



Tertiary Education Commission  
Te Amorangi Mātauranga Matua

**ERS**

Electronic Receipting System

# **Changing the Way We Work**

Business Process Changes for TEOs

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# Contents

<b>1</b>	<b>Introduction.....</b>	<b>4</b>
<b>2</b>	<b>General Changes – Overview .....</b>	<b>5</b>
	2.1 TEO Number Mandatory .....	5
	2.2 NSN as Mandatory .....	5
	2.3 New Manual Forms .....	5
<b>3</b>	<b>Enrolling (Amending) a Learner.....</b>	<b>7</b>
	3.1 New Fields.....	7
	3.2 Eligibility .....	7
	3.3 Ethnicity.....	7
	3.4 Verification of Bank Accounts .....	8
	3.5 Amendment of Travel Costs.....	8
	3.6 Suspension of Travel Reimbursement.....	8
	3.7 Changes to Work and Income Documentation .....	8
	3.8 Declarations .....	8
	3.9 Discretionary Approval (DA) Process .....	8
	3.10 Placement in Error .....	9
<b>4</b>	<b>Withdrawing a Learner.....</b>	<b>9</b>
	4.1 New Fields.....	9
	4.2 Exempted Learners who Leave Programmes.....	9
	4.3 Exempted Learners who wish to Pathway .....	9
<b>5</b>	<b>Recording Outcomes .....</b>	<b>10</b>
	5.1 New Fields.....	10
	5.2 Overdue Outcomes set to NOK .....	10
<b>6</b>	<b>NZQA Unit Results .....</b>	<b>10</b>
<b>7</b>	<b>Access and Systems Support.....</b>	<b>11</b>

# 1 Introduction

The introduction of the Electronic Receipting System (ERS) is bringing a number of changes to policy and practice for Tertiary Education Organisations (TEOs) and the Tertiary Education Commission (TEC). Many of these changes are because ERS users (Training Opportunities and Youth Training funded TEOs) may enter all the learner data from their own premises. This makes TEC's traditional role of document checking no longer practicable.

The ERS project offers two different ways of capturing programme enrolment and related information:

- A web application accessed via standard browser software for tertiary education organisations (TEOs) without student management systems.
- TEOs with student management systems are offered system enhancements that allow programme enrolments, amendments, withdrawals and outcome data to be automatically uploaded into TEC's systems.

Although these two options are available through ERS, some TEOs may opt to continue to send paper forms to the TEC. This is most likely to be the case when a TEO does not have the necessary IT capability to submit data via the web or a student management system. In these instances, TEC administration staff use the ERS web form to enter the data from the paper forms that TEOs will continue to submit.

## 2 General Changes – Overview

The following is a summary of the main changes that will need to occur to implement ERS.

### 2.1 TEO Number Mandatory

This number was previously known as the EduMIS number (or your registered TEO number). TEOs will access ERS through the TEC website. As part of the login process TEOs will be authenticated via the Ministry of Education's Single Internet Authentication (SIA) system. This will identify the user and ensure that any electronic transactions are attributed to the appropriate TEO. All TEOs wishing to access ERS must have a provider number. As the process of authentication is managed through MoE systems, MoE are the first point of contact for any issues relating to access.

### 2.2 NSN as Mandatory

A significant change for TEOs is the requirement to provide National Student Numbers for all transactions. This will require TEOs to have an NSN for a learner at the time of enrolment. The NSN needs to have a record status of "active", which means that all the required information on the record has been supplied and recorded as verified.

The National Student Index (NSI) is the repository of NSNs and is managed by the Ministry of Education (MoE). Access is subject to MoE permission and a Privacy Code of Practice.

Due to the change in process mandating the use of NSNs, there will be a need for TEC staff to access the NSI in order to complete enrolments for those TEOs who do not (yet) have direct access to the NSI.

The Ministry requires TEC staff to act only as agents for TEOs, as the Ministry requires TEOs to remain responsible for the evidence of identity and other data quality issues in their use of the Index. In order for TEC to obtain authority to act as an agent for a TEO, it will be necessary for the TEO to complete an "Authority to Act on Behalf of TEO" form.

### 2.3 New Manual Forms

The manual forms for Training Opportunities and Youth Training have been redrafted. This is mainly to align the data with the flow of the ERS web forms. A number of other forms have also been created so that there is a consistent process used in all TEC areas.

