



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

8 October 2021

[Redacted]

Tēnā koe [Redacted]

Thank you for your email of 10 September requesting the following information:

- From 1 January to 30 June 2021, how many OIA requests did your agency receive?
- From 1 January to 30 June 2021, what was the average OIA response time (including any extension time)?
- From 1 January to 30 June 2021, what was the longest OIA response time (including any extension time)?
- From 1 January to 30 June 2021, what percentage of OIAs required a time extension?
- From 1 January to 30 June 2021, what percentage of OIAs were refused?
- From 1 January to 30 June 2021, what percentage of OIAs were partially refused or redacted?

You may be aware that the Public Services Commission publishes [biannual OIA statistics](#) from over 100 Government agencies including the New Zealand Qualifications Authority.

In addition, we can provide the information that you have requested.

NZQA OIAs 1 January to 30 June 2021	
Number of OIAs completed	34
Average response time (including any extensions)	16.4 days
Longest response time (including any extensions)	30 days
% of OIAs that required an extension	2.9% (1)
% of OIAs that were refused	8.8% (3)
% of OIAs that were partially refused or contained redactions.	35% (12)

As part of the commitment to open and transparent government, NZQA is proactively releasing responses to Official Information Act requests which are of public interest. NZQA intends to publish its response to this request with the next quarterly release. Your name and contact details will be removed before publication.

If you require further assistance or believe we have misinterpreted your request, please contact [ministerials@nzqa.govt.nz](mailto:ministerials@nzqa.govt.nz).

If you are dissatisfied with our response, you have the right, under section 28(3) of the Official Information Act 1982, to lodge a complaint with the Office of the Ombudsman at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz). You can also telephone 0800 802 502 or write to the Ombudsman at PO Box 10152, Wellington, 6143.

Nāku nā



Dr Grant Klinkum  
Pouwhakahaere/Chief Executive

Released under the Official Information Act 1982