CAO MISSION and VALUES

Mission

The mission of the CAO is to be the leading provider of centralised application processing services for Irish post-secondary education providers

This mission is underpinned by the requirement for education providers to retain the function of setting admissions criteria for their respective institutions.

Core Values

In order to achieve this mission, the values that will underpin and drive all of the activities of the CAO include the following:

- **Reliable** – CAO service is built on tried, trusted, robust technology and processes: the system will continue to do what it is intended to do and provide a dependable and secure application processing service

- **Impartial, Honest and Transparent** – as a company limited by guarantee, the CAO will continue to deliver a fair and transparent service to applicants based on objective criteria, and maintain an arm’s length relationship with post-secondary education providers

- **Efficient** – CAO will continue to process applications in a manner that demonstrates efficient and effective use of resources, while maintaining a consistently high level of service quality and delivering value for money

- **Self-funding and Not for Profit** – CAO will continue to be self-funded through fees charged per applicant and will use any surplus generated to further the purpose of the CAO and its activities

- **Proactive** – CAO will actively engage with education providers to identify new or changing application processing service requirements and will adopt a proactive approach to responding to emerging application-related service needs in real time or near real time basis, in particular, HEI data services

- **Accessible** – CAO will provide an inclusive and user-friendly application processing service that meets all of its diverse stakeholder needs

- **Leading** – CAO will ensure its position as the primary organisation responsible for processing applications for entry into post-secondary education in Ireland.