Te Tāhuhu o te Mātauranga
Ministry of Education

Attendance Service Provider Newsletter

13 March 2026

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Introduction

Kia ora koutou

It was great to see so many of you at last week's drop-in sessions on how schools can use the AS-CMS. We know there are still plenty of questions about the system, so we'll be offering weekly drop-in sessions over the next month to keep supporting you and to share updates as new features and fixes are released.

We're continuing to work hard to address known issues with AS-CMS. Over the past couple of weeks, some schools were unable to submit CA requests due to a system bug. This has now been resolved, and we're monitoring usage closely to make sure schools can access the system smoothly.

In positive news, the MSD check backlog has now been fully cleared, and you should see responses coming through more quickly. The quality of information being returned has also improved, which we hope will better support your efforts to locate hard-to-find students.

Looking ahead, April brings the first round of quarterly reporting. In this edition, you'll find an overview of what you will be expected to report on for quarter one [Q1]. We'll share detailed guidance, along with the reporting template, in early April. We'll also host a webinar to walk you through the process and answer your questions.

Ngā mihi maioha
Mel Harrington - Manager, Attendance Services

Preparing for quarterly reporting

Quarterly reporting is just around the corner, and Q1 will be the first formal checkpoint for the new Attendance Service. Q1 will be focused on checking in how each ASP is progressing toward the relevant milestones in their Service Delivery Plan, outcome measures and service delivery key performance indicators.

The Q1 reporting and monitoring approach focuses on:

- gaining early insight from providers on how the service is going and
- identifying where extra support may be required.

At this stage, we expect variation in progress as ASPs establish new processes, refine practice, and become familiar using the AS-CMS. We also recognise that some features, including reporting and dashboards, are still in development and won't be available for Q1 until early April.

While withholding payments are available as a contractual mechanism to hold providers to account for their performance, we expect it will be unlikely that we would need to use this tool at this early stage of the Service.

To help you get ready, we want to give you visibility of what to expect and what you can start preparing for now.

What you will report on for Q1

In Q1, you'll provide updates across three areas:

- Progress against your Service Delivery Plan (Q1 milestones and highlighting any key risks)
- Status of management of migrated cases. We encourage you to review the guidance and expectations for managing transferred cases that was issued to you in January 2026 and is available here.
- Results against the NEN outcome measure and case management service levels for referrals received between 5 January and 2 April 2026, based on data recorded in AS-CMS.

AS-CMS data availability

The Q1 reporting process will rely on information recorded in AS-CMS.

You will start to see information on outcome measures shortly and by early April, providers will be able to export this information to support you to complete the components of the Q1 report.

Q1 guidance and template

We will share Q1 reporting guidance and the Q1 reporting template in early April.

For Q1, reporting will be completed via a manual template using data you will be able to access in the AS-CMS. Over time, we will explore opportunities to streamline this process, including how future quarterly reporting templates could be incorporated into AS-CMS.

We will also host a Q1 reporting webinar in early April to walk you through the process and answer any questions. More information on how to register for this will be provided in our next newsletter.

Thank you for your continued mahi as we move into our first reporting cycle under the new service.

AS-CMS updates

It was great to see many of you attend the drop-in sessions last week to demonstrate the schools AS-CMS. If you were not able to attend, you can watch a recording here [Attendance Service - How schools raise a chronic absence support request](#)

Focus for AS-CMS in March

Through March, we are focused on the following:

- stabilising the system and resolving known bugs for all users (ASPs, schools and ISPs)
- surfacing student attendance data within the AS-CMS
- releasing additional functionality for schools so they can view all active cases for their school
- implementing dashboards and reports for providers to support the Q1 reporting process.

We have set up weekly drop-in sessions starting the week of 23 March to update you on any new ASCMS releases and to provide a space for you to ask questions about the system.

Each week there will be two sessions, both covering the same content, so you can choose the time each week that best suits you and we can keep group sizes manageable.

You can register below:

Overview of the latest AS-CMS release
- Tues 24 March, 1-1.45pm - click [here](#) to register
- Thurs 26 March, 12-12.45pm - click [here](#) to register

AS-CMS: Using Reports and Dashboards (same session, 2 options)
- Mon 30 March, 4-4.45pm - click [here](#) to register
- Wed 1 April, 12-12.45pm - click [here](#) to register

We will continue to include information in the fortnightly newsletter to keep you updated on any AS-CMS release updates.

In other AS-CMS news…

- **Attendance data is now live**

We're pleased to be able to confirm that attendance data is now live in the AS-CMS. The data updates around 9:30am daily, ensuring you have access to the most current attendance information available. Note that a new case will not have any attendance data until the following morning.

