



Disability Action Plan: 2024/25 to 2026/27

This plan seeks to support disabled learners and NZQA kaimahi.

The actions in this plan will support NZQA to improve its products and services, as well as its workplace, to become more accessible and inclusive.



Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority



NCEA

Disabled learners experience barrier-free external and internal NCEA assessments

We will:

- Increase Universal Design for learning principles in NCEA external assessments.
- Increase students' ability to use their own assistive technology in NCEA external assessments.
- Support assessors' understanding of equitable assessment practices for NCEA internal assessment
- Increase visibility of support available to disabled learners.
- Improve data and insights on accessibility of assessments.

What does this mean:

- Students will be able to easily understand assessments and connect with the content.
- Students will be able to access text to speech in their assessments so they can hear and read the questions.
- Students will have flexibility in NCEA internal assessment. For example, by showing their knowledge through a presentation or performance rather than an essay.
- Students will find it easier to apply for, and get, Special Assessment Conditions.
- NZQA will measure how well our assessments are working for disabled learners

Tertiary

Disabled learners experience barrier-free tertiary education

We will:

- Monitor providers' practices supporting underserved learners, including disabled learners.
- Share good practice guidance on supporting disabled learners.

What does this mean:

- NZQA regulates non-university tertiary providers. We will assess if providers are making their facilities and services more accessible and if providers are meeting tertiary learners' diverse needs.
- Through monitoring tertiary organisations, we will meet with providers and learners to understand what is working, and what is not. From this, we will create guidance to show what 'good' looks like, which providers can use to reflect on and improve their practices.



All customers

NZQA's products and services meet disabled customers' needs

We will:

- Have a disabled learner voice panel to gain feedback on how we can improve our products and services.
- Strengthen our accessibility standards including our website and chatbot.

What does this mean:

- We will hear first-hand from learners about what they think about NZQA. We will use their feedback to make improvements.
- It will be easier for customers to contact us, for example, customers will be able to use a screen-reader to have our website read out loud, or have their question answered without picking up the phone.

Internal

NZQA is a disability confident employer

We will:

- Increase the number of disabled kaimahi working at NZQA.
- Update our recruitment processes and practices.
- Upskill our kaimahi in their disability confidence.

What does this mean:

- We will monitor and measure the diversity of our kaimahi. This will help us to understand the diversity of our employees, and what we can do to support a more diverse workforce.
- We will improve how accessible and inclusive it is to apply to work at NZQA, and how accessible it is for new kaimahi to start their employment journey with us.
- By kaimahi understanding more about disabilities, and the range of diverse learners we serve, we will change the way we do business as usual – to be more inclusive.