

## Mission and Values

### Mission

*“The mission of the CAO is to be the leading provider of centralised application processing services into higher education in Ireland.”*

### Key Values

- Fair and Impartial – CAO will continue to deliver a fair and transparent service to applicants, remaining independent of higher education institutions but maintaining a good working relationship with these important stakeholders
- 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
- Responsive – CAO will continue to monitor its operating environment carefully in order to adapt swiftly to the changing needs of stakeholders and the landscape
- Accessible - CAO will provide a user-friendly and inclusive application processing service that meets its diverse stakeholder needs
- Sustainable – CAO will work to ensure that the organisation is setting and meeting environmental and social goals.