
Public Service Commission Policy Manual

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THE PUBLIC SERVICE ACT 2002
(Section 23)

POLICY MANUAL FOR THE PUBLIC SERVICE 2006

In exercise of the powers conferred by section 23 of the Public Service Act 2002 the Public Service Commission issues the following Public Service Policy Manual with effect from the date of gazetting.

POLICY 1: PRELIMINARY

1.1 Short title

These Policies may be cited as the Public Service Policy Manual.

1.2 Purpose

The Public Service Policy Manual shall prescribe the terms and conditions of service of employees and policies to be followed in dealing with staffing and other matters in the Public Service.

1.3 Application

- (1) The Public Service Policy Manual applies to all employees of the Public Service as specified in the Public Service Act 2002.
- (2) Persons who are appointed to fill designated posts on a contractual basis are subject to the terms of the Public Service Policy Manual, except that, where the individual's contract is in conflict with the Public Service Policy Manual, the terms of such contract shall apply.

1.4 Copy of Policy Manual to be provided

A copy of these Policies shall be given by the Commission to every Head of Department¹ who shall advise all employees in his Department of its existence, ensure employees understand relevant Policies and make it available for them to read. All employees shall familiarize themselves with the relevant parts of these policies.

1.5 Instructions

Instructions issued by the Public Service Commission shall be followed unless specific approval from the Public Service Commission has been obtained to vary the Instructions.

1.6 Varying Instructions

The Public Service Commission may vary Instructions in ways not inconsistent with the Act, Regulations or Policies.

¹ List of Heads of Department:

- | | |
|---|---|
| 1. Auditor General | 13. Secretary for Civil Aviation |
| 2. Chief Secretary & Secretary to Cabinet | 14. Secretary for Finance & Accountant General |
| 3. Commissioner of Revenue | 15. Secretary for Fisheries |
| 4. Director of Agriculture & Food | 16. Secretary for Foreign Affairs |
| 5. Director of Education | 17. Secretary for Forests |
| 6. Director of Environment | 18. Secretary for Justice |
| 7. Director of Health | 19. Secretary for Lands, Survey & Natural Resources |
| 8. Director of Planning | 20. Secretary for Labour, Commerce & Industries |
| 9. Director of Tourism | 21. Secretary for Marine and Ports |
| 10. Director of Works | 22. Secretary for the Public Service Commission |
| 11. Government Statistician | 23. Solicitor General |
| 12. Private Secretary to His Majesty | |

POLICY 2: CATEGORIES OF EMPLOYEES

2.1 Permanent employees

Permanent employees are appointed to permanent posts funded by the annual estimates.

2.2 Contract employees

- (1) Contract Employees are appointed for a fixed term on an individual contract.
- (2) All appointments are made or processed by the Public Service Commission.

2.3 Daily Paid Workers

Daily Paid Workers are to be only used for work that is generally irregular, unsystematic, informal, and uncertain and there is no guarantee of ongoing employment.

POLICY 3: GUIDING PRINCIPLES AND VALUES

3.1 Values of the Public Service

Every employee and all Heads of Department shall apply the following values in their work:

- (a) Kind, caring and considerate;
- (b) Respect, politeness and courteous;
- (c) Respectful relationships and reciprocity;
- (d) Keep proper relationships;
- (e) Honesty, credibility, and integrity;
- (f) Commitment, self-motivation, dedication and loyalty;
- (g) Effectiveness, efficiency, transparency, accountability, accuracy and timeliness;
- (h) Cooperation and teamwork; and
- (i) Constant search for ways to improve performance.

3.2 Guiding Principles of the Public Service

The guiding principles of the Public Service and the Public Service Commission are to:

- (a) perform their functions in an impartial and competent manner;
- (b) ensure employment decisions are based on merit;
- (c) ensure equality of opportunity in employment;
- (d) provide a workplace that is free from discrimination and recognizes the diverse background of employees;
- (e) be accountable for their actions;
- (f) deliver services fairly, effectively, impartially and courteously to the public and to visitors to Tonga;
- (g) establish a co-operative workplace relations based on consultation and communication;
- (h) observe the law; and
- (i) ensure there is transparency in the performance of their functions.

3.3 Public Service Commission to Act as a Good Employer

- (1) In carrying out its functions the Commission shall act as a good employer, which shall include the obligation to adhere to the principles under paragraph (2).
- (2) As a good employer, the Public Service Commission shall, carry out its functions according to the following principles:
 - (a) make employment decisions fairly and properly;
 - (b) provide employees with access to a fair grievance system;
 - (c) provide to employees reasonable access to training and development opportunities;
 - (d) provide employees with reasonable remuneration and reasonable terms and conditions of employment; and
 - (e) provide employees with a safe environment to work in.

POLICY 4: REVIEWING, MODIFYING AND CREATING POSTS

4.1 Effective and Efficient Structures

Departments are accountable to ensure the way work is organized is appropriate to optimize the effective and efficient operations of the Department.

4.2 Procedures

The Public Service Commission shall issue procedures on how Departments are to create or change posts.

4.3 All posts to have job description

All post in Departments shall have a description of the duties of the post and a person specification in a form prescribed by the Public Service Commission.

4.4 Job description to be reviewed

Job descriptions shall be reviewed and updated at not more than 3 years intervals.

POLICY 5: JOB CLASSIFICATION AND GRADE

5.1 Classification, Grade and Remuneration Level

To ensure a fair and equitable remuneration system the Public Service Commission shall determine classification, grade and remuneration of all posts.

5.2 Determining Grade and Remuneration

The Public Service Commission shall utilize an appropriate system applicable to all posts to determine grade and remuneration.

5.3 Post Classifications

All posts shall be classified as:

- (a) **Chief Executive:** Posts of Heads of a Department responsible to the Minister;
- (b) **Executive:** Posts that report directly to a Head of Department and has substantive people management;
- (c) **Professional:** Posts that require a degree and substantial experience in specialization;
- (d) **Technical:** Posts that require a certificate or diploma in a job related specialization trade and experience;
- (e) **Administration:** Posts involving coordination, procedural, information preparation and processing for management;
- (f) **General:** Posts that are skilled and semi-skilled and multi-tasked;
- (g) **Education:** Posts that require direct teaching or previous substantial teaching experience;
- (h) **Health:** Posts within the Ministry of Health that require health related professional, semi professional and technical skills.

5.4 Post Sub-classifications

The Public Service Commission may create sub classifications, which are not inconsistent with the post classifications.

5.5 Post Minimum Requirements

The Public Service Commission shall approve minimum requirements and specifications for each job classification and grade.

POLICY 6: RECRUITMENT

6.1 Appointing authority

The “appointing authority” is the agency or person with the legal authority to appoint employees.

6.2 Merit principle

All appointments and promotions shall be based on the merit principle.

6.3 Definition and application

- (1) Merit refers to the relative suitability of a person to perform the tasks and duties attached to a specific post.
- (2) For different posts, the relative importance of the necessary qualities varies, but an employee's balance of technical and professional skills, work experience, academic qualifications, personality, leadership and administrative abilities shall determine his competency and suitability.
- (3) In broad terms, it implies that the most suitable person is selected for appointment.
- (4) When there are two or more persons with equal merit then the most senior person takes priority.

6.4 Advertising vacancies

All posts are to be advertised in a way to attract the maximum suitable applicants unless specific approval is obtained from the Public Service Commission.

6.5 Interviewing Panels

- (1) The interviewing panel shall consist of three members. One shall be from the Public Service Commission, one from another Department and one from the Department recruiting.
- (2) The Public Service Commission shall ensure that as far as possible panel members shall have had training on interviewing and selection of candidates to the Public Service.
- (3) If a Department does not agree with the recommendation of the panel then that Department shall give reasons in writing for not agreeing and to discuss with the panel those reasons in order to agree on the candidate to be recommended.

6.6 Promotion

- (1) Principles of Promotion:
The considerations governing all promotions shall be the advancement of the efficiency of the public service, and this can only be secured by determining promotions on grounds of merit and suitability.
- (2) Any attempt by individuals to secure promotion by the exercise of influence shall result in disqualification.
- (3) All promotion shall be with the approval of the Public Service Commission.
- (4) Appeals procedure:
Any employee has the right to appeal against a promotion decision in which he may be involved or which affects a post to which he could have been promoted. Such appeals shall be lodged within one month after such a decision, through the employee's Head of Department to the Public Service Commission and then to Cabinet. Cabinet's decision on such appeals shall be final.
- (5) Effective Date of Promotion:
All promotions are to be effective from the date of Public Service Commission Decision except where:

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- (a) the employee to be promoted is a returning scholar whether on Government Scholarship or not who has successfully completed the requisite training for the higher post, in such case the effective date of promotion shall be the date the employee resumes duty, or the date of official notification from the institution of the successful completion of such requisite training, whichever is the later date;
 - (b) the post has been abolished and a higher one created or the post is upgraded in the annual Financial Estimates with the view that the holder of such post shall be promoted to the higher post so created. In such cases the promotion shall be effective from the beginning of the Financial Year to which it relates (i.e. 1 July); and
 - (c) in the annual promotion of staff in the teaching profession of the Ministry of Education, the effective date shall be the first day of the new academic year to which it relates.

(6) **Promotion Boards:**

Where the staff numbers in any professional, specialist or technical grade within a Department are so large that it is impractical for anyone to be familiar with the qualities of every member of that grade, the institution of a promotion board appointed by the Head of Department as a recommending body shall be required. A Departmental Promotion Board shall normally include the Secretary for the Public Service Commission or his representative.

6.7 Seniority

Seniority is based on:

- (a) date of first appointment to a post; or
- (b) date of promotion to a more senior post or rank;

6.8 Definition of lateral transfer

Lateral transfer means moving from one post to another in the Public Service that is placed on the same salary scale.

6.9 Filling posts by lateral transfer

An employee may be laterally transferred to another post provided he meets the requirements for that post.

6.10 Re-employment

6.10.1 Employees who resigned may be re-employed if they meet the requirements for appointment.

6.10.2 The following rules apply to employees who were previously dismissed:

- (a) the broad policy is that no former employee shall be debarred from seeking re-employment in the Public Service;
- (b) each case of a former employee seeking re-employment in the Public Service is to be considered purely on its merits;
- (c) no employee previously dismissed may be re-appointed, even on a temporary basis, without the prior approval of the Public Service Commission.

6.10.3 Applicants who have been compulsorily retired through ill-health

Any employee who has been compulsorily retired on grounds of ill-health shall not be re-employed without a medical report from the Director of Health.

6.10.4 Re-employment of Employees who have Retired on Pension

Where Government considered it necessary to re-employ in an established post an employee who has already retired on pension, such employee shall be entitled to all the privileges and benefits of such post.

POLICY 7: APPOINTMENTS

7.1 Offer of appointment letter

The appointing authority shall arrange for an offer of appointment letter to be sent to the successful candidate.

7.2 Content of appointment letters

The Public Service Commission shall specify the minimum content of appointment letters.

7.3 Appointee to sign

The appointing authority shall ensure that all appointees acknowledge in writing that they have received and understood the appointment conditions.

7.4 Establish personal file

The appointing authority shall establish a personal file for each category of new employees whether permanent, or contract for the inclusion and retention of all matters relating to that employee.

7.5 Medical examination

All new employees shall be required to undergo a medical examination and be declared fit to work.

7.6 Advising the Public Service Commission of assumption of duty

The Head of Department shall ensure the Public Service Commission is advised of all new employees' date of assumption of duty.

7.7 Official Secrets Act

All permanent and contract employees to the Public Service are required to take the oath set forth in the Schedule to the Official Secrets Act.

7.8 Appointments to be gazetted

Once it is known that an employee has assumed duty as a permanent employee, the Secretary for the Public Service Commission shall arrange for this information to be published in the Tonga Government Gazette.

7.9 Date of Appointment

An employee's date of appointment as a permanent employee shall be the date of his first assumption of duty in a permanent post. In the case of a daily paid labourer appointed to a permanent post, the effective date shall be the date of the assumption of duty in the permanent post.

7.10 Induction

Heads of Department shall ensure all employees undergo an induction to facilitate their productive adaptation to the public service and a record shall be maintained of the induction.

POLICY 8: PROBATION

8.1 Probation

All new employees shall be first employed for a probationary period as determined by the Public Service Commission.

8.2 Period of Probation

The period of probation is as follows:

- i) 6 months for junior officers;
- ii) 12 months for senior officers.

8.3 Performance assessed

Employees' performance, acceptance and discharge of responsibility shall be assessed at the middle and end of their probationary period.

