

TONGA Skills Strategy | 2023



APTC is an Australian Government initiative in partnership with the Pacific and Timor-Leste

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ABOUT US

APTC is a centre for training excellence providing Australian standard qualifications in various vocational areas. APTC programs are delivered by highly regarded, qualified trainers and are relevant and aligned with current and future career opportunities for graduates – careers where skilled employees are in high demand. As Australia's flagship technical and vocational education and training investment in the region, APTC serves ten countries: Fiji, Samoa, Vanuatu, Papua New Guinea, Solomon Islands, Timor-Leste, Nauru, Tuvalu, Tonga and Kiribati.

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OUR GOAL

A more skilled, inclusive
and productive workforce
that enhances Pacific and
Timor-Leste prosperity.

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Abbreviations

AIFFP	Australian Infrastructure Financing Facility for the Pacific	ODA	Official Development Assistance
APTC	Australian Pacific Training Coalition	SWP	Seasonal Workers Program
DFAT	Department of Foreign Affairs and Trade	TIHE	Tongan Institute of Higher Education
EES	Employer Engagement Survey	TIOE	Tonga Institute of Education
EPOO	End of Program Outcome	TIST	Tongan Institute of Science and Technology
GEDSI	Gender Equity, Disability and Social Inclusion	TNQ	Tonga National Qualification
GoT	Government of Tonga	TNQAB	Tonga National Qualifications and Accreditation Board
GPA	Government Priority Area	TSDFII	Tonga Strategic Development Framework
GDP	Gross Domestic Product	TVET	Technical Vocational Education and Training
HTHH	Hunga Tonga Hunga Ha'aapi	TSS	Tonga Skills Strategy
LLN	Language Literacy and Numeracy	TTI	Tupou Tertiary Institute
MELF	Monitoring and Evaluation Framework		
MET	Ministry of Education and Training		
NIIP3	Tonga National Infrastructure Investment Plan		

Executive Summary

The Tonga Skills Strategy (TSS) ensures the Australia Pacific Training Coalition (APTC) is well positioned to respond to the Tonga Strategic Development Framework 2015-2025 (TSDFII) which is the central document in the integrated planning and budgeting system of the Government of Tonga (GoT). The Government development plans are focused on the expansion of the private sector, upgrading agricultural productivity, developing tourism, and improving communications and transportation to support these development activities.

The Kingdom of Tonga is a Polynesian country that lies to the south of Samoa, southeast of Fiji, and northeast of New Zealand. The Tonga archipelago is comprised of 176 islands, 36 of these are inhabited. The island is divided into four main groups Tongatapu, Ha'apai and Vava'u and the Niuas. The capital Nuku'alofa is located on the main island of Tongatapu. The two main languages are Tongan and English. Tonga is a constitutional monarchy, making it unique in the Pacific. Its monarchy is over 1,000 years old and its constitution dates to 1875.

The economic base in Tonga is very narrow, with a small manufacturing sector which

consists of handicrafts and a few other very small-scale industries. Rural Tongans rely on subsistence agriculture. Coconuts, vanilla beans, and bananas are the main cash crops. The processing of coconuts into copra and desiccated coconut is the only significant industry. Pigs and poultry are the major types of livestock.

Most of the population and critical infrastructure is located on atoll islands - including the very low-lying Tongatapu atoll. Tonga is susceptible to a range of climate change challenges, such as stronger tropical cyclones, flooding, drought and heat waves, coastal erosion, increase acidity of ocean waters and sea level rise.

The most recent Tongan census was conducted in 2021. At that time the population was recorded as 106,016, this was a slight decrease from the population recorded in 2016. The 2023 population estimate shows a further decrease in the population to an estimate of 99,027, 49.9 percent males and 50.1 percent females. The population under the age of 30 years is estimated to be 59.85 percent of the total population, while those 65 years of age and above are estimated to be only 6.67 percent of

the total population.

The alignment of training with employment opportunities is critical to support improved economic recovery and development in Tonga. The APTC Training Planning Process is the tool currently used by APTC to plan training across the Pacific. The process commences with external and internal scans and analysis of relevant information and data. The development goals for each country set the priorities for the training profile.

In a changing world economy, Tonga's future prosperity is tied to improving the skills and productivity of its workforce including skills for self-employment, entrepreneurship, and mobility. With the increasing skill needs and demands required in a modern economy, the opportunities for people with few skills are decreasing. Raising skill levels is therefore essential to ensure Tongans are equipped with the right knowledge and skills in readiness to take full advantage of domestic and international employment opportunities. The TSDFII acknowledges the important role TVET must play in ensuring the readiness of Tongans.

The Ministry of Education and Training (MET)

is the largest Ministry in Tonga. Currently, it is under the leadership of the Prime Minister, who is also the Minister for Education. The Ministry provides quality education for approximately 32,000 students, from early childhood education through to higher secondary. The MET is responsible for the administration and management of education and training in Tonga through a range of agencies, including the Tonga National Qualification and Accreditation Board (TNQAB). It aims to create an environment where education systems, communities, schools, teachers, students, donor and development partners and the Ministry work in partnership to achieve the best outcomes for students at all levels, and in which all students can equitably access quality education that is relevant and sustainable.

In April 2022 the MET established a TVET Coordination Unit. The resourcing of the unit is being supported by the Australian Government. The unit will support the GoT to implement Tonga's TVET Policy Framework which aims to strengthen collaboration across Tongan TVET stakeholders and enhance linkages between skills and industry demand.

Tonga has a long history of engagement with overseas labour migration programs primarily emigrating to New Zealand, Australia, United States of America, and Canada. In more recent years Tongans have participated in temporary migration programs to New Zealand and

Australia. Migration continues to be a focus of the TSDFII and at both the village and national levels has ramifications beyond curbing the growth of population. At the national level, migration has become central to the economic and social fabric of contemporary Tongan society.

Remittances are a major source of revenue to support the national economy and at the village and household level remittances are an integral part of income and consumption. Remittances comprise a large proportion of total household income for many families and in 2021 personal remittances were estimated to be US\$220 million or equivalent to around 44 percent of the Tongan GDP.

In April 2023, the Prime Minister launched Tonga's Labour Mobility Supply Management Strategy which is one of the five pillars of the Tonga Labour Mobility Policy launched in 2020. The strategy is timely, especially when labour mobility in Tonga and the Pacific has recently raised concerns about the impact of these schemes on the local labour markets.

The Prime Minister stated labour mobility presents a viable development opportunity for Tonga and provides employment opportunities for workers, thereby reducing local unemployment and underemployment, and remittances received from workers directly contributes to poverty alleviation and improved standards of living. In addition,

he acknowledged that there was evidence that a sizable volume of remittances and skills acquired from labour mobility can have macroeconomic growth impacts for Tonga.

The distribution of the population in employment by industry and gender, shows the largest industry in terms of employment was the manufacturing sector (20.4 percent), followed by agriculture, forestry, and fishing (19.8 percent), administrative and support services (9 percent) and construction (8.6 percent).

The GoT recognises the significance of labour underutilisation and unemployment and the importance of finding a solution to reduce these will be found through the formulation of better employment policies. Alongside this is a recognition that education and training is an important component of ensuring that the available labour force is work ready and has the skills needed by industry both domestically and internationally to take up employment opportunities.

In May 2023 APTC conducted consultations with Tongan employers. The methodology used was to undertake consultations with private and public sector organisations and ask a set of standard questions about their skill needs.

Respondents were asked about the skill needs of their organisation now and in the next eighteen months, in answering these questions

they were required to drill down to the specific skills needed by their organisation for each training area. This level of detail was needed to ensure strong alignment between planned training and the skills needed to enhance graduate employment opportunities, provide capability development for existing workers, and enhance mobility opportunities. This more granular analysis of skills supports the planning of training to meet the revised APTC graduate targets in shorter accredited and non-accredited courses and micro-credentials.

Workplace skills are the skills that support the daily activities of employees and ensure productivity in the workplace. Participants were asked to assess their workplace skills needs across three levels - basic or entry-level skills, intermediate skills, and advanced skills. At the basic workplace skill level respondents rated attitude to work, digital literacy, and written communication as the highest skill needs, now or over the next 18 months. At the intermediate workplace skill level attitude to work, client and customer service, digital literacy and written communication were the most highly rated skills needed now or over the next 18 months. At the advanced workplace skill level, all skills were highly rated as needed now or over the next 18 months with multitasking and prioritising, customer relations and prepare and deliver presentations all scored by 100 percent of respondents as being needed.

Technical skill needs are the skills related to a profession or trade and reflect the specialised knowledge and expertise required to perform specific tasks and use specific tools and programs in real workplace situations. Diverse technical skills are required in every industry and without these skills, organisations lose their competitive advantage and productivity is impacted.

For the construction and plumbing industries, the respondents identified a need for skills across all areas. Currently APTC regional programs are available in both construction and plumbing. Priority access for Tongan applicants should be considered.

A range of welding and fabrication skills were rated as highly needed by all respondents from this industry sector. For these skills APTC is no longer able to meet the requirements of the Australian training package in the Pacific. Research to assess the viability of introducing alternative qualifications to meet these industry needs will be undertaken. In the short-term training in the underpinning knowledge and skills can be obtained by accessing APTC regional programs.

Some aspects of electrical skills were rated as highly needed by respondents from this industry sector. As a result of changes to the Australian training package requirements APTC is no longer able to deliver electrical training at certificate three level, research will

be undertaken to assess the viability of the delivery of alternative qualifications to meet the industry needs.

In addition, respondents from several trade industries indicated there was a need for supervisory and management skills development in their organisation.

Over the longer-term APTC will work with local TVET providers to support delivery of higher-level TNQ qualifications.



Section 1

Introduction

The Tonga Skills Strategy 2023 provides the strategic thinking and evidence for the inclusion of training for Tonga in the APTC Regional Training Profile for 2023. It also provides the preliminary planning for training in 2024. The plan reflects the outcomes and activities agreed through the APTC program logic and the Monitoring, Evaluation and Learning Framework (MELF). Key to this process is working with industry, government, Technical Vocational Education and Training (TVET) providers and relevant stakeholders. It is designed to ensure training delivers employment outcomes for graduates seeking work, enhanced workforce capability for those already in employment, builds the capacity of TVET providers and supports labour mobility opportunities into Australia.

The TSS ensures APTC is well positioned to respond to the Tonga Strategic Development Framework 2015-2025 (TSDFI) which is the central document in the integrated planning and budgeting system of the GoT¹. The National Impact sought within the vision of the TSDFI is:

A more progressive Tonga supporting a higher quality of life for all.

This high-level National Impact is supported by seven National Outcomes contributing to the National Impact by delivering more inclusive and sustainable growth and development, that is focused on ensuring long term progress which is broader based and fairer for all. Supporting the seven National Outcomes there are twenty-nine Organisational Outcomes which are grouped under the following five Pillars:

Three Institutional Pillars

- Economic Institutions
- Social Institutions
- Political Institutions

Two Input Pillars

- Infrastructure and Technology Inputs
- Natural Resources and Environment Inputs

¹Tonga Strategic Development Framework 2015-2025. A more progressive TONGA: Enhancing our Inheritance. Ministry of Finance and National Planning. May 2015. Government of Tonga.

The TSS takes into consideration the impact of COVID-19² and the Department of Foreign Affairs and Trade (DFAT) Partnerships for Recovery focus on health security, stability, and economic recovery³, and the constraints the COVID-19 pandemic continues to place on the delivery of training in Tonga and across the region.

