



# Office of the Public Service Commission Newsletter



## VISION

To be a trusted, respected  
and internationally reputed  
Public Service

## THEME

**T: Timely**

**R: Responsible**

**U: United**

**S: Sincere**

**T: Teamwork**

## MISSION

To deliver quality services  
with passion, integrity and  
efficiency in enabling  
platform

## Welcome to our Bi- Monthly Newsletter which covers the months of January and February 2021.



- ♦ **Ministry of Revenue and Customs**
  - \* International Customs Day
- ♦ **Ministry of Internal Affairs**
  - \*Launch of the Tonga Labour Mobility Policy
- ♦ **Ministry of Tourism**
  - \*Micro-Credential Certificate Award Ceremony
- ♦ **Ministry of Health**
  - \* World Antibiotic Day
- ♦ **PSC Office Events**
  - \* CEO's Forum
  - \* PSC Retreat
  - \*Talatalanoa Program
  - \* Performance Development Events
  - \* Workforce Development Events
  - \* Remuneration Events

We welcome you all to the First Volume of PSC's Bi-Monthly Newsletter for the year 2021. We hope you all had a wonderful Christmas and New Year's holiday with renewed energy and strength to face the many challenges that 2021 will no doubt bring.

We wish to acknowledge all contributions to this Newsletter Edition. We appreciate very much the articles and information shared in this newsletter.

For any events, achievements or annual occasions, please send your articles to [newsletter@psc.gov.to](mailto:newsletter@psc.gov.to) by 30 April, 2021.

All the best with the year 2021!

## International Customs Day: Rise Together out of the Crisis of COVID-19



The Ministry of Revenue and Customs of Tonga celebrated the International Customs Day with a Prayer Service hosted at Taufa'ahau Tupou IV Wharf on the 26th of January 2021.

This year's theme for International Customs Day 2021, is dedicated to call on Customs administrations around the world to rise together out of the crisis of COVID-19. Through this pandemic, the world has learnt hard lesson, we are more connected than ever with the virus quickly crossing numerous borders in a matter of days and months causing unprecedented damages.

Prime Minister Rev. Dr Pohiva Tu'i'onetoa in his remarks emphasized that "Customs administrations have been at the frontline of this global pandemic from day one and continue to play a key role for our countries"

"Customs must play the balancing role of enforcing restrictions on cross border movement, to prevent further spread of the virus, whilst at the same time, ensuring that the global supply chain continues to be strengthened"

He concluded his remarks by highlighting "To ensure this, the message for 2021 is clear, Customs must ensure that it continues to support the people and business. This can be done by ensuring that it puts into place processes to ensure the timely release of imports and exports in order to help the country, and its people, to rebuild"

Present in this event, were all the Government Ministers of the Cabinet, CEO's, Assembly, Business Representative, Board Representatives and the staff of the Ministry of Revenue and Customs.



## Launch of the Tonga Labour Mobility Policy



The Honorable Prime Minister and Acting Minister for Internal Affairs, Rev. Dr. Pohiva Tu'i'onetoa officially launched the Tonga Labour Mobility Policy (TLMP) on Thursday, 4 February, at Liku'alofa Resort, Tofoa. The Tonga Labour Mobility Policy was endorsed by Cabinet in 2020 and it provides the overarching policy framework for Tonga's management of the labour mobility program which has been developed under the Ministry of Internal Affairs. The Tonga Labour Mobility Policy aims to provide a clear framework to guide Tonga's management of Labour Mobility over the next five years and primarily enhance the positive development impact of labor mobility in Tonga. Labour mobility exists as a viable development opportunity for Tonga with a unique potential to contribute to sustainable economic development while directly fostering poverty alleviation, women's economic empowerment, and youth development. The overall development of labour mobility is significant because the net income produced by Tongan workers in the Australian Seasonal Worker Program (SWP) alone over the period 2012-2017 has reached more than AUD99 million. The net revenues from both Australian and New Zealand schemes largely remitted to Tonga, and these revenues surpass Tonga's export earnings, foreign direct investment inflows, and foreign assistance from both New Zealand and Australia. However, labour mobility also has its negative impacts, in particular, social impacts on workers families and communities while

workers are abroad. It therefore requires effective policies and procedures to handle all aspects of Tonga's involvement in circular labour mobility.



## Micro-Credential Certificate Awards Ceremony



The Micro-Credential Courses Certificate Awards ceremony took place on February 25th at Queen Salote Memory Hall which was hosted by the Ministry of Tourism Tonga and APTC (the Australia Pacific Training Coalition). The program was fully funded by the United Nation Development Program with the support of the Government of Japan and in Partnership with SPTO (Pacific Tourism Organization) and APTC. The Micro-Credential courses was mainly focused on employees that have lost their jobs due to the direct effect of the COVID-19. The APTC offered two Micro-Credential Courses.

