

# TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



<b>Job Title:</b> Senior Analyst	<b>Salary Band:</b> J
<b>Reporting to:</b> Principal Qualification Officer-QA	<b>Division:</b> Quality Assurance Division
<b>Hours of work:</b> 40 hours/week	<b>Date of appointment:</b>
<b>Reviewed:</b> 1 <sup>st</sup> July 2022	<b>Version:</b> 4
<b>Special Conditions:</b> On occasions, there will be a requirement to work outside normal hours to complete urgent tasks.	

## Job Purpose

This position is responsible for effective implementation of registration, accreditation and audit processes to ensure efficient delivery of the Board's services.

## Job Specification

- i. **Professional Attributes**
  - Excellent Team work and creativity
  - Excellent Planning and Organization Skills
  - Flexible and Approachable
  - Excellent written and verbal communication skills both Tongan and English
  - High standard of service and client focus
  - High analytical and evaluative skills
  - Excellent problem solving and negotiation skills
  
- ii. **Technical Competencies**
  - Proficiency in analysis and evaluation of registration and accreditation applications
  - Technical writing
  - Microsoft office
  - Sound knowledge of quality assurance processes
  
- iii. **Required Qualification and Experiences (minimum)**
  - A first Degree from a recognized Tertiary Institution, with at least 2 years of work experience in a quality assurance agency or 5 years in education or training organizations or
  - Master degree from a recognized tertiary institutions with at least 1 year of work experience at or 3 years in education or training organizations

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## Key responsibilities:

Key Result Areas	Responsibilities	Tasks
<p>1. Registration implemented effectively</p>	<p>Assist in Analysis of Application for Registration and application:</p> <ul style="list-style-type: none"> <li>• The provider or its governing body is a legally established or recognised enduring body</li> <li>• Measurable Goals and objectives for its education activities</li> <li>• a coherent, documented quality management system (QMS) of policies and procedures.</li> <li>• Analysis of the provider's governance and management</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm legal establishment of applicant</li> <li>• Evaluate the educational purpose, goals and objectives of the provider, including the scope of the education and training that is being conducted and/or planned in the immediate future</li> <li>• Evaluate its set of policies, structures and processes that guide and control management, administrative, teaching and learning related activities to ensure the delivery of quality education and training</li> <li>• Analysis of Policies and procedures that they satisfactorily cover all appropriate elements of the TNQAB Registration and Accreditation Quality Standards</li> <li>• Confirm ownership and governance</li> <li>• Analyse responsibilities, authorities and lines of reporting</li> <li>• Analysis of financial statements, such as a statement of financial position signed off by a chartered accountant to confirm financial soundness</li> <li>• Verify trust account, or similar, to protect student fees</li> </ul>

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	<ul style="list-style-type: none"> <li>• Confirm provider's name is appropriate and does not mislead learners about the nature of the organisation.</li> <li>• Assist in registration of higher institutions</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm evidence of approval to use terms protected by Government legislation or regulations</li> <li>• Confirm Provider's name is appropriate for the type of education and training offered</li> <li>• Identify documents referred to in the application form</li> <li>• Prepare an initial evaluation of the application and request for further information</li> <li>• Prepare panel documents for delivery</li> <li>• Prepare panel meeting to discuss findings</li> <li>• Send arrangement letter to provider with agenda</li> <li>• Join the panel team in site visit</li> <li>• Assist in drafting registration reports for higher institution</li> </ul>
<p>2. Accreditation implemented effectively</p>	<p>Initial Analysis of Application for Accreditation based on:</p> <ul style="list-style-type: none"> <li>• Effective application of provider's management system applied to the whole organisation, and is regularly reviewed and updated</li> <li>• adequate and appropriate physical and learning resources to deliver its qualifications and courses of study.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate the policies and procedures that support the delivery of the programme</li> <li>• Confirm reviews and updates of the policies and procedures are scheduled and implemented</li> <li>• Confirm teaching facilities and other physical and learning resources in place to support programme delivery: -premises, teaching facilities, library facilities, equipment, and other learning resources (<i>where appropriate</i>)</li> </ul>