Australia is working closely with Tonga to implement the TSDFI. Australia's development cooperation in Tonga strengthens economic and financial management; improves service delivery in health, water, sanitation, and hygiene. Police and defence cooperation programs support quarantine and natural disaster response. In 2023-2024 Australia has committed a budget estimate of A\$66 million in Bilateral and Official Development Assistance (ODA) for Tonga⁴.

One of the major gaps across the whole of the Pacific is a lack of data collection, reporting systems and statistical information repositories. This lack of relevant data impacts the ability to employ a traditional labour market analysis approach to skill needs and the relevant training response.

The GoT acknowledges the link between skills development and economic growth. The TSS draws on published statistics, previous reports related to labour market analysis, and in-country consultations conducted with key stakeholders to plan the training for Tonga to be included in the APTC Regional Training Profile.

² Partnerships for Recovery: Australia's COVID-19 Development Response. Department of Foreign Affairs and Trade, Australian Government, October 2020.

³ Partnerships for Recovery 2021-2022, Department of Foreign Affairs and Trade, Australian Government.

⁴ Australia's development partnership with Tonga | Australian Government Department of Foreign Affairs and Trade (dfat.gov.au)



Section 2

Overview

The Kingdom of Tonga is a Polynesian country that lies to the south of Samoa, southeast of Fiji, and northeast of New Zealand. The Tonga archipelago is comprised of 176 islands, 36 of these are inhabited. The island is divided into four main groups Tongatapu, Ha'apai and Vava'u and the Niuas. The capital Nuku'alofa is located on the main island of Tongatapu. The two main languages are Tongan and English.

Government

Tonga is a constitutional monarchy, making it unique in the Pacific. Its monarchy is over 1,000 years old and its constitution dates to 1875. Following the death of King George Tupou V in March 2012, his younger brother became king and took the title King Tupou VI. King Tupou VI's official coronation was held on 4 July 2015. As Head of State the King is Commander-in-Chief of His Majesty's Armed Forces. The King is advised by a Privy Council whose members he appoints.

The governing structure comprises the Executive (Cabinet), Legislature and Judiciary. A reformed constitution was agreed by the Legislative Assembly in December 2009 and implemented through legislation passed in April 2010. The new constitution considerably reduced the King's power, which was devolved to the Cabinet. Cabinet now answers to the Legislative Assembly however the King retains the right to veto legislation.

The Legislative Assembly comprises 17 People's Representatives, nine Noble Representatives elected from among the holders of Tonga's 33 noble titles, and up to four additional members appointed by the King on the advice of the Prime Minister. The King appoints the Prime Minister on the recommendation of the Legislative Assembly.

The most recent election was held in November 2021. In December, the Hon. Hu'akavameiliku became the new Prime Minister after winning a ballot with 16 of the 26 votes in the Legislative Assembly and being appointed by the King⁵.

Tonga became a United Nations Member State in 1999 and has been a Member of the Commonwealth since 1970⁶.

Population

The most recent Tongan census was conducted in 2021. At that time the population was recorded as 106,016, this was a slight decrease from the population recorded in 2016. The 2023 population estimates show a further decrease in the population to an estimate of 99,027, 49.9 percent males and 50.1 percent females. The population under the age of 30 years is estimated to be 59.85 percent of the total population, while those 65 years of age and

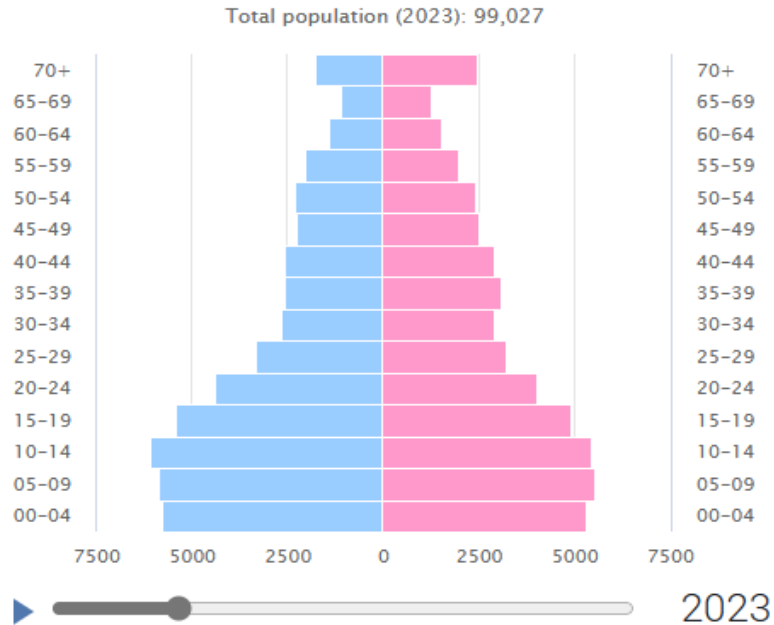
⁵ Tonga country brief | Australian Government Department of Foreign Affairs and Trade (dfat.gov.au)

⁶ Stat Data Explorer • About PICTs (pacificdata.org)

above are estimated to be only 6.67 percent of the total population.

Tonga's population pyramid has a wide base and narrows as age increases, this is characteristic of a relatively young population. In 2023 the fertility rate is estimated to be 3.395 births per woman, a 1.05 percent decline from 2022⁷. The current population growth rate is -0.25 percent which reflects the strong outward migration of the working aged population of Tonga⁸.

Tonga Age Pyramid – 2023



Source: Tonga | Statistics for Development Division (spc.int)

The population on Tongatapu accounts for 74 percent of Tonga's total population, 20 percent of the population live in the urban area on Tongatapu. The urban population includes the villages of Kolofo'ou, Ma'ufanga and Kolomotu'a, which make up the capital Nuku'alofa⁹.

The most recent workforce data is for the 2016 census, at this time 65 percent of the population over the age of 15 were reported to be economically active (employed or unemployed) and 35 percent economically inactive (studying, schooling, retirement, disability, household duties and 'not wanting to work'). Of the economically active, 54 percent were males and 46 percent females. Seventy-eight percent of the economically active are in rural areas and 22 percent in urban locations¹⁰.

The public sector was the largest employer of both men and women in Tonga in 2016, a shift from the 2011 census that showed private-sector employees and self-employed as larger categories. In 2016, 6,650 people were categorised as unemployed, equating to an unemployment rate of 11 percent. However, if

subsistence workers are included as part of the unemployed, the unemployment rate would have increased to 23 percent. Emigration remains an important pathway for Tongans seeking paid work, especially for those with internationally recognised skills.

⁷ <https://www.macrotrends.net/countries/TON/tonga/fertility-rate>

⁸ Tonga | Statistics for Development Division (spc.int)

⁹ Tonga 2021 Census of Population and Housing. Volume 2: Basic Tables. Tonga Statistics Department. Kingdom of Tonga. October 2022.

¹⁰ Tonga 2016 Census of Population and Housing, Tonga Statistics Department. Kingdom of Tonga.

Education

The Ministry of Education and Training (MET) is the largest Ministry in Tonga. Currently, it is under the leadership of the Prime Minister, who is also the Minister for Education. The Ministry provides quality education for approximately 32,000 students, from early childhood education through to higher secondary¹¹. Organisational Outcome 24 in the TSDFI relates to education and training and states:

Improved education and training which encourages life-long learning of both academic and vocational knowledge by all people, so better equipping us to make active use of the opportunities in the community, the domestic economy and overseas.

The MET is responsible for the administration and management of education and training in Tonga through a range of agencies, including the Tonga National Qualification and Accreditation Board (TNQAB). It aims to create an environment where education systems, communities, schools, teachers, students, donor and development partners and the Ministry work in partnership to achieve maximal benefit for students at all levels, and in which all students can equitably access quality education that is relevant and sustainable¹²

The MET's strategies and initiatives to strengthen education reform and maximise efficiency and effectiveness of service delivery include two key elements: strengthening technical vocational education and training to improve employment rates and conducting a comprehensive review of education and skills development to identify areas for improvement.

Post-secondary training is provided through the post-compulsory education and training system in Tonga and some additional student placements (scholarships) for training in regional and international locations. There are currently four major TVET provider groups delivering training in Tonga:

- Public TVET Providers: the Tonga Institute of Science and Technology (TIST), Tonga Institute of Higher Education (TIHE), Tonga Institute of Education (TIOE), Tonga Maritime Polytechnical Institute, Tonga Police College.
- Private TVET Providers: Churches, community-based groups, and NGOs
- Community Education and Training Organisations.
- APTC and USP.

Literacy levels are crucial for entry into TVET courses and critical for understanding, interpreting and articulating concepts taught to achieve successful completion of qualifications. The literacy data from the 2021 Census is due for release in June 2023. The latest available data is from the 2016 Census, at this time English literacy competency had increased from around 60 percent for age group six to nine years to over 97 percent for age group 10 to 14 years for both males and females. Improvements were also observed in Tongan literacy over the same age range, but from a higher base (from 90 percent for age group six to nine years to 99 percent for age group 10–14 years).

¹¹ Let's re-imagine education: Tonga boosts efforts to ensure all its children are able to access quality education (unicef.org). August 2022.

¹² <http://www.edu.gov.to/about-us/roles-responsibilities.html>

Persistent skill shortages will inevitably constrain economic growth, particularly in sectors of the economy where growth is high or potentially high. The skills required in high growth sectors will likely be in short supply as training institutions and the private sector adapt to emerging opportunities.

Economy

The Tongan economy faces constraints common to other small island states. These include small size, remoteness, and limited natural resources outside agriculture which contributes 30 percent to the Gross Domestic Product (GDP). Remittances from the large number of Tongan's that live overseas, chiefly in Australia, New Zealand, and the United States. The economy is vulnerable to natural disasters, clear examples of the type of uncontrollable risks faced by Tonga are the eruption of Hunga Tonga Hunga Ha'apai (HTHH) and COVID-19.

Growth in Tonga's economy is projected to reach 2.5 percent in 2023 and is expected to reach 3.2 percent in 2024. This growth demonstrates the recovery of the Tongan economy from GDP growth rates of -2.2 percent and -2.7 percent in 2021 and 2022 respectively¹³. These results are supported by construction, agriculture, tourism, strong remittance rates and the reconstruction and infrastructure projects in the pipeline. Inflation is estimated to accelerate to 9.4 percent in 2023 and reduced to 1.5 percent in 2024¹⁴.

The economic base in Tonga is very narrow, with a small manufacturing sector which consists of handicrafts and a few other very small-scale industries. Rural Tongans rely on subsistence agriculture. Coconuts, vanilla beans, and bananas are the main cash crops. The processing of coconuts into copra and desiccated coconut is the only significant industry. Pigs and poultry are the major types of livestock.

The Government development plans are focused on the development of the private sector, upgrading agricultural productivity, developing tourism, and improving communications and transportation to support these development activities.