8.4 Confirmation of Appointment

At the end of the probationary period and provided that the performance is assessed to be satisfactory, the employee's appointment shall be confirmed by the Head of Department.

8.5 Not confirmed

Employees with unsatisfactory performance shall not be confirmed and their appointment shall be terminated which shall be treated as a resignation.

8.6 Termination during probation

An employee may be terminated at any time during the probationary period by the appointing authority for failure to comply with any applicable Act, regulation, instruction, procedure or lawful direction.

8.7 Period of notice for Termination

Termination shall require the giving of one month notice or pay in lieu of notice to the employee.

8.8 Right to terminate

Nothing in this policy shall diminish the Public Service Commission's right to terminate an employee.

8.9 Applications for other posts

An employee on probation shall not be eligible for acting appointment or apply for other posts until they have completed their probationary period and have been confirmed to their current post.

POLICY 9: HOURS OF WORK AND ATTENDANCE

9.1 General

This policy applies to all employees except:

- (a) school teachers whose attendance is stipulated by the Ministry of Education; or
- (b) sea-going crews of fishing and research vessels, who are remunerated on a salary plus bonus system and are not subject to conditioned hours or paid overtime.

9.2 Attendance

- (1) Attendance records shall record the name of all employees, the time of arrival at work and the time the employee left work.
- (2) Where employees are absent from their normal place of work this shall be recorded by the supervisor (e.g. annual leave, sick leave) in the Attendance Record.

9.3 Record of Attendance

- (1) All employees are required to record their attendance when reporting for duty.
- (2) Where an attendance book is not in use, other similar means shall be used.
- (3) Attendance records shall be kept by the Department for inspection.
- (4) Weekly attendance records are to be prepared for all employees and reviewed by the supervisor and Head of Department.

9.4 Hours of Work

- (1) The conditioned and minimum hours of attendance for employees are 40 hours per week, Monday to Friday. The normal working day is from 8.30am to 4.30pm with a meal break of one hour.
- (2) During the Week of Prayer observed in January each year, the working day shall end at 4.00p.m.
- (3) Where employees are employed on a roster, shift or under other special arrangements, working hours shall be an average of 40 hours per week.
- (4) The five-day week is the standard arrangement throughout the Public Service, though Departments have the right to call on employees at any time.

9.5 Employee's Responsibility

An employee is required to understand and comply with working hours instructions wherever they work.

9.6 Supervisor's Responsibility

Each supervisor shall ensure that all employees comply with attendance instructions and provide counseling or discipline those that do not.

9.7 Overtime

- (1) Overtime is payable to employees who worked in excess of the conditioned hours (forty (40) hours per week). Conditioned hours are expressed as gross (including meal breaks) for all employees.
- (2) This policy does not apply to Teachers of the Ministry of Education unless specifically mentioned.

9.8 Required to work overtime

Employees may be required to work additional hours subject to the needs of the Department.

9.9 Authorization and Supervision of Overtime

- (1) All overtime work shall receive written approval of the Head of Department prior to the actual overtime work commencing.
- (2) The approval shall nominate a supervisor to ensure that overtime work claimed is in order.
- (3) Proper time sheet record shall be used in the recording of overtime, and time limits of overtime shall be specifically stated.

9.10 Overtime rates

The Public Service Commission, with the approval of Cabinet, shall determine overtime rates.

9.11 Eligibility for overtime

Overtime is payable only to employees whose basic salary is less than the minimum point of the Senior Executive Officer's salary scale.

9.12 Calculation of Overtime Payment

Overtime shall be calculated in accordance with the rates determined by the Public Service Commission with the approval of Cabinet.

9.13 Time Off in Lieu of Overtime Payment

Employees may choose to take time-off-in-lieu of overtime with the approval of the Head of Department.

9.14 Accumulation of Overtime

Overtime payments may be allowed to accumulate for a period of no more than one month.

9.15 Essential Overtime - not worked on Saturdays

Where the functions of a Department do not require Saturday working, but the volume of work is such that it cannot be performed in conditioned hours on the other five days, the necessary overtime shall, as far as possible, be worked on Monday to Friday. It shall not be worked on Saturday except as a last resort.

9.16 Gratuities for Long Hours: Staff in Non-Overtime Grades

Employees who are normally not eligible for overtime may, with the prior approval of the Head of Department, be eligible to receive gratuities for working long hours. Gratuities are payable at two months intervals and are calculated in accordance with paragraph 9.17.

9.17 Non-Overtime Grades: Gratuities Payable

Gratuities are a percentage of salary for the period during which long hours were worked, and are payable to employees conditioned to a 40 hour week who, with the prior approval of the Head of Department, over two months, have been required to work and have in fact worked:

- (a) average hours of at least 4 a week in excess of conditioned hours - 5% of salary;
- (b) average hours of at least 5 a week in excess of conditioned hours - 6% of salary;
- (c) average hours of at least 6 a week in excess of conditioned hours - 7% of salary;
- (d) average hours of at least 7 a week in excess of conditioned hours - 8% of salary;
- (e) average hours of at least 8 a week in excess of conditioned hours - 10% of salary;
- (f) average hours of at least 9 a week in excess of conditioned hours - 11% of salary;
- (g) average hours of at least 10 a week in excess of conditioned hours - 12% of salary;
- (h) average hours of at least 11 a week in excess of conditioned hours - 13% of salary;
- (i) average hours of at least 12 a week in excess of conditioned hours - 15% of salary;
- (j) average hours of at least 13 a week in excess of conditioned hours - 16% of salary;
- (k) average hours of at least 14 a week in excess of conditioned hours - 17% of salary;
- (l) average hours of at least 15 a week in excess of conditioned hours - 18% of salary;
- (m) average hours of at least 16 a week in excess of conditioned hours - 20% of salary;
- (n) average hours of at least 17 a week in excess of conditioned hours - 21% of salary;
- (o) average hours of at least 18 a week in excess of conditioned hours - 22% of salary;
- (p) average hours of at least 19 a week in excess of conditioned hours - 23% of salary;
- (q) average hours of at least 20 a week in excess of conditioned hours - 25% of salary;
- (r) average hours of at least 21 a week in excess of conditioned hours - 26% of salary;
- (s) average hours of at least 22 a week in excess of conditioned hours - 27% of salary;
- (t) average hours of at least 23 a week in excess of conditioned hours - 28% of salary;
- (u) average hours of at least 24 a week in excess of conditioned hours - 30% of salary;
- (v) average hours of at least 25 a week in excess of conditioned hours - 31% of salary;
- (w) average hours of at least 26 a week in excess of conditioned hours - 32% of salary;
- (x) average hours of at least 27 a week in excess of conditioned hours - 33% of salary.

Hours of overtime in excess of the average hours of 27 a week shall attract no further benefits.

9.18 Calculation of Average Weekly Hours for Gratuity Payments

In calculating the average weekly hours for the purpose of determining gratuities payable, days of annual and sick leave shall be disregarded in ascertaining the average weekly hours worked.

9.19 Payment for Part Period

Employees who are within the salary limits for the payment of gratuities for long hours worked, for only part of the two months are eligible for proportionate gratuities for part of that period.

POLICY 10: LEAVE

10.1 Authority for Leave

- (1) Grant of leave to employees is vested in the Head of Department.
- (2) Grant of leave for Heads of Department is vested in the Minister.

10.2 Leave to be taken in full when due

An Employee is required to take his/her annual leave in full when due.

10.3 Maximum amount of leave

The maximum amount of accumulated leave granted shall be 180 days.

10.4 Recall from Leave

An employee may be recalled from annual leave by the same authority who granted the leave. In such an event the outstanding annual leave shall be taken as soon as the circumstances of the Department permit.

10.5 Form for Application

All applications for leave shall be in the form prescribed by the Public Service Commission.

10.6 Taking leave not of Right

An employee shall take leave at a time and for a duration that shall not adversely affect the efficient and effective operation of the department as approved by the Head of Department.

10.7 Salary may be paid in lieu of leave

- (1) No employee shall be entitled to receive salary instead of leave due, except when:
 - (a) an employee who is entitled to leave immediately preceding resignation or retirement may receive his salary for such period of leave in one lump sum in lieu of such leave.
 - (b) an employee who is at Level 5 or above has completed three (3) years of service at that level is considered by his Minister and approved by the Public Service Commission that because of the exigencies of the service may receive a cash payment equivalent to his salary for one (1) month only and the remaining period shall be taken as leave.
- (2) The cash payment paid under sub-policy (1) (b) shall not exceed 10% of the total amount in the appropriate program of that Ministry's Annual Estimates.

10.8 Leave to be in calendar days

Leave shall be expressed in calendar days.

10.9 Leave credits

- (1) Leave credits shall be earned on a monthly basis, beginning on the date of commencement of duty for annual leave.
- (2) Leave credits for sick leave, casual leave and maternity leave shall be awarded on commencement of duty and annually thereafter.

10.10 Non-reckonable Periods

The following periods shall not be reckonable for leave purposes:

- (a) unauthorized absences;

- (b) attendance on any overseas course or conference in excess of one month;
- (c) duration of any leave in excess of one month;
- (d) periods of leave without pay; or
- (e) period of service after the maximum amount of leave has been earned.

10.11 Leave without pay

- (1) All accumulated leave shall be utilized prior to taking leave without pay.
- (2) No accumulation of paid leave occurs during leave without pay.

10.12 Absence without Permission

- (1) An employee who is absent without the proper authorization shall be liable for disciplinary action.
- (2) No salary shall be payable for the period during which an employee is absent without permission.

10.13 Public Service Commission to be informed

Heads of Department shall inform the Public Service Commission, of all details relevant to leave allowances for recording purposes and shall maintain a record in the personal file of each employee.

10.14 Leave for Heads of Department

Leave	Duration
Vacation (Annual)	20 working days per annum which could be accumulated up to a period of 40 working days.
Casual Leave	5 working days per annum and to be taken one day at a time.
Sick Leave	10 working days per annum. Public Service Commission may consider additional days on the recommendation of the Director of Health.
Maternity	30 working days

10.15 Annual Leave

- (1) All employees appointed to a post on the permanent establishment of the Public Service shall be eligible for annual leave every year in the rate of 3 days for each completed month of residential service.
- (2) School teachers and lecturers (with the exception of those listed in (i) – (vi) below) are entitled to school holidays. The exceptions, who are treated for leave purposes as other employees in the Public Service, are as follows:
 - (i) at Tonga Teacher’s College: all teachers;
 - (ii) at Tonga College: The Principal and Deputy Principal; the Woodwork, Metalwork and Agricultural Instructors; and the Senior Tutor;
 - (iii) at Tonga High School: The Principal, Deputy Principal and Senior Assistant Teacher (Girls);
 - (iv) other Government High Schools: Principals and Deputy Principals;
 - (v) Tonga Maritime Polytechnic Institute: all teachers;
 - (vi) Community Development and Training Centre: all teachers.

10.16 Daily Paid Labour

Employees engaged as “daily paid labourers” are remunerated on a day-to-day basis and as such are not entitled to any leave benefits except sports tour leave.

10.17 Sick Leave

- (1) An employee may be allowed sick leave on full pay for not more than 42 days, extended if necessary by a further period of 48 days on half pay, subject to a maximum of 90 days total sick leave within a calendar year that is 1 January to 31 December.

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- (2) Sick leave, which extends over the weekend or public holidays shall have such weekend and public holidays included in the amount of sick leave granted.
 - (3) Sick leave with pay is a concessionary allowance, which may not be carried forward from any one calendar year to any subsequent year so as to increase the number of days available.

10.17.1 Sick leave while on leave without pay

No salary shall be payable for the period of sick leave that occurs while an officer is on leave without pay or immediately after the completion of his period of leave without pay.

10.17.2 Authorization of Sick Leave

- (1) The authorization of all paid sick leave is vested in the Head of Department who shall be guided by the medical certificate submitted by an employee.
- (2) Heads of Department shall ensure all medical certificates and medical reports are retained on personal files unless directed otherwise by the Public Service Commission.

10.17.3 Injury in the Course of Duty

If an employee who sustains injury in the course of duty without his own default and in circumstances specifically attributable to the nature of his duty, he may be granted sick leave on full pay until such time as he is able to resume duty on the recommendation of the Director of Health and the approval of the Public Service Commission.

10.17.4 Medical Certificate

- (1) Illness necessitating the grant of paid sick leave shall be duly certified by a Medical Officer registered under the Health Practitioners Registration Act, 1991 within 48 hours of the employee first absenting himself from duty.
- (2) Any employee who fails to do so may be considered as absent without authority, unless he is on field duty or on an island where it is not possible to obtain a medical certificate, and provided that the Head of Department satisfied that the illness is genuine.

