

# Attendance Services Case Management System (AS-CMS)

Sector Hui

May 2026

# Nau mai, haere mai!

Tēnā koutou, tēnā koutou, tēnā koutou  
katoa. Nga mihi nui ki a koutou katoa

We look forward to speaking with you  
shortly.

Please note we will be providing a copy  
of the slides and a recording of the  
session.

Please pop any pātai in the chat.

Ngā mihi nui 😊

# Ka Hikitia Karakia Tīmatanga (opening)

**Ka Hikitia! Ka Hikitia!**

**Hiki, Hikitia!**

**Whakarewa ki runga rawa**

**Herea kia kore e hoki whakamuri mai**

**Poua atu Te Pūmanawa Māori**

**He Mana Tikanga**

**Me Te Uri o Māia**

**Poipoia ngā mokopuna**

**Ngā Rangatira mo āpōpō**

**Ka tihei! Tihei mauriora!**

Encourage and support!

And raise it to its highest level!

Ensure that high achievement is  
maintained

Hold fast to our Māori potential

Our cultural advantage

And our inherent capability

Nurture our young generation

The leaders of the future

Behold, we move onwards  
and upwards!



# Agenda

- When to use Attendance Services
- Getting set up
- How to raise a support request
- Pātai / Q&A

# When to use Attendance Services

- School-based actions and an individual attendance plan have been implemented and reviewed, with little or no improvement.
- The ākonga has barriers to attendance that the school cannot address on its own.
- Barriers are multiple, complex, or long-standing and would benefit from case management support.

→ For more info, see: [When to request chronic absence \(CA\) support.pdf](#)

# Access to the Attendance Service School Portal

- Each school has at least one **Delegated Authoriser (DA)** who can assign access to Ministry systems, including the Attendance Service School Portal
- There are three roles for school users, with different levels of permission. All roles can request Chronic Absence support from an Attendance Service Provider (ASP) or In School Provider (ISP), if available:
  - **Attendance Lead:** can access all active attendance cases for enrolled students
  - **School Office Support:** some access to active attendance cases for enrolled students
  - **School Primary Contact:** access to active attendance cases where they are the primary contact
- [Detailed guidance](#) is available for your DA. They can also contact the Education Service Desk: 0800 422 599 | [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)
- There are no mandatory training requirements for school portal users to gain system access, but there is an [online training module](#) and [guidance](#)

Note: School users are different from In-School Providers. If your school has an ISP contract, and you need access to the Attendance Service Case Management System, the process looks a little different. These details have been provided to the contract lead.

# Using the School Portal – ESL Self Service

The screenshot shows the 'Education Sector Logon' interface. At the top right, it says 'Testperson | Logout'. The main heading is 'Self service'. On the left is a navigation menu with items like 'Details', 'Registered Authorisers', 'Account history', 'My roles and orgs', 'Security questions', 'My passphrase', and 'Survey'. The 'User details' section lists fields: Username, Title, Given name, Middle name, Preferred name, Surname, Date of birth, Gender, Email address, and Phone number. The 'Roles and organisations' section has a link 'Remove roles and organisations'. It lists two roles: '(1234) Test College | Open' and '(78912) Test College ISP | Open'. The first role is expanded to show 'Attendance Service CMS' with sub-links 'Attendance Providers' and 'Attendance Schools'. A yellow box highlights these sub-links, and a yellow arrow points to them from the right. The second role also shows 'Attendance Service CMS' with sub-links 'Attendance Providers' and 'Attendance Schools'.

# Raising a support request – School Portal

**Online services**  
Education organisations

Home

[Log in with ESL](#)

## Online services for education organisations

For school and early learning centre staff to access services and manage requests on behalf of their organisation.

