



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

# Attendance Service Provider Newsletter

**22 May 2026**

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## Introduction

Kia ora koutou

It has been great meeting with some of you over the past two weeks and hearing about the incredible work happening on the ground to support ākonga back into school or other learning pathways. We recognise that attendance is a symptom of other things happening in the lives of ākonga and whanau, and many of you have firmly in place a child-centric approach to navigating solutions that are making a real difference. Fa'afetai tele lava | thank-you for all that you do and the significant impact you are making.

We've reached our first milestone with quarter 1 completed and we're focussed on ensuring our quarter 2 processes better help you navigate the system and capture accurately the good work you are doing. We will have more guidance on this very shortly and I look forward to seeing an uplift in performance as we progress throughout the year.

We will be shifting our newsletter to monthly, however, if there is anything urgent to share, we will send this out as required. We would love to hear from you to help inform our future newsletters and celebrate – what's working, any tips and tricks that could benefit our collective kaupapa, please get in touch.

Soifua ma ia manuia | Go well

Mel Harrington - Manager, Attendance Service Delivery

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## Quarter 2 Reporting

We are currently developing a standardised Quarter 2 reporting template, along with supporting guidance, to provide greater clarity and consistency in how performance data is collected and reported. Further details will be shared in due course.

In parallel, we are designing an enhanced performance dashboard to better reflect outcomes and case management service levels. This new dashboard will be more interactive and fit-for-purpose than the Quarter 1 version and will show cases that have achieved and not achieved each measure. As part of a co-design approach, a small cohort of providers will be invited to test early functionality during the design phase, enabling us to incorporate user feedback and ensure the final product meets operational needs.

While migrated cases were assessed in Quarter 1, we recognise that factors such as AS-CMS system challenges, data entry issues, and adjusting to new ways of working impacted the ability to meet some targets. As ensuring ākongā receive appropriate support remains our priority, we have decided to reassess migrated case measures in Quarter 2 - no action is required for those who met the measures in Quarter 1, while those who did not now have an opportunity to confirm appropriate support is in place and record activity in AS-CMS; migrated cases will not be reassessed beyond Quarter 2.

The updated list of assessed measures for Quarter 2 is as follows:

- Progress against Service Delivery Plan (SDP) key actions/activities for quarter
- Risk update
- Initiatives/innovations addressing barriers to attendance
- 60% of migrated NEN cases enrolled within 15 weeks of the referral date by 17 April 2026 (preliminary assessment in Quarter 1 but could not be failed, final assessment in Quarter 2)
- All (100%) migrated cases have been reviewed and allocated to a case manager by 31 March 2026 [extended from Q1 to Q2 – reassessed]
- 90% initial meetings/visits with schools have been completed and recorded in AS-CMS by 31 March 2026 [extended from Q1 to Q2 – reassessed]
- 90% initial meetings/visits with caregivers have been completed and recorded in AS-CMS by 31 March 2026 [extended from Q1 to Q2 – reassessed]
- 90% migrated cases have a student plan recorded by 31 March 2026 [extended from Q1 to Q2 – reassessed]
- 60% of referred NEN students with up-to-date contact details have enrolled in a school, or an alternative education pathway, or have a valid exemption, within 10 weeks of allocation to provider

- Meet, either in person, with the referring school (CA) or the most recently attended school (NEN) to gather relevant information about the student within 5 Business Days for 80% of referrals
  - Meet, either in person, with the referring school (CA) or the most recently attended school (NEN) to gather relevant information about the student within 10 Business Days for 90% of referrals
  - Engage directly with the student and their caregiver(s), where current contact details are held, to establish contact and to begin to understand their needs within 10 Business Days for 80% of referrals
  - Engage directly with the student and their caregiver(s), where current contact details are held, to establish contact and to begin to understand their needs within 15 Business Days for 90% of referrals
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## Prosecutions Guidance

Please find attached the updated Prosecutions Guidance and Summarised Prosecutions Process Map. This guidance explains how to notify serious cases of non-attendance or non-enrolment for potential prosecution. It outlines:

- what to expect once a notification is made
- the criteria used to access cases
- the information required to support an assessment
- where to seek further advice

The Attendance Prosecutions Unit (the Unit) has been operating at the Ministry of Education National Office since mid-2025 and has been working closely with ASPs and regional Ministry staff since that time.

The Ministry can lead prosecutions for school non-attendance or non-enrolment under the Education and Training Act 2020. Prosecution is an option of last resort and is only considered when all reasonable supports and interventions to support attendance have been exhausted. Prosecutions guidance for ASPs was last provided when the Unit was first established, so it is timely to provide updated guidance to reflect current operational practice.

The updated guidance emphasises the key role ASPs play in considering attendance prosecutions, and the importance of close partnerships with schools and regional Ministry staff to enable proper assessment and notification of cases to the Unit.

It provides clear guidance on engagement with the Unit regarding notification of serious cases of non-attendance or non-enrolment for potential prosecution. It also explains what to expect once a notification is made, the criteria used to assess cases, the information required to support an assessment, and where to seek further advice.

This guidance is a living document which will be updated as the process matures. If you have any feedback, please send it to [attendance.prosecutions@education.govt.nz](mailto:attendance.prosecutions@education.govt.nz)

**Please note that this information [attachments] is not for public distribution.**

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## Information shared with schools

The following information related to the attendance service will be shared with schools in the next bulletin for School Leaders on 26 May 2026.

Thank you for attending our webinar on the Attendance Services Case Management System (AS-CMS) recently. Please find a link to our [website](#) where you can view the slides, recording and Q&A document. For more details about upcoming Attendance Webinars see [here](#).

You can find more information about attendance services for schools [here](#), including the School Portal and AS-CMS.

If you have any technical questions including how to access your School Portal or the AS-CMS, please contact the Service Desk on 0800 422 599 or [service.desk@education.govt.nz](mailto:service.desk@education.govt.nz)

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## ASCMS Updates and Reminders

### ASCMS Drop in Sessions

As these sessions have been well attended, we will continue to run them over the coming weeks. Sessions are held on Tuesdays and Thursdays.

Here are the links to next week's sessions:

Tuesday 26 May 2026 [Register here](#)

Thursday 27 May 2026 [Register here](#)

### New refreshed Attendance Data

- Cases that have been open for more than 5 years will have Attendance Data available next week

### Bug Fixes

- ENROL data not updating for some students
- CA Support Requests for cases that have been closed less than 3 months ago
- School can't update school's Primary Contact

### Immigration Check

If you get an immigration check that comes back as 'in' the country but you know that the whānau has left the country, then the following steps should be followed:

- Ask the parents to provide documentation to support that the student is overseas (see documentation list below)
- Once they have provided documentation add this to the case (Upload files or add in Comments)
- Email CIT at [non.enrolment@education.govt.nz](mailto:non.enrolment@education.govt.nz) with the case number and ask for a detailed immigration check using the information on the case.

Any of the following documentation will assist:

- travel document details
- date the student left NZ
- name the student travelled under
- student's passport number
- name/s of people travelling with them

The case should only be closed once/if it is confirmed that the student is not in the country.

### Sharing Case Notes with Schools

We've received feedback from some schools that once a case has been referred to a provider, they are unable to view any case notes or updates. To support better visibility, please remember to tick the **“share with schools”** option so schools can access the relevant case notes. If there is sensitive or private information you do not wish to share, it is at your discretion as the case owner to decide whether to select this option.



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](mailto:attendance.service@education.govt.nz). You can find this and previous newsletters [here](#)