1. Digital Literacy Essentials: which provides an introduction to modern digital technologies, software and popular social media platforms
2. Communication Technologies for Business Success: which explores digital communication technologies and software used by industries today and how these can improve productivity and collaboration in the workplace.



The Minister of Education and Training Hon. Hu'akavameiliku was also the Guest of Honor, awarded 64 Certificates out of 74 Applicants that completed their Micro-Credential Course for 2021. The course was offered in November 2020 and was awarded this year. The target number that was assigned to Tonga was 300 students from the Tourism Sector. The Ministry of Tourism would also like to congratulate all participants who completed the two courses.

The Hon. Hu'akavameiliku also presented the special award to Ms. 'Akanesi Ta'ufo'ou of Fua'amotu. Ms. Ta'ufo'ou won the Micro-Credential Courses Raffle held on Friday 19th February. The SPTO sponsored the winner with a brand new laptop. SPTO is acknowledged for funding the special awards.



PC: From Tonga Tourism FB page

## World Antibiotic Awareness Week



The World Antibiotic Awareness Week commenced on the 18th—24th November 2020. The launching ceremony of the World Antibiotic Awareness Week was held at Queen Salote College Hall with the Guest of Honor, Her Excellency Tiffany Babington, NZ High Commission in attendance. The NZ Government funded the specialist who helped the Tongan Health Care Workers in writing up the Tonga Antibiotic Guidelines 2018 and that's why we chose Her Excellency to be the guest of honor. The NZ Government also helps the Ministry of Health with other things like donating of drugs for measles and PPE for COVID-19.

Tonga High School Students together with Queen Salote College and Tailulu College were at the launching as our target audiences. Tonga College was invited but they couldn't make it. Tonga High School had a video on stopping overuse and misuse of Antibiotics and Queen Salote had a song about this also. These were presented during the launching and students were happy to attend such an important event which they also participated in. Tailulu College's choir and orchestra performed and was very entertaining.

The best thing out of this launching ceremony was that we captured a lot of students which was around 700 students and the theme for this year was to be conveyed by these students to their parents, guardians, friends, families and peers.

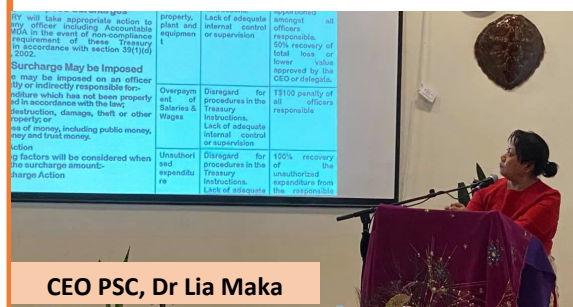


## CEO Forum

The first CEO forum for the year 2021 was held on Thursday 18th February, 2021 at the Department of Statistics conference room. This forum was hosted by the Public Service Commission Office and was chaired by the PSC Chief Executive Officer, Dr. Lia Maka. The forum was attended by the Commissioners, 11 CEOs and 6 representatives from Line Ministries and some staff from the PSC Office. The main discussion points were:

- 1) CEO Allowance
- 2) Government vehicle usage
- 3) Encashment/staff Leave Plan
- 4) Contract prior approval
- 5) On time submission

The PSC Office wishes to extend its gratitude to the Government Statistician and his staff for availing their conference room for the CEO Forum.



CEO PSC, Dr Lia Maka



Commissioners



Commissioners & CEOs from Line Ministries

## Talatalanoa Program for Ministry of Revenue & Customs



Custom Division staff



Revenue Division staff

The PSC Talatalanoa program was successfully conducted to the Ministry of Revenue and Customs on the 15th and 22nd February, 2021. The purpose of this program was to clarify and remind all Civil servants about the:

- 1) Code of Ethics and Conduct for the Public Service 2010;
- 2) Social Media Guideline for Tonga's Public Service;
- 3) New policies and Instructions on staff rotation and short term training.

The staff from PSC were able to capture and discuss the issues and concerns raised by the staff of Revenue and Customs. The Talatalanoa program is scheduled to be conducted to all the Government Ministries in Tongatapu. The program has been conducted in Vava'u, Ha'apai and the 'Eua Islands.

## PSC Retreat



**PSC CEO and Head of Divisions**

The PSC Office held its Retreat for the year 2021 on Thursday 11th and Friday 12th February, 2021 at the Fa'onelua Convention Center, Nuku'alofa. Dr Lia Maka, CEO of the PSC Office welcomed the senior staff and acknowledged PSC staff for their hard work throughout 2020 despite the hardship faced by the country because of COVID-19. CEO also reminded the senior staff of the Commission's Commitment for this Financial year which is TRUST; Timely, Responsible, United, Sincere and Teamwork.

