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## Kia ora!

Welcome to the Fees Free Focus for April 2023.

Please encourage all those working on Fees Free enrolments and reporting in your organisation to subscribe to this newsletter and receive updates, tips and the monthly reporting schedule. If you've received this, you're already subscribed.

If you would like to view the Fees Free newsletters from previous months, you can find them on the TEC website on the [Fees Free guidance page](#).

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## Important Updates and Changes

### Update to Fees Free helpline number

We have now discontinued the use of the Fees Free helpline number 0800 687 775.

If you or your learners have questions about Fees Free, please contact the TEC Customer Contact Group on 0800 601 301 and let us know you are calling about Fees Free by selecting Fees Free from the options provided.

If your organisation's website is advertising the Fees Free helpline number to your learners, please ensure that this number is updated.

### Reminder about learners transitioning from TTAF

Any learner who undertook their first tertiary study or training using the Targeted Training and Apprenticeship Fund (TTAF) and is now looking to access Fees Free, will need to check their Fees Free eligibility for the 2023 calendar year. This includes when a learner started their study or training programme in 2021 or 2022.

Learners who started accessing Fees Free before using TTAF will have a starter status, and will be able to continue using Fees Free in 2023 if they have remaining entitlement available. A full list of eligible learners with remaining entitlement for 2023 can be found on Workspace 2 on your shared documents page.

### General reporting reminders

- You don't need to wait until the due date to submit your returns. You may submit at any time during the reporting round - the sooner the better!

- Sometimes documents fail to submit in Workspace 2 due to formatting errors. Remember to check back in to make sure your submission has been submitted successfully before the round closes.
- If you have no eligible enrolments or fees to report, please submit a blank return. This will let us know that you have no Fees Free eligible enrolments, and we won't need to follow up with you to check.
- If you are unable to submit your return at any time due to illness or leave, please let us know. We may be able to submit your previous data again for you to ensure your learner's allocations and entitlement use remain in place.

If you need any assistance with your returns, please use the [guidance documents available on the TEC website](#), or contact us on 0800 601 301 or at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz).

## Tips for Reporting Study

The most common error in the March returns was mismatches against STEO.

TEOs need to ensure that the 2023 records are updated with the correct 2023 course information, including course codes, fees, and EFTS. We recommend you make these updates as soon as possible. While the information in STEO out of date, your 2023 Fees Free reporting may not pass validation.

### **Annual Maximum Fee Movement 2023:**

We have introduced a tolerance in the Fees Free validation that allows you to report higher fees under the [Annual Maximum Fee Movement](#), while you are updating your course fees in STEO. This tolerance will be removed at the end of April, so please ensure all of your fees have been updated in STEO before then to avoid errors in your future reporting.

## Tips for Reporting Work-based Learning

Thank you for your March Fees Free Schedule of Fees and Programmes and Fees submissions.

Remember that the Source Enrolment ID you submit in your Programmes and Fees submission needs to match the Source Enrolment ID for that learner's enrolment in the ITR.

If the Source Enrolment ID is not in the ITR at the time we run validation on your data, we will not make payment for the fees claimed for that enrolment this month. However, you can report the fee again in your following Fees Free Programmes and Fees return. We'll check the data again and make a payment to you.

## April Reporting Schedule

### For reporting provider-based study

|               |  |
|---------------|--|
| 12 April 2023 | <ul style="list-style-type: none"> <li>• April Fees Free All Enrolments and Costs template available via Workspace 2</li> </ul>            |
| 13 April 2023 | <ul style="list-style-type: none"> <li>• NSN extract date for the Fees Free All Enrolments and Costs return</li> </ul>                     |
| 26 April 2023 | <ul style="list-style-type: none"> <li>• April Fees Free All Enrolments and Costs return due to TEC by uploading to Workspace 2</li> </ul> |

### For reporting work-based learning

|               |  |
|---------------|--|
| 30 April 2023 | <ul style="list-style-type: none"> <li>• NSN extract date for the Fees Free Programmes and Fees return</li> </ul>  |
| 1 May 2023    | <ul style="list-style-type: none"> <li>• April Fees Free Programmes and Fees template and Fees Free Schedule of Fees template available via Workspace 2</li> </ul>   |
| 4 May 2023    | <ul style="list-style-type: none"> <li>• April Fees Free Programmes and Fees return and Fees Free Schedule of Fees due to TEC by uploading to Workspace 2</li> </ul> |

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## Contact us

If you have any questions or comments about this newsletter, please contact the Customer Contact Group at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz) or 0800 601 301.

### Reporting information not reaching the right person?

Please email the Customer Contact Group at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz), if you need a staff member added, as a Fees Free data return contact, for your organisation. Please include their name, job title and email address. Your organisation can have more than one data return contact.

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Set yourself fees-free



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**Our mailing address is:**

[customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz)

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