



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

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

6 September 2022

John Trafalgar
Email: fyi-request-18507-c9663398@requests.fyi.org.nz

Tēnā koe John

Official Information Act Request

Thank you for your follow up request under the Official Information Act 1982, for the following information:

Please provide a copy of each official version of the “Using NZQA-provided mobile phones and services” (or whatever the document may have been called then) prior to the current version 4.0 dating as far back to the policy effective at the beginning of the 2015/2016 financial year and each effective version in between.

Please advise the financial amount received by NZQA as reimbursement for private mobile phone consumption under the policy for each financial year, from the financial year 2015/16 onwards (inclusive) up until the current financial year to date. For each financial year, please separate each total year-end figure by management hierarchy, ie reimbursements from Tier 1, Tier 2, Tier 3, Tier 4, Tier 5 and below staff member.

We apologise sincerely for the delay in getting this response to you.

We have attached the 2013 version of NZQA’s mobile phone policy which covers the period from the 2015/2016 financial year until it was replaced by the current 2020 version (version 4).

Title	Date
Use of Cell Phone/Data	2013
Using NZQA-provided mobile phones and services	2020 (version 4)

In terms of NZQA provided cell phones, fair and reasonable personal use is allowed where it is not practical to use an alternate means of communication. This applies to all NZQA provided cell phones regardless of the position held by staff in the organisation.

The following table shows the amount reimbursed by tiers of staff for the personal usage of NZQA provided cell phones over the last seven years, noting that in this time there has been no reimbursement from tier 3 staff and above. The significant variance in 2017/18 from the previous two years was due to the adoption of AOG’s mobile plan that is on a fixed cost plan with no domestic variable charges for calls and messages.


Tiers	FY 15/16 \$	FY 16/17 \$	FY 17/18 \$	FY 18/19 \$	FY 19/20 \$	FY 20/21 \$	FY 21/22 \$	FY 22/23 to date \$	Total
Tier 4 and below	2,844	1,147	87	325	515	6	668	533	6,125

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 on its website with the next quarterly 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

Released under the Official Information Act 1982

Purpose

To ensure the most efficient and cost effective use of cell phone/data hardware and services that meet 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 procedures, and
- applies to all NZQA personnel.

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

This policy covers the:

- selection and purchase of cell phone/data hardware
- selection and provision of cell phone/data services
- circumstances and conditions for personal use
- accounting and reimbursement requirements.

Policy

1 General policy statements

1.1 Where it is proven that cell phone/data/sms usage is required for NZQA personnel to perform the duties of their role, NZQA shall provide a cell phone.

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, and/or
- the role is a tier 1 to 3 manager.

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

1.2 NZQA cell phone/data hardware and services shall be fit for purpose to meet NZQA personnel needs for their role (technical requirements) or ability (to cater for any physical disability).

1.3 NZQA shall **not** reimburse personnel for use of personal cell phones.

2 Approval and purchase

2.1 Acquisition of NZQA cell phone/data hardware and services shall be:

- approved by the proposed cell phone/device user's reporting manager with delegated authority
- coordinated through the Financial Controller.

2.2 NZQA personnel shall not purchase cell phone/data hardware or services other than through approved channels.

2.3 The Financial Controller, in conjunction with Procurement Services, shall regularly refresh a number of standard cell phones/devices.

- 2.4 Standard NZQA cell phone/data hardware and services shall provide the current base telecommunication functionality only.
- 2.5 Non standard NZQA cell phone/data hardware and services required for specific roles or disabilities shall be approved by the Deputy Chief Executive, Strategic and Corporate Services.

3 NZQA cell phone/data usage - Terms and conditions

- 3.1 Fair and reasonable personal use shall be allowed where it is not practical to use alternative communications.
 - 3.1.1 Maximum value of personal use shall be \$5.00 per month, excluding provisions of the Domestic Travel policy.
 - 3.1.2 NZQA cell phones/devices shall be used to contact families while away from home on NZQA business, as per the Domestic Travel policy.
- 3.2 Should charges incurred for personal use exceed \$5.00 per month (other than in terms of the Domestic Travel policy) the **total** amount of personal usage shall be reimbursed to NZQA following the cell phone/data reimbursement procedure.
- 3.3 Ownership

NZQA personnel shall take reasonable care of their NZQA cell phone/device and ensure it is safe and secure at all times.

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

3.4 Lost/Stolen/Damaged cell phones/devices

- All lost, stolen or damaged cell phones/devices shall immediately be reported to the Financial Controller.
- A replacement for lost, stolen or damaged cell phones/devices shall be provided once only. Subsequent replacements will be at the expense of the cell phone/data user unless specifically approved otherwise by the cell phone/data user's reporting manager.

3.5 Termination and withdrawal

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

- the cell phone/device shall be returned to the Financial Controller 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 Monitoring cell phone usage

- 4.1 The Financial Controller shall regularly review cell phone/data statements.
- 4.2 Random audits of cell phone use shall be carried out periodically by Budget Manager.

Version: 3.0	Issue Date: 03/10/2013	Last Review Date: 03/10/2013	Next Review Date: 03/10/2015
Business Owner: Financial Controller			Approver: SMT

Deemed valid on day of printing only.

Responsibilities

Position	Responsible for
Staff	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 cell phones/devices.
Budget Managers	Monitoring cell phone/data usage by periodical audit of cell phone/data statements.
Deputy Chief Executive, Strategic and Corporate Services	Approving purchase of non-standard cell phones/devices.
Financial Controller	Managing the purchase and distribution of cell phones. Monitoring cell phone/data usage by regular review of cell phone/data statements. Issuing and maintaining this policy.
Procurement Services	Negotiating and monitoring supplier agreements with telecommunications companies.

References

[Use of Cell Phone AN 2 CELL 001](#)

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 cell phone/data hardware 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 cell phone/data hardware and services	Equipment or service that differs from the standard cell phone/device and services. Generally will have additional features and services such as data plans required for specific NZQA roles and to assist personnel with disabilities.

Measurement Criteria

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

Version: 3.0	Issue Date: 03/10/2013	Last Review Date: 03/10/2013	Next Review Date: 03/10/2015
Business Owner: Financial Controller			Approver: SMT

Deemed valid on day of printing only.