



**Te Tāhuhu o
te Mātauranga**
Ministry of Education

Pokapū Waka Kura

Patronage audit user guide
For transport service providers

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Introduction

This user guide covers the process for completing and submitting a Patronage Audit report by a Transport Service Provider through the Pokapū Waka Kura portal.

Audience

- TSP Contract Administrator role

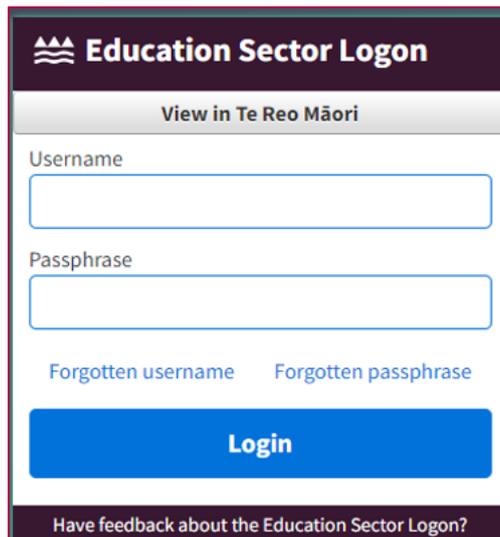
How to log in to the Pokapū Waka Kura portal

Prerequisites

- Education Sector Login (ESL) account. Visit [our website](#) for information on how to apply for an ESL account.
- Your ESL account has the 'TSP Contract Administrator' user role added to it.
- Google Chrome browser.

Steps

1. Navigate to [Pokapū Waka Kura portal](#).
2. Enter your ESL login details and click on 'Login' button.



The screenshot shows the 'Education Sector Logon' interface. At the top, there is a dark header with the Education Sector logo (three white triangles) and the text 'Education Sector Logon'. Below the header is a light grey bar with the text 'View in Te Reo Māori'. The main form area has a white background and contains two input fields: 'Username' and 'Passphrase'. Below these fields are two links: 'Forgotten username' and 'Forgotten passphrase'. A large blue button with the text 'Login' is positioned below the links. At the bottom of the form, there is a dark footer with the text 'Have feedback about the Education Sector Logon?'.

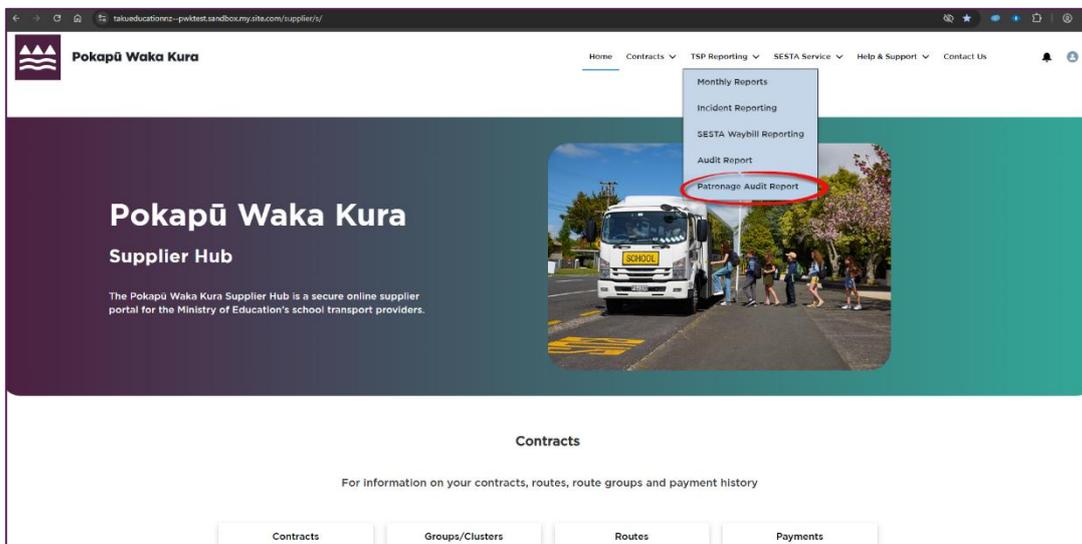
3. You are now logged into Pokapū Waka Kura portal.

How to complete a Patronage Audit report in Pokapū Waka Kura



An email notification will be sent to your company, advising that an audit of your school transport services will take place shortly.