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	<ul style="list-style-type: none"> <li>• Staff qualifications and experience meet the requirements of the Act</li> <li>• Appropriate staff development plans, based on identified needs, are implemented and outcomes monitored to ensure effectiveness.</li> <li>• Appropriate entry and selection criteria for each course of study and short course are well publicised and applied consistently</li> <li>• Timely, effective and appropriate student guidance and support systems are provided..</li> <li>• The provider defines and implements effective teaching and</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented procedures to ensure the health, safety and comfort of learners and staff, concerning, for example: meeting building requirements, safety equipment, safety zones around power equipment, safety zones identified for natural disasters</li> <li>• Access for learners with special needs to facilities and other physical resources</li> <li>• Verify staff qualification, expertise and experience and teacher learner ratio</li> <li>• Assess Implementation of policies and procedures to appraise and develop teaching and other staff involved with the delivery and support of the programme</li> <li>• Assess the information about the programme that is available to learners prior to entry</li> <li>• Assess the entry and selection criteria for the programme and how they are publicised and applied</li> <li>• Assess the rules, regulations and procedures that are available to learners covering withdrawal and refunds, providing feedback for improvement, discipline, complaints, recognition of prior learning (<i>where appropriate</i>), student fee protection, health and safety</li> <li>• Assess the appropriateness of the modes of delivery and delivery sites</li> <li>• Assess the appropriateness of the teaching and learning methods to the nature of the</li> </ul>
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	<p>learning practices that are educationally sound and appropriate to the course of study and mode of delivery.</p> <ul style="list-style-type: none"> <li>• Course delivery undertaken in partnership with, on behalf of, or by another organisation either inside Tonga or outside Tonga, meets the standards set in the provider's quality management system</li> <li>• Any off-site practical or workplace components of courses of study are effective and integrated into curricula</li> <li>• The assessment of learning outcomes is fair, valid and consistently applied.</li> </ul>	<p>programme, the learning outcomes, the modes of delivery and the learners</p> <ul style="list-style-type: none"> <li>• The processes being used for monitoring and evaluating programme delivery, including student evaluation of teaching</li> <li>• Assess the effectiveness of implementation of contracts and/or memoranda of agreement/understanding between the organisations/providers in place (<i>where appropriate</i>)</li> <li>• analyse policies and procedures covering off-site and/or workplace components (<i>where appropriate</i>) and responsibilities of each parties</li> <li>• Assess the standards for assessment for each course, including Criteria for awarding merit, distinction or other grades, Effective procedures for reassessments and appeals of assessment results, Learners are informed of the above</li> <li>• Confirm Fair and regular feedback to learners on their progress</li> <li>• Confirm Moderation processes that ensure assessment is appropriate, fair, valid and consistent, given the stated learning outcomes</li> <li>• Assess compliance with external moderation requirements (<i>where necessary</i>)</li> <li>• Assess student work and storage for moderation, reassessments and learner appeals requirements</li> </ul>
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	<ul style="list-style-type: none"> <li>Notification of results and reporting on student achievement is adequate and appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Assess the systems in place to record and report learner achievement</li> <li>Learner achievement records that are accessible to individual learners and stored securely</li> <li>The procedures in place to ensure that feedback to learners is regular, understood, relates to current levels of achievement and supports the learning process</li> <li>Assess the procedures in place to ensure that completing learners have met all the requirements for the award of the qualification</li> </ul>
	Assist in degree programme accreditation	<ul style="list-style-type: none"> <li>Prepare degree panel document for printing</li> <li>Conduct initial analysis of degree programme against accreditation criteria</li> <li>Request for further information where necessary</li> <li>Meet with panel and discuss degree programme application</li> <li>Site visit to verify application documentation</li> </ul>
3. Quality Audit and review	Pre-analysis and document review	<ul style="list-style-type: none"> <li>Review latest reports about the provider and identify any outstanding issues</li> <li>Review latest Quality Management System of provider to be audited</li> <li>Review provider's self evaluation report and identify any significant changes</li> <li>Request for further information and clarification from provider where necessary</li> <li>Review the assessment report for the programme</li> </ul>
	Prepare audit planning	<ul style="list-style-type: none"> <li>Contact audit panel members for their availability to for audit</li> <li>Develop audit plan in consultation with audit chair</li> <li>Send audit plan to provider at least four months before the audit.</li> <li>Pre-visit to provider to confirm audit scope</li> </ul>