 Can't find the service you were looking for? [View all online services here](#) or refer to our [Service catalogue](#)

Attendance Service

[Get Started](#)




# Raising a support request – School Portal

## Attendance Service

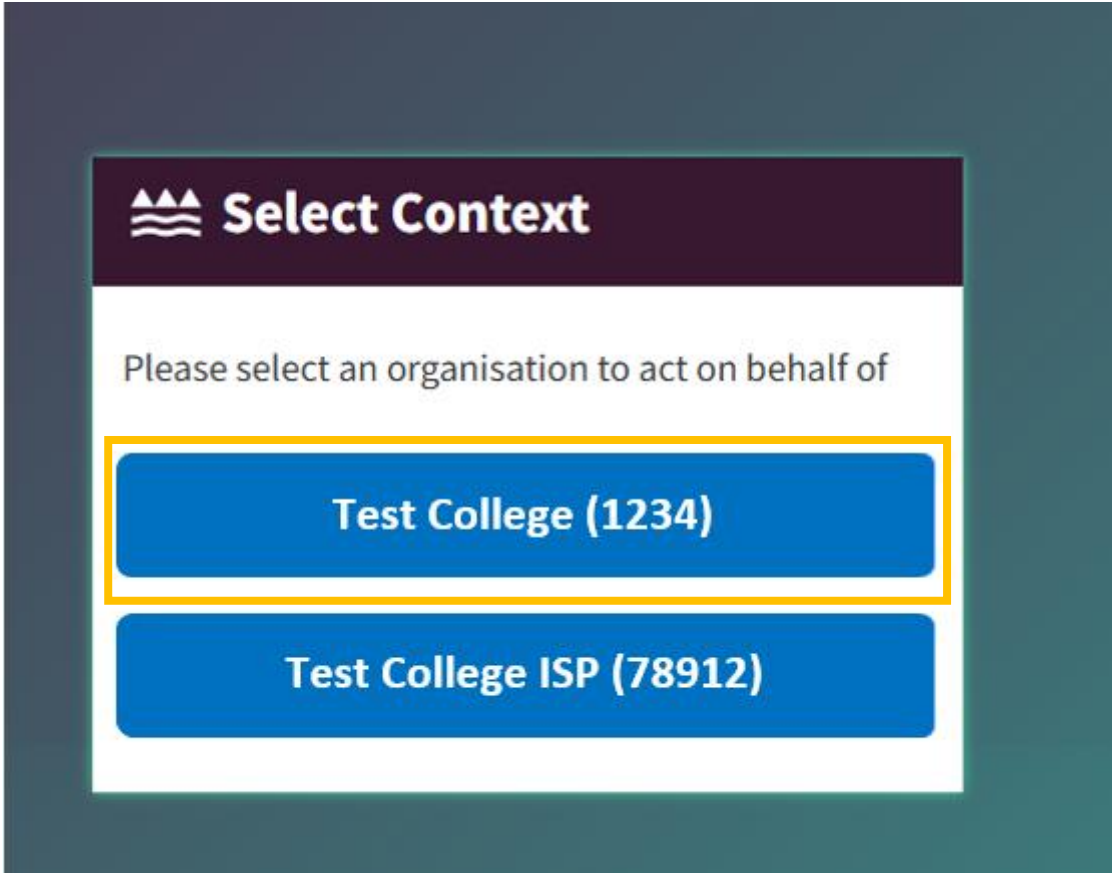
Create a Chronic Absence Support Request, complete draft requests and review Attendance cases in the Attendance Service CMS

Services (1) <span style="float: right;">Q Search <span>▼</span></span>	
Service <span>▼</span>	Summary <span>▼</span>
<a href="#">Chronic Absence request for support</a>	<b>Request support for a student with ongoing attendance issues</b>

[Log in](#) to see your requests



# Raising a support request – School Portal



**Select Context**

Please select an organisation to act on behalf of

Test College (1234)

Test College ISP (78912)

- Log into the School Portal using your school organisation
- You cannot use the School Portal if you log in with your ISP organisation
- Choose the same school as the child you wish to refer

# Choose the right organisation

- Choose your school organisation when
  - You are logging into the [Attendance Service School Portal](#)
  - To create a CA Support Request and review active cases
- Choose your ISP organisation when
  - You are an ISP, logging into the [Attendance Service CMS](#) to record case management activity
  - To change case status, add files and events or reallocate to your catchment ASP

# Attendance Service School Portal

## Attendance Service

Create a Chronic Absence Support Request, complete draft requests and review Attendance cases in the Attendance Service CMS.