The main purpose of this two day retreat was to familiarize staff of the PSC Office with the new Corporate Plan (CP) 2021/2022– 2023/2024 and for everyone to have a clear understanding of the Corporate Plan (CP) and the Dashboarding of the Annual Management Plan (AMP) 2021/2022. The retreat consisted of Divisional discussions on each team's progress on their commitment to excellence from the retreat held in July 2020, evaluation of the Annual Management Plan for the past two quarters, presentation on the Budget Performance and ended with the staff discussion on the new policies and instructions included 1) Social Media Guideline, 2) Staff Rotation, 3) Short term training and 4) 60 years retirement.

The junior staff joined the senior staff on Friday and they were given the opportunity to share their views and opinions on ways to improve our working processes in the Office.



**Leadership, Corporate and Human Resource Divisions**



**Remuneration Division**



**Oversight Division**



**Workforce & Performance Divisions**

## Performance Development Division

The PMS Team would like to wish all the Line Ministries and relevant stakeholders a Happy New Year. We hope that 2021 will be filled with happiness and opportunities. According to Chinese Calendar, 2021 is the year of the Ox. The Ox symbolizes **hard work, positivity and honesty**. After a year of anxiety, we hope and wish to carry on the same spirit in our work efforts to 2021.

### Activities for the month of January;

- \* Dissemination of final EFY Results from OMC to LM CEOs on 04 January, 2021.
- \* Completion of session #2 for Train the Trainer Phase 9 on CHAR's Dashboard for five (5) LMs on 20 January 2021.
- \* Meeting with Palace PMS Manager on 20 and 25 January, 2021 to discuss CHAR's Dashboard.
- \* Submission of Line Ministries PMS Quarterly Report for October to December 2020.
- \* Analyzed of Line Ministries PMS Quarterly Report for October to December 2020.
- \* Provide PMS Training on Ratings, Reward System and how Moderation Process work to AGO Criminal Division Retreat on 22 January 2021.
- \* Meeting with TFES PMS Managers on 25 January, 2021 on Planning and other related PMS Matters



### Activities for the month of February;

- \* PMS Training on Justification on PMS Form to MOJ Supervisors on the 02 February, 2021.
- \* Work attachment briefing with MAFF PMS Manager on the 08 February, 2021.
- \* MAFF Work Attachment program (1st day) commenced on 15 February, 2021.
- \* Meeting with MFA Managers on the 09 February, 2021 about transition of Job Description in to PMS Form.
- \* Meeting with MET on 10 February 2021 to discuss way forward for MET PMS Cycle.
- \* PMS Team Outer Island Travel to Vava'u (15-19 February, 2021) and Ha'apai (23-26 February, 2021).
- \* Submission of LMs on PMS Reconsideration on 22 February, 2021.
- \* Submission of LMs PMS MYR Results 2020/21 FY on 26 February, 2021.



MIA PMS Managers at the Train-the-trainer Phase 9



PMS Training to MAFF during Vava'u Outer Island Visit on 18 February,

**DON'T WORRY**  
ABOUT WHAT EVERYONE ELSE IS DOING.  
**JUST WORK HARD,**  
FOCUS ON IMPROVING  
AND BUILDING ON YESTERDAY'S HARD WORK.  
**AND DON'T FORGET TO**  
**STAY HUMBLE.**

# Workforce Development Division

## Policy Training for the Ministry of Education and Training

Date	Venue	Participants	Total No. of Participants
25 Jan 2021	GMS Houma	Hihifo District Primary Teachers	93
25 Jan 2021	Tonga College 'Atele	Tonga College Teachers	82
25 Jan 2021	Tonga High School	Tonga High School Teachers	69
26 Jan 2021	GMS Vaini	Hahake District Primary Teachers	103
27 Jan 2021	G.P.S Fasi Moe Afi	Central District Primary Teachers	137



Hahake District Primary Teachers



Tonga High School Teachers



Hihifo District Primary Teachers



Tonga College 'Atele Teachers



Central District Primary Teachers

### Induction Training for Vava'u



- \* Date: 19 February, 2021
- \* Number of Participants: 24 new employees
- \* Trainer: Ms. Nolini Vaka'uta

### Induction Training for Ha'apai

- \* Date: 25 February, 2021
- \* Number of Participants: 13 new employees
- \* Trainer: Ms. Mele Latu, Mona Taumoeofolau, Malia Pome'e and Neliane Afu



