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# Service Level Agreement between

# Te Kura and Dual Schools

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# Introduction

1. The Education Act 1989 provides that students are enrolled with only one school, but allows them to be registered with other providers for specific courses. The wording in this Service Level Agreement (SLA) and on the Te Kura website reflects this.
2. This SLA outlines:
* the responsibilities of Te Kura and of the dual student’s school of enrolment
* the circumstances in which Te Kura is required by its funding arrangements and by its enrolment and dual tuition policy to terminate dual tuition.
1. The Education Act 1989 places the responsibility for ensuring that dual tuition course requirements are met with the student’s school of enrolment.
2. By registering one or more students with Te Kura for either government funded or fee-paying dual tuition, schools agree to comply with all the terms and conditions of this SLA.
3. The Principal, Principal’s Nominee and Te Kura Coordinator, supervisors or teacher aides who work with Te Kura students should all have copies of this agreement for reference.

**Equipment for online learning**

1. Secondary dual students access their learning materials via Te Kura’s Online Teaching and Learning Environment (OTLE).
2. Schools, including management schools for an Alternative Education unit, and schools of enrolment of an Activity Centre or Teen Parent Unit, must ensure that students registered for secondary level courses have access to the appropriate devices, connectivity and software. Broadband internet access is essential.

***Devices***

1. A suitable device is one that enables the student to:
* access the internet via a web browser
* make audio and video recordings
* create and edit documents, including spreadsheets and presentations (using PowerPoint or Prezi, for example
* save their work onto a hard disk drive in order to upload it to an OTLE course dropbox.
1. A laptop or desktop computer, netbook, or tablet PC (also known as a Smart PC) with at least a hard disk drive of more than 80GB and memory of more than 4GB are the best options as they offer a greater range of functionality than most standard tablets or iPads.

***Internet connectivity***

1. Broadband internet or equivalent is necessary for students learning online. A data plan of at least 30GB is recommended but schools or learning centres with more than one student learning online may need more data than this, depending on the number and year level of the students. Dial-up internet is not suitable.

***Software***

1. The OTLE itself provides a lot of the software and tools students will need to learn online, along with instructions on how to use them. However, there are some other software and online tools students will need access to that are available for free, including:
* internet browser –Google Chrome, Mozilla Firefox or Safari are recommended as these are available to download online. Many devices come with a web-browser already installed.
* PDF editing software – there are different options available which enable students to write directly into PDF files, save their work and upload it to the OTLE for assessment.
* anti-virus software
* a Gmail account for access to GoogleDocs.
1. Links to these and other websites for downloading recommended software are available in the OTLE.

***Email Address***

1. Students learning online need an email address, which Te Kura uses to send instructions for logging into OTLE.

***Printer***

1. Access to a printer and scanner is essential, as students enrolled in NCEA Level 1 courses will be using a mix of interactive online modules and PDF files. Some courses require students to write or draw some of their work on printed worksheets which can be downloaded and printed from the OTLE. See Appendix 1 for checklist of the equipment or software students may need.
2. As with booklet-based courses, some courses require students to use particular items of equipment. Details of any equipment required are specified within the course in OTLE.
3. Schools should check the Te Kura website for delivery details of all courses.
4. For more information on online learning for dual students go to the [Dual tuition](http://www.tekura.school.nz/information-for-schools) page on the Te Kura website.
5. For more information on **i**ncluding a Principal’s Nominee Handbook for Secondary Dual students, see the Te Kura website.

**Plastic Posting Bags and Permit Paid Address Cards**

1. From January 2016 Te Kura will cease providing plastic posting bags and permit paid address cards for dual-registered students. Students should be encouraged to return work for assessment by uploading it to the OTLE course dropboxes. A small number of dual-registered students, such as those registered through the special education and remedial gateways or in some specialist subjects, may need to return work for assessment by post. Schools need to meet the cost of returning this work by post if required.

It is essential that the student name and ID number are clearly recorded on all items sent to Te Kura by post e.g. have a barcode ID label applied or the student’s ID number written on each item.

# Te Kura Contact Details

To discuss:

* dual tuition entry criteria or a dual student’s registration – email [enrolment@tekura.school.nz](file:///C%3A%5CUsers%5Cmargaret.gamlin%5CAppData%5CRoaming%5CSilentOne%5Cmargaret.gamlin%5Cedrms-vm-prod%5CView%5Cenrolment%40tekura.school.nz) or ring 0800 65 99 88, option 1
* a student’s course or progress (including standards achieved) – call or email the Te Kura subject teacher. The Te Kura Enrolment System (TES)[[1]](#footnote-1) lists the teachers for each dual student and their contact details
* the SLA, systems and processes at Te Kura (including the non-returners process), any unresolved dissatisfaction with the level of service received from Te Kura or for other help – contact the Relationship Coordinator for your region.