10.17.5 Confidentiality

All medical certificates and medical reports shall be regarded as strictly confidential documents.

10.17.6 Medical Referral Overseas

- (1) Employees who are ill and could not be treated locally may be referred overseas for medical treatment.
- (2) In all cases requesting medical referral, the Director of Health shall submit a full medical report on the employee concerned together with appropriate recommendation to the Minister of Health for a final decision.
- (3) In such cases Government shall meet the costs of the following:
 - (a) return airfare to New Zealand for the employee;
 - (b) medical investigations, treatment and hospitalisation;
 - (c) return airfare of one relative to accompany the employee.
- (4) This medical referral policy also applies to employees who have retired from the Public Service.

10.17.7 Sick While Abroad

Any employee who is selected to go on an accredited scholarship or in-service training course abroad shall qualify for the full sick leave benefits on the production of satisfactory medical evidence that the employee is sick and unfit for work.

10.17.8 Medical Emergencies whilst on Official Duties Abroad

- (1) Employees may be eligible for the cost of emergency medical treatment and other allowances while abroad on official duties.
- (2) The Director of Health shall make such recommendations on each case as appropriate to Cabinet and the Cabinet decision shall be final.

10.18 Maternity Leave

- (1) An employee who is about to give birth shall be granted 30-calendar days maternity leave within which period she shall not be expected to resume duty. An application for a maternity leave shall be supported by a medical certificate.
- (2) When necessary on medical grounds and on production of a medical certificate up to 30 additional calendar days maternity leave may be taken using sick leave entitlements.
- (3) Where further absence is required and on production of a medical certificate the employee may be granted leave without pay.

10.19 Casual Leave

- (1) Heads of Department have discretion to grant casual leave, one day at a time, to any employee who may require leave of absence for unforeseen circumstances.
- (2) Casual leave shall not be recorded against the employee's normal leave entitlement unless a maximum of 7 working days is exceeded in any calendar year.

10.20 Special Leave with and without pay

10.20.1 Sporting Tours Leave

- (1) Employees who are selected to be a member, manager or officials of overseas sporting tours may be granted special leave of absence for the duration of the tour.
- (2) If the employee or the team of which he is a member, manager or official is representing the Kingdom as approved by the Tonga Amateur Sports Association (TASA), such period shall not be deducted from annual leave entitlement.
- (3) Sporting Tour Leave requires the approval of the Public Service Commission.
- (4) An employee on daily paid capacity who is selected to represent the Kingdom as approved by the Tonga Amateur Sports Association shall continue to receive his wages during the tour.

10.20.2 Spouse Leave on Posting to Outlying Islands or Overseas

Where the spouse of an employee is posted to an outlying island or overseas by Government, that employee may be granted special leave without pay to accompany the spouse in the posting provided that any earned leave due is taken at the same time.

10.20.3 Special Leave on Compassionate or Personal Grounds

Special leave without pay on compassionate grounds or any other personal reasons may be granted by the same authority who would have granted leave if it was annual leave.

10.20.4 Study Leave without Pay

Where a course of study does not qualify for a study leave with pay, study leave without pay may be granted at departmental discretion. The following rules apply:

- (a) the employing department shall release the employee, and without undue difficulty, find a replacement in his absence and employ him on return;
- (b) employees shall serve for at least 2 years in an established capacity before they may be granted study leave without pay;
- (c) the course shall be of recognized academic standing;
- (d) study leave without pay shall not be allowed on more than one occasion;
- (e) the maximum leave for any one period of study leave shall be 2 years, but this may be extended subject to the academic performance of the employee and the recommendation from the Head of Department;

- (f) an employee whose study or conduct while on study leave proves unsatisfactory may have these privileges withdrawn and be asked to return or resign from the Public Service;
- (g) any accumulated annual leave shall be taken first.

10.21 Public Holidays²

- (1) The Public Holidays are those prescribed under the Public Holidays Act (Cap. 51).
- (2) An employee who is required to be on duty on a Public Holiday shall be granted time off in lieu, equal to the hours worked on that holiday.

10.22 Christmas Vacation

- (1) The Christmas vacation shall be the period prescribed by Privy Council.
- (2) Where an employee cannot be granted the whole or part of the Christmas vacation, he may be granted at the discretion of the Head of Department, an equivalent period of leave at a later date, provided that no such leave shall be taken after the thirtieth day of the following June.

POLICY 11: TRANSFERS

11.1 Permanent transfers

A permanent transfer is a posting to a new station for a tour of duty in a substantive capacity (not in an acting or temporary capacity).

11.2 Acting Appointments

- (1) Acting appointment occurs when an employee is designated to carry out the full range of duties of another employee in a higher grade in the Public Service who is:
 - (a) absent on vacation leave, special leave, study leave with pay, sick leave or maternity leave;
 - (b) absent on internal (in-service) or external training courses (other than accredited scholarship courses overseas which are normally followed by re-posting), at conferences, meeting or for other similar purposes; or
 - (c) promoted, resigned, retired or dismissed.
- (2) An employee on acting appointment shall take all the terms and conditions of the higher grade.

² **Public Holidays:**

Date	Holiday
March/April	Good Friday and Easter Monday
April 25	Anzac Day
May 4	Birthday of the Crown Prince
June 4	Emancipation Day
July 4	Birthday and Coronation of His Majesty King Taufa'ahau Tupou IV.
November 4	Constitution Day
December 4	Tupou I Day
December	Christmas Vacation Leave, subject to Royal decree, normally 23 December - 1 January (inclusive).

Note:

- (1) With the exception of Good Friday and Easter Monday, none of the dates vary from year to year.
- (2) If any of the Public Holidays falls on a Sunday, the Public Holiday is taken on the following Monday.
- (3) Any other public holiday appointed by his Majesty in Council under the Public Holidays Act (CAP. 51).

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- (3) An employee may be paid an allowance of all or part of the difference between the employee's salary and the minimum salary of the grade of the post the employee is acting in.
 - (4) When an employee is appointed acting in a higher post that employee is expected to also perform the duties of his substantive post. Except in cases where, on acting appointment, he is required to move to another locality an employee maybe appointed to act in his substantive post. Such acting appointment requires approval by the Public Service Commission.
 - (5) Acting appointment requires the approval of the Head of Department. Acting appointment in the Head of Department post requires the approval of the Minister.

11.3 Transfer Expenses and Allowances

The Public Service Commission with the approval of Cabinet shall determine appropriate reimbursement of expenses and allowances when employees are transferred.

11.4 Not eligible for transfer allowances

Allowance and expenses are not applicable when:

- (a) on disciplinary transfers;
- (b) on first appointment to the public service, or
- (c) the transfer is at the employee's request on compassionate or other grounds.

11.5 Family and married employee

- (1) For the purpose of this definition, a "family" means a husband, wife and dependent children (as defined in the Income Tax Act).
- (2) A married employee for the purpose of these Policy Manual is an employee who is living with his spouse at his permanent station prior to the date of posting or a widow or widower providing full time care for dependent children (as defined in the Income Tax Act).

11.6 Settling-in allowance on permanent transfer

- (1) A settling-in allowance shall be payable when an employee permanently transfers to the island where the post is located.
- (2) The settling-in allowance shall be payable as a lump sum within 14 days of departure to where the post is located.
- (3) A settling-in allowance is payable at the rate determined by the Public Service Commission and approved by Cabinet.
- (4) Payment of settling-in allowance is the responsibility of the receiving Department/Ministry.

11.7 Secondment

- (1) Employees in the Public Service may be seconded to regional and international organizations outside Tonga and also to any organization within Tonga for a period of up to 3 years endorsed by the Minister and approved by the Public Service Commission.
- (2) Secondment shall be without pay, and any earned annual leave shall be taken first.

11.8 Short-Term Consultancy with Outside Organizations

- (1) The duration for short-term consultancy with outside organizations shall not be more than three months.
- (2) An employee who contemplates undertaking such short-term consultancy shall seek prior approval of the Public Service Commission.
- (3) Any earned leave due to the employee may be used to cover the period of absence, and in cases where there is no earned leave, then the period of absence be treated as leave without pay.

11.9 Compassionate Transfers

- (1) An employee who has genuine compassionate grounds for seeking lateral transfer to a post in some other locality (or in an exceptional case, in some other Department) shall submit an application to his Head of Department.
- (2) Heads of Department may, if satisfied about the compassionate grounds, refer the case to the Public Service Commission to try to effect a lateral transfer.
- (3) Any expenses associated with the relocation shall be paid by the employee.

11.10 Employee Organised Transfer

- (1) It is open to an employee wanting a lateral transfer to a post in another locality or another Department to find an employee in the same grade with the same salary scale, who is willing to exchange posts.
- (2) The agreement of both Heads of Department concerned and of the Public Service Commission is necessary before an exchange can be effected.
- (3) Any expenses associated with the relocation shall be paid by the employees.

11.11 Notice of Transfer

Ministries and Departments losing staff on transfer shall be given 14 days notice to effect the transfer.

POLICY 12: REMUNERATION PAY AND ALLOWANCES

12.1 Principles of the Remuneration System

The following principles apply to remuneration:

- (a) remuneration shall be affordable to the Government, fair and appropriate within the Tongan economy;
- (b) remuneration policy shall link job performance with the pay of deserving employees;
- (c) job evaluation shall be used to assess or re-assess the grade of any post;
- (d) the responsibilities actually carried out by any post holder shall be the same as those assessed by job evaluation to determine the grading of the post;
- (e) salary scales shall be reviewed formally at least once every 3 years to consider salary variations in the various job classes and recruitment-retention issues;
- (f) a fair and reasonably objective system of performance appraisal shall be applied to determine employees deserving recognition for their job performance;
- (g) salary scales shall be adjusted periodically in response to cost of living changes;
- (h) salary increments shall be used to give recognition to employees with a job performance that is outstanding;
- (i) a lump sum payment in lieu of a salary, increments may be granted to deserving employees at the top of their respective salary scale;
- (j) employees may receive a salary increment(s) for the attainment of a substantive, high level, relevant qualification from a recognized tertiary institution and professional qualification;
- (k) employees considered overpaid may have their salary frozen until appropriate adjustments can be made;
- (l) any changes in remuneration may be implemented over time and as they become affordable to the Government.

12.2 Control of salaries and wages costs

- (1) Heads of Department shall ensure that there is an adequate system of control over the employment and the extent of all salaries and wages costs.
- (2) Heads of Department shall ensure that detailed instructions are issued to accounting officers, time-keepers and supervisors, on the method to be used for the recording and checking of attendance and of overtime authorized and worked.

12.3 Salary and wages scales

The Public Service Commission, with the approval of Cabinet, shall set scales of salary and wages for:

- (a) all classifications and all grades;
- (b) daily paid workers; and
- (c) contract employees.

12.4 Salary on appointment

An employee taking up a new appointment shall be paid at the minimum point of the salary scale of the post appointed to.

12.5 Salary on promotion

- (a) If the salary of the employee was less than the minimum of the new grade he shall receive the minimum and his new incremental date will be determined as in **policy 12.8** below. And if the difference between his salary and the minimum of the new grade is less than the first full increment in the salary for the new grade then he will receive one increment.
- (b) If the employee was qualifying for the final increment in the salary scale of his former post and if the maximum of that scale is the same as the minimum of his new scale, then he will receive the minimum but will retain his incremental date.
- (c) If the employee is promoted to a post the minimum of the salary scale of which is equal to or lower than his substantive salary immediately prior to promotion he will receive one increment in the new scale and his incremental date will be determined as in **policy 12.8** below.
- (d) If an employee is promoted to a post he is presently acting in, he will be paid at the salary he is receiving during the acting appointment and his incremental date will be the date that he started acting.

12.6 Salary on re-employment

A re-employed employee shall normally be paid at the rate of pay he was receiving when he resigned except:

- (a) if the employee is re-employed in a higher grade, his pay shall be calculated under the normal rules for starting pay, i.e. at the minimum of the appropriate salary scale;
- (b) if the employee is re-employed in a lower grade, he shall re-enter at the point closest to that at which he left and previous relevant experience shall be taken into account in determining additional increments;
- (c) if the employee is re-employed in his old scale, and if the scale of the grade has been improved since his termination, he shall re-enter the scale at the point at which he left it, and be paid at the new rate for that point of the scale; and previous relevant experience shall be taken into account in determining additional increments;
- (d) if the employee was previously dismissed, his starting pay shall be at the minimum point of the appropriate salary scale.

12.7 Increments

- (1) An increment is an increase in salary of a specified amount, which provided certain conditions are fulfilled, and is granted with the approval of the Head of Department at regular intervals until a stated maximum is reached. If those conditions are not fulfilled, an employee's increment may be deferred or withheld on the recommendation of the Head of Department and with the approval of the Public Service Commission.
- (2) That the granting of annual increment shall be linked only to performance of duties at post.