Services (1)						
Service		Summary				
Chronic Absence request for support		Request support for a student with ongoing attendance issues				

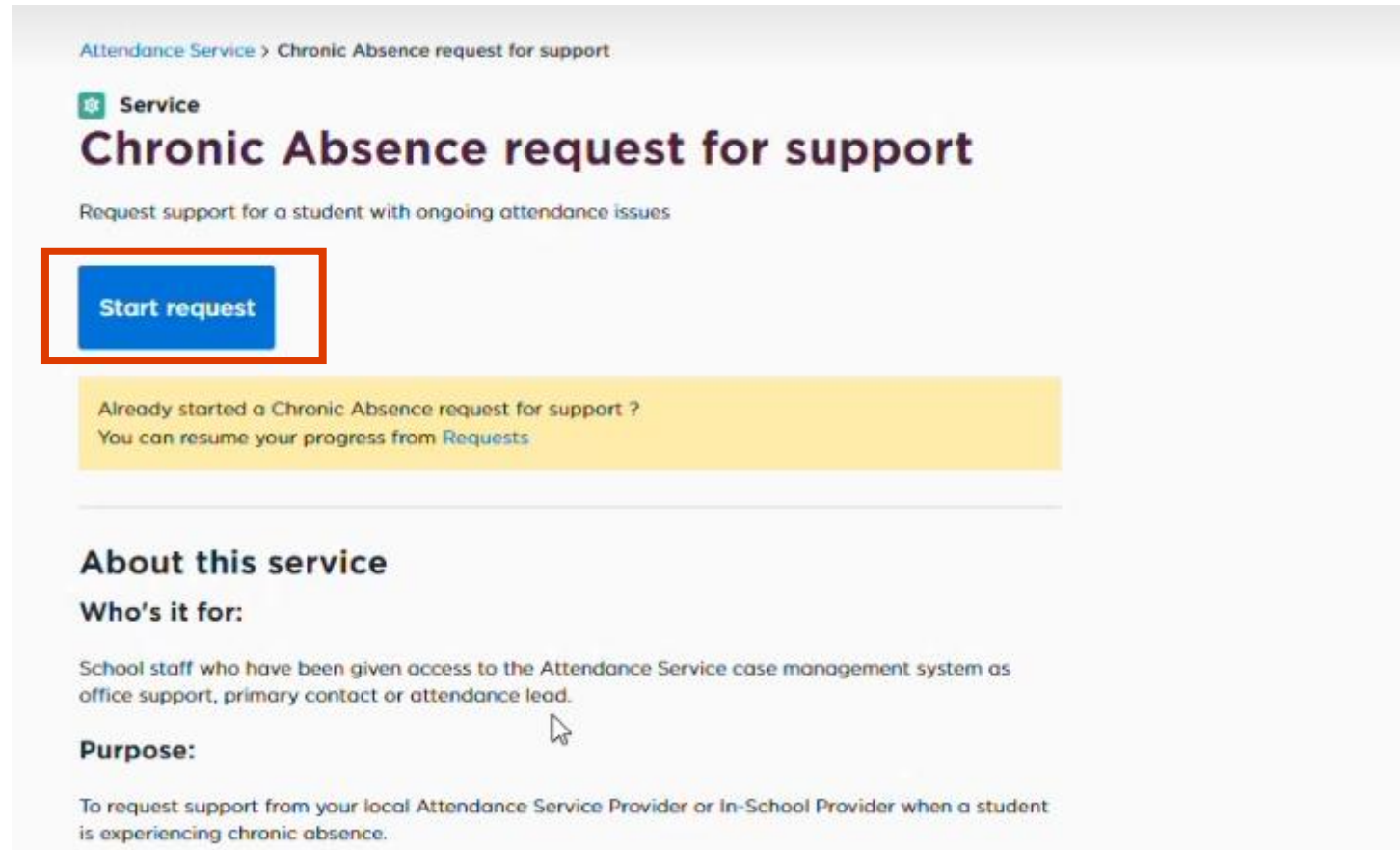
  

Requests (1)						
Application Refere...	Last Modified Date	Applied For	Created By	Primary Contact	Action	
152	6/05/2026, 8:57 am	Test Student 6	TestSchoolUser1 Paul		Resume draft	


  

Open Cases (30)						
Case Number	Date/Time Opened	Student Name	Type	Primary Contact	Status	
00289396	22/05/2025, 12:00 am	Test Student 1	Non Enrolled		Provider Queue	
00203396	13/05/2025, 12:23 pm	Test Student 2	Non Enrolled		Provider Queue	
00206415	18/08/2025, 12:00 am	Test Student 3	Non Enrolled		Provider Queue	

# Raising a support request – Start Request



Attendance Service > Chronic Absence request for support

 Service

## Chronic Absence request for support

Request support for a student with ongoing attendance issues

**Start request**

Already started a Chronic Absence request for support ?  
You can resume your progress from [Requests](#)

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### About this service

**Who's it for:**

School staff who have been given access to the Attendance Service case management system as office support, primary contact or attendance lead.

**Purpose:**

To request support from your local Attendance Service Provider or In-School Provider when a student is experiencing chronic absence.

# Raising a support request – Check your details

The screenshot shows a web form titled "ESL Check". At the top, a progress bar has the first step, "ESL Check", highlighted with a red box. Below the progress bar, the form content is as follows:

**ESL Check**

Please review the following ESL account details for accuracy. If any information is incorrect, please check your details in ESL Self Service or contact the Ministry of Education Service Desk at 0800 422 599.

If your ESL account is associated with multiple schools, make sure you have selected the correct school for this form.

Make sure all details are correct before proceeding. Incorrect information may lead to your form being rejected.

