

# TONGA NATIONAL QUALIFICATIONS AND ACCREDITATION BOARD



<b>Job Title:</b> Senior Analyst -Vacant	<b>Salary Band:</b> J
<b>Reporting to:</b> Principal Qualification Officer-QA	<b>Division:</b>
<b>Hours of work:</b> 40 hours/week	<b>Date of appointment:</b>
<b>Reviewed</b> July 2020	<b>Version:</b> 3
<b>Next Review</b> This Job Description will be review annually	
<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 and accreditation processes to ensure efficient delivery of the Board's services.

## Job Specification

- i. **Professional Attributes**
  - Excellent nature in working as a team– Team work
  - Excellent Planning Skills – Planning
  - Flexible and Approachable - Relationship
  - Fluent in both oral and in writing, both Tongan and English - Communication
  - High standard of skills in servicing client – Client Focus
  - High analytical skills (ability to think analytically) – Work Ethics
  - High problem solving knowledge and skills – Problem Solving
- ii. **Technical Competencies**
  - Proficiency in evaluation and analysis of accreditation applications
  - Sound knowledge of quality assurance processes
- iii. **Required Qualification and Experiences (minimum)**
  - A first Degree from a recognized Tertiary Institute, with at least 3 year working experiences in a quality assurance agency or 5 years in education

## Key responsibilities:

Key Result Areas	Responsibilities	Tasks
1. Registration	Analysis of Application for	<ul style="list-style-type: none"> <li>• Confirm the relevant application fees are paid</li> </ul>

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<p>implemented effectively</p>	<p>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> <li>• Confirm provider's name is appropriate and does not mislead learners about the</li> </ul>	<ul style="list-style-type: none"> <li>• Log and acknowledge applications received</li> <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> <li>• Confirm evidence of approval to use terms protected by Government legislation or regulations</li> <li>• Confirm Provider's name is appropriate for the</li> </ul>
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	nature of the organisation.	type of education and training offered
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<p>2. Accreditation implemented effectively</p>	<p>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> <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</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> <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> </ul>
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	<p>ensure effectiveness.</p> <ul style="list-style-type: none"> <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 learning practices that are educationally sound and appropriate to the course of study and mode of delivery.</li> <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</li> </ul>	<ul style="list-style-type: none"> <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 programme, the learning outcomes, the modes of delivery and the learners</li> <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>• Effectively implanted policies and procedures covering off-site and/or workplace components (<i>where appropriate</i>)</li> </ul>
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	<p>curricula</p> <ul style="list-style-type: none"> <li>The assessment of learning outcomes is fair, valid and consistently applied.</li> <li>Notification of results and reporting on student achievement is adequate and appropriate.</li> </ul>	<ul style="list-style-type: none"> <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>Adequate storage of student work to meet moderation, reassessments and learner appeals requirements</li> <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>
<p>3. Accreditation Panel</p>	<p>Organize panel documents and meetings</p>	<ul style="list-style-type: none"> <li>Liaise with panel members to confirm meeting dates</li> <li>Print and organize panel documents</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>

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4. Site visit	Organize site visits	<ul style="list-style-type: none"> <li>• Liaise with provider and panel members to confirm site visit date</li> <li>• Prepare and send site visit arrangement letter to provider to confirm</li> <li>• Develop site visit agenda and confirm with provider and panel members</li> <li>• Record opening and closing meeting attendance</li> <li>• Conduct interview sessions with students, staff and stakeholders</li> <li>• Review documents and provide feedback</li> </ul>
5. Reporting	Coordinates panel reports and peer reviewing	<ul style="list-style-type: none"> <li>• Compile draft reports from panel members</li> <li>• Conduct self review of draft report and send for peer review</li> <li>• Address comment from reviewer's and update report</li> <li>• Send peer reviewed report for panel endorsement</li> <li>• Send endorsed report to provider to confirm factual accuracy</li> <li>• Discuss comments from providers with panel members</li> <li>• Update report where necessary</li> </ul>
6. Quality Audit and review	Evaluate the appropriateness of the assessment system to the learning outcomes	<ul style="list-style-type: none"> <li>• Assess the variety of evidences collected for the assessment of both knowledge and skills that helped the assessor make an informed decision on whether the learner has achieved competency in each unit.</li> <li>• Analyse the Assessment if holistic, ie it assesses the unit as a whole rather than individual learning outcomes or performance standards.</li> <li>• Assess fairness, validity, consistency and appropriateness of assessment activities to the learning outcomes</li> <li>• Evaluate the appropriateness of the assessment methods to assess the learning outcomes</li> </ul>

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7. Effective moderation of assessment	Effectively evaluate the appropriateness of the system to moderate assessment	<ul style="list-style-type: none"> <li>• Confirm there is Moderation conducted if the qualification is delivered at more than one site, or by more than one trainer/tutor/lecturer.</li> <li>• Schedule assessment submission six months before the audit and inform providers</li> <li>• Conduct assessment alignment to confirm validity for each course</li> <li>• Prepare an assessment report to inform quality audits</li> </ul>
8. Pre-analysis and document review	Review of previous reports and documents submitted for quality audit	<ul style="list-style-type: none"> <li>• Review latest accreditation report and identify any outstanding issues</li> <li>• Review latest quality audit report 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</li> <li>• Organize Panel meetings to self evaluation report and relevant documents</li> <li>• Conduct Site visit and triangulation of evidence</li> <li>• Compile audit report and recommendations and submit for peer review and panel endorsement</li> </ul>
9. Training and workshop	Assist in Trainings and workshops	<ul style="list-style-type: none"> <li>• Assist in preparation of training workshop documents</li> <li>• Assist in facilitating of workshop sessions</li> </ul>
10. Planning and Performance Management	Effective planning and reporting of work plans	<ul style="list-style-type: none"> <li>• Prepare and implement an Individual annual workplan based on division's Annual Plan for PMS</li> <li>• Collect evidence for PMS</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</li> </ul>
11. 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 after hours</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: .....