The 2022-2023 budget, focused on the Government Priority Agenda (GPA) with nine GPAs grouped into three thematic areas:

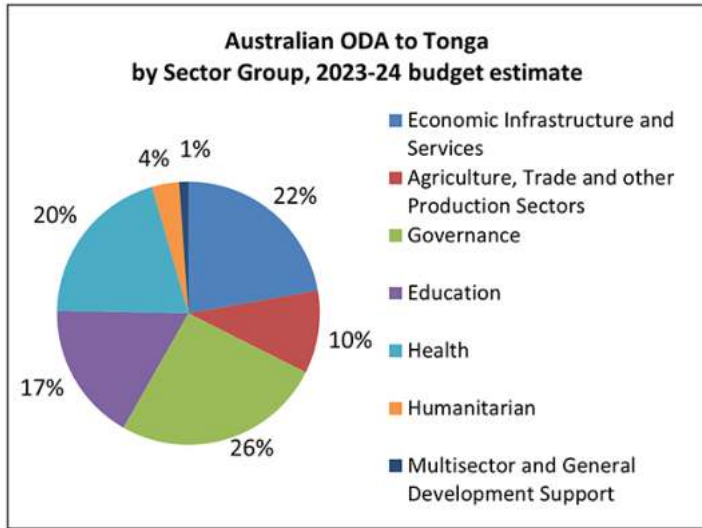
1. Building National Resilience to external threats and risks
2. Improving the quality services and affordability of government services to the community
3. Progressive Economic Growth.

Australia is working closely with Tonga to support the achievement of the outcomes of the TSDFI. In 2023-2024 Australia has committed a budget estimate of A\$66 million in Bilateral and ODA for Tonga¹⁵. The graph shows the sectors being supported by Australia assistance, the highest support is provided for governance, economic infrastructure and services, health, and education.

¹³ Tonga: Economy | Asian Development Bank (adb.org)

¹⁴ Asian Development Outlook April 2023 - Highlights (adb.org)

¹⁵ Australia's development partnership with Tonga | Australian Government Department of Foreign Affairs and Trade (dfat.gov.au)



Source: Department of Foreign Affairs and Trade, Government of Australia





Section 3

APTC Regional Training Cycle

The alignment of training with employment opportunities is critical to support improved economic recovery and development in Tonga. The APTC Training Planning Process is the tool currently used by APTC to plan training across the Pacific. The process commences with external and internal scans and analysis of relevant information and data. The development goals for each country set the priorities for the training profile. Consultations are conducted with industry, government, TVET providers, APTC management, trainers, and relevant stakeholders. Outcomes from past training are a key element considered at the commencement of the planning process.

The end-of-program outcomes (EOPO) and the activities agreed through the APTC program logic and MELF guide the APTC Training Planning Process. The success of EOPO 1 – Graduates have improved employment outcomes relies on the ability to link skill needs with training and employment for graduates. In addition, there are training activities linked to EOPO 2 – Co-investment and EOPO 3 – Selected TVET partners demonstrate quality TVET provision.

The diagram below illustrates the APTC Training Planning Process. The outcomes of the activities undertaken in Steps 1 and 2 provide the foundation for the Country Skills Strategy. The Country Skills Strategy is the evidence-base for the APTC Regional Training Profile.

Sections 3.1 to 3.5 provide more detailed information on the overarching considerations which guide the decision-making for the inputs to the APTC Training Planning Process.

APTC Training Planning Process



3.1 Supporting employment and industry capability development

Skills to support employment and capability development is a key focus for APTC. To determine what new skill training and capability development is needed APTC works with government departments, Chamber of Commerce, not-for-profit organisations, and other stakeholders to determine the need for new skills and the modification of current skill training.

The knowledge gained through these consultations determines what, how, where and to whom APTC delivers training that is linked to employment outcomes.

APTC outcomes data provides an evidence-base to determine if past training has delivered improvements in employment outcomes for graduates. For the period 2018 to 2022 at the completion of their studies students were asked: "Will you have employment after you graduate from APTC?" Seventy-nine percent of graduates answered "Yes". Of these, ten percent indicated they had found a new employer after studies, 83 percent indicated they had employment with the same employer and seven percent indicated they would be starting their own businesses. Eleven percent of those who were employed by the same employer indicated they would be employed at a higher level.



The course profile for Tonga has been impacted by the travel restrictions during the COVID19 pandemic. The smaller, more limited employment market in Tonga may also be limiting employment opportunities post studies. However, this limitation can be in part mitigated by a closer alignment of training with identified skill needs. APTC is working closely with local employers to ascertain their specific skill needs. The outcomes of these consultations are detailed in Section 5.

3.2 Supporting TVET Providers

Aligned with EOPO 3, the APTC planning process includes strategies for strengthening TVET in the Pacific. One of the two major components of the training provided for EOPO 3 is the strengthening of local TVET qualifications. The TVET sector in Tonga is small but the GoT has supported the development of the sector for several years. There are five main public providers, several private providers supported by church groups, community-based groups, and not-for-profit providers, as well as community education and training organisations. USP and Pacific TAFE are mainly offering tertiary qualifications.

Tonga has an established National Qualifications and Accreditation Board and many of the qualifications delivered in Tonga are aligned with the Tonga National Qualifications Framework. APTC is working closely with the TNQAB to bridge skills gaps and develop pathways for training and employment opportunities to accommodate labour mobility and portability of qualifications. APTC is planning to assist the TNQAB in 2023 with the development and writing of the National Certificate in Whale Watching and the National Certificate in Training and Assessment.

APTC in consultation with the Tupou Tertiary Institute (TTI) to develop the Tongan National Certificate in Aged Care Level 2 for the TNQAB. This qualification allows students to gain basic skills and knowledge to be employed or volunteer in local community service and aged care organisations and to provide home care for family members. This qualification also provides a pathway into related higher level regional qualifications. The National Certificate in Aged Care aligns with the TSDFII and the Tonga Aged Care National Strategic Plan 2020-2024¹⁶.

TTI received support from APTC to develop two provider qualifications in tourism and Montfort Technical Institute received support for the writing of the provider qualification, Certificate IV in Electrical. The Tonga Institute of Science and Technology (TIST) was assisted to map the local qualifications for the Cert IV in Electrical and Cert IV in Plumbing with the Australian qualifications.

The other major component of EOPO 3 is working with local TVET providers to support the capability development of staff. Capability development includes technical skills, training skills and leadership and management skills. APTC has provided staff capability development for Tongan TVET providers in teacher training and technical training courses.

APTC has delivered the International Skills (Trainer and Advanced) courses in Tonga. In 2023 APTC will be delivering the Australian TAE 40116 Certificate IV Training and Assessment course. These capability development programs have assisted Tongan TVET trainers to increase their teaching skills with further knowledge on competency-based training and assessment methodology.

Vocational technical skills have been gained by TVET trainers undertaking Australian qualifications in tourism, cookery, diesel fitting, vehicle mechanical and carpentry certificate qualifications. Refer to Annex I for a detailed listing of the support APTC has provided for TVET providers and other stakeholders.

¹⁶ <https://pmo.gov.to/index.php/2020/08/12/launching-of-the-aged-care-national-strategic-plan-2020-2024/>

3.3 Supporting workplace outcomes

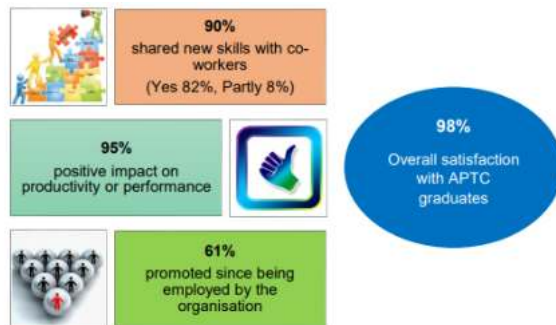
The successful completion of TVET training requires language, literacy and numeracy skills. Strong support for the development of these skills is included in the content of APTC certificate qualifications. The only available literacy data for Tonga is for the 2016 Census. This data showed there had been improvements in the literacy rate in Tonga when compared with the previous Census.

APTC conducted consultations in Tonga in 2023 and asked employers about literacy and numeracy skill needs. Sixty-four percent of respondents indicated they would need literacy training now or in the next 18 months. A further 18 percent indicated they may possibly need literacy training in the next 18 months and 18 percent indicated they did not need literacy training. When asked about numeracy skill needs 46 percent of respondents indicated they would need numeracy training now or in the next 18 months. A further 18 percent indicated they may possibly need numeracy training in the next 18 months and 36 percent indicated they did not need numeracy training.

APTC full certificate courses include training in workplace skills and this training delivers excellent student outcomes. The following outcomes from the most recent Employer Engagement Survey (EES) show these skills are recognised by employers of APTC graduates. Employers were asked to provide their assessment on the personal and professional development of their employees after completing training with APTC. Eighty-one percent of respondents to the EES were satisfied with the personal and professional development of APTC graduates. This is an increase from the 77 percent rating in the previous survey.

Employers were given a scale: Strongly Agree, Agree, Disagree, and Strongly Disagree, and asked to rate the APTC graduates employed with the organisation. The ratings across all responses received on the employers' assessment of graduates are provided in the diagram below.

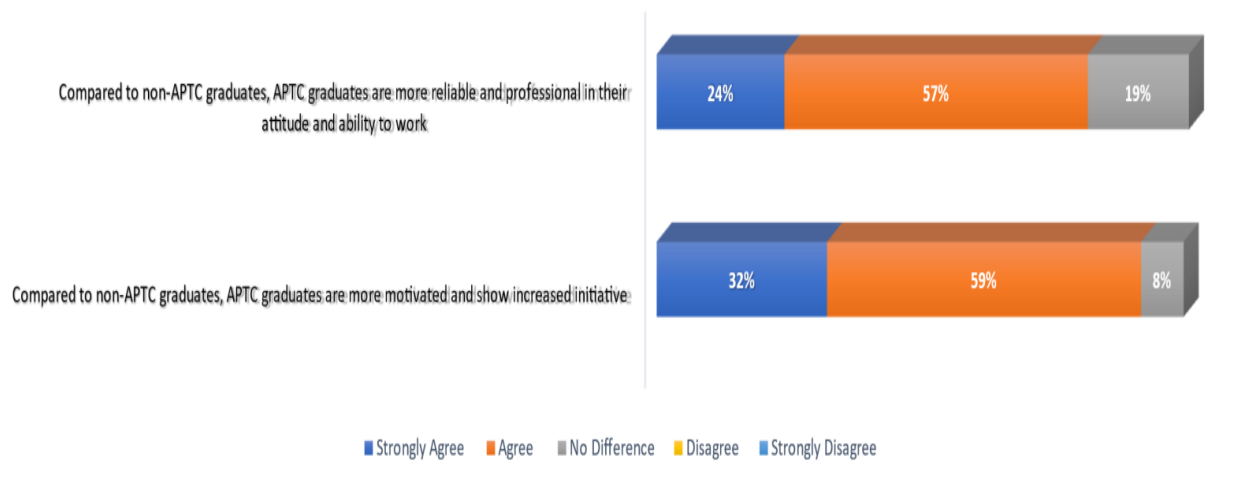
Employer assessment of graduates



Compared with non-APTC graduates, Tongan employers rated APTC graduates on personal and professional development. Eighty-one percent of Tongan employers who responded to the EES reported that APTC graduates had a reliable and professional attitude and 91 percent reported they were motivated and showed initiative¹⁷.

¹⁷ Employer Engagement Survey 2022. APTC.

APTC graduates skills compared with non-ATPC graduates



Feedback from recent industry consultations have highlighted the need for training in workplace skills. The recommendations from these consultations are detailed in Section 5.

3.4 Supporting mobility

The delivery of training to support labour mobility and qualifications that deliver skills in demand in both the Pacific and Australia will continue to be a focus for APTC. The ongoing research and implementation of pilot programs for the delivery of training in new skill shortage areas such as Aged Care will continue.

