



# OUR CUSTOMER CHARTER

Our role is to ensure that New Zealand qualifications are accepted as credible and robust, nationally and internationally, in order to help learners succeed in their chosen endeavours and to contribute to New Zealand society.

## *Kia noho takatū ki tō āmua ao*

*Te manu ka kai i te miro, nōna te ngahere.  
Te manu ka kai i te mātauranga, nōna te ao.*

## **Qualify for the Future World**

The bird that partakes of the berry, his is the forest.  
The bird that partakes of knowledge, his is the world.

NZQA is committed to providing the highest quality service to its customers and in every engagement with our customers we undertake to:

- understand your issue and your timeframe
- be responsive and professional in the delivery of our services
- be reliable and consistent in applying our rules and procedures and communicating with our customers
- provide accurate information
- be fair, impartial, responsible and trustworthy
- admit it when we get it wrong and resolve to get it right
- honour our commitments
- build effective, positive and productive relationships with our customers based on mutual respect and understanding.

## **SERVICE STANDARDS**

Between 8am and 5pm Monday to Friday (excluding public holidays) we will ensure that our offices are open and we will provide a Call Centre service on 0800 697 296.

### **We will:**

- acknowledge correspondence within two working days
- respond to all general correspondence within 10 working days. If this is not possible we will provide an interim response within this timeframe
- process all applications in accordance with the published timeframe
- respond in plain and appropriate language
- respond in te reo Māori if you write to us in te reo Māori
- endeavour to answer phone calls personally
- take your contact number if information is not immediately available, and follow up with a reply within an agreed time
- provide voicemail if we are away from our desks, to allow you to leave a message. We will respond to that message within two working days or help you to contact another staff member, who will assist you
- ensure our processes are clear to you
- build effective, positive and productive relationships with our customers based on mutual respect and understanding.

### **When we meet with you, we will:**

- advise you in advance of the venue, time, attendees and purpose
- keep to the scheduled start and finish times of the meeting, unless changed by mutual consent
- provide suitable access for people with disabilities
- arrive at your premises punctually and respect your organisation's protocols and procedures when we visit.

### **We will work to make sure our websites:**

- are kept up-to-date and accessible
- keep all information that you provide secure, within the limits of the law
- provide you, wherever possible, with the facility to initiate or review your transactions with us online
- use plain and clear language and provide a glossary for technical terms.

Feedback can be made through our website [www.nzqa.govt.nz](http://www.nzqa.govt.nz) by phoning our Call Centre service on 04 463 3000 or 0800 697 296, or by writing to:

The Chief Executive  
NZQA  
PO Box 160  
WELLINGTON 6140

Our Customer Charter is underpinned by Our Values and available at [www.nzqa.govt.nz/customer-charter](http://www.nzqa.govt.nz/customer-charter)



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MATAURANGA O AOTEAROA

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**KIA NOHO TAKATŪ KI TŌ ĀMUA AO!**