



# NGĀ MĀTĀPONO

## OUR VALUES

### RESPECT

We value and consider the professional views, culture and beliefs, feelings, needs and efforts of others.

We give equal consideration to others. We say what we mean, listen respectfully and think and act constructively.

#### RANGATIRATANGA EMPOWERING AND LEADING OTHERS

- + We clearly communicate our goals, strategies, standards and expectations.
- + We share relevant information and by doing so improve the quality of decision-making.
- + We understand and respect the roles and responsibilities of others.

#### KOTAHITANGA COLLABORATION AND UNITY

- + We value open and honest communication.
- + We remain open to new perspectives and ideas.
- + We raise issues of concern directly with those involved.

#### NGAIOTANGA DOING OUR JOB IN THE BEST POSSIBLE WAY

- + We follow agreed processes and procedures.
- + We manage the dissemination of information in a responsible and trustworthy manner.
- + We explain our decisions.

#### WHAKAPONO OPEN AND TRANSPARENT

#### MANAAKITANGA CARING FOR AND VALUING OTHERS

- + We help, support and encourage each other.
- + We create a safe environment where divergent opinions can be discussed.
- + We share knowledge and expertise.

- + We work collaboratively and constructively.
- + We focus on finding solutions.
- + We recognise and treasure cultural diversity.
- + We celebrate effective teamwork.

- + We consult genuinely and consider a range of options before making decisions.
- + We develop good relationships with our stakeholders and help them access our services.
- + We are reasonable in our expectations of others.

#### KAITIAKITANGA GUARDIANSHIP

- + We ensure New Zealand qualifications are credible and robust, nationally and internationally.
- + We strive to establish, maintain and improve quality services and high standards of responsiveness.
- + We actively build staff and the organisational capability.

- + We are committed to enabling positive team outcomes/goals.
- + We take collective responsibility for our teams' health and performance.
- + We interact positively with others in a way that preserves and enhances our own mana and the mana of others.

- + We take pride in our work and strive for the highest levels of efficiency and effectiveness.
- + We use robust decision-making processes and criteria.
- + We learn from our experiences.



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

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