Tonga has a long history of engagement with overseas labour migration programs primarily emigrating to New Zealand, Australia, United States of America, and Canada. In more recent years Tongans have participated in temporary migration programs to New Zealand and Australia.

Migration continues to be a focus of the TSDFI and at both the village and national levels has ramifications beyond curbing the growth of population. At the national level, migration has become central to the economic and social fabric of contemporary Tongan society.

Remittances are a major source of revenue to support the national economy and at the village and household level remittances are an integral part of income and consumption¹⁸. Remittances comprise a large proportion of total household income for many families and in 2021 personal remittances were estimated to be US\$220 million or equivalent to around 44 percent of the Tongan GDP¹⁹

Accessing data on the number of APTC graduates who have mobilised is difficult because participants do not always disclose this information and APTC does not receive detailed information from the local sending unit. To overcome these difficulties APTC is collaborating closely with the Alumni network to compile data.

3.5 Balancing participation

The APTC Gender Equity, Disability and Social Inclusion (GEDSI) Framework guides outcomes for women, people with a disability, citizens from small island states and remote and maritime locations and is an important part of the decision-making in the APTC planning process.

APTC is working with a range of stakeholders in Tonga to progress GEDSI outcomes and conducted a GEDSI workshop in 2022 with APTC partners, TVET institutions and other relevant stakeholders to promote closer coordination and examine the current GEDSI landscape. This helped to sensitise stakeholders on GEDSI issues, determine the barriers and opportunities for women and people with a disability in TVET, and identify areas of possible collaboration to improve training and employment pathways for GEDSI target groups in Tonga.

During the past five years (2018 to 2022), APTC Tonga received 645 applications for training (423 women or 65 percent). Of those, 568 applications were accepted (374 women or 65.8 percent) and 388 students graduated (256 women or 66.0 percent).

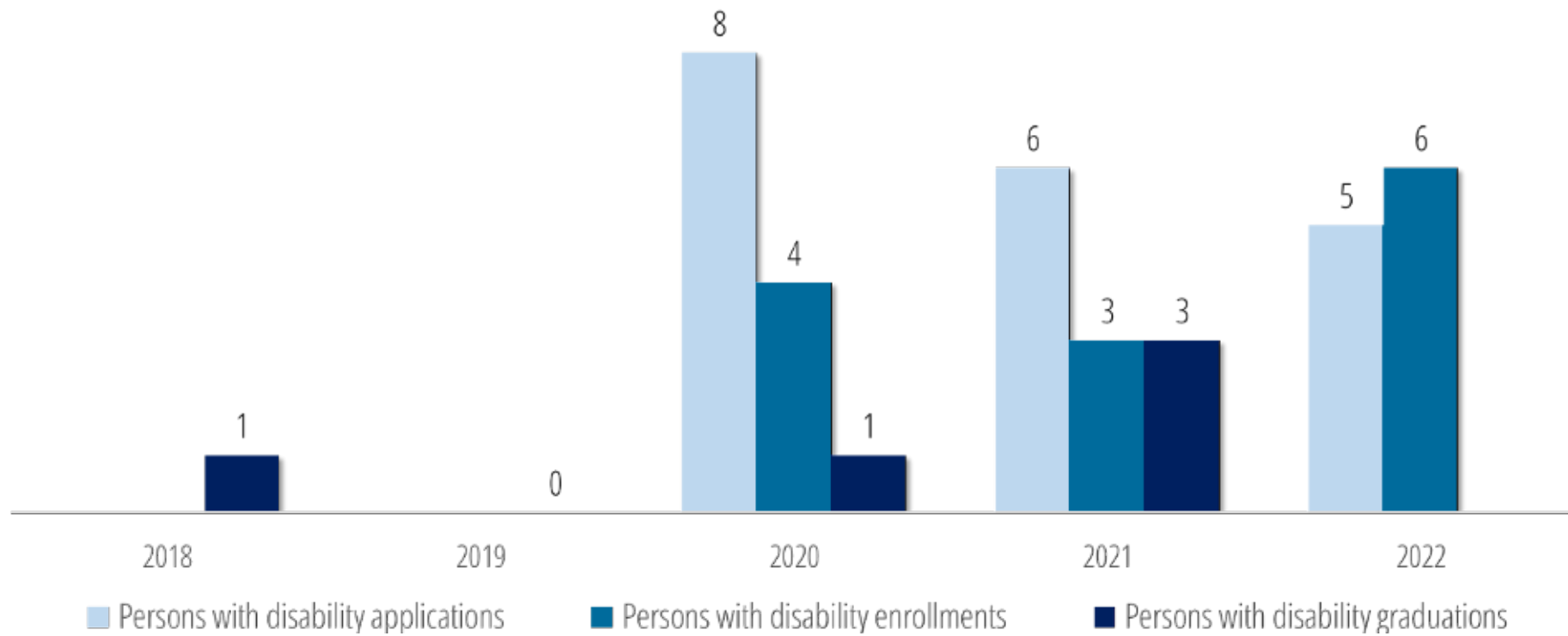
In 2022 there was an overall decline in the number of applications from Tonga and there was a corresponding decline in the number of applications from women. In 2022, the number of applications from women for APTC training in Tonga declined 57.7 percent and stood at 60 women: five people with a disability or 4.8%. In 2022 65 women or 59.1 percent and six people with a disability or 5.5 percent were enrolled.

During the past five years, APTC Tonga has received 19 applications or 2.9 percent (15 women or 78.9 percent) from people with a disability for training. Of those, 13 applications or 2.3 percent (10 women or 76.9 percent) were accepted. In the 2018–2022 period, five people (1.3 percent) with a disability graduated (four women or 80 percent).

¹⁸ <https://www.migrationpolicy.org/article/tonga-migration-and-homeland>

¹⁹ Three-questions-on-tonga-remittances-20220720.pdf (1).pdf DevpolicyBlog Australian National University.

Tongan applications, enrolments, and graduations of people with a disability





Section 4

Tonga Government Priorities

In a changing world economy, Tonga's future prosperity is tied to improving the skills and productivity of its workforce including skills for self-employment, entrepreneurship, and mobility. With the increasing skill needs and demands required in a modern economy, the opportunities for people with few skills are decreasing. Raising skill levels is therefore essential to ensure Tongans are equipped with the right knowledge and skills in readiness to take full advantage of domestic and international employment opportunities. The TSDFI acknowledges the important role TVET must play in ensuring the readiness of Tongans.

The TSDFI is the highest-level document in the integrated planning and budgeting system of the GoT²⁰. The National Impact sought within the vision of the TSDFI is:

A more progressive Tonga supporting a higher quality of life for all.

This high-level National Impact is supported by seven National Outcomes contributing to the National Impact by delivering more inclusive and sustainable growth and development, that is focused on ensuring long term progress which is broader based and fairer for all.

The seven National Outcomes are to provide a more inclusive sustainable and dynamic:

1. Knowledge-based economy,
2. Balanced urban and rural development across island,
3. Empowering human development with gender equality,
4. Responsive good governance with law and order,
5. Sustainable and successful provision and maintenance of infrastructure and technology,
6. Effective land administration, environment, and resilience to climate and risk, and
7. Consistent advancement of external interests, security, and sovereignty.

²⁰ Tonga Strategic Development Framework 2015-2025. A more progressive TONGA: Enhancing our Inheritance. Ministry of Finance and National Planning. May 2015. Government of Tonga.

Supporting the seven National Outcomes there are twenty-nine Organisational Outcomes which are grouped under the following five Pillars:

Three Institutional Pillars

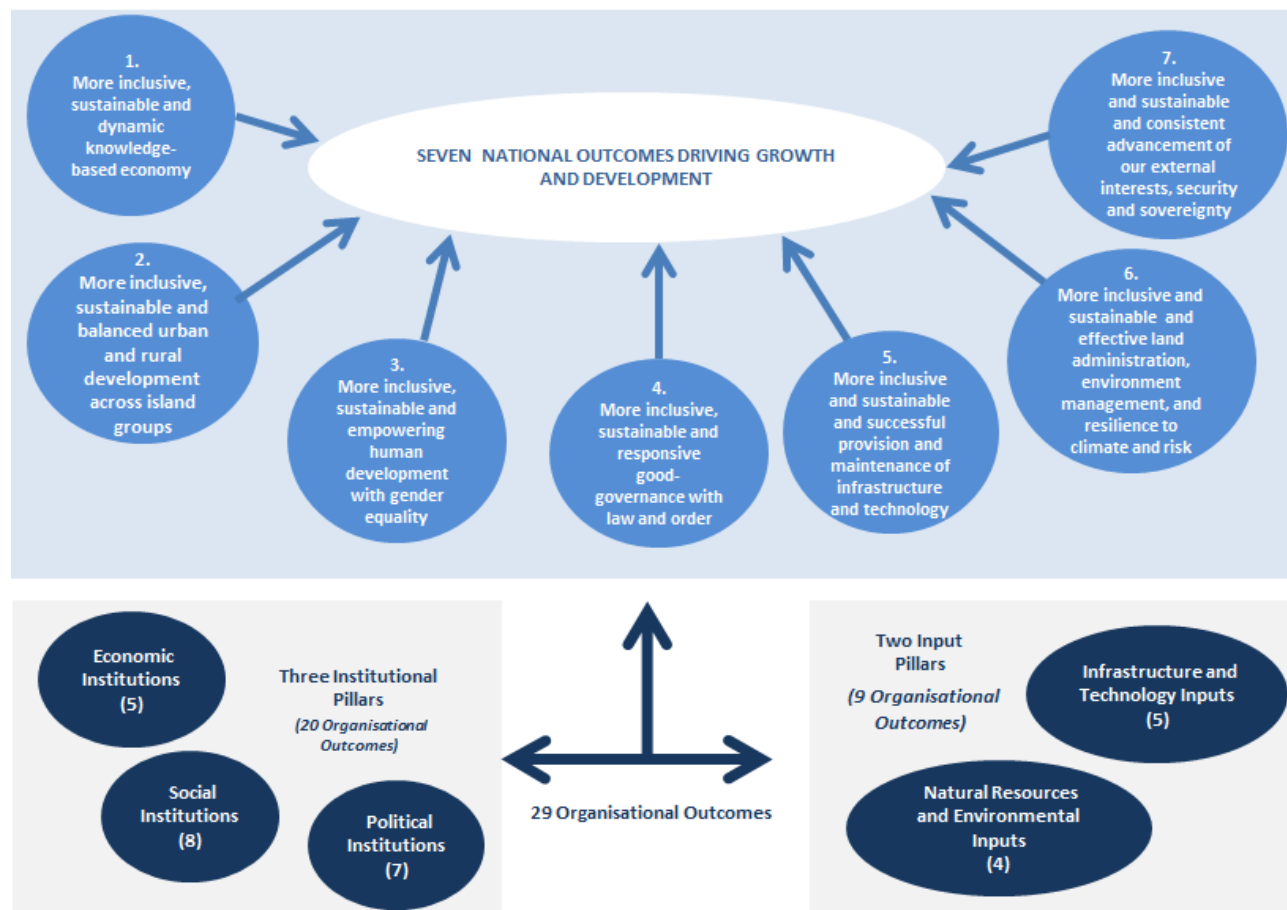
- Economic Institutions
- Social Institutions
- Political Institutions

Two Input Pillars

- Infrastructure and Technology Inputs
- Natural Resources and Environment Inputs



Seven national outcomes



Key organisational outcomes particularly relevant to skills development

- **Economic Institutions:** Organisational Outcome 1.5: Better access to economic opportunities overseas, including trade, employment (short- and long-term and in a wider range of skill areas) and foreign investment to expand the range of income-earning opportunities in Tonga and beyond.