1. Click on the 'TSP Reporting' tab at the top of your screen. A drop-down box will appear, click on 'Patronage Audit Report'.



User guide for Transport Service Providers - Patronage Audit

2. Two list views will appear on the Patronage Audit Reporting page:

- Pending Audit report
- Completed Audit report

Patronage Audit Reporting

Pending Patronage Audit report (7)

Audit Report Name	Status	Due Date	Effective From Date	Effective To Date	Action
MMR-21093	Draft	2/03/2026	2/02/2026	27/02/2026	Complete Report
MMR-21098	Overdue	2/02/2026	26/01/2026	30/01/2026	Complete Report
MMR-21116	To Do	16/02/2026	9/02/2026	13/02/2026	Complete Report
MMR-21122	To Do	25/02/2026	23/02/2026	24/02/2026	Complete Report
MMR-21157	To Do	19/02/2026	17/02/2026	18/02/2026	Complete Report
MMR-21169	To Do	23/02/2026	18/02/2026	20/02/2026	Complete Report
MMR-21179	To Do	2/03/2026	17/02/2026	27/02/2026	Complete Report

Completed Audit report (2)

Audit Report Na...	Status	Due Date	Submission Date	Effective From D...	Effective To Date	Action
MMR-19099	Complete	10/01/2026	9/01/2026	8/01/2026	9/01/2026	View Report
MMR-21092	Complete	2/03/2026	5/02/2026	2/02/2026	28/02/2026	View Report

3. To complete the pending audit report, click on the blue hyperlink 'Complete Report'.

Pending Patronage Audit report (7)

Audit Report Name	Status	Due Date	Effective From Date	Effective To Date	Action
MMR-21093	Draft	2/03/2026	2/02/2026	27/02/2026	Complete Report
MMR-21098	Overdue	2/02/2026	26/01/2026	30/01/2026	Complete Report
MMR-21116	To Do	16/02/2026	9/02/2026	13/02/2026	Complete Report
MMR-21122	To Do	25/02/2026	23/02/2026	24/02/2026	Complete Report
MMR-21157	To Do	19/02/2026	17/02/2026	18/02/2026	Complete Report
MMR-21169	To Do	23/02/2026	18/02/2026	20/02/2026	Complete Report
MMR-21179	To Do	2/03/2026	17/02/2026	27/02/2026	Complete Report

4. An introduction page will display, showing the areas that will be covered by the audit.

Patronage Audit Report

This audit collects patronage information to support future planning and route reviews.

Reporting period

The reporting period for this patronage audit is shown on the previous page. Patronage audits run for five consecutive school days (e.g. a school week).

Fields to complete for each route

Each of your active daily routes are listed. If you have any routes subcontracted, you are required as the contract holder to report on these routes also.

- Total Average Patronage (morning)
 - Average number of students (total - counting both eligible and ineligible) using the bus in the mornings during the reporting period.
- Total Average Patronage (afternoon)
 - Average number of students (total - counting both eligible and ineligible) using the bus in the afternoons during the reporting period
- Ineligible Average Patronage (morning)
 - Average number of ineligible students using the bus in the mornings during the reporting period.
- Ineligible Average Patronage (afternoon)
 - Average number of ineligible students using the bus in the afternoons during the reporting period.
- Private Paid Extension
 - Indicate whether you operate any private-paid extension(s) to the Ministry-funded route. You must answer either Yes or No.
- Comment (optional)
 - Add any comments you wish to make about the route.

Instructions

- All fields marked (*) are mandatory.
- For patronage numbers:
 - Provide the average over the five-day period. To calculate this, add the totals for each patronage field, then divide by five. Enter the result to two decimal places.
 - If the route did not operate, record '0' in all patronage fields and include a comment.
 - If you do not carry any ineligible students, record '0' in both ineligible patronage fields.
- Select 'Edit' to complete all mandatory fields for each route. You can use the 'Tab' or 'Enter' keys to move between fields and to select the 'Edit', 'Cancel' and 'Done' buttons. After finishing a route, select 'Done' to save the information.
- All routes must be completed before you are able to submit the report.

If you have any questions, please contact Transport.Contracts@education.govt.nz.

