

Implementation News

Welcome to the first issue of our new bulletin for tertiary education organisations using ERS, or preparing to use ERS.

This is intended to be an informal collection of tips, information on issues and general advice to help you get the best out of the new system.

A *Technology Update* for developers of student management systems is also available by email and from the ERS section of the TEC website, www.tec.govt.nz

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Seize the day

The months before Christmas offer a valuable opportunity to build your ERS capability. We suggest you use this relatively quiet period to ensure that you're fully set up and familiar with the system, before the peaks that typically occur in January and February.

Changes to Work and Income referral letters

To complement ERS enrolments, improvements have been made to the Work and Income online referral letter for Training Opportunities (TO) and Youth Training (YT).

The improvements make it easier and quicker for Work and Income Case Managers to determine the correct TO or YT eligibility category for their referral and to create a TO or YT letter stating the correct eligibility reasons.

Case managers and training providers will notice three main changes to the letter:

- the TO and YT letter templates now display the full eligibility description for a case manager creating a referral letter.
- form letters for TO and YT now include instructions on the printed letter to providers telling them what to do if they consider Work and Income has provided an incorrect eligibility reason for a referred learner, and
- a field to add the case manager's name and DDI to the letter has been added so that providers can quickly and easily contact the referring case manager to request further supporting information/another referral letter with correct eligibility.

NSNs may need Evidence of Identity

Many students have already received National Student Numbers (NSNs) as a result of their secondary activity; however these may not be sufficient for successful TEC course enrolment.

These students may not have provided Evidence of Identity sufficient to prove their residency status. The impact is that the entry in the National Student Index would have a status of 'pending' rather than 'active'.

Students with a pending status will need to produce appropriate documentation (usually a birth certificate or passport) to allow the status to be updated to Active. Only Active students can be enrolled on TEC courses.

This is not a change in TEC policy, but the criteria are now more strictly enforced by the ERS system at the time of enrolment.

Supporting student management systems

The ERS team acknowledge the importance of integrating student management systems (SMS) with ERS. Successful integration will be a win/win for everyone: the TEOs using these systems, SMS vendors and the TEC. We are continuing to work with SMS vendors to assist them in making updated releases of their products as soon as possible.

Authority to Act needed

If you use the TEC to enter enrolments on your behalf, please check you have returned the Authority to Act on Behalf form to your TEC area office, so that TEC staff can register with the National Student Index on your behalf.

NSI takes time

Remember there will always be a time lag between applying for and receiving access to the National Student Index (NSI). It's important not to leave this process until the last minute as it could affect your ability to obtain the National Student Numbers needed for enrolments.

Don't deform the forms!

Several TEOs have asked if it is acceptable to create their own versions of the Youth Training (TE132) and Training Opportunities (TE 133) enrolment forms. Additionally, some SMS users have asked if they can enter information relating to a learner into the SMS on the basis of discussions with a learner, and then print out a version of the enrolment form with the learner data within it, have the learner sign the form, and then keep this on file.

For a number of reasons, we can't let this happen. In particular:

- The enrolment form is a contract between the TEO and the learner, and the wording of the TEC form has been through legal review. If other versions of this document were created, the TEC could not be assured that these alternative enrolment forms would be free from error and that such forms would continue to meet legislative requirements.
- Legal advice indicates that, due to Privacy Act requirements, it is necessary for learners to give a TEO written permission to enter personal information into any database *before* that electronic storage of information actually occurs.

Out with the old...

To conclude, just a reminder that any copies of obsolete Youth Training and Training Opportunities enrolment forms must be destroyed. Various changes have been made to integrate the TEC's systems with other education agencies, meaning that the old forms are no longer usable.

Old versions are less brightly coloured and are numbered TE 32 or TE 33 in the bottom right-hand corner of the first page.

Please monitor your stocks of enrolment forms and as you begin to run low, contact your area office advisor to order more forms. Our warehousing service will despatch them to you free of charge.

These are the only forms which are being printed by the TEC. All other forms are available as PDFs and can be downloaded from the Forms section of the ERS web page at <http://www.tec.govt.nz/funding/training/er/er.htm>