**School:** Test College  
**Contact:** Test Username  
**Email:** Test.Username@TestCollege.school.nz

I (the requester) confirm that I have checked the ESL information listed above

**Privacy Statement**

- The Ministry of Education collects personal information about children and young people from schools to support their attendance at school and assist schools in taking all reasonable steps to ensure attendance. We also collect information about parent(s) or caregivers, for example contact details, to enable the delivery of attendance services.
- The Ministry of Education collects personal information, such as contact details, about school staff as part of delivering Attendance Services.
- Personal information is also used to improve the quality of services through quality assurance processes, and for related administrative and accountability purposes including reporting. Information is stored in a national database.
- Information will be shared between a child's school, the Ministry and Attendance Services Providers who are working on the Ministry's behalf working to support student attendance.
- Information is not shared with other agencies unless it is necessary for service provision or required by law.
- All individuals have the right to request access to, and correction of, personal information held by the Ministry.
- A more detailed privacy statement for the Attendance CMS is [available here](#).

I (the requester) confirm that I have read and understood this privacy statement. I also confirm that I (the requester) or another school representative will provide a link to the attendance privacy statement to the student or their caregivers, or provide them with a printed copy of the privacy statement.

[Start application](#)

Red boxes highlight the "ESL Check" progress bar and the contact details. Red arrows point to the two confirmation checkboxes.

# School Portal – Case Views

## Attendance Service

Create a Chronic Absence Support Request, complete draft requests and review Attendance cases in the Attendance Service CMS.