Start Report

5. Click on the 'Start Report' button at the bottom of the page to continue.

User guide for Transport Service Providers - Patronage Audit

Active Routes

6. The first page will display the routes included in the audit.

Patronage Audit Report

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026

Walsgrave Trust Society Limited

All fields marked (*) are mandatory. For patronage numbers:

- Calculate the five-day average for each patronage field - add up the daily totals for the five days, divide the sum by five, enter the result rounded to two decimal places.
- If the route did not operate, record '0' in all patronage fields and include a comment.
- If you do not carry any ineligible students, record '0' in both ineligible patronage fields.
- Select 'Edit' to complete all mandatory fields for each route. You can use the 'Tab' or 'Enter' keys to move between fields and to select the 'Edit', 'Cancel' and 'Done' buttons. After finishing a route, select 'Done' to save the information.

Active Routes list

Search Routes

Route Number: TSP Contract Grouping:

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select an Option"/>

Comment

[Edit](#)

Route Number: TSP Contract Grouping:

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Select an Option"/>

Comment

[Edit](#)

Previous**Review**

User guide for Transport Service Providers - Patronage Audit

7. Click on 'Edit' to edit the patronage details for a route.

Patronage Audit Report

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026

Widborne Text Society Limited

All fields marked (*) are mandatory. For patronage numbers:

- Calculate the five-day average for each patronage field - add up the daily totals for the five days, divide the sum by five, enter the result rounded to two decimal places.
- If the route did not operate, record '0' in all patronage fields and include a comment.
- If you do not carry any ineligible students, record '0' in both ineligible patronage fields.
- Select 'Edit' to complete all mandatory fields for each route. You can use the 'Tab' or 'Enter' keys to move between fields and to select the 'Edit', 'Cancel' and 'Done' buttons. After finishing a route, select 'Done' to save the information.

Search Routes

Active Routes list

Route Number: TSP Contract Grouping:

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select an Option ▼

Comment

[Edit](#)

Route Number: TSP Contract Grouping:

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select an Option ▼

Comment

[Edit](#)

[Previous](#) [Review](#)

8. Complete each field.

Route Number: TSP Contract Grouping:

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input style="border: 2px solid red;" type="text" value="0 "/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select an Option ▼

Complete this field.

Comment

[Cancel](#) [Done](#)

9. Guidance on completing the patronage information:

Note: all patronage numbers are averages over the five-day reporting period. To calculate the average, add together the daily totals across the five days, and divide by five. Round the patronage numbers to two decimal places.

a. Compulsory fields

- Total average patronage (morning):
 - Record the **average** number of students (total – counting both eligible and ineligible) using the bus in the **mornings** during the reporting period.
 - If the bus **does not operate** in the mornings, record '0' and provide a comment in the "Comment" section.
- Total average patronage (afternoon):
 - Record the **average** number of students (total – counting both eligible and ineligible) using the bus in the **afternoons** during the reporting period.
 - If the bus **does not operate** in the afternoons, record '0' and provide a comment in the "Comment" section.
- Ineligible average patronage (morning):
 - Record the **average** number of **ineligible students** using the bus in the **mornings** during the reporting period.
 - If no **ineligible students** use the bus, record '0'.
 - If the bus **does not operate** in the mornings, record '0' and provide a comment in the "Comment" section.
- Ineligible average patronage (afternoon):
 - Record the **average** number of **ineligible students** using the bus in the **afternoons** during the reporting period.
 - If no **ineligible students** use the bus, record '0'.
 - If the bus **does not operate** in the afternoons, record '0' and provide a comment in the "Comment" section.

User guide for Transport Service Providers - Patronage Audit

- Private paid extension:
 - If the route **includes** a private paid extension, select “Yes”.
 - If the route **does not include** a private paid extension, select “No”.
- Optional field:
 - Comment
 - If you would like to, you are able to make a comment on any route to provide contextual information.
 - Some examples where you may include a comment:
 - Bus does not operate in the mornings
 - Bus did not operate during the period due to road closure
 - Unusually low patronage due to school camp

Note: all your “active” routes will be listed and you must provide a response for all of them to be able to submit the report. If you believe a route has been included in error, record “0” for all patronage fields, and provide a comment.

If you are subcontracting any routes, these will also be included in your list of “active” routes. As the supplier contractually responsible for these routes you will need to provide the requested patronage information.

10. Once you have entered the data, click ‘Done’ to save the patronage details. Or click on ‘Cancel’ to return to the route screen without saving the data.