- **Social Institutions: Organisational Outcome 2.4:** Improved educational and training that encourages life-long learning of both academic and vocational knowledge by all people, better equipping Tongans to make active use of the opportunities in the community, the domestic economy, and overseas.
- **Infrastructure and Technology Inputs:** Organisational Outcome 4.3: More reliable, safe, and affordable information and communications technology used in more innovative and inclusive ways, linking people across Tonga and with the rest of the world, delivering key services by Government and business and drawing communities more closely together.
- **Infrastructure and Technology Inputs:** Organisational Outcome 4.4: More reliable, safe, and affordable buildings and other structures, taking greater account of local conditions, helping to lower construction, maintenance, and operating costs, increase resilience to disasters, improve the quality of services provided and facilitate increased access²¹.

Refer to Appendix II for a list of all organisational outcomes.

The 2023-2024 National Budget briefing was provided for Members of Parliament on the 15 June 2023. The total budget expenditure estimate announced was \$784.2 million, \$419.5 million for recurrent (53.5 percent) and \$364.7 million for development (46.5 percent). The 2022-2023 budget expenditure was 57.2 percent for recurrent expenditure and 42.9 percent for development expenditure. The 2023-2024 budget deficit estimate is \$27.2 million²². The allocation for specific activities and organisational outcomes is not yet known.

4.1 TVET Policy Framework

The TSDFII organisational outcomes, required to meet national outcomes for growth and development, include improved education and training for all people to increase opportunities domestically and internationally.

This priority links with the MET Corporate Plan and Budget, the MET is responsible for the administration and management of education and training in Tonga through a range of agencies, including the TNQAB. It aims to create an environment where education systems, communities, schools, teachers, students, donor and development partners and the Ministry work in partnership to maximise the benefits for students at all levels, and in which all students can equitably access quality education that is relevant and sustainable²³.

²¹ Tonga Pacific Labour Market Analysis. APTC. 2020.

²² Members of Parliament received Budget Briefing from Parliament's Floating Budget Mission Team.

²³ <http://www.edu.gov.to/about-us/roles-responsibilities.html>

The Tongan TVET Policy Framework is not just about providing good training, but rather is concerned with providing good training that results in new or improved jobs and improved self-employment opportunities and productivity.

In April 2022 the MET established a TVET Coordination Unit. The resourcing of the unit is being supported by the Australian Government. The unit will support the GoT to implement Tonga's TVET Policy Framework which was approved by Cabinet in 2019 and aims to strengthen collaboration across Tongan TVET stakeholders and enhance linkages between skills and industry demand. Previous collaboration between APTC and the MET was through agreements with the TIST and TIHE to support the improvement of training and employment pathways for Tongans. These links will continue, and the coordination provided by the unit will strengthen these partnerships²⁴.

4.2 Tonga Labour Mobility Policy and Supply Management Strategy

Thousands of Tongans are employed in labour mobility schemes in New Zealand and Australia in horticulture, meat processing, construction, tourism, and hospitality. The first Labour Mobility Policy which was endorsed by cabinet in 2020, aims to maximise the development impact of circular labour mobility for Tonga.

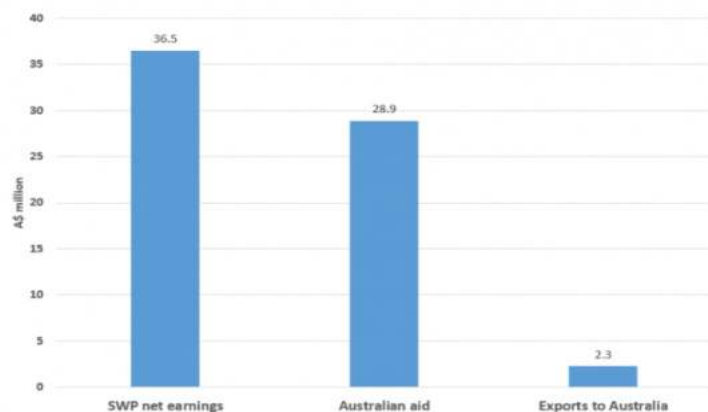
The Tonga labour mobility policy has successfully provided employment opportunities for Tongans and has contributed to socio-economic development. Despite the challenges of a heavy reliance on the demand for skilled labour in New Zealand and Australia and the potential for and economic downturn in these countries impacting the employment of Tongans; the potential for social problems related to homesickness of participants and the potential for brain drain and the associated need to address employment issues Tonga's participation in labour mobility programs has been very successful.

The Australian Seasonal Workers Program (SWP) when compared with other sources of foreign exchange has been highly successful in supporting the Tongan economy. In 2018-2019 the net earnings from the SWP exceeded those derived from Australian aid and imports from Tonga²⁵.

²⁴ Tonga's Ministry of Education and Training launches new TVET Coordination Unit (aptc.edu.au)

²⁵ For Tonga, Australian labour mobility more important than aid and trade combined - [Devpolicy Blog](#) from the Development Policy Centre

Tonga: net earnings from SWP, aid and trade in 2018-2019



Source: *Devpolicy blog*

In April 2023, the Prime Minister launched Tonga's Labour Mobility Supply Management Strategy which is one of the five pillars of the Tonga Labour Mobility Policy launched in 2020. The strategy is timely, especially when labour mobility in Tonga and the Pacific has recently raised concerns about the impact of these schemes on the local labour markets.

The Prime Minister stated labour mobility presents a viable development opportunity for Tonga and provides employment opportunities for workers, thereby reducing local unemployment and underemployment, and remittances received from workers directly contributes to poverty alleviation and improved standards of living. In addition, he acknowledged that there was evidence that a sizable volume of remittances and skills acquired from labour mobility can have macroeconomic growth impacts for Tonga.

The role of remittances in ensuring a more resilient economy was evident during the COVID19 pandemic, helping to support domestic demand and contribute to socio-economic development.

The strategy provides the GoT with a framework to develop a well-managed, coordinated labour mobility supply management program that provides low-skilled and semi-skilled workers with increased circular migration opportunities. The strategy provides a more equitable and well-coordinated labour mobility planning, marketing, and selection process and an enhanced program of training and upskilling.

The current labour mobility needs are moving from low skill to semi-skilled and this means the strategy is very timely and will guide the development of needed skills both domestically and internationally.

4.3 Tonga Climate Change Policy: A resilient Tonga by 2035

Most of the population and critical infrastructure is located on atoll islands - including the very low-lying Tongatapu atoll. Tonga is susceptible to a range of climate change challenges, such as stronger tropical cyclones, flooding, drought and heat waves, coastal erosion, increase acidity of ocean waters and sea level rise.

Most of Tonga's population relies on freshwater lenses (fresh groundwater that floats above the denser saltwater) under the Tongatapu atoll. Extreme rainfall, stronger storm surges and sea level rise all increase the likelihood of these lenses becoming polluted. Australia is helping to ensure residents of Nuku'alofa have secure access to freshwater, even in the aftermath of a disaster.

The purpose of the Tonga Climate Change Policy: A resilient Tonga by 2035²⁶ is to provide a clear vision, goal, and objectives to direct Tonga's responses to the effects of climate change and to guide disaster risk reduction. The policy provides an overarching framework and guides multi-sector co-ordination of climate change initiatives in Tonga. The policy is aligned with the regional Framework for Resilient Development in the Pacific²⁷ and the TSDFII.

The policy objectives

Objective 1: Mainstreaming for a Resilient Tonga – to fully mainstream the goal of a resilient Tonga into government legislation, policies and planning at all levels.

Objective 2: Research, monitoring and management of data and information – To implement a coordinated approach to the collection, monitoring, management, analysis and use of all relevant data and information; and to develop a coordinated, multi-sectorial approach to research for building a resilient Tonga.

Objective 3: Resilience-building response capability – To develop the capability for resilience-building responses throughout government, the private sector, and civil society.

Objective 4: Resilience-building actions – To implement actions that are designed to build a Resilient Tonga by 2035 at national, island, and community level.

Objective 5: Finance – To secure and mobilise the required finances and resources to build a Resilient Tonga by 2035.

Objective 6: Regional and international cooperation – To develop and maintain strong regional and international partnerships and to contribute fully to all relevant negotiations aimed at the required transformation to a resilient and sustainable future.

²⁶ Tonga climate change Policy - A Resilient Tonga by 2035

²⁷ The Framework for Resilient Development in the Pacific – Forum Sec

The successful implementation of these objectives is critical to reduce the impacts of climate change in Tonga. In 2022 Australia provided A\$3.5 million for the Tonga Renewable Energy Project and A\$9.6 million for the Outer Islands Renewable Energy Project. These projects support Tonga to achieve its renewable energy targets and reduce dependence on imported fossil fuels. These projects are being delivered in partnership with the Asian Development Bank and are increasing access to affordable, renewable energy throughout Tonga²⁸.

4.4 Tonga National Infrastructure Investment Plan 2021-2030 (NIIP3)

The Tonga National Infrastructure Investment Plan, 2021–2030 (NIIP3) was approved by the Cabinet in August 2021. The NIIP3 included government priorities covering all infrastructure areas. The plan mainstreamed international infrastructure investment best practices into the GoT's integrated planning and project cycles, which include regular updates to ensure alignment with the TSDFI. The NIIP3 was revised to integrate the infrastructure needs identified in the Hunga-Tonga–Hunga-Ha'apai Recovery and Resilience Building Plan, 2022–2025 (HTHH) into the NIIP3 project planning.

This revision of the government's NIIP3 to include the government's response to the HTHH event (NIIP3-HTHH) is part of the longer-term mobilisation of resources to repair the resulting infrastructure damage within the context of the wider infrastructure needs. As a result, there are 47 new projects identified for the NIIP3-HTHH, 21 of which are fully attributable to the HTHH event (including the eruption, tsunami, and ashfall), and seven partly attributable.

In addition to the \$3 million for relief efforts, a \$16 million package to support Tonga's long-term reconstruction and recovery from the Hunga Tonga – Hunga Ha'apai volcanic eruption and tsunami. This support is aligned to the HTHH. The package will support sustainable economic recovery by supporting the rebuilding of critical infrastructure including telecommunications, livelihoods, and key government services. The package also supports Tonga's health system to respond to the challenges of COVID-19²⁹.

Australia Infrastructure Financing Facility for the Pacific (AIFFP)

The AIFFP is working with Pacific countries to support the development of critical infrastructure to sustain economic development and growth. In June 2023 an AIFFP delegation visited Tonga and met with the Prime Minister to discuss Australian Government infrastructure financing for Tonga through AIFFP and the broader state of the Tongan economy. Australia's ongoing budget support and the progress on projects including the new Parliament House reconstruction, the Queen Salote Wharf and ICT cable redundancy³⁰.

