organization's goals. We wish her the best!



Photo above: Tukumoe-ki-moana Kivalu Mahe, TNQAB's latest staff recruit.



Photo above: Tohu'ia Manuofetoa (standing), delivering a speech during TNQAB's event held on the 2nd of September to welcome Tukumoe (in green dress).



A First for TNQAB: New Staff Uniforms

For the first time since 2009, when TNQAB was established, the staff have uniforms. On the 21st of August, the staff members wore their staff uniform to work for the first time. One of the organizational customs carried out on Monday of every week, is a combined morning devotion where a staff member is chosen to lead the prayer and offer some spiritual encouragement to their colleagues. On this particular Monday, when we inaugurated the staff uniform, Siumafua'uta Latu, the TNQAB housekeeper, led the organization in prayer and blessed the new staff

uniforms. The TNQAB CEO, Dr Opeti Pulotu highlighted that the significance of having new uniforms for the staff was that by wearing it, we should remember to honour the workplace that we work for and value the responsibilities that we carry out. The members of the TNQAB Board of Directors were also given the uniforms to wear when the Board of Directors meetings take place.



Photo above: The TNQAB staff members in the mauve coloured staff uniform worn on Mondays and Thursdays.



A First for TNQAB: New Staff Uniforms



Photo above: The TNQAB staff members in the (tender) pink coloured staff uniform worn on Tuesdays and Fridays.



Photo above: The TNQAB staff members in the light peach coloured staff uniform worn on Wednesdays.



TNQAB Support Visit 10 teachers (5 female; 5 male) from TIHE were trained in Competency Based Assessments.

One of the services that we offer in the TNQAB is to assist providers of Higher Education by conducting support visits to clarify uncertainties, inform them on accreditation procedures and requirements and to guide them to meet the criteria stipulated in the TNQAB Accreditation Standards 1, 2 and 3. A support visit is either requested by the provider or initiated by the organization when a need is identified. During the months of July to September, a number of support visits were conducted by the Quality Assurance team and the Training committee in response to requests from providers. The first one was carried out at the Tonga Institute of Higher Education (TIHE) on the 22nd and 24th of July in response to a request to equip teachers with skills to design valid Competency Based Assessments. Fositina Pekipaki and Ikatonga Hingano, two Senior Analysts in the Quality Assurance Division (QAD), led the training; Fositina presented on the principles of assessment and the rules of evidence while Ikatonga Hingano presented on how to design valid, fair and reliable competency-based assessments. According to the responses in the training evaluations, the participants are particularly grateful to the TNQAB officers for their time, effort and initiative to conduct for the first time, a Competency Based Assessment training of this kind at TIHE. They especially liked the session on how to design Competency-Based Assessments and as a result they now know how to assess students fairly. Semisi Hopoi, the Information Technology Coordinator at TIHE, noted that he found the activity on the assessment matrix particularly helpful because he now knows how to design assessments that do not over-assess some learning outcomes more than others. He will now practise this skill when designing assessments for the IT courses he is teaching. TNQAB is extremely grateful to the Acting Director of Education at TIHE, Mrs Sipola Halafihi and the TIHE staff members, for accommodating the QAD officers when they visited TIHE to deliver the training. Thank you for your kind hospitality.



Photo above: Fositina Pekipaki sharing with TIHE staff members the principles of assessment and rules of evidence.



Photo above: Ikatonga Hingano training the TIHE staff members on how to design Competency Based Assessments.



Photo above: TIHE staff members taking in what was shared during the training.



Photo above: Semisi Hopoi, the IT coordinator at TIHE, says that as a result of this training, he now knows how to design Competency Based Assessments.



TNQAB Support Visit: QSINAH confident after Audit Monitoring consultation with TNQAB

Fositina Pekipaki, a Senior Qualification Analyst in the Quality Assurance Division, conducted a consultation with staff at the Queen Salote Institute of Allied Health (QSINAH) on the 30th of September. This was in response to a request from QSINAH to advise the staff on the documents required for audit monitoring. During the consultation, Fositina explained why it was important for staff members to submit the documents required in the 2016 audit Action Plan as evidence that QSINAH has satisfied those requirements. When this is done, the audit report can then be updated to indicate that QSINAH is compliant with the requirements from the previous audit which clears the school record in preparation for the upcoming audit. Fositina identified the evidences that were already sent to TNQAB and the ones still needed to be sent that supports QSINAH's compliance with the TNQAB audit requirements. The QSINAH staff members who attended the presentation were particularly grateful to the organization for the clarification Fositina provided and are now confident to submit the remaining documents so that requirements from the QSINAH 2016 audit Action Plan, can be cleared.



Photo above: Fositina Pekipaki clarifying the evidences that are still needed to be sent to TNQAB to update the QSINAH audit report.



Photo above: Aspasia Vaka, a Senior Tutor at Queen Salote Institute of Nursing and Allied Health (QSINAH) and Fositina Pekipaki, listening to questions raised by the QSINAH teachers.



Photo above: The QSINAH teachers who were present during the consultation.



Notifications

The qualifications listed below are the non-degree qualifications that are here in the office:

1. TTI Diploma in Business Level 5 and 6
2. TIHE Certificate in Accounting Level 4
3. TIHE Certificate in Media and Journalism Level 4
4. TIHE Diploma in Media and Journalism Level 5
5. St. Joseph Business College Certificate in Secretarial Studies L4
6. Queen Salote College-TVET Certificate in Catering L3
7. Tonga Institute of Science and Technology Certificate in CIVTS Level 2

The qualifications listed below are degree qualifications that are in the Initial analysis report stage:

1. Christ University in Pacific Bachelor in Business Administration
2. Christ University in Pacific Bachelor in Commerce
3. Christ University in Pacific Master of Global Business

The qualifications listed below are non-degree qualifications that are being evaluated for accreditation:

1. Tonga Institute of Science and Technology Certificate in Welding Level 2
2. Tonga Institute of Science and Technology Certificate in Welding Level 3
3. Tonga Institute of Higher Education Certificate in Horticulture Level 2

The qualifications listed below are degree qualifications that are being evaluated for accreditation:

1. 'Atenisi Institute Bachelor of General Studies
2. Tonga Institute of Education Bachelor of Early Childhood Education

3. Hango Agriculture College Bachelor of Agricultural Science

The following providers of Higher Education will be audited in the following months:

1. October – Montfort Technical Institute, Liahona Technical and Vocational Education and Training, 'Ahopanilolo Technical Institute
2. November – Hango Agriculture College

* A notice from the National Qualifications Division to interested providers of post compulsory education and training (PCET) who would like to deliver relevant training programs leading to the award of the national qualifications listed below, either in the first or second semester of 2021, to please express your interest in writing to the TNQAB CEO.

The qualifications which are available for delivery in 2021 include the following:

1. National Certificate in Customer Service Level 3
2. National Certificate in Tour Guide Level 3
3. National Certificate in Front Office Management Level 4
4. National Certificate in Food and Beverage Level 3
5. National Certificate in Whale Guide Level 4
6. National Certificate in Cookery Level 3
7. National Certificate in Commercial Cookery Level 4.

Further information can be obtained from Mr. Vilimaka Foliaki on Tel 28-136 Ext 13 during working hours or email: vilimaka.foliaki@tnqab.to



Tonga National Qualifications and Accreditation Board
P.O.Box 65 First Floor, Molisi City Central
Salote Road, Nuku'alofa, Kingdom of Tonga



(+676) 28136



info@tnqab.to



<http://www.tnqab.to>