- **Some school users have not been able to submit chronic absence requests – this has now been resolved**

There have been issues that have prevented some school users from completing and submitting chronic absence requests over the past two weeks. This has not affected all users - ISP users and school Attendance Lead users were more likely to be affected. This issue has now been resolved.

We know that there are still some frustrating issues for schools in the CA Request form that affect phone, email and address fields, and a requirement for ISP schools to send all requests to their ISP in the first instance before forwarding onto a ASP. We are continuing to work on getting these fixed, and they will be delivered as soon as possible. An update will be provided to ISP schools today.

MSD check backlog resolved

The backlog of MSD checks has now been resolved. The quality of the returned results is much improved. MSD are supplying the correct guardian's name, if different from the names we have supplied. They are also providing address, phone number and email address for that person, and 'also known as' names for the child.

When an MSD response is received, the Case Owner will get an in-app notification. Click on the notification to open the request. You can also get to the request from your *Info Check* tab in the case record, or by clicking the task link in your timeline. If you have not received a notification, check the request status. It has been returned if the status is 'Complete'. You will find the results in the Comments field.

If the response provides new information, you must update the case contacts. Look under Key Contacts to update an existing contact record, or use Add Contact to create a new contact record.

Immigration checks update

Immigration checks are now being returned around once a week. When an Immigration response is received, the Case Owner will get an in-app notification. Just the same as MSD results, you can open the request by clicking on the notification, or from your Info Check tab on the case record, or by clicking the link to the request in the timeline.

Remember to check the request status. If it is not in Completed status, the response has not been received yet.

When you open the completed information request, look for the Immigration Status and the carrier date. There will be one of three responses.

- **In** means the student has been matched, and they are in the country. The carrier date shows their most recent arrival date, if they have been overseas.
- **Out** means the student has been matched, and they are out of the country. The carrier date shows their departure date.
- **Unmatched** means that their details have not been matched with Immigration records, and there is no information about whether they are in or out of the country. If you receive an Unmatched result, and caregivers are informing you that the student has left the country, you can ask CIT to request a manual search. You will need to provide additional information, such as any alternative names, travel document numbers or the details of the people they travelled with. These requests can be sent to non.enrolment@education.govt.nz

You cannot close a case using the 'Overseas' reason unless you have a confirmed 'Out' result from an Immigration check.

Changing case type

Some users have discovered that there is a way to change the case type between CA and NEN, or to remove the case type altogether.

While we appreciate that these changes are made with good intentions, it is important that the case type is not changed manually. Please ensure that your kaimahi are aware that they must not change or remove the case type while we are waiting for the fix to be implemented. Case type will update automatically when NEN and CA referrals are made.

Using the catchment map

The [catchment map](#) is a published tool to help you check which catchment a case should belong to, and help you find contact details for other service providers. It can also be used to find out which catchment is related to a specific school. Check this map before reallocating a case to CIT if you think it should have gone to a neighbouring catchment - sometimes the boundaries are not exactly where you expect!

You can click on anywhere on the map to open the catchment information panel. This gives you the name of the catchment and the associated provider.

If you need to find an address or a school, click on the search icon. This opens a panel where you can type the school name or the address details.
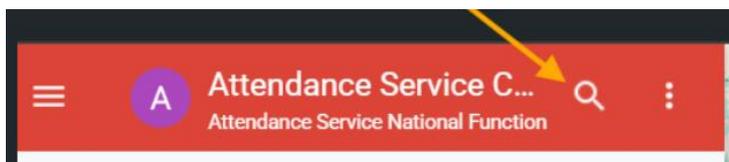
The result will show as a red dot on the map. Click anywhere next to the dot (not on it) to open the catchment information panel.

Finding other provider contact information

You can find the provider's contact information in the AS-CMS. When you have the AS-CMS open, search for the provider's name in the search bar at the top of the page. Open the record to find email, phone and website details.

If you are a provider and your AS-CMS contact details are wrong, email attendance.service@education.govt.nz to let us know, so we can fix them.

Information shared with schools

Schools will be updated via the School Bulletin on 17 March that the issues with the chronic absence request have now been resolved. We will also put an update on our attendance service webpage for schools.

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.

Education Reform Bill

The Education Reform Bill is currently going through the legislative process. In the Bill, among other items, there are provisions for exemptions for students who are absent from school. This will enable the Secretary for Education to set new exemption rules for principals to apply to absences. The new rules are scheduled to come into effect for the start of 2027.

Coming up in our next newsletter

- Update on the AS-CMS
- Introduction to the Central Investigations Team
- Updated manual NEN form
- How to register for Q1 reporting process webinar

We want these updates to be useful for you so please let us know if there is anything you'd like us to cover in future newsletters. Please email attendance.service@education.govt.nz.

You can find this and previous newsletters here