

15 December 2025

[REDACTED]

Tēnā koe [REDACTED]

Official Information Act Request

Thank you for your request of 26 November 2025, under the Official Information Act 1982, for the following information:

Question

1. On-call arrangements

- Whether your Communications / Media / Engagement team has a formal on-call roster or after-hours availability expectation.
- Extracts or brief summaries from any documents that describe these arrangements.
- Whether an on-call allowance or similar payment is provided, and if so:
 - o the amount (per day/week)
 - o eligibility criteria

Response

NZQA does not have a formal on-call roster. However, there is an informal expectation that senior staff will be available outside normal business hours to respond to urgent media enquiries or other issues.

Question

2. Compensation for actual after-hours work

- How after-hours work by Communications/Media staff is compensated (e.g., penal rates, enhanced TOIL, overtime payments, call-out payments, or other methods).
- Extracts or brief summaries from any documents that describe this.
- How actual work performed outside standard hours is compensated, including:
 - a. Rates for after-hours work
 - b. Rates for weekend work
 - c. Rates for work performed on public holidays, including whether staff receive:
 - o Time-and-a-half, and
 - o An alternative holiday (day in lieu)

Response

When staff perform work outside standard hours, compensation is provided in accordance with the relevant employment agreement.

Question

3. Definition of 'on-call' vs 'active work'

Please provide your agency's definition or operational guidance on what constitutes:

- On-call availability (i.e., being contactable/available but not actively working).
- Whether activity just as hourly checking of emails is considered part of on-call duties or is considered active work.

Response

Not Applicable

Our response to your request may be published on our website after five working days. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact Elizabeth Templeton in the Office of the Chief Executive, email elizabeth.templeton@nzqa.govt.nz or telephone (04) 463 3339.

You have the right to seek an investigation or review by the Ombudsman of this decision under section 28(3) of the Official Information Act 1982. Details of how to make a complaint can be found at www.ombudsman.parliament.nz. You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā

A handwritten signature in black ink, appearing to read 'Jann Marshall', written in a cursive style.

Jann Marshall
Pouwhakahaere Hāpai /Acting Chief Executive