Attendance Service Provider Newsletter

13 February 2026

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Introduction

Kia ora koutou

Before we move into our updates, we want to acknowledge the AS-CMS outage earlier this week. We understand this caused disruption to many of you, especially given the importance of the work you do every day. We are genuinely sorry for the inconvenience and frustration this created. Our teams worked quickly to restore the system and have put safeguards in place to help avoid this happening again. Thank you for your patience and understanding as we worked through the issue.

In this newsletter, we have several important programme developments to share. On Monday 16 February, the AS-CMS will go live for schools, enabling them to initiate referrals directly.

Then, on 20 February, attendance data will begin flowing into AS CMS. This integration will strengthen the information available to providers and support more effective case management and service delivery.

Thank you for your continued commitment and support.

Ngā mihi maioha

AS-CMS goes live for schools on 16 February

Schools can refer chronically absent students within the AS-CMS from Monday 16 February. Information about this will be provided to Schools in the School Leaders Bulletin on 17 February, as well as via two online webinars on 17 and 18 February and on our webpage for schools here.

To ensure the system remains stable and performs well for all users, we are phasing the rollout of some features. These additional capabilities will be introduced in our next release, which is scheduled before the end of February 2026. The school will then also be able to:

- assign someone else as the school's primary contact when submitting a support request. Before then, if they are entering a request on behalf of another person, we recommend they make a note of the correct contact. They will be able to update this information once the next release is available at the end of February.

- view existing attendance cases that have been referred by their school to an attendance service provider.
- receive email notifications about their cases.

Guidance for schools about the attendance service will be updated on Monday 16 February here Attendance services - Ministry of Education.

Attendance data will be available within the AS-CMS from 20 February

Attendance data will be available in student case records from 20 February. This will enable you to effectively monitor the attendance of students who are currently enrolled.

The data includes:

- **Daily attendance**, which can support day-to-day conversations with students, caregivers, and schools.

- **Termly attendance**, which will help you track progress against outcomes measures over time.

Attendance information will be displayed as two tabs within each case record:

- **Daily Attendance** – shows attendance codes for each day in the current term.

- **Termly Attendance** – shows attendance for each term over the past 12 months. Please note, Term 4 2025 data will be provisional. The data remains provisional until the full set of Term 4 data and associated reporting are released via Education Counts on 19 March 2026.

Data will update overnight, ensuring you have access to the most current attendance information available.

A further update in March will deliver dashboards to help you track referrals, attendance and service levels.

Changes to how you can access support on the AS-CMS

Your first point of contact for AS-CMS support is the Quick Reference Guides, which cover the key steps for navigating and using the system. These guides will answer many common questions.

Information on **significant known issues and frequently asked questions** is also available. We have updated this document this week to include many frequently asked questions. This document is updated weekly, so if you're experiencing a problem or have a question, please check the website first.

For any other AS-CMS queries, please contact the **Education Service Desk**:
Freephone: 0800 422 599 (NZ only)
Email: service.desk@education.govt.nz

You no longer need to contact attendance.service@education.govt.nz for AS-CMS-related queries.

If the Service Desk cannot resolve your question, they will escalate it to the appropriate team.

Please continue to use **attendance.service@education.govt.nz** for all **non AS-CMS** queries.

Reminders about re-allocations of cases to CIT

Non-enrolled students

You may reallocate a case to CIT only when you have a confirmed new address outside your catchment area.

If you do not have a confirmed address but have reasonable grounds to believe the student is now living in another catchment, contact the provider in that catchment to confirm whether they are willing to accept the case without full contact details.

If the other provider agrees, reallocate the case to CIT and include a case comment that:

- identifies which provider the case should go to, and
- confirms that the provider has agreed to accept it.

If you don't have a confirmed address and you don't have another provider's agreement, do not allocate the case to CIT. Instead:

- complete information checks
- continue to follow the operational guidance for hard-to-locate students here
- if all efforts fail to locate the student, apply the Not Located flag.

Enrolled students living outside your catchment

There may be times when a student who is currently enrolled at a school in one catchment would be better supported by a provider in a different catchment. Before the case can be reallocated, both providers must agree who is best placed to provide support. The case can then be returned to CIT with a case comment noting which provider it should go to and that is has been agreed.

Cases with active information requests from Immigration NZ or MSD

If a case has an active request with Immigration NZ or MSD, it must remain with the current provider.

Immigration NZ return code definitions

The following table explains the information check results you may receive if you request an information check from Immigration NZ.

Code	Definition	Action for Providers
OUT	Child is out of the country	Case can be closed.
UNMATCHED	Child cannot be found in Immigration NZ database based on information provided.	Continue all efforts to locate the child.
IN	Child is in the country	Continue all efforts to locate the child.
UNLI	Child is unlawfully in the country.	Continue all efforts to locate the child.

Code	Definition	Action for Providers
NEWCLIENT	Child has not been seen in the Immigration NZ system - no outward or inward movement recorded	Continue all efforts to locate the child.

If Immigration confirms the student is in the country, providers are responsible for continuing all efforts to locate the child. Guidance on this is available here.

If Immigration confirms the student is out of the country, the current provider should close the case. This is not the responsibility of the Ministry (CIT).

Information shared with schools

In the next School Leaders Bulletin on 17 February, we will be advising schools that the AS-CMS is now live for them to use.

In addition, next week, we are running two webinars in February to introduce schools to the new attendance service and case management system. You can register for these from next week here Attendance webinars - Ministry of Education. Please note these are primarily for schools and so would ask ASPs to avoid asking questions during the session. We will also make recordings available if you are unable to attend.

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.

Attendance 'good news' stories

All over the country, communities, schools, families and service providers are doing amazing work to help get our young people back to regular school attendance.

The Ministry is keen to help tell the story of that great work, to share best practice and give credit where it's due. If you hear of a great story, where an organisation or individuals have done something new or innovative or simply gone the extra mile, let us know and we can look at ways to help them tell that story.

Just send an email to Attendance.Programme@education.govt.nz using the subject line "Good News Attendance Story".

Please note:

- this address is different from the usual Attendance Service contact email and should only be used only for sending good news stories.
- please don't share personally identifiable information when sending good news stories.

Coming up in our next newsletter

- Introduction to the National Attendance Service Delivery team

- Operational guidance updates

- Update on the AS-CMS

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. You can find this and previous newsletters here