## PSC Talatalanoa Program for Vava'u



The PSC Talatalanoa program was successfully conducted to all the Line Ministries at Vava'u on the 15th- 18th February, 2021 and to Ha'apai on the 23rd- 26th February, 2021. This is an important program which allows the PSC Office to present and discuss with the employees of all Government Ministries, policies and instructions that needs to be reminded and clarified. This is crucial so that the Public Service have the same understanding of policies and instructions such as the Code of Ethics & Conduct for the Public Service 2010, Social Media Guideline 2020 and new/revised policies and instructions. The PSC staff were also able to capture concerns and issues from employees in the Vava'u and Ha'apai Islands for our necessary actions to ensure that the Public Service is able to deliver their core functions effectively and efficiently. The PSC Office wishes to extend its gratitude to the Governor of Vava'u, Lord Fakatulolo, Governor of Ha'apai Hon. Hingano and their respective staff for welcoming us and for their great hospitality. To all the Line Ministries in Vava'u and Ha'apai, thank you for taking time to participate and attend this program. The Talatalanoa Program was a success because of your willingness to participate and share with us your concerns. The Talatalanoa program is scheduled to be conducted to all Government Ministries in 'Eua on 2nd- 05th March, 2021.

## PSC Talatalanoa Program for Ha'apai



**PSC Mission:** "To deliver quality services with passion, integrity and efficiency in enabling platforms"  
**PSC Vision:** "To be a trusted, respected and internationally reputed Public Service"

## Remuneration Division

January and February 2021, the Remuneration Division focused their attention on the review of the COP, Job Description Transitioning from the Old Format to the New JD Template, Job Evaluation and Re-evaluation of positions, and Outer Island Travel. The details are further specified below;

### Commission COP Review

The review of the COP is an on-going process where the division completed 3 COP Commission Meetings in the month of February. Details are listed below;

- ◆ **15/02/2021**—Minimum requirements for Health Professions
- ◆ **16/02/2021**—Minimum requirements for technical positions that were not included in the first review.
- ◆ **25/02/2021**—Minimum requirements for MTED, MOT, MIA, MFA, PAL, and PMO positions.

### JD Transition

- ◆ **07/01/2021**—JD Training with MORC: AS Latu and AS Fifita
- ◆ **21/01/2021**—JD Training with MLNR: DS Fotu, AS Latu, and AS Fifita
- ◆ **January 31st** was the due date for JD Transitions from larger Line Ministries. A total of 12 Ministries have completed their transitions and is currently under vetting;
  - ⇒ Fisheries, PAL, PMO, PSC, AGO, NBS, MFA, MOI, MOJ, MLNR, MORC, and Finance

### Job Evaluation

- ◆ A total of **50 posts** were evaluated in January and February, details listed below;
  - ⇒ **48** Posts was sized by JET team; endorsed by CEO
  - ⇒ **2** Professional Contracts Posts was sized by RA

### Re-evaluation

- ◆ 13 Line Ministries with a total of **89** Positions were submitted for re-evaluation, details;
  - ⇒ MORC—7, MTED—1, Finance—3, Fisheries—5, MEIDECC—15, MLNR—2, MOI—6, MOJ—12, MET—4, AGO—4, PMO—1, PSC—1, MOH—28.



AS Latu and AS Fifita: JD Training with MORC



DS Fotu, AS Latu, and AS Fifita: JD Training with MORC



DS Fotu: JD Training with Vava'u LMs



AS Latu: JD Training with Ha'apai LMs

### PSC Talatalanoa Program to the Outer Islands

- ◆ **15/02/2021 to 19/02/2021**, DS Fotu traveled to the Vava'u Island to assist Line Ministries with remuneration issues and also conducted Job Description Training on the **18/02/2021**.
- ◆ **23/02/2021 to 26/02/2021**, AS Latu traveled to the Ha'apai Island to assist Line Ministries with their remuneration issues and also conducted Job Description Training on the **25/02/2021**.

# Congratulation and Welcome to the PSC Family!

**Mr. Franz Tu’uhetoka** was appointed the Deputy Secretary for the Human Resource Management and Corporate Service Division. The PSC Office also welcomed the following new staff **Ms Moa Fonua**, Senior Assistant Secretary for the Remuneration Division and **Ms Sokopeti Vehikite**, Assistant Secretary for the Corporate Service Division. Welcome aboard!!



Mr Franz Tu’uhetoka  
Deputy Secretary  
HRM Division



Ms Moa Fonua  
Senior Assistant Secretary  
Remuneration Division



Ms Sokopeti Vehikite  
Assistant Secretary  
CSD Division

## BEHIND THE SCENES



Victorina Kioa

Deputy Secretary  
Oversight



‘Ana Ma’afu

Senior Assistant  
Secretary  
Oversight



Maa’imoa Mafile’o

Senior Assistant  
Secretary  
Oversight



Siniteke Fotu

Assistant Secretary  
Oversight



Lavenita Fakava

Assistant Secretary  
Oversight