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5. Panel meetings and site visits	Organize panel meetings	<ul style="list-style-type: none"> <li>• Liaise with panel members to confirm meeting dates</li> <li>• Compile panel's initial evaluation for panel meeting</li> <li>• Develop agenda for panel meeting</li> <li>• Meet with panel members to discuss the initial evaluation of the application</li> <li>• Discuss and confirm issues with the application</li> <li>• Assign criteria for panel to prepare report on</li> <li>• Prepare draft questions for panel site visits</li> </ul>
	Organize site visits	<ul style="list-style-type: none"> <li>• Liaise with panel members to confirm meeting dates</li> <li>• Compile panel's initial evaluation for panel meeting</li> <li>• Develop agenda for panel meeting</li> <li>• Meet with panel members to discuss the initial evaluation of the application</li> <li>• Discuss and confirm issues with the application</li> <li>• Assign criteria for panel to prepare report on</li> <li>• Prepare draft questions for panel site visits</li> </ul>
6. Reporting	Compile panel reports	<ul style="list-style-type: none"> <li>• Remind panel members of due dates for panel reports</li> <li>• Compile draft reports from panel members</li> <li>• Ensure that panel comments align with accreditation criteria</li> </ul>
	Assist in Peer reviewing of reports	<ul style="list-style-type: none"> <li>• Conduct self review of draft report and send for peer review</li> <li>• Discuss comments from peer reviewer's and update report</li> <li>• Send peer reviewed report for panel endorsement</li> <li>• Peer review reports assigned by supervisor</li> </ul>
	Endorsement of panel report	<ul style="list-style-type: none"> <li>• Circulate panel draft report to panel members for final comments and feedback</li> <li>• Send endorsement form for panel team to sign</li> <li>• Followup return of endorsement form</li> <li>• Update report where necessary</li> </ul>

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	Factual accuracy review	<ul style="list-style-type: none"> <li>• Send endorsed report to the applicant to address panel requirements</li> <li>• Send Action Plan proforma for applicant to fill date of action and person responsible</li> <li>• Discuss with panel chair if timeline of action plan seems unreasonable</li> <li>• Followup implementation of action plan as scheduled</li> <li>• Update report when all requirements are addressed in a timely manner</li> <li>• Send to supervisor for final checking</li> <li>• Prepare cover sheet and submit to CEO</li> <li>• Send report and action plan to risk if action plan are not addressed in a timely manner.</li> </ul>
7. Training workshop and public awareness	Assist in Trainings workshops	<ul style="list-style-type: none"> <li>• Assist in preparation of training workshop documents</li> <li>• Prepare presentations for training workshop sessions in quality assurance</li> <li>• Prepare relevant information and deliver public awareness programmes</li> <li>• Submit scripts for review ty Head of Corporate Services before TV programmes</li> <li>• Prepare articles for organization’s newsletters</li> </ul>
8. Planning and Performance Management	Effective planning and reporting of work plans	<ul style="list-style-type: none"> <li>• Prepare and implement an Individual monthly workplan based on division’s Annual Plan</li> <li>• Collect evidence for PMS for the current period</li> <li>• Prepare a monthly report on activities of the month and progress of individual plan and submit</li> <li>• Complete appraisal form and submit for mid review and end of review in a timely manner</li> </ul>
9. Other tasks required by the CEO from time	Assist in any other tasks assigned by the CEO from time to time	<ul style="list-style-type: none"> <li>• Attend all staff meetings</li> <li>• Attend committee meetings</li> <li>• Attend to any urgent work approved by the CEO outside of working hours and weekends</li> </ul>



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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: .....