12.8 Incremental Dates

- (a) For employees whose date of appointment or promotion is in the first half of the month, their incremental date is the first day of that month;
- (b) For employees whose date of appointment or promotion is in the second half of the month, their incremental date is the first day of the following month.

12.9 Double Increments

In cases where an employee has consistently rendered services of exceptional and extraordinary merit in terms of diligence and fidelity over a period of several years, the Public Service Commission may approve the award to that employee of a double increment. Recommendations for a double increment shall be submitted only when increment is due.

12.10 Computing and Payment of Salaries

The computation and payment of salaries shall be made in accordance with the instructions issued by the Ministry of Finance.

12.11 Withholding or Cessation of Salary Payment

Head of Department shall ensure that payment of salaries is suspended immediately when:

- (a) an employee is resigning or retiring;
- (b) an employee is suspended pending investigation on alleged misconduct;
- (c) an employee fails to resume duty from leave,

until a final decision is made.

12.12 Incremental Credits

12.12.1 The effective dates of the granting of incremental credits are as follows:

- a) for employees who are away overseas or on leave at the time of successful completion of training - the date of resumption of duty.
- b) for serving employees - the date of official notification from the Institution.

12.12.2 Employees are entitled to incremental credits under the following circumstances:

- (a) where the minimum educational qualification for appointment to a grade is the Tonga School Certificate or its equivalent, an appointee with Pacific Senior Secondary Certificate or its equivalent receives one increment and an appointee with New Zealand Bursary or its equivalent receives two increments;
- (b) where the minimum educational qualification for appointment to a grade is Pacific Senior Secondary Certificate or its equivalent, an appointee with New Zealand Bursary or its equivalent receives one increment;
- (c) where the minimum educational qualification for appointment to a grade is Pacific Senior Secondary Certificate or its equivalent (including New Zealand Bursary, or its equivalent) an appointee with relevant degree course passes from the University of the South Pacific (or the equivalent from a recognised University) receives one increment for passes amounting to the equivalent of a full year's degree course. Degree courses shall be approved as relevant by the Public Service Commission in advance of the course of study to qualify for an increment and confirmation shall be required from the University Extension Centre that the equivalent of a full year's degree course has been achieved;
- (d) that an employee who is holding a post in a salary scale equivalent to or higher than that for graduate is entitled to receive one increment in the event he successfully obtained a Bachelor Degree from a recognised University in a discipline relevant to the work of the Department;
- (e) where the minimum educational qualification for appointment to a grade is a relevant Bachelor's degree from a recognised University an appointee with a relevant Master's degree from a recognised University receives two increments;

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- (f) any appointee with a Master's degree from a recognised University in a discipline relevant to the work of the Department to which he is appointed, receives two increments;
 - (g) any appointee with a Doctorate degree from a recognised University in a discipline relevant to the work of the Department to which he is appointed, receives three increments;
 - (h) any appointee with multiple degrees of the same level from a recognised University receives one increment for each extra degree;
 - (i) employees who obtained a diploma or equivalent qualification the minimum period for the completion of which is at least one academic year in a discipline approved by Government receive one increment;
 - (j) employees holding posts, where the salary scale is lower than that for graduates, who successfully pass not less than the equivalent of a full year's relevant degree course at the University of the South Pacific (or the equivalent from a recognised University), receive one increment. Degree courses shall be approved as relevant by the Public Service Commission in advance of the course of study to qualify for increment and confirmation shall be required from the University Extension Centre that the equivalent of a full year's degree course has been achieved;
 - (k) employees on full time overseas study scholarships shall qualify only for normal annual increment subject to satisfactory performance;
 - (l) incremental credits shall be payable only up to the maximum of the relevant salary scale and in the event the employee is at the maximum point of that scale, then when that employee is next promoted, the payment of such incremental credits may be made at that appropriate salary scale;
 - (m) a medical officer who is a University Graduate shall be appointed at one point above the appropriate salary scale with an extra increment for completion of internship.

12.13 Duty Allowance

Where a duty allowance is attached to an appointment, this allowance shall be payable to the holder of the post only while he is actually performing the duties of that post.

12.14 Acting Allowance

An employee on acting appointment is to be paid an allowance equivalent to the amount receive by the employee if promoted to the higher grade.

12.15 Charge Allowance

- (1) Charge allowances may be payable when an employee is asked to carry out temporarily the duties of a post which are greater than those of his/her substantive post where the employee does not possess the necessary qualifications for the post concerned or where the difference in ranks is too great to justify full acting appointment.
- (2) The amount paid in addition to normal salary would be at the rate of 10% of the minimum of the scale of the post temporarily held.

POLICY 13: TRAVEL AND LOCATION ALLOWANCES

13.1 Temporary duty

Temporary duty shall not exceed 60 total days and may be extended for a further 60 total days by the authority that has approved the temporary transfer.

13.2 Travel Allowances while on duty in the Kingdom

The Public Service Commission with the approval of Cabinet shall determine any expenses and allowances payable to employees who travel on official duty within the Kingdom or who are posted away from their normal places of work on temporary duty and set out procedures to be used.

13.3 Travel allowance

A travel allowance is one paid for:

- (a) all night absences which involve travel from one island to another, including islands within the same group;
- (b) the onshore staff of the Ministry of Fisheries who are assigned to substitute the crew in the Ministry's research vessel who goes on leave.

13.3.1 Period of travel allowance

Travel allowance is payable to employees on temporary transfer up to a maximum period of 60 days at the following rates:

- (a) for the first 28 days at the full rates;
- (b) period in excess of 28 days at one third (1/3) of the full rates.

Employees either on duty visit or temporary transfer, obliged by unavoidable travel problems or additional official duties, to stay beyond the initial 28 days shall enjoy the full rates of travel allowance. The approval of the Minister shall be required for this payment of full rates of travel allowance.

13.3.2 Travel allowance not payable

When Government meets all expenses for accommodation, meals, no travel allowance is payable.

13.4 Method of Official Travel within the Kingdom

- (1) Except for Chief Secretary and Secretary to Cabinet, and Heads of Department, internal travel shall normally be by vessel.
- (2) In all other cases, travel by air shall require the prior approval of the Minister.

13.5 Overseas Travel Allowance for Official Duties

The Ministry of Finance, with the approval of Cabinet, shall establish procedures and determine any allowances and expenses payable to employees who travel on official duty overseas.

13.6 Overseas Travel Funded by Outside Agencies

- (1) When travel expenses, accommodation, meals, transport and incidentals are fully funded by an outside Agency, no per diem allowance shall be paid by Government.
- (2) If such travel is only partially funded, for example, when the donor pays for accommodation and meals only with no provision for incidental costs, the rates of per diem payable in such cases shall be approved by Cabinet.

13.7 Location allowance

- (1) A location allowance is payable at the rate determined by the Public Service Commission and approved by Cabinet.
- (2) The location allowance is payable as part of the annual salary.
- (3) The location allowance is payable at the following locations:
'Atata and 'Eueiki in Tongatapu, outer islands of Vava'u (excluding 'Uta Vava'u and those that could be reached by causeways or are too close to the main island), outer islands of Ha'apai (excluding Lifuka and Foa), Niuaotupapu and Niuafo'ou.
- (4) No location allowance shall be payable to an employee who is on vacation leave or is away from the work station for more than 14 days. The location allowance shall be payable only up to the 14th day of absence.

POLICY 14: GOVERNMENT TRANSPORT

14.1 General

All Government vehicles are the property of His Majesty's Government. His Majesty's Cabinet may withdraw from any Ministry or Department and may transfer to any other Ministry or Department at any time any vehicle allocated to any Department. Ministries and Departments are provided with vehicles to enable them to discharge their public responsibilities effectively and efficiently.

14.2 Identification

Ministries and Departments are required to identify the vehicles in their charge with an appropriate sign, take responsible care of them and use them only for the proper Government purposes.

14.3 Requirements of the Act

Head of Department shall ensure that all the Department's vehicles including ones provided under aid programme fulfil the requirements of the Traffic Act and Regulations.

14.4 Employees permitted to drive Government Vehicles

The following employees are permitted to drive a government vehicle on official duties:

- (a) employees appointed either permanently or on a daily paid basis to posts of driver;
- (b) employees assigned by the Head of Department to assist where required with driving duties.

14.5 Driver shall keep log book

All drivers shall keep a log book for the purpose of recording the relevant information associated with the movement of the vehicles under their care.

14.6 Authorized Use

- (1) Those employed in Ministries and Departments providing essential services where and when no public transport is available may use Government vehicles subject to the prior approval of Ministers or Governors. The authorization shall be in writing and shall be carried by the drivers of such vehicle.
- (2) Where a vehicle is required for Government business outside regular office hours the Head of Department shall authorize such a journey in writing and such authorization shall be carried by the driver concerned.

14.7 Transport Privileges

- (1) Government shall provide transport and driver to the Chief Secretary and Secretary to Cabinet to and from work and for attendance at other official government functions.
- (2) The Heads of Department may use government vehicles for private purposes outside official hours subject to:
 - (a) the needs and requirements of the Minister and of the Department shall always be of top priority;
 - (b) the vehicles used outside official hours by the Heads of Department shall be returned to the Departmental vehicle pool and be available for the use of the Department during official hours; and
 - (c) only the Head of Department may drive the vehicle if he is using such vehicle for private purposes and outside official hours.

14.8 Outer Islands

Head of Department may grant permission in writing to Officer- In- Charge at branches in the outlying islands to use government vehicles outside official hours under conditions he considers appropriate.

14.9 Garaging

The Head of Department is responsible for the safe garaging of the department's vehicle. Government vehicles are forbidden to be garaged at private homes unless written approval is given by the Ministerial Head.

14.10 Private Hire

Government vehicles, except those of a specialist nature, which have been exempted by Government, cannot be hired for private use.

14.11 Misuse and Penalties

- (1) Any employee or Aid Personnel who shall fully or due to negligence damages any Government vehicle may, at the discretion of Government, be fined, demoted, dismissed and/or prosecuted for such misuse.
- (2) Any employee not entitled to use Government vehicles, who is found to have used a Government vehicle for any purpose other than Government business or that authorized by Government, may be charged \$200 or any other amount approved by the Public Service Commission and may also be demoted or dismissed.
- (3) Disciplinary action may also be taken by Cabinet against the Head of Department concerned for any case of misuse as set out in this paragraph.

14.12 Accidents involving Government Vehicles

When there is an accident involving a government vehicle the following procedures shall be followed:

- (a) the responsible employee shall report the accident as soon as possible to the Head of Department and the Ministry of Police;
- (b) the Head of Department shall submit full report of the accident, including the Police report and representation of the employee with appropriate recommendations to the Secretary of the Public Service Commission promptly.

POLICY 15: GOVERNMENT HOUSING

15.1 Allocation

The allocation of Government quarters in Tongatapu shall be decided by a Housing Committee whose membership shall be as follows:

Minister of Works	-	Chairman
Director of Works	-	Member
Secretary for Finance	-	Member
Secretary for the Public Service Commission	-	Member
Director of Planning	-	Member
Deputy Director of Works	-	Secretary

15.1.1 Allocation shall be made in accordance with the following priorities and conditions:

- (1) **First Priority**
Ministers of the Crown. No conditions are attached regarding length of tenancy.
- (2) **Second Priority**
Heads of Department and Expatriate whose terms of appointment include the provision of housing. No conditions are attached to the length of tenancy except in the case of expatriate employees where the length of their contract is the deciding factor.
- (3) **Third Priority**
Senior employees if housing is available after meeting the first and second priorities above with the following conditions:
 - (a) if an employee has a town allotment and is building a house thereon, he shall vacate the Government quarter on completion of his own house;

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- (b) an employee who has a house on Tongatapu shall not be entitled to Government housing unless he is required to live within the vicinity of his place of employment for performing duties outside normal office hours, and his own house is too far away from his place of employment.
- (4) On Vava'u and Ha'apai the responsibility for allocation of Government quarters shall be with the Governor and elsewhere with the Government representative.

15.2 Terms and Conditions

The terms and conditions of occupation of Government housing shall be as laid down by Government. Any employee failing to comply with such terms and conditions may be obliged to vacate the quarter.

15.3 Rent

Rental for Government quarters shall be deductible from the employee's (occupant's) fortnightly salary. An employee failing to pay rent shall be obliged to vacate the quarter and pay outstanding arrears. Rent levels shall be as laid down by Government from time to time.