The screenshot shows a form titled "Route Number:" with a dropdown menu and "TSP Contract Grouping: [dropdown]". Below this are five input fields: "* Total average patronage (Morning)", "* Total average patronage (Afternoon)", "* Ineligible average patronage (Morning)", "* Ineligible average patronage (Afternoon)", and "* Private-paid extension" with a dropdown menu. The first field contains "0" and is highlighted with a red box, with the text "Complete this field." below it. At the bottom right, there are "Cancel" and "Done" buttons, with the "Done" button highlighted by a red box.

11. Repeat steps 7, 8, 9 & 10 for each route.

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12. If there are a large number of routes listed in the Patronage Audit, the list of routes will be split into separate pages. Use the page controls at the foot of the screen to move between pages.

Showing 1-10 of 18 routes

Page 1 of 2

Previous Review

13. Once you have entered patronage details for all the routes, click on the 'Review' button to move to the next page.

Patronage Audit Report

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026

Wiltshire Taxi Society Limited

All fields marked (*) are mandatory. For patronage numbers:

- Calculate the five-day average for each patronage field - add up the daily totals for the five days, divide the sum by five, enter the result rounded to two decimal places.
- If the route did not operate, record '0' in all patronage fields and include a comment.
- If you do not carry any ineligible students, record '0' in both ineligible patronage fields.
- Select 'Edit' to complete all mandatory fields for each route. You can use the 'Tab' or 'Enter' keys to move between fields and to select the 'Edit', 'Cancel' and 'Done' buttons. After finishing a route, select 'Done' to save the information.

Search Routes
Search by route number...

Active Routes list

Route Number	TSP Contract Grouping	*Total average patronage (Morning)	*Total average patronage (Afternoon)	*Ineligible average patronage (Morning)	*Ineligible average patronage (Afternoon)	*Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select an Option
Comment <input type="text"/>						
Edit						

Route Number	TSP Contract Grouping	*Total average patronage (Morning)	*Total average patronage (Afternoon)	*Ineligible average patronage (Morning)	*Ineligible average patronage (Afternoon)	*Private-paid extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select an Option
Comment <input type="text"/>						
Edit						

Previous **Review**



You cannot move on to the Review page without completing all routes on the current page.

Review and submit

14. A review page will display showing all the information you have submitted.

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026
Glasgow Taxi Society Limited

Review Page Search Routes
Please review these changes to make sure they are correct before clicking 'Submit'. Search by route number...

Route Number: 1234567 TSP Contract Grouping: 1234567890

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
24.00	24.00	0.00	0.00	No ▼

Comment

Route Number: 1234567 TSP Contract Grouping: 1234567890

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
12.00	12.00	0.00	0.00	No ▼

Comment

Previous Submit

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15. If you need to edit information for a route, click on the 'Previous' button to go back and make changes.

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026

Gisborne Taxi Society Limited

Review Page

Please review these changes to make sure they are correct before clicking 'Submit'.

Search Routes

Route Number: 010000000 TSP Contract Grouping: 010000000

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text" value="24.00"/>	<input type="text" value="24.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="No"/>

Comment

Route Number: 010000000 TSP Contract Grouping: 010000000

* Total average patronage (Morning)	* Total average patronage (Afternoon)	* Ineligible average patronage (Morning)	* Ineligible average patronage (Afternoon)	* Private-paid extension
<input type="text" value="12.00"/>	<input type="text" value="12.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="No"/>

Comment

User guide for Transport Service Providers - Patronage Audit

16. If you are happy with your submitted information, click on the 'Submit' button to submit your Patronage Audit Report.

Effective from 26 January 2026 | Effective to 30 January 2026
Due Date: 02 February 2026
Gibsonia Taxi Society Limited

Review Page
Please review these changes to make sure they are correct before clicking 'Submit'.

Search Routes
Search by route number...

Route Number	TSP Contract Grouping	Total average patronage (Morning)	Total average patronage (Afternoon)	Ineligible average patronage (Morning)	Ineligible average patronage (Afternoon)	Private-paid extension
12000000	Subsidiary TSP West	24.00	24.00	0.00	0.00	No
12000000	Subsidiary TSP West	12.00	12.00	0.00	0.00	No