**Services (1)**

Service	Summary
Chronic Absence request for support	Request support for a student with ongoing attendance issues


**Requests (1)**

Application Refere...	Last Modified Date	Applied For	Created By	Primary Contact	Action
152	6/05/2026, 8:57 am	Test Student 6	TestSchoolUser1 Paul		<a href="#">Resume draft</a>

**Open Cases (30)**

Case Number	Date/Time Opened	Student Name	Type	Primary Contact	Status
<a href="#">00289396</a>	10/05/2026, 10:15am	Test Student 1	Chronic Absence		Provider Queue
<a href="#">00203396</a>	18/04/2026, 17:52pm	Test Student 2	Chronic Absence		Open
<a href="#">00206415</a>	13/05/2025, 12:23pm	Test Student 3	Chronic Absence		Transition

# School Portal – Case View

 **Case**  
00307473

[Add Comment](#) [Change Primary Contact](#)

Student	Status	Type	Case Owner	Catchment	Primary Contact
Test Student Name	Provider Queue	Chronic Absence	Case Manager Name		TestSchoolUser1 Paul

[Details](#) [Related](#) [Activity](#)


### Student Details

Student Known As	Gender
	<b>M</b>
Date of birth	Current Year Level
<b>1/01/2010</b>	<b>11</b>
Ethnicity	Iwi
<b>African</b>	

### School Contact


Name	School
<b>TestSchoolUser1 Paul</b>	<b>Test College</b>
Email	Phone
<b>Primary.Contact@TestCollege.school.nz</b>	
Notes	

# School Portal – Case View


 **Case 00307473** [Add Comment](#) [Change Primary Contact](#)

Student	Status	Type	Case Owner	Catchment	Primary Contact
Test Student Name	Provider Queue	Chronic Absence	Case Manager Name		TestSchoolUser1 Paul

**Details** **Related** **Activity**


 **Requests (1)**

Number	Date	Student	Type	Referring School	Primary Contact
1 152479128	6/05/2026, 9:47 am	Test Student Name	Chronic Absence	Test College	TestSchoolUser1 Paul

 **Case Comments (0)**

No items to display





# School Portal – Case View

 **Case 00307473** [Add Comment](#) [Change Primary Contact](#)

Student	Status	Type	Case Owner	Catchment	Primary Contact
Test Student Name	Provider Queue	Chronic Absence	Case Manager Name		TestSchoolUser1 Paul

[Details](#) [Related](#) **[Activity](#)**


**Timeline**

Attendance School ▾    

**All Events • Most Recent Event**

**Upcoming**

**Today**

>  CA Request - Test Student Name 6 May 2026 ▾

# Attendance Service School Portal

## Attendance Service

Create a Chronic Absence Support Request, complete draft requests and review Attendance cases in the Attendance Service CMS.

Services (1)						
Service				Summary		
Chronic Absence request for support				Request support for a student with ongoing attendance issues		

Requests (1)						
Application Reference						
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# Pātai

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# Resources & more info

- [Attendance Services](#) – information for schools about the Attendance Service
  - Guidance for schools on processes and using the Attendance Service school portal [Attendance service case management system guidance - Ministry of Education](#)
  - Known Issues and how to get support [24042026 AS-CMS known issues.pdf](#)

# Ka Hikitia Karakia Mutunga (closing)

**Kua hikitia te kaupapa**

**Kua takoto te wero**

**Me hoe tahi i runga i te whakaaro kotahi**

**Tiaki tō tāua oranga**

**Kia kaha ai mo te tuku taonga**

**Kia tutuki ngā hiahia mō Ka Hikitia**

**Tihei mauriora!**

**Ki te whai ao!**

**Ki te whai oranga e!**

**Mauriora!**

We have come to an awareness

The challenge lies before us

Let us work together as one

Stay well so that we have the ability

to manage success

Behold, here is the pathway

to enlightenment and well-being

What a positive feeling!

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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.

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