These forms are:

### **Youth Training Enrolment**

This form needs to be completed in full regardless of whether it is submitted electronically or manually. Both the learner and TEO declarations must be signed and retained on the learner's file.

Note: Post Placement Support Youth Training enrolment forms are still to be processed by TEC.

### **Training Opportunities Enrolment**

This form needs to be completed in full regardless of whether it is submitted electronically or manually. Both the learner and TEO declarations must be signed and retained on the learner's file.

### **Amend Learner Details**

This form needs to be completed in full regardless of whether it is submitted electronically or manually. Both the learner and TEO declarations must be signed and retained on the learner's file.

### **Learner Withdrawal**

This form needs to be completed by the TEO and retained on the learner's file, regardless of whether it is submitted electronically or manually. The TEO declaration must be signed.

### **Two Month Labour Market Outcomes**

This form only needs to be completed where the TEO has opted to continue to send paper forms to TEC. TEOs can still opt to complete this form if they wish to retain the information for their own records.

### **Discretionary Approval Request**

This form needs to be completed and retained on the learner's file. Please see section 3.10, page 8 for further details.

### **Placement in Error**

This form needs to be completed and retained on the learner's file. Please see section 3.11, page 9 for further details.

## 3 Enrolling (Amending) a Learner

### 3.1 New Fields

A number of new and changed fields have been implemented in ERS for enrolling (and amending) a learner. These enable the electronic capture of the following data:

- Date left school now needs to be captured in a DD/MM/YYYY format.
- MoE exemption date (from MoE exemption letter).
- Early Learner Exemption (ELX) number (from MoE exemption letter).
- A change to the capture of qualification data to better differentiate between learners who have only ever undertaken NQF/NCEA related studies at school, and those older learners who sat former qualifications, such as School Certificate.
- Total number of weeks a learner has been registered as a job seeker with Work and Income (from Work and Income Client Basic Details Report).
- Job Seeker status of active or inactive (from Work and Income Client Basic Details Report).
- Benefit Type (from Work and Income Client Basic Details Report).
- Extra fields to allow two learner contact phone numbers to be captured, including mobile phone numbers. Note that at least one contact number is now mandatory.

New fields have been included in the learner travel section to capture:

- Whether the TEO supplies all or part of the learners travel.
- Both public and private transport as separate information (the total daily travel is a calculated field).
- Whether the bank account number provided is that of the learner.

### 3.2 Eligibility

Eligibility will now be derived by ERS and will be calculated using the information entered by the TEO. ERS contains numerous rules relating to eligibility, based on the criteria set out in The Targeted Training Funding Guidelines. This change in business practice will ensure a standard interpretation of the eligibility criteria and rules across the country.

### 3.3 Ethnicity

The Ministry of Education, NZQA and TEC are all moving to align their ethnicity data with Dept of Statistics codes. This will make the sharing of data more useful for statistical analysis. The alignment process will take until the end of 2006 to complete as various systems and sectors move from older coding systems to the new codes. TEC's ERS system is the first to move to the new codes. The new TO and YT enrolment forms contain an expanded set of choices for Ethnicity.

### **3.4 Verification of Bank Accounts**

The TEO now enters learner bank account details directly into ERS. Learner's bank account details may also be amended by TEOs, should these change during the programme. A number of audit reports will be generated by TEC that will highlight multiple changes to bank accounts and check for duplicate accounts.

When a bank account number is entered into ERS, a check is performed by the system to reduce the likelihood that invalid numbers will be entered. The system will check that all account and suffix numbers entered are valid.

### **3.5 Amendment of Travel Costs**

Learner travel costs can now be amended directly by the TEO through the ERS web form called "Amend Learner Details". When actual travel costs change, the change will only take effect from the start of the next payment cycle. Travel payments will automatically cease upon withdrawal of a learner. Evidence of travel costs must be retained on the learner's file.

### **3.6 Suspension of Travel Reimbursement**

A TEO must not suspend learners' travel payments as a penalty for poor attendance.

### **3.7 Changes to Work and Income Documentation**

TEC and MSD (Work and Income) have agreed that a number of small changes will be made to the Client Basic Details (CBD) report and the Referral Letter to support the implementation of ERS.

### **3.8 Declarations**

The wording of the privacy and TEO declarations on enrolment and amendment forms has been through a legal review, and has been revised to ensure that these are appropriate.