POLICY 16: CESSATIONS OF SERVICE

16.1 General

16.1.1 Authority

- (1) No permanent or contract employee's service may be terminated without Public Service Commission's approval.
- (2) In the case of daily paid labourers, the approval of the Minister shall be required.

16.1.2 Pre-termination Leave

Pre-termination Leave is the balance of annual leave due to the employee at the date of resignation or retirement.

16.1.3 Notification of the Public Service Commission and Treasury

With all terminations, the Public Service Commission and Ministry of Finance shall be immediately informed by the Department concerned of the employee's intention to retire or resign.

16.1.4 Calculating non-pensionable post service

Services in non-pensionable post shall be taken into account in the computation of retiring benefits where the Government recognizes that service through the granting of one increment for each four years of service.

16.2 Resignation

16.2.1 The Period of Notice

- (1) The period of notice required in cases of resignation are one month for junior staff, whose basic salary is less than the minimum point of the Senior Executive Officer's salary scale and three months for senior staff, whose basic salary is equal to or greater than the minimum point of the Senior Executive Officer's salary scale.
- (2) Under special circumstances the period of notice may be waived or reduced with the approval of the Public Service Commission.

16.2.2 Inadequate notice forfeit entitlements

- (1) Employees who give less than the required period of notice of resignation are required to forfeit pay for the period by which the notice given falls short of the prescribed period.

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- (2) Leave entitlements due to employees who wish to resign from the Public Service may be used to cover part or the whole of the period of notice.

16.2.3 Entitlements on resignation

On resignations employees are entitled to:

- (a) receive payment for pre-termination leave, less monies owed to the Government, in one lump sum; and
- (b) ceasing service benefits from the Retirement Fund.

16.3 Retirement

16.3.1 Age of Retirement

All employees may be required by the Public Service Commission to retire on attaining the age of 60 years.

16.3.2 Entitlements on retirement

On retirement employees are entitled to:

- (a) receive payment for pre-termination Leave, less monies owed to the Government, in one lump sum; and
- (b) ceasing service benefits from the Retirement Fund.

16.3.3 The Period of Notice

- (1) The period of notice required in cases of retirement are one month for junior staff, whose basic salary is less than the minimum point of the Senior Executive Officer's salary scale and three months for senior staff, whose basic salary is equal to or greater than the minimum point of the Senior Executive Officer's salary scale.
- (2) Under special circumstances the period of notice may be waived or reduced with the approval of the Public Service Commission.

16.4 Termination Services on the grounds of ill health

16.4.1 Ceasing Services on the grounds of ill health

- (1) Where an employee is suffering from an injury or a physical or mental illness which renders him incapable of satisfactorily performing the duties of his post, his services may be terminated.
- (2) The employee's Head of Department shall arrange for a medical report on the employee's condition to be provided by the Director of Health.
- (3) This, together with the Head of Department's report on the employee's performance, shall be forwarded to the Public Service Commission, in the first instance.

16.4.2 Entitlements on Termination Services on the grounds of ill health

An employee whose services have been compulsorily terminated on the grounds of ill health shall be granted the same entitlements as if he had retired.

16.5 Termination on the grounds of inefficiency

16.5.1 Compulsory termination of service on the grounds of inefficiency

Compulsory termination of service shall occur when an employee has been judged no longer able to discharge his duties efficiently.

16.5.2 Grounds for termination

The grounds for termination may be unacceptable standard of performance or disciplinary issues adversely affecting the efficient operations of the office.

16.5.3 Warning period and charge

- (1) A formal written warning shall be given to the employee to the effect that the employee's services may be terminated if performance does not improve, with a statement of the reasons for this.
- (2) The employee shall then be given a trial period of 3 months, during which the employee's performance shall be assessed.
- (3) If the employee's performance does not improve to an acceptable level the employee shall be charged under normal disciplinary procedure and the charge dealt with appropriately.

16.5.4 Exit Interview

- (1) An employee resigning from the Public Service shall complete the exit interview form at the Public Service Commission before leaving the service and the last payment of salaries is effected.
- (2) The Exit Interview Form shall be approved by the Public Service Commission.

16.5.5 Entitlements on Compulsory Termination for inefficiency

An employee dismissed on grounds of inefficiency shall forfeit all benefits, privileges and entitlements.

16.6 Dismissal

16.6.1 Effect of Dismissal

An employee dismissed from the Public Service shall forfeit all benefits, privileges and entitlements.

16.7 Death of an employee or retired employee

16.7.1 Death of an employee

- (1) Where an employee dies during working hours the Head of Department shall be responsible for notifying the next of kin.
- (2) The Head of Department shall also notify the Public Service Commission and the Ministry of Finance as soon as practical.

16.7.2 Entitlements of the death of an employee

- (1) When an employee who is on official duty die while traveling or on temporary transfer within the Kingdom, the Government shall be responsible for the transportation of the deceased to the island of residence if so required.
- (2) When an employee who is on official duty overseas dies, the Government shall be responsible for the costs of embalment, airfreight and any related costs of the deceased being returned to Tonga if so required.
- (3) When an employee dies, the Head of Department shall inform the Public Service Commission to ensure that the following entitlements are provided:
 - (a) letter of condolences from the Prime Minister to the next of kin;
 - (b) national Flag;
 - (c) wreath; and
 - (d) band

16.7.3 Entitlements at death of retired employees

When a retired employee dies any member of his family shall inform the Public Service Commission to ensure that the following entitlements are provided:

- (a) letter of condolences from the Prime Minister to the next of kin;
- (b) national Flag;
- (c) wreath; and
- (d) band

16.8 Redundancy

16.8.1 Redundancy of Post

The Public Service Commission may periodically review how well public service staffing matches the ongoing needs of the public service. These reviews may lead to the redundancy of an established post and cessation of employment. Redundancy may be voluntary or involuntary.

16.8.2 Voluntary Redundancy (VR)

Where there is a mismatch between public service staffing profiles and future needs, the Public Service Commission may:

- (i) prescribe the methods to be used to calculate severance payments, and the maximum level of payment;
- (ii) set the process by which voluntary redundancy offers and acceptances will be considered and determined;
- (iii) consider support services which will provide assistance to the employees who are affected;
- (iv) make offers of voluntary redundancy to particular defined groups within the public service or to any individual employees.

16.8.2.1 Voluntary Redundancy (VR) Process

The Public Service Commission shall:

- (i) prepare a database of all employees who satisfy particular criteria, and determine target redundancy numbers;
- (ii) determine a schedule of appropriate severance payments;
- (iii) make an offer in writing to each employee which explains the VR offer, detail of severance payment calculations, notice provisions, and dates by which applications must be lodged;
- (iv) receive and acknowledge receipt of individual applications;
- (v) determine an appropriate process for selecting those applications which are within government policy and guidelines set for redundancy;
- (vi) advise each applicant in writing of the outcome of their application;
- (vii) for successful applicants, including in the advice (vi) above, termination date, details of severance payments and other entitlements;
- (viii) ensure Heads of Department are informed in writing of the outcomes of all redundancy applications;
- (ix) coordinate access to a range of basic support services to assist with outplacement including financial planning advice, and preparation of applications for alternate employment.

16.8.3 Involuntary Redundancy

The Public Service Commission shall, where specific posts are declared redundant to:

- (i) provide the employee, whose post is abolished and declared redundant, with three months notice of redundancy or payment in lieu
- (ii) coordinate access to a range of basic support services to assist with outplacement including financial planning advice, and preparation of applications for alternate employment.
- (iii) abolish the post at the end of the notice period
- (iv) provide to the employee a statement detailing termination date, and a confirmation of any severance payment amounts determined as appropriate by Cabinet

POLICY 17: PERFORMANCE MANAGEMENT

17.1 Performance Agreements

17.1.1 Agreement with Minister

- (1) Performance agreement of the Head of Department shall be prepared annually by the Head of Department and agreed with the Minister.
- (2) The Public Service Commission shall assist the Minister in reviewing and assessing performance agreements.

17.1.2 Basis for Annual Assessment

Performance Agreements shall formally specify achievements in key result areas expected of the post holder and provide the basis for annual performance assessment.

17.1.3 Procedures and Format

The procedures and format of performance agreements shall be as specified by the Public Service Commission.

17.2 Annual Appraisals

The Public Service Commission with the approval of Cabinet shall establish procedures to be used to assess the annual performance of employees.

17.3 Performance Increments

17.3.1 Guidelines for Increments

The Public Service Commission shall set guidelines for departments to determine those employees eligible for salary increments.

17.3.2 Increments to be based on Job Performance

The adjustment of individual salaries within a salary scale shall be dependent upon the annual performance assessment after the assessment has been formally approved by the Head of Department.

17.4 Performance Improvement

17.4.1 Low performance

Employees whose job performance is considered significantly below average shall be given counseling and a development program by the Head of Department to improve the level of job performance.

17.4.2 Development Programs

- (1) Development programs shall be in writing and discussed and signed by the employee.
- (2) Development programs shall specify the areas in need of improvement and the initiatives that the employee shall take to improve his performance.

17.4.3 Re-assessment of job performance

Employees shall be given three months to improve their job performance and shall be re-assessed at that time.

17.4.4 Grounds for termination for low performance

Failure to improve job performance shall be considered sufficient grounds for termination.

POLICY 18: CORPORATE, ANNUAL MANAGEMENT PLANNING & ANNUAL REPORT

18.1 Corporate Plan

- (1) The Head of Department shall submit to the Ministry of Finance and the Public Service Commission through their Minister an updated three-year Corporate Plan on a date to be specified by Cabinet.
- (2) The Public Service Commission, with the approval of Cabinet, shall specify the procedures and format for Corporate Plans.

18.2 Annual Management Plan

- (1) The Head of Department shall submit to his Minister an Annual Management Plan on a date to be specified by Cabinet.
- (2) The Public Service Commission, with the approval of Cabinet, shall specify the procedures and format for Annual Management Plans.

18.3 Annual Department Report for the Financial Year

- (1) The Head of Department shall submit to the Minister no later than September an Annual Department Report on the achievements of activities, explaining variances, specified in the Annual Management Plan for the previous financial year.
- (2) The Public Service Commission, with the approval of Cabinet, shall specify the procedures and format for Annual Department Reports.

POLICY 19: DISCIPLINE AND GRIEVANCES

19.1 Disciplinary offence

Any breaches of this Policy Manual shall be deemed a breach of discipline pursuant to the Public Service (Disciplinary Procedures) Regulations 2003.

19.2 Discipline

The Public Service (Disciplinary Procedures) Regulations 2003 specifies the procedures to be followed in the case of disciplining an employee.

19.3 Dispute Resolution and Appeals

- (1) The Public Service Commission, with the approval of Cabinet, shall establish a dispute resolution and appeal procedure to be used in the first instance by all employees.
- (2) Dispute resolution and appeals may be made on decisions of management, including the Head of Department and the Public Service Commission, on the application of these policies and Public Service Commission procedures, on disciplinary matters affecting the aggrieved employee and appointment to posts where the aggrieved employee was an applicant or other matters allowed by the Public Service Commission.

POLICY 20: TRAINING AND DEVELOPMENT

20.1 Training and Development

20.1.1 Department operations to be maintained

The Head of Department shall ensure that the release of an employee for training is considered within their overall staffing constraints and that the normal operation of the Department does not suffer.

20.1.2 Training to be planned

The Head of Department shall ensure that the department has strategies and plans so that employees have appropriate opportunities for training to maintain and increase the

levels of knowledge, skills and attitudes required in the department to operate in an effective and efficient manner.

20.1.3 Selection and nomination for training

- (1) The Head of Department shall provide employees with reasonable access to training and development opportunities.
- (2) Selection for training shall be fair and equitable and based on identified needs of the Department.

20.2 Training and Development Responsibilities

20.2.1 Primary Responsibility

- (1) The Head of Department is accountable to ensure appropriate training of employees is under taken by the Department.
- (2) Managers and supervisors in Departments are primarily responsible for the training of their employees.
- (3) Departmental training provides administrative support for training activities.

20.2.2 Policy Responsibility

The Public Service Commission shall ensure that sound and quality policy advice on generic training for employees is provided to Cabinet and is responsible for reviewing the effectiveness and impact of that policy on training and the development of skills and knowledge of employees.

20.2.3 Trainee Responsibility

- (1) Each trainee is expected to apply themselves to training activities and gain the maximum amount of development from them.
- (2) Trainees are expected to apply the skills and knowledge gained in training on the job.

20.2.4 Training Delivery Responsibility

The Ministry of Education has the responsibility for the provision and administration of training opportunities within the policy framework of the Government.

20.3 Departmental Training Officers

Each Department shall appoint a Departmental Training Officer who shall be accountable for the administration of training.