²⁸ Pillar 3 – Economic Recovery in Tonga | Australian Government Department of Foreign Affairs and Trade (dfat.gov.au)

²⁹ Pillar 2 – Stability in Tonga | Australian Government Department of Foreign Affairs and Trade (dfat.gov.au)

³⁰ Australia Infrastructure Financing Facility for the Pacific (AIFFP) delegation visits Hon Prime Minister – Ko e 'Ofisi 'o e 'Eiki Palemia 'o Tonga (pmo.gov.to)

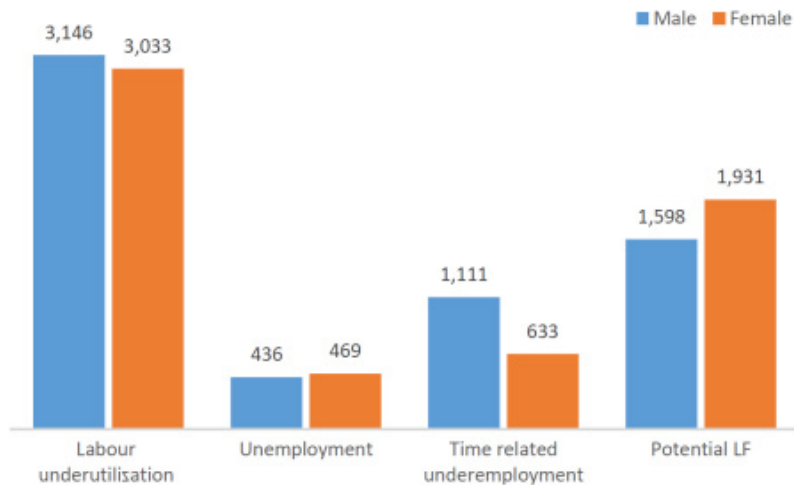


Section 5

Labour Trends

In 2018, the GoT conducted the Tonga Labour Force Survey (TLFS 2018)³¹ this is the most recent available labour force data. About 6,180 persons experienced labour underutilisation, which affected men (50.9 percent) and women (49.1 percent). Females are more likely to be in the potential labour force and males are more likely to be in employment but wanting to work more hours. Sixty-one percent of those experiencing labour underutilisation are living in the Tongatapu rural area.

Labour underutilisation by gender



Source: Department of Statistics, Government of Tonga

In 2018, 906 persons were unemployed³² (51.8 percent women, 48.1 percent males). Fifty-eight percent of all those unemployed lived in the Tongatapu rural area. This equated to an unemployment rate of 3.1 percent. By island division and age there are significant differences in the unemployment rate, from 3.7 percent in Tongatapu rural to 0.4 percent in Ha'apai.

³¹ Tonga Labour Force Survey (TLFS 2018). Analytical Report. Tonga Statistics Department. Government of Tonga.

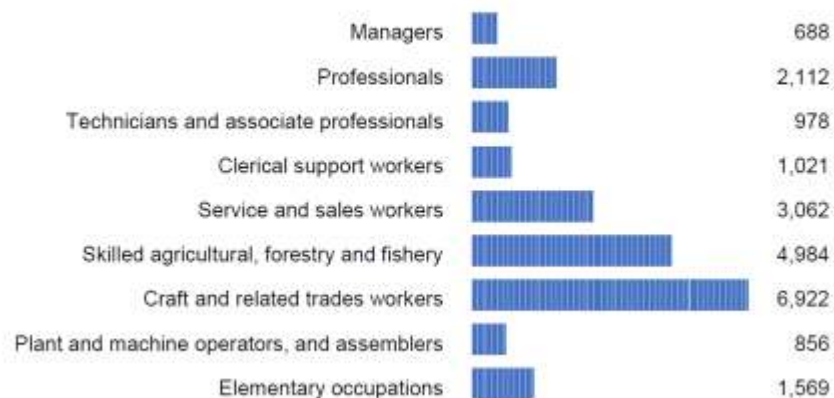
³² Tonga follows the International Labour Organisation definition for unemployment.

There were 405 young unemployed aged 15–24 years (5.7 percent males and 13 percent females). The youth unemployment rate was 8.9 percent of the labour force compared with 2.1 percent for those aged 25 years and over. This equates to a youth unemployment rate four times higher than the adult population, with a particular stress on young women.

Of a total of 28,598 employed persons, 22,276 or 77.9 percent were informally employed. The informal employment rate is slightly higher for men (79.7 percent) than women (75.6 percent) and tends to be higher for people aged 65 and over (85.5 percent) and youth aged 15-25 years (80.8 percent) and slightly lower for those aged 25-64 years (76.9 percent).

Informal employment in the services sector is not as significant. The graph shows the number of people employed by occupation in the informal sector.

Occupations of those in informal employment



Source: Department of Statistics, Government of Tonga

By educational attainment the informal employment rate is highest among those whose educational level is the completion of primary school. Workers in the agriculture, forestry and fishing sectors have the highest level of informal employment at 95.7 percent.

The highest occupation group in the employed population are craft and related trades workers (27.2 percent), followed by skilled agriculture, forestry, and fishery workers (17.8 percent). Other occupations are professionals (14.2 percent) and services and sales workers (13.3 percent). The most common occupation for women is craft and related trades workers and for men is skilled agricultural, forestry and fishery workers.

The distribution of the population in employment by industry and gender, shows the largest industry in terms of employment was the manufacturing sector (20.4 percent), followed by agriculture, forestry, and fishing (19.8 percent), administrative and support services (9 percent) and construction (8.6 percent).

The GoT recognises the significance of labour underutilisation and unemployment and the importance finding a solution to reduce these has in the formulation of better employment policies. Alongside this is a recognition that education and training is an important component of ensuring that the available labour force is work ready and has the skills needed by industry both domestically and internationally to take up employment opportunities.

In May 2023 APTC conducted consultations with Tongan employers. The methodology for the consultations included a set of standard questions about their labour market needs. Seventy-three percent of respondents indicated they had job vacancies in the last 3 months, 36 percent of these vacancies resulted from additional staff requirements to meet business growth and 27.3 percent were created by staff leaving.

When asked to consider potential vacancies over the next 12 months, 36.4 percent of respondents indicated they expected to have job vacancies over this longer time. When asked with they had plans to employ foreign workers in the next 12 months 81.8 percent of respondents indicated they would not expect to need to employ foreign workers to fill vacancies.



Section 6

Tonga Skill Needs

In May 2023 APTC conducted consultations with Tongan employers. The methodology used was to undertake consultations with private and public sector organisations and ask a set of standard questions about their skill needs.

Respondents were asked about the skill needs of their organisation now and in the next eighteen months, in answering these questions they were required to drill down to the specific skills needed by their organisation for each training area. This level of detail was needed to ensure strong alignment between planned training and the skills needed to enhance graduate employment opportunities, provide capability development for existing workers, and enhance mobility opportunities. This more granular analysis of skills supports the planning of training to meet the revised APTC graduate targets in shorter accredited and non-accredited courses and micro-credentials.

A total of eleven organisations participated in the consultations. Fifty-five percent of organisations consulted operated in the public sector and 45 percent were from the private sector (Annex III shows the list of participants, the size of the organisations and their industry sectors). Participants were asked to assess both the workplace and technical skill needs of their organisation.

Workplace skills are the skills that support the daily activities of employees and ensure productivity in the workplace. Participants were asked to assess their workplace skill needs across three levels. Basic or entry-level skills, this is the skill level where junior or less experienced staff would be expected to operate. Intermediate skills, this is the skill level where more experienced staff would operate. Advanced skills, this is the skill level where supervisors, managers, and more senior experienced staff would be expected to operate. Similar skills may be needed across all three levels but the complexity of tasks and the ability of staff to work independently would vary as staff move through each of these levels.

At the basic workplace skill level respondents rated attitude to work, digital literacy, and written communication as the highest skill needs, now or over the next 18 months.

At the intermediate workplace skill level attitude to work, client and customer service, digital literacy and written communication were the most highly rated skills needed now or over the next 18 months.

At the advanced workplace skill level, all skills were highly rated as needed now or over the next 18 months with multitasking and prioritising, customer relations and prepare and deliver presentations all scored by 100 percent of respondents as being needed.

Technical skill needs are the skills related to a profession or trade and reflect the specialised knowledge and expertise required to perform specific tasks and use specific tools and programs in real workplace situations. Diverse technical skills are required in every industry and without these skills, organisations lose their competitive advantage and productivity is impacted.

The technical skill needs of respondents were focused on the specific skills of their industry. For this reason, the top technical skill needs have been disaggregated by industry. As shown in the table, across all the trades industry the need for training in workplace health and safety procedures was identified.

Top technical skills needed by industry

Industry	Top identified skills
Automotive (General)	<ul style="list-style-type: none"> ■ Work health and safety regulations, codes, and practices in the workplace ■ Use and maintain electrical test equipment ■ Diagnosing faults and providing solutions for spark ignition engines, engine management systems, charging, instrument and warning systems and automotive electrical systems ■ Determine the cause of technical problems and find solutions ■ Inspect and service engines ■ Inspect, test and service batteries
Business	<ul style="list-style-type: none"> ■ Human resource skills ■ Coaching others in job skills ■ Organising and maintaining records, files and databases.
Construction	<ul style="list-style-type: none"> ■ 100 percent of respondents listed all technical skills as needed. ■ Also identified were coaching and supervisory skills
Cookery	<ul style="list-style-type: none"> ■ Use basic hygienic practices ■ Identify hazards, assess, and control safety risks ■ Safe food preparation and storage ■ Basic cookery skills ■ Plan and manage stock and supplies ■ Customer service ■ Plan and cost recipes ■ Show social and cultural awareness and sensitivity
Electrical (including solar energy)	<ul style="list-style-type: none"> ■ Work health and safety regulations, codes, and practices in the workplace ■ Carry out routine work activities in an energy sector workshop ■ Verify compliance and functionality of general electrical installations
Hospitality	<ul style="list-style-type: none"> ■ Use hygienic practices ■ Identify hazards, assess, and control safety risks
Plumbing	<ul style="list-style-type: none"> ■ 100 percent of respondents listed all technical skills as needed. ■ Also identified were coaching and supervisory skills
Refrigeration and Air Conditioning	<ul style="list-style-type: none"> ■ Work health and safety regulations, codes, and practices in the workplace ■ Use drawings, diagrams, schedules, codes and specifications ■ Maintain documentation

Welding and Fabrication	<ul style="list-style-type: none"> ■ 100 percent of respondents listed all technical skills as needed. ■ Also identified were coaching and supervisory skills
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The construction and plumbing industries identified a high need for technical skills across all skill areas. Currently APTC regional programs are available in both construction and plumbing. Priority access for Tongan applicants should be considered.

A range of welding and fabrication skills were rated as highly needed by all respondents from this industry sector. For these skills APTC is no longer able to meet the requirements of the Australian training package in the Pacific. The identified industry needs would best be achieved by the delivery of training at certificate level three, the current APTC training may not meet all the industry requirements. Research should be undertaken to assess the viability of introducing alternative qualifications to meet these industry needs. In the short-term training in the underpinning knowledge and skills can be obtained by accessing APTC regional programs.

Some aspects of electrical skills were also rated as highly needed by respondents from this industry sector. As a result of changes to the Australian training package requirements APTC is no longer able to deliver electrical training at certificate three level, many of the competencies identified as needed are at certificate three level, the current APTC training may not meet all the industry requirements. Research should be undertaken to assess the viability of the delivery of alternative qualifications to meet these industry needs.

In addition, respondents from several trade industries indicated there was a need for supervisory and management skills development in their organisation.

Over the longer-term APTC will work with local TVET providers to support delivery of higher-level TNQ qualifications. The following table lists the planned training activities for 2023 and 2024.

