



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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

31 January 2022

[REDACTED]
Tēnā koe [REDACTED]

Official Information Act Request

Thank you for your request of 20 January 2022, under the Official Information Act 1982, for the following information:

Please provide a copy of the Authority's mobile phone usage and reimbursement policy (in relation to the use of a mobile phone with its usage fee paid for, in full or in part, by the Authority, regardless of whether the phone was supplied by the Authority to an employee or contractor, or whether the employee/contractor provided its own phone).

The term "reimbursement" in this request may refer to any reimbursement policy where the Authority requests the employee/contractor to reimburse the Authority for private usage, or where the Authority subsidises/reimburses an employee/contractor for business usage of a mobile service not paid for by the Authority.

In relation to the above request please find attached a copy of the NZQA policy document, *Using NZQA provided mobile phones and services*.

Occasionally, staff who are not issued with an NZQA's cell phone may claim for adhoc business usage (based on actual and reasonable costs) for their personal cell phone if preapproval is given.

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 with the next quarterly proactive release of documents. 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.

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. 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

Purpose

To ensure the most efficient and cost-effective use of mobile phones and services provided by NZQA to support NZQA business requirements.

Scope

This policy:

- shall be read in conjunction with the NZQA Code of Conduct, and Procurement, Sensitive Expenditure, and Domestic Travel policies and processes, and
- applies to all NZQA personnel.

Compliance with this procedure is required under the [NZQA Code of Conduct](#).

This policy covers:

- selection and purchase of mobile phones
- selection and provision of mobile phone services
- circumstances and conditions for use of NZQA-provided mobile phones
- accounting and reimbursement requirements.

Note: NZQA may reimburse personnel who need to use their personal mobile phones for business purposes.

Policy

1 General policy statements

- 1.1 NZQA shall provide mobile phones to NZQA personnel where it is proven that these are required for them to perform the duties of their role.

Criteria for provision shall be that:

- the role requires NZQA personnel to work at a variety of sites rather than one office, and/or
- it is critical to NZQA that the NZQA personnel are available out of normal working hours.

Note: These criteria apply to all new connections and contract renewals.

- 1.2 NZQA mobile phones and services shall be fit for purpose to meet NZQA personnel needs for their role (technical requirements) or circumstances (to cater for any physical disability).

2 Approval and purchase

- 2.1 Acquisition of NZQA mobile phones and devices and services shall be:

- approved by the proposed user's reporting manager with delegated authority
- coordinated through the Corporate Administration team.

- 2.2 NZQA personnel must not purchase mobile phones or services other than through approved channels.

- 2.3 The Chief Financial Officer, in conjunction with the Procurement team, shall regularly refresh standard mobile phones. All phones purchased must meet NZQA security requirements as advised by the IS solutions and infrastructure team.
 - 2.4 Standard NZQA mobile phones and devices and services shall provide the current base business requirements only.
 - 2.5 Non-standard NZQA mobile phones and services required for specific roles or circumstances must be approved by the Deputy Chief Executive, Strategic and Corporate Services.
- 3 NZQA mobile phone and data usage - Terms and conditions

- 3.1 NZQA's mobile connection plan has unlimited calls and messages within NZ and to Australia (but not from Australia). Users will be allocated up to 2 gigabyte data per-month for business use in NZ. Fair and reasonable personal use shall be allowed where it is not practical to use alternative communications.

Exception to para 3.1, NZQA's mobile connections allocated specifically for BCP under the AoG mobile contract have no connection plan and no monthly fee. These mobile phones and connections can only be used during a BCP situation or for BCP testing and all personal use shall be fully reimbursed to NZQA.

- 3.1.1 All personal use during international travel that is outside the provisions of the [International Travel policy](#) (section 8) shall be fully reimbursed to NZQA and will require pre-approval from the Chief Financial Officer. For loss or damage refer to exceptions in para 3.4.2.
- 3.1.2 NZQA mobile phones must be used to contact families while away from home on NZQA business
- 3.2 Any charges incurred for personal use such as making "0900" paid services, international calls, international roaming or sending MMS (Picture) messages via SMS (other than for verifiable business-related activity) must be reimbursed in total to NZQA following the mobile phone/data reimbursement process.
- 3.3 Ownership

All mobile phones remain the property of NZQA and shall be surrendered immediately on request by NZQA.

NZQA personnel must take reasonable care of their NZQA mobile phone and ensure it is always secure.

- 3.4 Lost/Stolen/Damaged mobile phones

- 3.4.1 All lost, stolen or damaged mobile phones must be immediately reported to the Chief Financial Officer.

- 3.4.2 A replacement for lost, stolen or damaged mobile phones shall be provided once only every 2 years. Any additional replacements will be at the expense of the mobile phone/device user unless specifically approved (in writing with acceptable explanation) by the user's reporting manager.

Exception: any mobile phones taken overseas on private travel shall be replaced or repaired at the user's expense if lost, stolen or damaged unless NZQA requires the user to be able to be contacted while travelling.

- 3.5 Termination and withdrawal

- 3.5.1 Where an employee leaves the service of NZQA whether permanently or temporarily:

- the mobile phone shall be returned to the Corporate Administration team for service cancellation or redistribution, and
- any personal charges shall be reimbursed to NZQA prior to, or as soon as possible after, the employee's last day of employment or departure.

4 Business continuity

Version: 4.0	Issue Date: 5 May 2020	Last Review Date: 1 May 2020	Next Review Date: 1 May 2023
Business Owner: Chief Financial Officer			Approver: SMT

Deemed valid on day of printing only.

NZQA personnel with NZQA supplied mobile phones must take them home each day and be prepared to take calls or messages. This will ensure that they are available if the NZQA Business Continuity plan needs to be activated. Please refer to the [Business Continuity policy](#).

5 Monitoring mobile phone usage

- 5.1 The Chief Financial Officer and Finance team shall ensure mobile phone/data statements are reviewed regularly.
- 5.2 Budget Managers must carry out random audits of mobile phone use.

Responsibilities

Position	Responsible for
NZQA personnel	Ensuring they follow the relevant policies. Acting honestly, ethically and responsibly and meeting all the requirements of the New Zealand Qualifications Authority Code of Conduct.
Reporting Managers	Approving purchase of standard mobile phones.
Budget Managers	Monitoring mobile phone/data usage by periodic audit of mobile phone/data statements.
Deputy Chief Executive, Strategic and Corporate Services	Approving purchase of non-standard mobile phones.
Procurement team	Negotiating and monitoring supplier agreements with telecommunications companies.
IS solutions and infrastructure	Advising the Procurement team which mobile phones meet NZQA's security requirements.

References

- [9.3.2.2 Use NZQA mobile phone](#)
- [Domestic travel policy](#)
- [International and trans-Tasman travel policy](#)
- [Business continuity policy](#)

Definitions

For the purposes of this policy, unless otherwise stated, the following definitions apply.

NZQA personnel	(a) employees of NZQA, whether permanent or fixed-term; and (b) others, whether individuals or organisations or both, carrying out work for or on behalf of, or providing services to or on behalf of, NZQA, where the agreement or arrangement for the work or services requires compliance with all or some of NZQA's policies, directives, process maps, or procedures
Standard mobile phones and services	The brand and model of equipment and level of service negotiated and contracted with NZQA's preferred supplier, current at time of approval
Non-standard mobile phones and services	Equipment or service that differs from the standard mobile phone and services. Generally, will have additional features and services such as data plans required for specific NZQA roles and to assist personnel with disabilities.

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Measurement Criteria

All NZQA supplied mobile phones are being used in accordance with the NZQA terms and conditions for use.

Released under the Official Information Act 1982

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