20.4 Training Plans

20.4.1 The Identification of Training Needs

All training is likely to increase the efficiency and effectiveness of performance and this shall start from the correct identification of needs and from recognition that there are short-term and long-term needs, both of which training shall try to meet and that these needs may change rapidly over time.

20.4.2 On-the-job Training

A Department may require some of its employees to provide or to undertake on-the-job training locally within or outside the Public Service to gain experience or expertise in specific areas related to the department's work.

20.5 Training reports - Department and Individual

- (1) The Head of Department shall ensure that appropriate training reports are completed on a periodic basis.
- (2) Each employee shall complete a training report for any training over 2 weeks and include in that report the main content of the training, the appropriateness or otherwise of the

training to the participants post and the overall value of the training to the performance on the job.

20.6 Short term training

20.6.1 In-country Training

- (1) In-country training is funded by aid donors who are responsible for providing financial assistance for part of the costs involved in running the training.
- (2) The requesting local agency shall be responsible for meeting the local costs involved in bringing participants together for the training and any other costs that may be involved.
- (3) The Short Term Training Centre shall be responsible for coordinating training and providing assistance that may be required from time to time.

20.6.2 Overseas Training and Attachments

- (1) Overseas training and attachments are fully funded by aid donors who are responsible for all the costs involved regarding the attendance of the trainee in the training or attachments overseas.
- (2) The Short Term Training Centre is responsible for making the necessary arrangements as required both by Government and the aid donors.
- (3) In cases where the training is partly funded or not funded at all, the requesting agency is responsible for meeting all or the rest of the costs involved.
- (4) The trainee, at the end of the training or attachment, shall provide the Head of Department and the Short Term Training Centre with a report on the training.

20.6.3 Nomination for short term training

- (1) All nominations or applications for short-term training, local, in-country or overseas, shall be based on the needs of the department and the identification of the most suitable candidate and recommended by the Head of Department, and where appropriate, shall be endorsed by the Minister.
- (2) In cases where the training are organised by the Short Term Training Centre, nominations shall be sent to the Unit for further action.
- (3) The Short Term Training Centre shall ensure that all nominations and applications are endorsed, and where request for funding by aid donors is required, to send such applications to them through the normal channels.
- (4) The Short Term Training Centre shall ensure that Departments are kept informed of the progress of applications for short-term training and that the Heads of Department are kept informed of the performance and progress of staff in the training.

20.6.4 Authority for Attendance

Attendance at all short term training programmes where there are no costs to Government, which also include seminars and conferences held locally requires the approval of the Head of Department, and attendance at similar programmes but held overseas requires the approval of the Minister.

20.7 Administration and records

It is the responsibility of the Training Officer to keep records of training in general and of individual training records in particular in a safe manner.

20.8 Payment of Salary

An employee approved by the Minister to attend a short-term training with a duration of 12 months or less shall continue to receive his full salary.

20.9 Long term training

20.9.1 Conditions for Long-Term Scholarship

Employees selected for long-term scholarship training whose absence from duty shall amount to one academic year or more, are required:

- (a) upon completion of study to continue in Government service for one year for each year of study, up to a maximum of five years’;
- (b) in the event of their failure to complete their studies owing to their own activities to repay Government any salary allowances paid by Government to them during their period of study;
- (c) all the time spent attending training shall count towards service rights, but shall not count towards annual leave or any other leave entitlements;
- (d) on successful completion of training, employees are not guaranteed promotion or upgrading of status on their return to the Public Service;
- (e) every employee to whom these conditions apply shall sign undertakings to this effect through a Bond Form prior to their release from duty. It is the responsibility of the Scholarship Officer, Ministry of Education to ensure that this Bond Form is signed; and
- (f) employees who do not honour their bonds in full shall not be appointed in the Public Service or shall have their appointments revoked.

20.9.2 Payment of Salary for Long Term Government Scholarships

All employees going overseas on study and training courses on more than 12 months on Government Scholarships (i.e. scholarships awarded through the Scholarship Committee, or scholarships awarded to Ministries and were approved by the Minister, e.g. WHO Scholarships) shall receive salary as follows:

- (a) 1st year - fifty (50) percent of salary
- (b) 2nd year - twenty five (25) percent of salary
- (c) After second year of study no salary or portion of salary shall be paid.

20.9.3 Nominations Long Term Government Scholarships

All applications for long-term scholarship training by employees shall be approved by the Head of Department before submission to the Scholarship Committee.

20.9.4 Use of accumulated annual leave

An employee may use his annual leave to cover portion of the duration of his programme of study.

20.9.5 Early completion of proposed studies

- (1) An employee who has been granted study leave with pay for a period of more than 12 months but has successfully completed the requirements for that study programme in a period of 12 months or less shall be refunded the portion of salary deducted in terms of paragraph **20.9.2**.
- (2) If annual leave was used during that period of study leave, that annual leave may be reinstated.

POLICY 21: OFFICIAL CORRESPONDENCE

This policy sets out briefly the rules and procedures relating to all government correspondences, both internal and external.

21.1 Content

Guidelines for the content of correspondences.

- (1) All correspondences shall be as courteous, brief and concise as possible. Simple and every day words shall be used wherever possible.
- (2) Previous relevant correspondence or any relevant law, regulation, ruling shall also be quoted.

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- (3) All correspondences shall carry a proper reference, date, signature and name of the signing employee.
 - (4) All correspondences shall be in the name of the Head of Department, with the name of the employee who is issuing the correspondences above the Head of Department's designation.
 - (5) Rubber name stamps shall not be used on originals.

21.2 Correspondence within Government

- (1) Correspondence between Government Ministries/Departments/Divisions shall normally be by Savingram and "Dear Sir" or "Yours sincerely" are not required.
- (2) Where it is necessary to communicate the same information to more than one Department this shall be done by copy.
- (3) Where it is necessary to communicate information widely, Circular Savingrams may be issued. It shall be remembered that all internal government correspondence is of a "restricted" nature and the contents shall not be divulged to unauthorised persons or to persons who do not need to know. This is particularly important in the case of confidential and personnel matters where security shall be maintained.
- (4) Internal correspondence shall not be copied outside government circles.

21.3 Correspondence with the General Public

- (1) It is important that correspondence received from public bodies, organisations and private individuals shall be dealt with promptly.
- (2) Where it is not possible to deal quickly with the subject matter, receipt of the correspondence shall be acknowledged at an early date.
- (3) Outgoing correspondence to the general public shall follow normal letter form with the appropriate opening and enclosing. ("Dear Sir, Yours sincerely, Yours faithfully".)

21.4 Correspondence with Foreign Governments and Agencies

Correspondences with foreign Governments and Agencies shall normally be conducted through the Office of the Prime Minister or Ministry of Foreign Affairs except where express approval has been given to communicate direct.

21.5 Non-Compliance

Employees who fail to follow the above procedures may (notwithstanding the provisions of the Official Secrets Act) be liable to disciplinary action being taken against them.

POLICY 22: DIPLOMATIC AND CONSULAR SERVICES

22.1 Introduction

- (1) This policy applies to persons appointed to diplomatic and consular missions of the Government.
- (2) The conditions of service for locally recruited employee shall be determined by the head of post, taking into account local circumstances subject to Public Service Commission's approval.
- (3) In this policy, unless the context otherwise requires:
 - (a) "country of posting" means for the purposes of these policies in the case of an employee or a member of his household returning to Tonga would be Tonga;
 - (b) "dependant child" is as defined in the Income Tax Act (CAP.68);
 - (c) "employees" includes a public servant or a non public servant;
 - (d) "head of post" means an accredited High Commissioner, Ambassador, Consul-General in charge of an overseas mission, or an officially appointed Charge d'Affaires ad interim;
 - (e) "members of his household" includes the employee's spouse and dependent children;

- (f) "representation allowance" is a supplement to the Post Budget Total and is payable to designated representational employees and is designed to cover an employee's obligatory expenditure (other than direct expenditure on official entertainment), which arises out of his formal social responsibilities; and
- (g) "Tongan salary" means the salary payable to the employee at the date of his appointment to the overseas post plus any increments granted to him during his tour of duty overseas.

22.2 Staffing

- (1) All appointments to Diplomatic and Consular Services overseas shall be made in accordance with clause 39 of the Constitution.
- (2) Support staff to Diplomatic and Consular Service overseas shall be appointed in accordance with the Public Service Act 2002.

- (3) Employees in diplomatic missions overseas are graded as follows:

Grade 1	Ambassador/High Commissioner
Grade 2	Minister Plenipotentiary/Deputy High Commissioner/Consul-General
Grade 3	Counsellor
Grade 4	First Secretary/Consul/Consular Agent
Grade 5	Second Secretary/Vice-Consul
Grade 6	Third Secretary /Attaches

- (4) Tours of Duty in an overseas post may be for a period of four years reckoned from the date of assumption of duty at the post.

22.3 Pay and allowances

- (1) Employees serving in diplomatic and consular missions shall receive the salary determined by Cabinet.
- (2) Employees serving overseas shall be entitled to *Foreign Service Allowances*.
 - (a) Except where otherwise stipulated, all employees shall be entitled to *Foreign Service Allowances* commencing from the date of his assumption of duty at the overseas post and ending when his appointment terminates.
 - (b) The employee shall be entitled to be paid salary and *Foreign Service Allowances*, for the term of posting during periods of authorized leave taken at the end of his tour of duty.
- (3) Where an employee appointed to an overseas position and his Tongan salary is:
 - (a) less than the Post Budget Total for that position, he shall receive a *Post Grading Allowance* to bring his Tongan salary up to the level of the overseas position; or
 - (b) higher than the Post Budget Total for that position, he shall continue to receive his Tongan salary, and he shall be entitled to receive the *Foreign Service Allowances* applicable to that level.
- (4) The Minister of Finance shall recommend the rates, salaries and *Foreign Service Allowances*, with Cabinet approval.
- (5) Each overseas diplomatic or Consular post shall have an official entertainment fund to cover direct and reasonable official entertainment expenditure.
- (6) (a) *Child allowance* shall be paid in respect of each dependent child.
 - (b) The allowance is calculated as a percentage of the post budget total for the employee and varied with the child's age as follows:

Ages 0 - 5	7.5 percent
Ages 5 - 13	10.0 percent
Ages 13+	12.5 percent

- (7) (a) *Spousal allowance* shall be paid to a legally married employee whose spouse is not employed.
- (b) Where an employee is divorced or separated under a court order from his spouse he is not eligible for the *spousal allowance*.
- (c) The *spousal allowance* is calculated as 15 percent of the post-budget total.

22.4 Travel and transfer expenses

(1) Overseas transfer grants

- (a) Employees transferred to Tongan missions overseas are entitled to an Overseas Transfer Grant. This grant shall consist where applicable, of an amount equal to 13 percent of the sum of the employee's annual salary, and representation supplement. The rates of the supplement are determined, as a percentage of the post budget total and are as follows:

Grade 1 and 2	25 percent of Post Budget Total
Grade 3 and 4	15 percent of Post Budget Total
Grade 5 and 6	10percent of Post Budget Total

- (b) The grant may be paid to the employee prior to departure from Tonga, or on arrival at the post.

(2) Home Transfer Grants

- (a) Employees are entitled to a Home Transfer Grant at the end of his period of service overseas on relocation to Tonga.
- (b) This grant shall be paid to the employee on his assumption of duty in his post in Tonga.
- (c) The grant shall consist of 8 percent of the employee's Tongan salary, plus 1 percent of this salary for each dependent child.

(3) Outward Passages

Where an employee travels from Tonga to an overseas post to take up an appointment, he and members of his household shall be entitled to outward passages.

(4) Homeward Passages

- (a) Where an employee travels from an overseas post to Tonga upon termination of an appointment, he and members of his household shall be entitled to homeward passages.
- (b) Where a member of his household at an overseas post returns to Tonga prior to the employee returning back to Tonga, the cost of the fare shall be paid by Government.
- (c) Where a member of his household at an overseas post does not accompany the employee on transfer but travels within 12 months after the employee has left the overseas post, the cost of the fare shall be paid by Government.

(5) Mode of Travel

- (a) Employees traveling to take up an appointment overseas, or returning to Tonga on termination of an appointment overseas shall travel on the most direct route by air or sea.
- (b) Where an employee would like to use leave accumulated during his tour of duty he may be permitted to vary his route of travel for this purpose.
- (c) Members of his household may also vary their route or travel on outward or homeward passages.
- (d) The employee shall pay any additional expenses incurred by him or members of his household varying their route of travel.