Workplace Skills – All Industries		
Identified priorities and skills	2023	2024
Language, Literacy and Numeracy (LLN). Identified skill needs: <ul style="list-style-type: none"> ■ Literacy and language ■ Written Communication 	Training – continue with current LLN support program across all APTC courses delivered. Training – deliver LLN Bridging Course to selected applicants.	Training – Deliver Certificate II in Skills for Work and Vocational Pathways. (Trades)

Digital Literacy	<p>Training – deliver introductory digital literacy micro-credentials.</p> <ul style="list-style-type: none"> ■ Digital Literacy Essentials ■ Cyber Security Essentials ■ Communication Technologies for Business Success 	Training – if outcomes validate ongoing demand continue training.
Other Identified workplace skill needs: <ul style="list-style-type: none"> ■ Attitude to work ■ Multi-tasking ■ Prioritising 	<p>Training – deliver micro-credentials:</p> <ul style="list-style-type: none"> ■ Workplace resilience and wellbeing ■ Effective Workplace Leadership 	Training – Customise and deliver a short course responding to industry needs.
Client and customer services	Research – the viability of delivering accredited short course in country.	Training – if validated by research and training venue available commence training.
Conduct Presentations	Research – the viability delivering accredited short course in country.	Training – if validated by research and training venue available commence training.
Coaching others in job skills	Training – deliver an accredited short course in Coaching other in job skills.	Training – if outcomes validate ongoing demand continue training.
Business		
Identified priorities and skills	2023	2024
<p>Business skill needs identified by respondents were:</p> <ul style="list-style-type: none"> ■ Human resource skills ■ Organising and maintaining records, files, and databases 	<p>Training – deliver the micro-credentials:</p> <ul style="list-style-type: none"> ■ Financial literacy ■ Effective Workplace Leadership ■ Communication Technologies for Business Success <p>Research – regional demand to deliver short course on coordinate human resource functions and processes.</p> <p>Research – regional demand for Certificate II in Workplace Skills.</p>	<p>Training – if outcomes validate ongoing demand continue training.</p> <p>Training – if validated by research, determine training location, and make available to Tongan applicants.</p> <p>Training – if validated by research, determine training location, and make available to Tongan applicants.</p>

Hospitality		
Identified priorities and skills	2023	2024
Cookery - The range of skill needs was broad and will be met by the APTC Certificate III in Commercial Cookery	Training - Certificate III in Commercial Cookery will be offered in Samoa and PNG and is available to applicants from other countries.	Training - Certificate III in Commercial Cookery will be offered in Samoa and PNG and is available to applicants from other countries.
Hospitality skills identified: <ul style="list-style-type: none"> ■ Use hygienic practices ■ Identify hazards, assess, and control safety risks 	Research - the demand and viability to deliver Food Safety Supervision/Work Health and Safety in Tonga.	Training – if validated by research and training venue available commence training.
Trades		
Identified priorities and skills	2023	2024
Construction and Carpentry The range of skill needs will be met by the APTC Certificate III in Carpentry.	Training – deliver Prepare to work safely in the construction industry. Training - Certificate III in Carpentry will be offered in Fiji and PNG and is available to applicants from other countries.	Training – if outcomes validate ongoing demand continue training. Training - Certificate III in Carpentry will be offered in Fiji and PNG and is available to applicants from other countries.
Automotive (General) - The range of skill needs will be met by the APTC Certificate III in Light Vehicle Mechanical Technology.	Training - Certificate III in Light Vehicle Mechanical Technology will be offered in Fiji and PNG and is available to applicants from other countries.	Training - Certificate III in Light Vehicle Mechanical Technology will be offered in Fiji and PNG and is available to applicants from other countries.
Electrical skills identified: <ul style="list-style-type: none"> ■ Work health and safety regulations, codes, and practices in the workplace. ■ Carry out routine work activities in an energy sector workshop. ■ Verify compliance and functionality of general electrical installations. 	Training – commence delivering Certificate II in Electrotechnology (Career Start) in PNG and make available to applicants from other countries.	Training -- if outcomes validate ongoing demand continue training.

Plumbing - The range of skill needs was broad and will be met by the APTC Certificate II in Plumbing.	Training - Certificate II in Plumbing will be offered in Samoa and is available to applicants from other countries.	Training - if outcomes validate ongoing demand continue training.
Refrigeration and Air Conditioning skills identified: <ul style="list-style-type: none"> ■ Work health and safety regulations, codes, and practices in the workplace. ■ Use drawings, diagrams, schedules, codes and specifications. ■ Maintain documentation. 	Research - the demand and viability to deliver in Tonga a short accredited course comprising of identified skill needs.	Training – if outcomes validate ongoing demand continue training.
Welding and Fabrication <ul style="list-style-type: none"> ■ 100 percent of respondents listed all technical skills as needed. 	Recruit - Tongan applicants for the following courses delivered in Fiji: <ul style="list-style-type: none"> ■ Certificate II in Engineering Pathways. ■ Introduction to engineering and basic welding. 	Training – if outcomes validate ongoing demand continue recruiting applicants for courses.
Mobility		
Identified priorities and skills	2023	2024
Aged Care	Training – Deliver SCHC0006 Working in Aged Care Preparation Skill Set.	Training – if outcomes validate ongoing demand continue training.

Annex I: APTC Partnerships and Support for Strengthening the Tonga TVET Sector

Support for TVET Initiatives and Policy Development		
	Initiatives and Capability Development Activities	National Courses Delivered.
Ministry of Education and Training Tonga Partnership Agreement signed.	<p>Capacity development for staff:</p> <ul style="list-style-type: none"> ■ Implementation of GEDSI workshop. 	
Tonga National Qualifications and Accreditation Board(TNQAB)	<ul style="list-style-type: none"> ■ Developed National Certificate in Aged Care Level II. ■ Assisting with development of National Certificate IV in Whale Watching. ■ Provide support for proposed development of National Certificate IV in Training and Assessment. ■ Implementation of GEDSI workshop. 	<p>National TNQAB Qualifications</p> <p>Level 1 National Certificate in Sustainable Energy Level 1</p> <p>Level 2 National Certificate in Sustainable Energy Level 2</p> <p>Level 3 National Certificate in Tour Guide Level 3 National Certificate in Customer Service Level 3 National Certificate in Sustainable Energy (biomass) Level 3 National Certificate in Sustainable Energy (Hybrid-wind) Level 3</p> <p>Level 4 National Certificate in Front Office Management Level 4</p>

<p>Tongan Catholic Chaplaincy of Australia (Education Office)</p> <p>MOU signed.</p>	<p>Capacity development for staff:</p> <ul style="list-style-type: none"> ■ International Skills Training (IST – Trainer and Advance). 	
<p>Support for TVET Partner Providers</p>		
	<p>Initiatives and Capability Development Activities</p>	<p>National Courses Delivered.</p>
<p>Tupou Tertiary Institute (TTI)</p> <p>MOU signed via Ministry of Education and Training Tonga.</p>	<p>Capacity Development for staff:</p> <ul style="list-style-type: none"> ■ Mentorship of the two Aged Care Trainers delivering the National Certificate in Aged Care. ■ Planned - TAE 40116 Certificate IV in Training and Assessment. 	<p>National TNQAB Qualifications</p> <p>National Certificate in Aged Care Level II</p> <p>National Certificate in Aged Care Level III</p>
<p>Tonga Institute of Higher Education (TIHE)</p> <p>MOU signed via Ministry of Education and Training Tonga</p> <p>(Institute recently merge with Tonga National University)</p>	<p>Capacity Development for staff:</p> <ul style="list-style-type: none"> ■ Tourism Trainer – mentorship at the APTC Vanuatu campus ■ Planned - TAE 40116 Certificate IV in Training and Assessment. ■ Supported development of Provider qualification: <ul style="list-style-type: none"> • Certificate I in Tourism (Customer Service). • Certificate II in Tourism (Customer Service). 	

<p>'Ahopanilolo' Technical Institute (ATI)</p> <p>MOU signed via Tongan Catholic Chaplaincy of Australia (Education Office).</p>	<p>Capacity Development for Staff:</p> <ul style="list-style-type: none"> ■ International Skills Training (IST – Trainer & Assessor). ■ Cert IV in Hospitality (Commercial Cookery mentorship at the APTC Samoa campus. ■ Accredited short course Women in Construction (3 units). ■ Planned - TAE 40116 Certificate IV in Training and Assessment. 	<p>National TNQAB qualifications</p> <p>National Certificate in Work-Readiness and Employability Skills Level 2</p> <p>National Certificate in Work-Readiness and Employability Skills Level 3</p> <p>Provider Qualifications</p> <p>Certificate in Hospitality (Commercial Cookery and Catering) Level II</p> <p>Certificate in Hospitality (Commercial Cookery and Catering) Level IV</p> <p>Certificate in Tourism (Introduction to Hairdressing) Level II</p> <p>Certificate in Hairdressing Level IV</p> <p>Certificate in Hospitality (Accommodation Services) Level IV</p> <p>Hala Ki 'Emeasi Counselling Certificate Level 4</p> <p>Hala Ki 'Emeasi Counselling Diploma Level 5</p>
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<p>Montfort Technical Institute (MTI)</p> <p>MOU signed via Tongan Catholic Chaplaincy of Australia (Education Office).</p>	<p>Capacity Development for staff:</p> <ul style="list-style-type: none"> ■ Trainer completing APTC FSK20119 – Certificate II in Skills for Work and Vocational Pathways. ■ Vocational qualifications completed by staff: <ul style="list-style-type: none"> • CPC 30220 Certificate III Carpentry. • AUR30620 Certificate III in Light Vehicle Mechanical Technology. • Accredited short course Women in construction (3 units). ■ Planned - TAE 40116 Certificate IV in Training and Assessment. ■ Supported development of Provider qualification: <ul style="list-style-type: none"> • Certificate IV in Electrical 	<p>Provider Qualifications</p> <p>Cert IV in Electrical Cert III in Electrical Cert IV in Automotive Cert III in Automotive Cert IV in Building Cert III in Building</p> <p>MTI also deliver the above course to the prisoners at Hu'atolitoli prison (free of charge).</p>
<p>Tonga Institute of Science & Technology (TIST)</p> <p>(Institute recently merge with Tonga National University)</p>	<p>Capacity development for Staff:</p> <ul style="list-style-type: none"> ■ Planned - TAE 40116 Certificate IV in Training and Assessment. ■ International Skills Training (IST – Trainer & Assessor). ■ Vocational qualifications completed by staff: <ul style="list-style-type: none"> • MEM30205 Certificate III in Engineering – Mechanical Trade (Diesel Fitting). • AUR30620 Certificate III in Light Vehicle Mechanical Technology. • FSK20119 Certificate II in Skills for Work and Vocational Pathways. • Accredited short course Women in Construction (3 units). ■ Supported development of Provider qualification: <ul style="list-style-type: none"> • Mapping of the Cert IV in Electrical and Cert IV in Plumbing against the Australian qualifications. ■ Implementation of GEDSI workshop. 	<p>Provider Qualifications</p> <p>Certificate in Automotive Light Vehicle (Trade) Certificate in Construction</p> <p>Cert IV in Electrical Engineering Cert IV in Fitting and Machining Cert IV in Panel Beating and Spray Painting Cert IV in Plumbing Cert IV in Building Construction Cert IV in Welding Cert IV in Automotive Light Vehicle Certificate in Technical Vocational Studies (CTIVIS)</p>