### **3.9 Discretionary Approval (DA) Process**

If a learner is not eligible for a programme, the TEO is welcome to discuss the situation with the TEC Area Manager. The TEC will consider applications for discretionary enrolment on a case-by-case basis. Such applications are to be submitted by the TEO on the "Discretionary Approval Request" form. The process for obtaining approval for a discretionary enrolment is as follows:

- The TEO fills out the "Discretionary Approval Request" form and emails, faxes or sends it to the TEC Area Manager.
- The Area Manager will consider the request and approve a discretionary enrolment application if appropriate.
- TEC will assign a one-time code and send it to the TEO, if approved.
- The TEO can then use the code and complete the enrolment in ERS.

Note that TEOs need to enter all the data carefully when filling in the ERS discretionary approval code field on the enrolment form. If details are entered incorrectly, the system will not be able to match up the data, and TEOs will have to obtain another code from TEC.

### **3.10 Placement in Error**

TEC recognises that sometimes a TEO may place a learner on a programme in error. If such an error is discovered by the TEO before the placement becomes active (which happens during TEC's overnight database sweep), the TEO may simply delete the placement. If however, the overnight sweep has occurred and the error placement has been activated, the TEO is required to:

- Withdraw the learner from the programme.
- Complete a "Placement in Error" form and send to TEC, in order that the placement can be flagged as having been made in error in TEC's system. Such a flag will eliminate the TEO being asked to report labour market and unit results for the learner.

## **4 Withdrawing a Learner**

### **4.1 New Fields**

A number of new and changed fields have been implemented in ERS for withdrawing a learner. These enable the electronic capture of the following data:

- Learner Destination fields relating to "Employment", "Further training with another TEO" and "Other". The information captured here is used to help determine eligibility for continued funding.
- A field to enter date of last attendance, as well as withdrawal date. TEC will generate reports prior to undertaking audits, which will highlight any differences between these two dates.

### **4.2 Exempted Learners who Leave Programmes**

When a learner in receipt of a MoE certificate of Exemption withdraws from a Youth Training programme, the TEO must contact the Non Enrolment Truancy Service (NETS) to advise them of the learner's destination. Evidence of such advice having been given should be retained on the learners file. Please note that this policy has not been changed with the implementation of ERS but has been included here for TEO information only.

### **4.3 Exempted Learners who wish to Pathway**

When an exempted learner withdraws from one Youth Training programme to enrol on another, and is still 15 at that time, the new TEO must liaise with the original TEO to obtain a copy of the exemption letter.

## 5 Recording Outcomes

### 5.1 New Fields

A number of new and changed fields have been implemented in ERS for recording outcomes for a learner. These enable the electronic capture of the following data:

- Outcome fields relating to “Employment”, “Further training” and “Other”.

Please note that the information entered in these fields must be complete and verifiable.

### 5.2 Overdue Outcomes set to NOK

Labour Market Outcome results are now entered by the TEO. The data must be entered sixty days after a learner has left a course. If outcome results have not been supplied ninety days from the learner’s withdrawal date, results will be automatically set to NOK.

## 6 NZQA Unit Results

From early 2006, NQF Results data will be collected once by NZQA, and the TEC will have access to that data. This is a benefit for TEOs and a step forward in the common use and sharing of data in the education sector.

NZQA are amending their forms and systems to capture TEC programme information, so that TEC can store the results against the correct learner and programme.

In the interim, current requirements for the reporting of unit results will remain in place.

## 7 Access and Systems Support

A national help desk is being created which will receive calls from both TEC staff and TEOs in relation to ERS. A three-tier approach is in place:

- Level 1:** TEOs are encouraged to contact TEC area staff to discuss issues that relate to **enrolments and eligibility**.
- Level 2:** The help desk will be able to assist with enquiries relating to any **technical problems** with ERS. Typically this will be where errors are being encountered. The help desk contact details are 0800 HELP ER (0800 435 737) or [helper@tec.govt.nz](mailto:helper@tec.govt.nz)
- Level 3:** The help desk may escalate a technical problem to the Ministry of Education help desk when there are problems accessing ERS. Access to ERS is managed by a MoE system that is supported through the Ministry's help desk.

TEOs will be able to use ERS between the hours of 7am and 7pm, seven days a week. Local area office support for enrolment and eligibility queries will be available during the TEC area offices' normal hours.