(6) Travelling Time

Where an employee travels from Tonga to an overseas destination or vice versa he shall be entitled to:

- (a) one 24 hours stopover when the total flying time by the most direct route exceeds nine hours; and
- (b) two 24 hours stopover when the total flying time exceeds 18 hours.

(7) Class of Air Travel

- (a) Grade 1 employees and their spouses are entitled to business class airfares.
- (b) All other members of his household and other grades are entitled to economy class airfares.
- (c) Where any exceptional circumstances arise requiring a different class of travel, the employee shall seek the approval of the Minister of Foreign Affairs.

(8) Local Travel in the Country of Posting

Where an employee has been authorised by the head of post to travel on official business within the country of posting he shall be entitled to an allowance to cover the following:

- (a) accommodation and meals;
- (b) transportation; and
- (c) incidentals.

(9) Travel Outside Country of Posting, or to Country of Dual Accreditation

Where an employee has been authorised by the head of post to travel on official business outside the country of posting he shall be entitled to a per diem rate determined by Government.

(10) Spouse Official Travel

- (a) (i) A head of post may be accompanied by his spouse on journeys within his area of accreditation when the head of post is presenting his letters of credence or on state occasions.
- (ii) The Minister of Foreign Affairs may approve the spouse of a head of post to accompany him on official journeys in the interest of representational efficiency not included in sub-policy (a) (i).
- (b) Where the head of post travels with his spouse under sub paragraph (a) all reasonable expenses shall be paid by Government.

(11) Transport

Government shall provide the heads of posts with a transport for official or private use.

(12) Sea Baggage Entitlements

- (a) The rates for sea baggage entitlement shall be determined by Cabinet and is subject to review.
- (b) Baggage and personal effects may be conveyed by sea at Government expense to and from an employee's overseas post as follows:

Leaving Tonga				
Cubic Metres	Single	Married	Each Child	Each Servant
All Employees	2.5 cubic metres	4.0 cubic metres	1.0 cubic metres	1.5 cubic metres
Returning to Tonga or direct reposting				
Cubic Metres	Single	Married	Each Child	Each Servant
Grade 1 - 2	4.5 cubic metres	8.5 cubic metres	1.5 cubic metres	1.5 cubic metres
Grade 3 - 4	4.5 cubic metres	8.0 cubic metres	1.5 cubic metres	1.5 cubic metres
Grade 5 - 6	4.0 cubic metres	7.0 cubic metres	1.5 cubic metres	1.5 cubic metres

(13) Contract with a Packing Company

- (a) The Ministry of Foreign Affairs or the head of post shall contract with a packing company to pack and ship the employee's personal effects.
- (b) The packers shall use the employee's inventory of effects for shipment as the basis for providing a written quotation of the cubic dimensions involved in the shipment.
- (c) Employees shall prepare three copies of a complete inventory including a description and valuation of each item. The employee shall retain one copy and two forwarded to the Ministry of Foreign Affairs.
- (d) Employees wishing to ship with their official consignment in excess of that authorised this policy shall sign an undertaking prior to shipment to meet all expenses associated with the excess as quoted by the packing company. This undertaking shall be signed before the Ministry of Foreign Affairs or the head of post accepts the packer's quotation.

(14) Air Baggage Entitlements

- (a) An employee travelling by air on appointment, transfer or return to Tonga on completion of an overseas tour shall be allowed 10 kilos of accompanied baggage for:
 - (i) himself;
 - (ii) each adult member of his household; and
 - (iii) for each dependant over two years of age.
- (b) The entitlement for unaccompanied air baggage shall be:
 - (i) 40 kilos for each adult and dependant over 2 years; and
 - (ii) 20 kilos for each dependant under 2 years.
- (c) These baggage entitlements shall be in addition to the airlines, 'free baggage' and not an excess baggage, or air freight.

(15) Shipment of Baggage and Personal Effects

Government may refund to an employee or pay direct the costs of:

- (a) packing transport and insurance (up to a maximum value determined from time to time by Cabinet) expenses incurred in shipping baggage and personal effects within the limits prescribed under this Policy Manual; and
- (b) unloading and delivery of personal effects to the employee's residence in Tonga upon his return to Tonga on completion of an overseas tour, or in the case of an employee being re-posted to another country, to the country of reposting.

(16) Family Reunion

(16.1) Dependent Children

Dependent children who are resident in Tonga may visit their parents once for each complete 12 month period of an employee's posting and expenses shall be paid by Government, provided that such visit do not take place within 3 months of the employee's departure to the post.

(16.2) Spouses

- (a) A spouse who does not accompany the employee on a posting, or who departs during the employee's tour of duty at the post, may visit the employee once for each complete 12 month period of separation and those expenses are to be paid by Government.
- (b) Employees who are divorced or separated shall not qualify for a visit under this policy.
- (c) Expenses which shall be paid by Government in respect of such visits are:
 - (i) economy class return airfare; and
 - (ii) cost of baggage insurance, passports, passport photos, vaccinations and inoculations.

22.5 Accommodation and Rent

(1) Accommodation

- (a) Employees posted overseas with or without their families shall occupy government
- (b) Owned accommodation provided or suitable rented accommodation.
- (c) Responsibility for securing suitable accommodation lies with the employee.
- (d) When Government property is not available, the employee shall lease accommodation.

(2) Government Owned Accommodation

All employees who reside in government owned accommodation shall sign a tenancy agreement with the Government in Form "A".

(3) Rental Allowance

An employee who is required to lease accommodation shall be entitled to a rental allowance while at the post, according to their grade and location.

(4) Lease Deposit

The post shall be responsible for payment of the necessary deposits required to acquire leased accommodation. The full amount of the deposits made shall be deducted from the

employee's salary, over a period not exceeding 12 months from the date of execution of the lease.

(5) Temporary Accommodation

- (a) The post shall be responsible for temporary accommodation and meals of the employee and members of his household where:
 - (i) unavoidable circumstances arise; or
 - (ii) leased property has not been acquired.
- (b) The employee may receive the rental allowance for the period of dislocation in lieu of temporary accommodation and meals.

(6) The post shall pay the following utilities in temporary accommodations:

- (a) heating and lighting charges;
- (b) water rates;
- (c) telephone installations and rental charges (excluding local and international toll calls of a private nature);
- (d) parking facilities where necessary; and
- (e) other official rates of the host country directed at diplomatic employees and the members of their household, servants, such as London Community Charge Fees and EC Rules.

7. Government Property

7.1. Government Property Administration

- (a) The post shall prepare a report on the premises and the grounds before an employee occupies government property.
- (b) The report shall include an inventory of all chattels and fixtures and a statement of their order and condition and such inventories shall be signed by the employee who prepared it and by the employee who is to occupy the government property.
- (c) The inventory upon each annual inspection shall be updated and annotated to show the condition of the chattels and fixtures.

7.2. Government Property Inspection

The government property shall be inspected at least once a year.

7.3. Loss/Damage of Government Properties

- 7.3.1. Employees shall report in writing, any loss from or damage to the government property.
- 7.3.2. The post shall file a claim under any insurance policy covering the loss or damage and, if the claim is met, arrange for the loss to be restored or the damage to be repaired, where the repair of damage or the restoration of loss to the government property is necessary.
- 7.3.3. Where it appears that the loss or damage to any government property was caused by the act or omission of an employee or a member of his household, the employee shall be personally responsible for the full cost of the excess as stipulated in the insurance policy.
- 7.3.4. The Ministry of Foreign Affairs shall apportion the cost of the repair or replacement to the employee where it appears that loss or damage to any government property was caused by the act or omission of an employee or a member of the employee's household.
- 7.3.5. The post shall inspect the premises and grounds and check the agreed inventory of chattels and fixtures prior to an employee vacating any government property.

8. Residential Accommodation Standards

(a) Residential accommodation standards granted to employees shall be as follows:

Family Size	Position	Type of Accommodation	Size (MZ)
1 or two	Up to and including Second Secretary	2 bedrooms	106
1 or two	First Secretary and above	2 bedrooms & study	127
3	All	3 bedrooms & f/room	173
4	Up to and including Second Secretary	3 bedrooms & f/room	173
4	First Secretary and above	4 bedrooms & f/room	214
5	All	4 bedrooms & f/room	214
6 or more	All	as required	-

(b) The standards for Grade one employees may be increased by 20 square metres.

(c) Where it is necessary to obtain suitable accommodation, the standards may be increased by:

- (i) 10 percent in temperate post;
- (ii) 20 percent in tropical and difficult posts; or
- (iii) 30 percent in hardship posts.

9. Accommodation Approval

The head of post shall approve leased in Form "B".

22.6 Education Allowance

- (1) An *education allowance* shall be paid in respect of each dependent child taking into account the different living standards required in the country of posting.
- (2) The rate of *education allowance* shall be as determined by Cabinet.

22.7 Medical Expenses

(1) Medical Examination before going abroad

All employees appointed to an overseas post and members of his household are subject to satisfactory medical and dental clearance. The cost of medical examinations, including X-rays, dental examination and treatment where necessary, vaccinations and inoculations required are to be a charge on government. The Ministry of Foreign Affairs shall make arrangements for examinations.

(2) Inoculation and Vaccination

Prior to departure of employees and family accompanying him shall receive inoculations and vaccinations required by the country of posting or other countries on route.

(3) Medical Expenses Overseas

- (a) Medical and dental expenses or insurance shall be available to employees and members of their household while they are at post in their country of posting.
- (b) Where an employee or a member of his household requires medical or dental treatment while in another country on leave, on official business or while travelling to or from the post, the expenses shall be paid by Government provided that a duly

registered medical or dental practitioner certifies that immediate treatment is essential and that it would be detrimental to the person's health to proceed to or return to the country of posting without such immediate treatment.

(4) **Free Medical and Dental Treatment**

Where employees and members of their household are entitled to National Health Services he shall register with the National Health Service medical and dental practitioners and obtain treatment from that Service.

(5) **Reimbursement of medical expenses**

Subject to this policy, medical expenses in the following categories may be fully reimbursed to employees on presentation of an account and a claim in Form "C":

- (a) consultations with registered doctors and specialists;
- (b) x-rays, injections, inoculations, vaccinations and similar special services;
- (c) medicines and medical supplies provided or prescribed by the doctor;
- (d) ambulance costs; or
- (e) other expenses which would be met in full under Tongan health policies.

(6) **Non-reimbursable medical expenses**

The following expenses are not reimbursable:

- (a) medical aids and appliances such as first aid dressings, orthopaedic appliances, except where the item is available free in Tonga under health policies;
- (b) hospitalisation, fees and other costs connected with cosmetic surgery, or surgery which could without detriment be left until return to Tonga; or
- (c) optician's fees and the cost of spectacles.

(7) **Hospitalisation and Surgery**

- (a) The Ministry of Foreign Affairs in consultation with the Ministry of Health may approve the cost of surgery and hospitalisation recommended by a registered doctor.
- (b) The recommendation under sub-policy (a) shall include the following information obtained from a registered doctor:
 - (i) nature of illness;
 - (ii) recommended treatment; and
 - (iii) estimated length of hospitalisation and likely costs.

(8) **Emergencies**

The head of post may approve:

- (a) the cost of emergency surgery and hospitalisation (surgery shall be regarded as "emergency" only where in the doctor's opinion, time would not permit prior consultation with Nuku'alofa. In such cases a full medical report shall be sent to Nuku'alofa); and
- (b) maternity expenses, including normal pre-natal and post-natal care recommended by a registered doctor.

9. **Dental Treatment**

9.1. **Dental Expenses**

Unless the expenditures are covered by dental insurance, and with the exception of the expenses referred to in policy 22.7(5), dental expenses for employees and their household shall be paid by the post on presentation of claim in Form "C".

9.2. **Non-reimbursable dental treatments**

The costs of dentures, dental appliances, precious metal fillings, orthodontic treatment, oral rehabilitation, correction of congenital malformations purely cosmetic dentistry and oral surgery which is not covered by dental insurance or is not considered to be urgently required, are not reimbursable.

22.8 Leave

(1) Leave Allowance

Employees shall be granted three days leave for each completed month of overseas service. Such leave may be taken annually or accumulated up to a maximum of one tour.

- (2) On being posted overseas, an employee may take such leave as has already accrued to him prior to taking up his overseas post or defer such leave entitlement until the end of his overseas tour. Such leave shall not attract overseas salary or allowances.

(3) Inter-tour Leave

An employee posted overseas on consecutive tours, may spend no more than two months' leave in Tonga between tours. The balance of his accumulated leave may be taken in installments as annual leave during his subsequent tour of duty overseas, or at the end of his tour of duty.

