



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AOI

5 September 2022



Tēnā koe [redacted]

Official Information Act Request

Thank you for your request of 8 August 2022, under the Official Information Act 1982, for the following information:

- *When was the Te Puāwai app developed?*
- *Who developed the app?*
- *What were the costs of developing, implementing and rolling out the app? Are there ongoing costs - if so, what?*
- *How many staff have downloaded the app? How many staff actively use the app?*
- *What consideration was given to creating or using a whole-of-government app, or sharing the resources of other agencies, rather than an agency-specific app?*

1. When was the Te Puāwai app developed?

The Te Puāwai application was developed between November 2017 (commence date) and April 2018 (delivery date).

2. Who developed the app?

Kiwa Digital Ltd.

3. What were the costs of developing, implementing and rolling out the app?

The contract for developing and implementing the app was for \$11,500.00 (GST inclusive). This cost includes maintenance and technical support services in perpetuity. There were no roll out costs.

4. Are there ongoing costs – if so, what?

Ongoing costs are limited to maintenance of the NZQA App Store account, US\$99 per annum. There are no other ongoing costs as the original contract included maintenance and technical support services in perpetuity.

However we have the option for improvements/upgrades.

To date, we have undertaken the following improvements at a total cost of \$9430.00 (GST inclusive)

- using our Pouārahi to do the voiceovers
- changes to Pepeha structure
- upgraded to more interactive functionality (learning kupu, understanding Te Tiriti o Waitangi and Matariki)

5. How many staff have downloaded the app?

The App is available as a free IOS or Android download on the respective public App stores.

At the time of the OIA request, NZQA can share that there have been 967 downloads of the app on android devices and 1.3k on iOS devices. The privacy restrictions maintained by Stores mean NZQA cannot confirm how many of these are staff.

6. How many staff actively use the app?

All new NZQA staff are guided to the Te Puāwai app as part of NZQA's induction process. Staff use it as required to assist them with Waiata, Karakia and Pepeha.

The app supports NZQA staff in their knowledge of te reo and tikanga Māori.

7. What consideration was given to creating or using a whole-of-government app, or sharing the resources of other agencies, rather than an agency-specific app?

NZQA was an early adoptee of such a tool with respect to the Public Sector. Other agencies have since drawn on the base resources and functionality created for NZQA and evolved content and functionality to meet the specific needs of their workforce.

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 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 Elizabeth Templeton in the Office of the Chief Executive, email elizabeth.templeton@nzqa.govt.nz or telephone (04) 463 3339.

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