



Frequently Asked Questions

What's on the website?

- News tiles
- Key dates
- Te reo Māori translation of home page content and landing page summary paragraphs
- “Hover over” function for:
 - English glossary terms the first time they appear on every page
 - Te reo Māori glossary terms the first time they appear on a level 1, 2 or 3 content page.
- Improved search where documents and pages can be searched separately
- Link to ngā kete login and fund finder button on home page
- Information about staff vacancies at the TEC
- Information and links to our systems and tools

Watch the [video](#) – this was made when the new website went live, some things have changed since then.

Why can't I find a page I'd bookmarked?

Bookmarks won't work if a page has been removed, search for the page or go to the home page to navigate to where you want to go. The update your bookmark. In the meantime, you'll be redirected to an error page:

Our new website - page not found

LAST UPDATED 8 JANUARY 2020



We have redeveloped our website and, as a result, the page or content you are looking for may have moved.

If you have arrived here because you used a link from our old website or from a saved TEC document, here are some tips to find what you are looking for:



Go to our [homepage](#) and use our menus to navigate to what you want

Use our new search box at the top of every page and [advanced search](#)

Contact our friendly Customer Contact Group at sectorhelpdesk@tec.govt.nz or call us 0800 601 301.

Remember to update your bookmarks

Once you have found the information you need, update your bookmarks so you can find the content easily next time.

Archived material

If you are looking for TEC News they are available on our archived TEC website. Read more about how to [access archived content](#).

Something isn't working?

We'd appreciate your feedback on how our redeveloped site is working for you. Tell us what you think by [contacting us](#).

How do I subscribe to RSS feeds?

Click on [get updates](#) above the search bar, it's on the top right of all the pages. There is also a 'Subscribe for updates' button at the bottom right of the homepage and content pages.

I couldn't find what I was looking for on the website.

Use the search or advanced search functions, on the top right of all content pages. You can filter by document or page by using the dropdown options next to 'Result type'. If you still can't find what you're looking for [contact us](#).

A link does not work. The information on a page is incorrect.

[Contact us](#) to let us know.

I want to refer to a TEC Now or Education Performance Indicator report that was published some time ago on your website but I can no longer locate it.

For the Education Performance Indicator (EPI) reports, these can be found by using the drop down options on the [View educational performance using interactive charts](#) page. For old TEC Now information go to our [accessing archived content](#) page.

I want to refer to an older document that was published on your website but I can no longer locate it.

If you can't find the document using the advanced search function underneath the search box at the top right of every page, try the [accessing archived content](#) page. Or [contact us](#).

How do I search for archived information on the website?

Go to the [accessing archived content](#) page, or you can [contact us](#).

Will all of the website content be reviewed?

Most of the content is reviewed annually and updated as required. Some of the recently published content may be updated more frequently due to current projects underway with TEC.

What happened to all the fund conditions in the resource centre?

Conditions are published within each specific fund. You can view and compare conditions across different funds on the [Funding conditions by year page](#).

How did you decide on which content to translate into te reo Māori?

Read about [our translation policy](#).

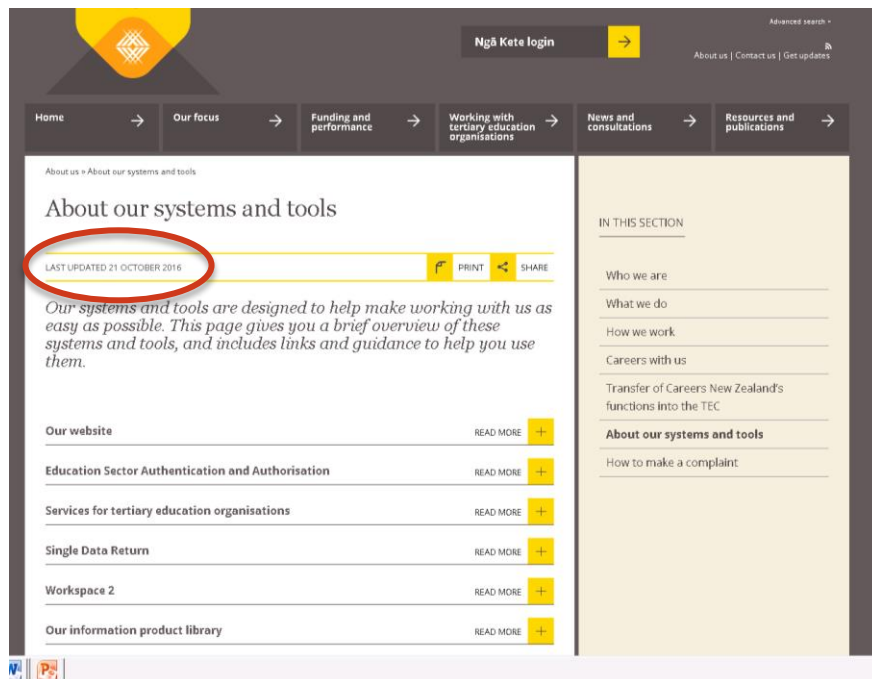
How does the glossary work?

One of the website's new features is a 'hover over' glossary for technical and te reo Māori terms. Click on any highlighted words or terms to read their definitions. You can turn the glossary off by selecting 'Glossary: Off' at the foot of each page.

Does the website work on my mobile?

Yes. Let us know if you have problems with this or spot anything we need to know.

How do I know if a page has been updated on the website?
Content pages have a “last updated” field just under the page heading:



Got a question?
If you have any questions about the TEC website you can [contact us](#).



We ensure New Zealand's future success.