

20 March 2025

Susanna Lucas

Email: fyi-request-30126-25ecb905@requests.fyi.org.nz

Tēnā koe Susanna

Thank you for your email of 18 February 2025 requesting information about the fees NZQA charges for certificates and past results.

I was wondering why it costs \$25.60 to obtain a copy of my 6th form Certificate from 1997. I understand there may be some administration involved, but it would not take an hour to find and print a certificate. Assuming the fee is to cover someone's time spent physically working on obtaining my record. Also, why is it an extra \$5.10 to have it emailed? Does it take someone 12 minutes to email the certificate? It would also be great if there was an option to have previous (to 2002) learning uploaded to One's NZQA record.

Here is a bit more detail about what happens once we receive a request such as yours (for a certified statement of pre-2002 qualifications): one of our learner records team members searches our historical records data base, generates the certified statement, and posts it to the requestor. If, in addition, a PDF copy is requested, the PDF copy is generated and emailed to the requestor.

The fees we charge cover the costs of staff members' time, and the maintenance of our records systems including historical records data bases and paper records.

Fees are in line with other government agencies who hold records and provide certificates, for example the Department of Internal Affairs for requests for birth certificates.

The New Zealand Record of Achievement is available free of charge in pdf form via our learner portal. In terms of your request for qualifications prior to 2002 being loaded on your Record of Achievement, unfortunately only qualifications or credentials achieved after the implementation of the New Zealand Qualifications and Credential Framework (or its predecessor the National Qualifications Framework) are recorded on the NZ Record of Achievement. See information on our website. <https://www2.nzqa.govt.nz/qualifications-and-standards/access-your-results/new-zealand-record-of-achievement/>.

Thank you for bringing your concerns to our attention. We welcome feedback on our services, and

will certainly consider the points your raise when we next review our fee schedule.

Nāku nā

A handwritten signature in black ink, appearing to read 'Grant Klinkum', written in a cursive style.

Dr Grant Klinkum
Pouwhakahaere/Chief Executive