Comment

Previous **Submit**

17. Once you click on the 'Submit' button, a confirmation popup will display.

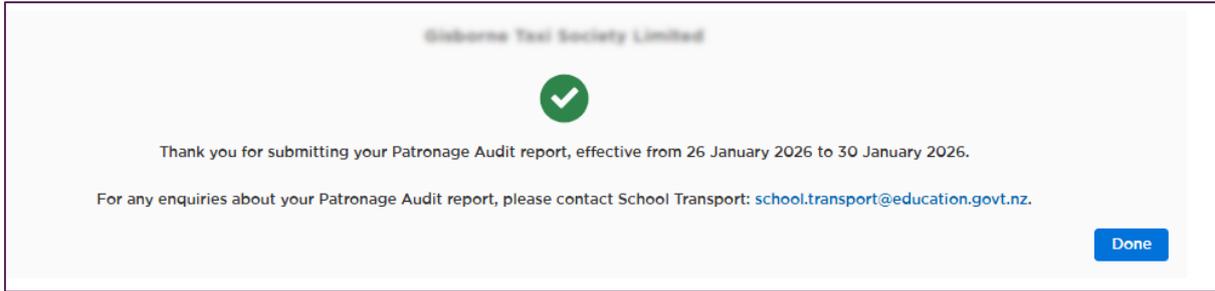
18. Click on the 'Yes, submit' button to confirm submission of the report.

Submit Confirmation
Are you sure you want to submit the report?

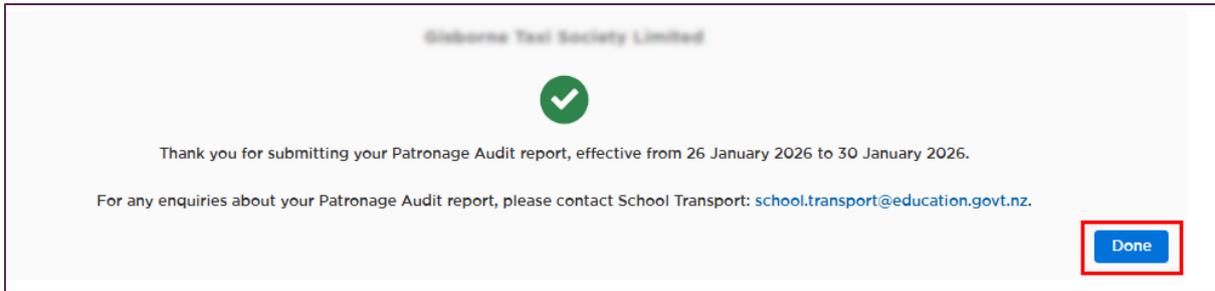
Cancel **Yes, submit**

User guide for Transport Service Providers - Patronage Audit

19. The following confirmation will display.



20. Click on the 'Done' button to return to the 'Patronage Audit reporting' page.



21. The Patronage Audit report will then move to your 'Completed Audit report' section.

The dashboard is titled "Patronage Audit Reporting" in white text on a dark teal background. Below the title, there are two sections of tables. The first section is titled "Pending Patronage Audit report (6)" and contains a table with 6 rows. The second section is titled "Completed Audit report (3)" and contains a table with 3 rows. The "Completed Audit report (3)" section title and the last row of the table below it are highlighted with a red border.

Pending Patronage Audit report (6)						
Audit Report Name	Status	Due Date	Effective From Date	Effective To Date	Action	
MMR-21093	Draft	2/03/2026	2/02/2026	27/02/2026	Complete Report	
MMR-21116	To Do	16/02/2026	9/02/2026	13/02/2026	Complete Report	
MMR-21122	To Do	25/02/2026	23/02/2026	24/02/2026	Complete Report	
MMR-21157	To Do	19/02/2026	17/02/2026	18/02/2026	Complete Report	
MMR-21169	To Do	23/02/2026	18/02/2026	20/02/2026	Complete Report	
MMR-21179	To Do	2/03/2026	17/02/2026	27/02/2026	Complete Report	

Completed Audit report (3)						
Audit Report Na...	Status	Due Date	Submission Date	Effective From D...	Effective To Date	Action
MMR-19099	Complete	10/01/2026	9/01/2026	8/01/2026	9/01/2026	View Report
MMR-21092	Complete	2/03/2026	5/02/2026	2/02/2026	28/02/2026	View Report
MMR-21098	Complete	2/02/2026	16/02/2026	26/01/2026	30/01/2026	View Report



**Te Tāhuhu o
te Mātauranga**
Ministry of Education

He mea tārai e mātou te mātauranga kia
rangatira ai, kia mana taurite ai ōna huanga

We shape an education system that delivers
equitable and excellent outcomes
