



## Attendance Service Provider Newsletter

12 December 2025

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### Introduction

Kia ora koutou

As we close out the year, we want to thank you for the effort and preparation you've put in to get us ready for the launch of the new attendance service. Your commitment and collaboration have been essential in laying the foundation for what's ahead.

January marks the formal start of the new attendance services - a significant milestone and the start of delivering a more streamlined, responsive, and impactful attendance service for the communities we serve.

We know that with any change, there may be some bumps along the way. Please know that we're here to support you as we navigate this transition together. Your hard work and adaptability have been key to making this possible and we appreciate the energy you've brought so far.

Wishing you a safe and restful holiday season and looking forward to hitting the ground running in the new year!

Ngā mihi maioha

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### Readiness for Attendance Service Case Management System go live

We're excited to confirm that the new Attendance Service Case Management System (AS-CMS) will go live at 9am on Monday, 5 January 2026.

#### Accessing the AS-CMS

We will send you a link to the new AS-CMS at 9am on 5<sup>th</sup> January once it has gone live.

**Tip:** Bookmark this link for quick access whenever you need it.

The link will also be published on the [Catalogue of tools & online services | Applications & Online Systems](#) from 5 January 2026.

An email will go to your Delegated Authoriser today (12 December) advising them how to assign roles within AS-CMS so please check with them that they have done this.

**Before you can access the AS-CMS, you must have:**

- received and accepted an invite for your education sector logon, sent by your Delegated Authoriser; *and*
- been assigned a role within the AS-CMS by your Delegated Authoriser; *and*
- completed the mandatory AS-CMS e-learn module.

It takes 2 to 3 business days after you have completed the online learning module for your access to the AS-CMS to be finalised. Please make sure you complete the online learning module as soon as possible, so that you can log in when the system goes live.

**Note:** If you are a Delegated Authoriser, and you are also an AS-CMS system user, you must still assign yourself a role and complete the online training to get access.

**Need support?**

If you need help using the system, technical AS-CMS guides are available here [Attendance service case management system guidance - Ministry of Education](#).

If you have lost your link to the Education Learning Management System to access the Delegated Authoriser training or the AS-CMS training, you can use this link: [Education Learning Management System](#). You will need to log in using your ESL.

Our Education Sector Service Desk will provide technical support from Monday, 5 January 2026. If you experience any issues with logging in or using the AS-CMS, please contact the Service Desk:

- Freephone: 0800 422 599 (NZ only)
- Email: [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

**Before contacting the service desk, please check first that you have:**

- received and accepted an invite for your education sector logon; and
- been assigned a role within the AS-CMS by your Delegated Authoriser.
- completed the mandatory AS-CMS e-learn module; and
- waited up to 2 to 3 working days after completing training for your access to be finalised.

**Getting started**

On go-live day, we'll share start-up activities and guidance to help you as you start to navigate the system. This will include:

- Link to the new AS-CMS
- How to transition incorrectly assigned cases
- How to assign multiple cases to a case worker
- Tips and troubleshooting advice

## New year AS-CMS drop in sessions

We're continuing to enhance the AS-CMS, and your feedback is shaping what comes next! As everyone gets more familiar with the system, we know questions will arise about using different features.

While technical support is available if you experience issues (see details above), we're also hosting optional, informal drop-in sessions throughout January.

The purpose of these sessions is to provide demonstrations of areas of the system you are unsure about, answer your questions, and gather feedback on what is working well and where you think we should focus future improvements.

## What to expect

- Demonstrations of new features or features you'd like to learn more about
- Questions and answers to help you navigate the system confidently
- Feedback opportunities on what's working well and where we can improve

Invitations to register for these optional drop-in sessions will come out soon.

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## Training reminders

A big thank you to everyone who attended the online training sessions on the new AS-CMS.

## Next Step: Complete the mandatory e-Learning module

To gain access to AS-CMS, you must complete the Case Management for Attendance Services e-learning module.

