# 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.