<p>Tonga National University (TNU)</p> <p>New partnership agreement since TIST and TIHE merged with TNU.</p>		<p>School of Information and Communication Technology - Provider Qualifications: Certificate in Information Systems, Diploma in Information Systems , Certificate in Computer Studies, Diploma in Computer Science</p> <p>School of Agriculture - Provider Qualifications: Horticulture – Certificate Level 2, Horticulture – Certificate Level 3, Horticulture –Certificate Level 4, Agricultural Science – Diploma Level 5, Agricultural Science – Diploma Level 6</p> <p>School of Science and Technology A school having the same name as the faculty it belongs to, Fokololo e Hau Technical and Vocational School and offers eight programs. (Fokololo e Hau Technical and Vocational School) delivers:</p> <p>Provider Qualifications Automotive Light Vehicle, Panel Beating and Spray Painting, Plumbing, Building and Construction, Electrical Engineering, Fitting & Machining , Welding, Sustainable Energy</p> <p>School of Accounting Provider Qualifications Certificate in Accounting Level 4, Diploma in Accounting Level 5</p> <p>School of Tourism and Hospitality National TNQAB Qualifications National Certificate in Front Office Level 4, National Certificate in Customer Service Level 3, National Certificate (Tour Guiding) Level 3</p> <p>Provider Qualifications Diploma in Tourism and Hospitality Level 5, Diploma in Business Level 5, Diploma in Hospitality Operations Level 5, Diploma in Information Technology Level 5, Certificate in Tourism (Tour Guiding) Level 2, Certificate in Tourism Level 1 , Certificate in Media and Journalism Level 4, Diploma in Media and Journalism Level 5</p> <p>School of Education Teacher Training from Certificate Level 4 - Bachelor of Education</p>
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Support for Non-Partner TVET Providers		
	Initiatives and Capability Development Activities	National Courses Delivered.
St Joseph Business College	Capacity development for staff: <ul style="list-style-type: none"> International Skills Training (IST – Trainer & Assessor). Planned - TAE 40116 Certificate IV in Training and Assessment. 	Provider Qualifications Formal Certificate in Secretarial Studies Level 3
Tupou College TVET	Capacity development for staff: <ul style="list-style-type: none"> Planned - TAE 40116 Certificate IV in Training and Assessment. 	Provider Qualifications Delivering TIST's Trades certificates in: Cert II in Electrical and Engineering Cert II in Automotive Light Vehicle Cert II in Horticulture Cert II in Carpentry Cert II in Plumbing Cert II in Carpentry
St Andrew's High School	Capacity development for staff: <ul style="list-style-type: none"> International Skills Training (IST – Trainer and Assessor). 	
Tonga Maritime – Polytechnic Institute	Capacity development for staff: <ul style="list-style-type: none"> International Skills Training (IST – Trainer & Assessor). Planned - TAE 40116 Certificate IV in Training and Assessment. 	Provider qualifications Basic Programmes Leading to Deck Officer Watch keeping Certificate Basic Programmes Leading to Engineering Officer Watch keeping Certificate Upgrading Courses Leading to Deck Officer Certificate Upgrading Courses Leading to Engineering Officer Certificate

Tailulu College	Capacity development for staff: <ul style="list-style-type: none"> International Skills Training (IST – Trainer and Assessor). 	Deliver franchised from TIST
Key Stakeholders		
	Initiatives and Capability Development Activities	National Courses Delivered.
Tonga Police Force	Capacity development for staff: <ul style="list-style-type: none"> Leadership & Management International Skills Training (IST – Trainer and Assessor). 	
Tonga Ministry of Health	Capacity development for staff: <ul style="list-style-type: none"> International Skills Training (IST – Trainer and Assessor). 	
Pacific Labour Facility	Supporting co-ordination and delivery of the SCHC0006 Working in Aged Care Preparation Skill Set	
Civil Society Forum of Tonga	Capacity development for staff: <ul style="list-style-type: none"> Accredited short course Women in Construction (3 units) Accredited short course in Domestic Family Violence (3 units) 	
Women and Children Crisis Centre	Capacity development for staff: <ul style="list-style-type: none"> Tongan Legislation on domestic family violence. 	

Annex II: TSDFII Organisational Outcomes

The following is a list of the organisational outcomes for Economic Institutions, Social Institutions, and Political Institutions, and two input pillars (Infrastructure and Technology Inputs and Natural Resource and Environment Inputs), linked to the Tonga Strategic Development Framework (TSDFII) 2015-2025.

Pillar 1: Economic Institutions

Outcome 1.1: Improved macroeconomic management and stability with the development of a stronger, deeper, more inclusive financial system to ensure a sound macroeconomic environment within which inclusive and sustainable business and social opportunities can be developed and pursued.

Outcome 1.2: Closer, more effective public/private partnerships with business, consumers, and other community groups across the Kingdom to help better identify and address constraints to more inclusive, sustainable and resilient economic growth.

Outcome 1.3: Strengthened enabling environment for business, encouraging broad-based investment and more sustainable and inclusive employment and profits while protecting the rights of the consumer and being sensitive to the environment.

Outcome 1.4: Improved public enterprise performance to generate appropriate returns on government investment while supporting inclusive, sustainable development and the growth of businesses and communities.

Outcome 1.5: Better access to economic opportunities overseas, including trade, employment (short- and long-term and in a wider range of skill areas), and foreign investment, to expand the range of income-earning opportunities across the Kingdom and beyond.

Pillar 2: Social Institutions

Outcome 2.1: Improved collaboration with, and support to, social and civil society organisations promoting the development of groups which encourage greater involvement by all members of the society, a wider range of community activities, social and sporting events, healthy lifestyles, and viable livelihoods, in more inclusive and effective ways.

Outcome 2.2: Closer partnership between government, churches and other stakeholders providing services to communities and support to community development to help promote stronger communities, better inclusion of all groups and human development.

Outcome 2.3: More appropriate social and cultural practices which help maintain the positive aspects of our Tongan identity while also helping to promote those changes needed for further development of our democracy and for more sustainable and inclusive institutions better able to interact with the

opportunities and threats presented by the wider world.

Outcome 2.4: Improved educational and training which encourages life-long learning of both academic and vocational knowledge by all people, so better equipping us to make active use of the opportunities in the community, the domestic economy, and overseas.

Outcome 2.5: Improved, country-wide, health care systems, which better address the medical conditions becoming more prevalent in Tonga so hastening recovery and limiting pain and suffering.

Outcome 2.6: A stronger and more integrated approach by all parts of society to address communicable and non-communicable disease, significantly cutting the rate of these diseases and the burden they place upon communities and the economy. Outcome 2.7: Better care and support for vulnerable people that ensure the elderly, the young, disabled and others, in particular, continue to be supported and protected despite shrinking extended families and other changing social institutions.

Outcome 2.8: Improved collaboration between Tongans in the Kingdom and the Tongan diaspora to help develop the social and economic quality of life of both groups.

Pillar 3: Political Institutions

Outcome 3.1: A more efficient, effective, affordable, honest and transparent Public Service, with a clear focus on priority needs, working both in the capital and across the rest of the country, with a strong commitment to improved performance and better able to deliver the required outputs of government to all people.

Outcome 3.2: Strengthened implementation and enforcement of law and order in a more inclusive, fair and transparent manner which helps resolve disputes, more effectively punishes and rehabilitates those who have broken the law, while supporting the population to go about their legitimate daily business without fear or favour from the government.

Outcome 3.3: Appropriate decentralisation of government administration and services at all levels, providing better scope for active, participatory and inclusive engagement with the wider public so that local needs can be addressed more quickly and efficiently both in urban and rural areas.

Outcome 3.4: Modern and appropriate constitution, laws and regulations, reflecting international standards of democratic processes and procedures for political institutions, providing an efficient and effective legal structure that provides inclusive access, human rights and the protections required for a higher quality of life, as well as supporting the development of the appropriate institutions required for a progressive Tonga in a peaceful, constructive and effective manner.

Outcome 3.5: Improved working relations and coordination between the Privy Council, Executive, and Legislative and Judicial wings of government, so that they work effectively together in support of the Tongan vision.

Outcome 3.6: Improved collaboration and dialogue with our development partners to ensure that their support is consistent with our needs and in line with

the international standards set out in various international Declarations and Accords.

Outcome 3.7: Improved political and defence engagement within the Pacific and the rest of the world, including better engagement with other governments and international organisations, to ensure we are an effective member of the international community, able to participate more effectively in the support to other countries and consistent advancement of our international interests, security, and sovereignty.

Pillar 4: Infrastructure and Technology Inputs

Outcome 4.1: More reliable, safe, affordable, and widely available energy services built on an appropriate energy mix moving towards increased use of renewable energy.

Outcome 4.2: More reliable, safe, and affordable transport services on each island, connecting islands and connecting the Kingdom with the rest of the world by sea and air, to improve the movement of people and goods.

Outcome 4.3: More reliable, safe, and affordable information and communications technology (ICT) used in more innovative and inclusive ways, linking people across the Kingdom and with the rest of the world, delivering key services by government and business and drawing communities more closely together.

Outcome 4.4: More reliable, safe and affordable buildings and other structures, taking greater account of local conditions, helping to lower construction, maintenance and operating costs, increase resilience to disasters, improve the quality of services provided and facilitate increased access.

Outcome 4.5: Improved use of relevant research and development that focuses on our priority, drawing on improved foresight, helping to solve technical and other constraints to facilitate more rapid improvements to our institutions and better use of our resources and environment so that we may progress more rapidly and be more resilient in the face of future risks.

Pillar 5: Natural Resources and Environment Inputs

Outcome 5.1: Improved land use planning, management, and administration, with stronger and appropriate enforcement which ensures the better provision of public spaces, as well as private spaces, ensures more appropriate placement of infrastructure, better protects the environment and limits risk, so as to improve safety conditions, both for communities and business working in harmony, with a better application of the traditional land management system.

Outcome 5.2: More equitable, inclusive, sustainable, and appropriate management of the use of renewable and non-renewable natural resources to maintain a steady, long-term flow of benefits, rather than booms followed by bust and long-term recovery periods.

Outcome 5.3: Cleaner environments and less pollution from household and business activities building on improved waste management, minimisation, and recycling, making conditions safer, healthier and more pleasant for residents and visitors.

Outcome 5.4: Improved national and community resilience to the potential disruption and damage to wellbeing, growth and development from extreme

natural events and climate change, including extreme weather, climate, and ocean events, with a particular focus on the likely increase in such events with climate change.

Annex III - Participant details for APTC 2023 consultations

Participating organisations

Infnitrix Electrical Services
Ca'Bella Pacific Construction (Tonga) Ltd
Friendly Islands Shipping Agency Ltd
Tonga Airports Limited
Tonga Power Limited
Tonga Water Board
Venus Superb Event Planner
Tonga Market Corporation Limited
Tong Ports Authority
Tonga Cable Ltd
Tonga Communications Corporation

Number of employees by sector

Private Sector	
No of Employees	Responses
110 – 500	1
11 – 50	2
6-10	3
Total	6
Public Sector	
No of Employees	No of responses
101-500	2
51-100	2
11 – 50	1
Total	5

Responses for each industry

Industry Sector	Respondents
Air Conditioning and Refrigeration	2
Automotive (incl Marine) Services	3
Business Services	7
Construction	3
Cookery	2
Electrical	5
Plumbing	4
Tourism and Hospitality – Hospitality	3
Welding and Fabrication	3

**Respondents operated in multiple industry areas – resulting in 32 responses*