## How to access the module

To complete the self-paced e-learning module:

- Ensure your Delegated Authoriser has assigned you a Workflow Lead or Case Manager role in the AS-CMS
- You will receive an email with a link to the [Ministry of Education Learning Management System](#). Log in using your Education Sector Logon (ESL). Note that if you have not used the Education LMS before, it may take a few hours for this email to arrive.
- Click 'My Learning' from the top menu to find the Case Management for Attendance Services online learning module

**Note.** For a limited time during December, you can access this online learning module before your DA has assigned your AS-CMS role. Use your ESL to log into the Education Learning Management System. Once you have logged in you will see an Attendance Service tile on the Home tab. Open the tile and select the **Case Management for Attendance Services** module link.

As previously advised, please complete this before the end of the year to ensure you can access the system when it goes live in the new year.

## Need help?

If you don't have an ESL, contact your Delegated Authoriser (DA).

If your DA needs assistance, they can check the online guidance here: [Support for online Delegated Authorisers | Applications & Online Systems](#), or contact the Education Service Desk:

- Freephone: 0800 422 599 (NZ only)
- Email: [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

## For staff starting in January

A recording of the online briefing session will be available [here](#) shortly. Once they are assigned a role in the AS-CMS, they will be sent a link to the learning management system to complete the module.

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## Operational guidance continues to be updated on our webpage

We're committed to keeping you informed and supported. Operational guidance is now available through the Attendance Service Provider webpage (see [Attendance service operational guidance - Ministry of Education](#)), covering the following areas:

- Contract expectations
- Managing Whānau non-engagement
- Locating students and whānau
- When schools should request provider support
- Unmet basic needs fund
- Projects and initiatives
- Attendance Service glossary of terms
- Te Tiriti o Waitangi expectations
- Privacy Act and Official Information requests

All guidance has been created in collaboration with Attendance Service providers. We're continuing to develop more resources and will share them as they become available.

We'll also be uploading a frequently asked questions document that will be regularly updated. So continue to keep an eye on our webpage for new providers [Information for new attendance service providers - Ministry of Education](#))

Have ideas or suggestions? We'd love to hear from you! Email us at [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz)

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## Final transition reminders

As we approach the end of December, please note that existing contracts will conclude at this time. To meet our records management obligations, current providers have been asked to transfer any case information related to **closed cases** to the Ministry.

Effective close of business today, the ASA case management system will move to read-only access. Current providers should have securely transferred any case information held outside of ASA related to **active cases** into the ASA case record, and we expect this process to be well advanced by now. All this information will then be migrated to the new AS-CMS and will be available to you from 5 January.

**Action:** If you are taking on a new catchment, please ensure you have confirmed with the current provider that all case records **related to active cases** have been updated in ASA, and any other case information passed on to you if this is not already recorded in ASA.

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## Information shared with schools

On 9 December 2025, we shared reminders about key dates for the new attendance service in the [School Leaders Bulletin · Issue: 206, 9 December 2025 - Ministry of Education](#) along with guidance about when they should refer into the service (see [here](#))

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## Other attendance-related updates

In this section, we will share what else is happening to support better attendance - from new initiatives to helpful resources and ideas that might be useful in your day-to-day work.

### Have you subscribed to the School Leaders Bulletin?

The School Leaders Bulletin is one of the main ways we keep schools and other sector groups updated on what's happening. Anyone can subscribe to the Bulletin, and we would recommend you do so, although we will continue to communicate directly with you.

You can subscribe [here](#).

Previous editions of the School Leaders Bulletin can be found [here](#).

### Attendance Webinars

In November we launched a series of optional webinars covering the new initiatives to increase school attendance. We would welcome Attendance Service Providers attending any webinars that are of interest.

You can find out more about upcoming webinars [here](#) on our website.

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## Coming up in our next newsletter

- Launch of new AS-CMS
- Links to frequently asked questions
- New year reminders

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## Any questions or feedback

We want these updates to be useful for you so please let us know any feedback or feel free to ask questions via [attendance.service@education.govt.nz](mailto:attendance.service@education.govt.nz). You can find this and previous newsletters [here](#)

*Please note our team will be on leave from 19<sup>th</sup> December, returning on 5<sup>th</sup> January and the attendance service inbox will not be monitored during that period.*