(4) Annual Leave at Post

Employees serving overseas are entitled to ten days non-accumulative local leave per annum in their country of posting, addition to the Public Holidays observed in that country. All other leave taken while serving overseas shall count against accrued leave.

(5) Home Leave

A head of post may be granted home leave after two years at the post. He shall be expected to use his annual leave for this purpose. A minimum of two weeks of the period of home leave shall be spent in Tonga. Part of this time shall be required to be allocated for consultations in Nuku'alofa. The head of post shall not be required to use leave for this purpose.

22.9 Domestic Staff

(1) General

The engagement of domestic staff recruited in Tonga or overseas by the head of post shall be subject to Cabinet approval having regard to the circumstances of the post and the relative costs of the alternatives available.

(2) Domestic staff recruited in the country of posting

Where domestic staff is recruited in the country of posting, such domestic staff's salary shall be as determined by Cabinet.

(3) Domestic staff recruited in Tonga

The salaries and conditions of service of domestic staff recruited in Tonga, and the nature of the expenses to be borne by Government in respect of their employment, shall be determined by Cabinet.

(4) Domestic Staff Travel

The cost of domestic staff's economy class air travel by the most direct route between Tonga and the country of posting shall be paid by Government. This shall only apply to the domestic staff's travel to take up his employment, and his return journey to Tonga on termination of his employment.

(5) Government Financial Support

The number of domestic staff for which Government financial support is available shall depend on the status of the post, the size of the accommodation, and the nature of the head of post's diplomatic involvement. No head of post shall be entitled to claim Government financial support for more than four domestic staff.

(6) Maximum number of Domestic Staff

A head of post shall be entitled to a maximum of four domestic staff.

(7) Tour of Duty

Domestic staff are required to serve a minimum tour of duty of four years in their country of posting. Where the head of post's tour of duty is reduced for any reason, his domestic staff's tour of duty may be similarly reduced. An incoming head of post may engage any or all of his predecessor's domestic staff at the post.

(8) Medical and Dental Expenses

Domestic staff is deemed a member of the head of post's household for the purpose of medical and dental expenses.

(9) Leave

Domestic staffs in receipt of a Government salary are entitled to a paid local leave entitlement. The length of the entitlement shall be equivalent to that of other locally recruited employees (e.g. drivers).

22.10 Compassionate Assistance

(1) Eligibility for Assistance

Compassionate assistance shall be provided to an employee, his spouse or child in respect of critical illness or death of the following:

- (a) employee;
- (b) spouse;
- (c) child;
- (d) parent; or
- (e) sibling.

Note:

- (i) in the event of the illness or death of an employee's parent, sibling or a child from a previous marriage, assistance shall be provided only to the relative directly affected;
- (ii) during a posting only one compassionate fare shall normally be allowable in respect of the same person (a subsequent illness or the decease of that person shall not in general qualify the employee or his spouse for further assistance);
- (iii) where assistance is required in the case of illness, a medical certificate shall be produced confirming that the illness is critical.

(2) Fares

Full assistance, including fares shall be granted only if the ill or deceased person is:

- (a) at the post or in Tonga;
- (b) in direct transit between Tonga and the post; or
- (c) attending an educational institution overseas as a direct result of the employee's posting.

(3) Travel Costs

Where the ill or deceased person is resident, or is to be buried, in a different location, assistance shall be provided only to the extent the employee, his spouse or child has incurred greater costs than would have been the case had he been resident in Tonga. Reimbursement of the travel costs shall be restricted to the difference between the return economy class airfare from the post to the place where the illness or death occurred or the funeral is to be held, and the return economy class airfare from Tonga to that place.

(4) Airfares assistance

Subject to the provisions listed in policy 22.10(2) and (3), assistance including fares may be granted as follows on the critical illness or death of the following:

- (a) **Employee:** return economy airfare for the employee's spouse and his dependent children between the post and Tonga;
- (b) **Spouse of an employee:** return economy airfare for the employee and his dependent children between the post and Tonga;
- (c) **Child of the employee and spouse:** return economy airfare for the employee and his spouse between the post and Tonga;
- (d) **Parent or sibling of either an employee or spouse or the child of one of the partners:** return economy airfare for the employee or his spouse between the post and Tonga.

(5) Assistance on death of an employee

Where a married employee dies overseas the widow, if normally resident at the post, shall receive:

- (a) post salary, married *Location Allowance* and *Child Allowance*, and official payment of rent, for a period of up to 21 days commencing from the day after date of death;
- (b) education assistance for a dependent child or student for whom such assistance was payable at the date of death until:

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- (i) the end of the term during which the widow returns to Tonga; or
 - (ii) the end of the current academic year if the child is sitting a higher examination;
 - (c) airfares in accordance with this policy from the post to Tonga, including fares for dependent children;
 - (d) any funeral expenses or other assistance approved by the Cabinet; and
 - (e) transfer expenses for which the employee would have been eligible on departure from the post and return to Tonga.

(6) Assistance on Death of a Dependant at a Post

Subject to relevant provisions in policy 22.10(1), the following assistance may be granted on the death overseas of:

- (a) an Employee's Spouse: return economy air fares between the post and the Tonga location from which posted for the employee and dependent children wishing to accompany the body to Tonga. Post allowances at the married rate shall continue to be paid to the employee for a period of 21 days commencing from the day after the date of death;
- (b) an Employee's Child: return economy airfares between the post and the Tongan location from which posted for the employee and spouse wishing to accompany the body to Tonga. The Child Allowance shall continue to be paid to the employee for a period of 21 days commencing from the day after the date of death.

(7) Funeral Expenses

Where an employee, his spouse or a dependant dies overseas, the expenses of preparing and returning the body of the deceased to Tonga, if this is desired by the next-of-kin, shall be paid by Government. If the funeral is held overseas, necessary funeral expenses not exceeding the cost of preparing and returning the body to Tonga may be met as an official charge.

(8) Compassionate Leave

Compassionate leave on full pay shall be granted for a period of five days, together with traveling time where the fares of an employee are paid by Government under policy 22.10(2) to (4).

POLICY 23: MISCELLANEOUS

23.1 Personal files

The Head of Department shall ensure that a personal file for each employee in the Department is established and maintained.

(a) Personal Files

1. A file number shall be issued by the Public Service Commission and used for the file.
2. The file number to be clearly marked on the cover of the file with the employee's name.
3. Each page shall be numbered from the earliest entry.
4. A master copy of all files shall be maintained at the Department's main office.
5. The personal files shall be stored so they are secure and safe from damage.

(b) File Content

File information shall include all matters concerned with:

- (1) entitlements;
- (2) attendance and leaves;
- (3) work performance and behaviour both positive and negative;
- (4) training, qualifications and achievements; and
- (5) any other documents required by Acts or Regulations.

(c) Access to personal files

The Head of Department and any authorized employee may have access to the personal files.

(d) Transfer or cessation of employee

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- (1) On transfer the entire personal file shall be hand carried by an approved employee to and signed for by the receiving Department.
 - (2) On cessation of service personal file shall be maintained by the Public Service Commission.

23.2 Human resource files

The Public Service Commission shall from time to time instruct departments on what minimum Human Resource records need to be retained.

FORM "A"
(Policy 22.5(2))

UNDERTAKING IN RESPECT OF RESIDENTIAL ACCOMMODATION

In consideration of the Government providing me with residential accommodation

at.....

I,..... (full name, designation and department)

undertake that:

1. I have read the terms of the lease by which the Government holds the premises as lessor, and during my occupancy I shall not by any act or omission place the Government in breach of any of the terms of the said lease. (This clause shall be struck out where the property is owned by the Government.)
2. I shall upon first occupying or, if already in occupation upon signature hereof, countersign the report prepared by the Head of Post, or by another employee designated by the Head of Post, describing the order and condition of the premises and grounds adjacent thereto (strike out if not applicable), and setting out an inventory of all the chattels and fixtures in the premises together with an agreed statement of their order and condition.
3. I shall not sublet or allow any other person to occupy the whole of the premises, nor shall I sublet any part of the premises, without the consent of the Head of Post, or of another employee designated by the Head of Post.
4. During my occupancy of the premises I shall at all times keep and maintain the premises, the grounds, and all the chattels and fixtures in good order and condition.
5. During my occupancy of the premises, I shall not make or permit to be made any alterations to the premises, the grounds, or the current scheme of decoration of the said premises without the prior consent of the Minister of Foreign Affairs or his delegate. If such consent is given I shall, before vacating the premises, if so required, restore the said premises, grounds or scheme of decoration to their condition at the time of my initial occupation of the premises and grounds adjacent thereto.
6. I shall, in writing, notify the Head of Post or any other employee designated by the Head of Post, of any damage to the premises, the grounds, or of damage to or loss of any of the chattels or fixtures, resulting from accidents, fire, flood, lightning, storm or fair wear and tear; provided that I shall personally meet the first \$50 of the cost of repair, reinstatement for individual occurrences or loss or damage to premises, grounds, chattels or fixtures, which are not the result of fair wear or tear.
7. If it is decided that any damage to the premises or the grounds, or loss of or damage to the chattels or fixtures, of the type I am required to report in accordance with clause 6, was brought about by any act or omission by me or any member of my household, or any domestic pet, then I shall, on the direction of the controlling authority either: forthwith, and at my own expenses, repair any such damage or restore any such loss; or repay to the Government on demand the cost to it of repairing any such damage or replacing any such loss.
8. I shall, on the receipt of reasonable notice, permit the Head of Post or an employee designated by the Head of Post, or any workmen engaged by the Post together with their equipment, to enter the premises at all reasonable times to view the order and condition of the premises, the grounds, and the chattels and fixtures in the premises, and to carry out any necessary repairs upon the premises.
9. I shall promptly vacate the premises either at the conclusion of my posting or at the direction of the Head of Post.
10. On vacating the premises I shall:
 - (a) yield up the premises and the grounds in good order and condition, having regarded to:
 - (i) their condition at the commencement of my occupancy of the premises as stated in the report prepared in accordance with clause 2;

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-
- (ii) any subsequent alterations, or repair or restoration work carried out to the premises; and
 - (b) yield up all the chattels and fixtures itemised in the said report, together with any chattels and fixtures installed after my initial occupancy of the premises, including drapes, curtains, carpets and coverings, in good clean order and condition, having regard to:
 - (i) their condition at the commencement of my occupancy of the premises as stated in the said report, or to their condition at the time of their instalment, whatever the case may be;
 - (ii) any subsequent repair or restoration work carried out;
 - (iii) any decision not to replace or repair any lost or damaged chattel or fixture.

11. I shall, in accordance with the provisions of this Undertaking, continue to be responsible for the settlement of any matter arising from my occupancy of the premises which is outstanding at the time I vacate the premises.

Signed

DATED at.....

This Day of 200.....

.....
(Employee to Sign)

.....
(Witness)

FORM "B"

(Policy 22.5(9))
ACCOMMODATION APPROVAL

POST:	
PROPERTY IDENTIFIER:	
DATE:	
1. Name of Employee:	
2. Position held:	
3. Number of dependants resident at:	
4. Address and locality of accommodation:	
5. Name of lessor:	
6. Distance and travelling time from:	
7. Any security implications:	
8. House or apartment, whether furnished or unfurnished:	
9. Area of grounds (sq. metres):	
10. Recreational facilities:	
11. Total area (sq. metres) of house:	
12. Area in square metres of the following room:	
a) Entrance hall:	
b) Living room:	
c) Dining room:	
d) Study:	
e) Family room:	
f) Kitchen:	
g) Each bedroom:	
h) Bathrooms (No. of)	
13. Date and duration of lease:	
14. Amount of rental and whether paid normally in advance annually. (All amount shall be in T\$ and local currency with the exchange rate noted).	
15. Any special terms and conditions in the lease and whether "diplomatic" clause has been included.	

CERTIFICATION

I hereby certify that this property meets the requirements set out in this policy and represents a cost effective means of meeting this employee's housing requirements.

HEAD OF POST:

DATE:

FORM "C"

(Policy 22.7(5))
CLAIM FOR MEDICAL EXPENSES

Claimant:

Location:

Name of patient and relationship to employee:
.....

Nature of treatment:
.....
.....
.....

Name of doctor and hospital providing the service:
.....
.....

Amount of claim:
.....

I certify that the above details are correct.

I request that this claim be paid direct
 refunded

I attached accounts receipted accounts to the amount claimed

.....
Signature of Claimant

Authorities

- | | | |
|-------------------------------|-----------------------------|------------------------------|
| 1. Policy Manual
Provision | 2. Head of Post
Approved | 3. Other special
Approval |
|-------------------------------|-----------------------------|------------------------------|

Ref.....

Where required, statements shall be attached

Date: / /