**The Relationship Coordinator contact details**

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| --- | --- |
| **Northern Region**Chris SandersEmail: chris.sanders@tekura.school.nzTelephone: (09) 365 9802 or 0800 65 99 88 ext: 9709 | **Central North Region**Janet Leggett Email: janet.leggett@tekura.school.nz Telephone: (07) 834 4963 or 027 591 7735 |
| **Central South Region** Charmaine CastleEmail: charmaine.castle@tekura.school.nzTelephone: (04) 474 5015 or 0800 65 99 88 ext 8033 or 027 292 1519 | **Southern Region**Eileen Kerr Email: eileen.kerr@tekura.school.nzTelephone: (03) 353 0595 or 027 591 7742 |

# School’s contact details

1. Schools must ensure they provide up-to-date contact details for the Te Kura Coordinator, Principal and Principal’s Nominee on the Contact Information page of the TES.

# Terms of Agreement

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| **Pre-registration and registration** |  |
| **Te Kura** | **School of enrolment** |
| Provides a contact person a Relationship Coordinator, for each region to support coordinators, assist with communications and any issues.Publishes information on its website (including a link to the Ministry of Education’s enrolment and dual tuition policy for Te Kura) and in OTLE about:* eligibility requirements
* course offerings
* modes of delivery
* resources required for specific courses
* online learning
* hardware and software requirements.
 | Ensures each student’s application complies with the Ministry of Education’s enrolment and dual tuition policy, available on [www.tekura.school.nz](http://www.tekura.school.nz)and that all the relevant documentation is submitted with the application. If a student registration is found to be invalid post the dual tuition registration process i.e. the student is ineligible to be registered, Te Kura will cancel the dual tuition registration.Provides a current email address for each secondary dual student.Ensures each student’s parent or guardian has approved their student’s registration with Te Kura (a suggested template and information sheet for parents are provided on the Te Kura website [Dual tuition](http://www.tekura.school.nz/information-for-schools) area).Ensures they have a process in place to identify international students who will need to access fee-paying dual tuition.Withdraws students/cancels a dual tuition registration via the TES if they wish to discontinue student or course registration.  |

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| **Supporting student learning**  |  |
| **Te Kura** | **School of enrolment** |
| Ensures students have: * a reasonable and continual programme of learning during the Ministry of Education’s standard school terms
* a clear statement of expectations, including the quantity, quality and timeliness of work to be completed and returned to Te Kura (refer to the *Course and Assessment Guide* for each course or the *Need to Know*, *Welcome to* section for online NCEA level 1 courses)
* teacher support that encourages ongoing learning and achievement
* regular and timely assessment and feedback on achievement
* access to an online introductory course on working online using the OTLE tools.
 | Provides a suitable learning environment and adequate time during the school day for students’ Te Kura study.Ensures students have the resources and regular, sufficient access during the day to hardware and software they need for their Te Kura courses. Ensures that each student logs on to OTLE, initially using their Te Kura ID as user name and password.   Ensures that students behave appropriately in an online environment and comply with their school’s cyber safety/digital citizenship policies.Provides coordinators, supervisors, teachers and teacher aides to help students manage their course work with Te Kura.Facilitates access to Te Kura by various means, including but not limited to email, phone, fax, OTLE, Skype and Adobe Connect for both students and their coordinators.Directs students to OTLE instruction course before they start their online courses.Helps students learn how to use OTLE and organise their work, sets good standards, ensures students submit at least one item of assessable work each month and that they meet deadlines.**Note:** The coordinator and Principal’s Nominee user name and password provides access to multiple students’ information and should be used by authorised school staff only.  |
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| **Keeping records and return of work** |  |
| **Te Kura** | **School of enrolment** |
| Maintains records for each student on: * course registrations
* completed work returned by student
* engagement and achievement as measured by work returns and assessments
* NZQA standards assessment, resubmission and further assessment results and all standards grades awarded
* assesses students’ work in a timely way and ensures teachers’ feedback is relevant
* provides regular feedback on student progress as recorded on the individual work items students have submitted.
 | Maintains records for each student on: * course registrations
* work received from Te Kura and returned to students

teacher feedback and assessment results including NZQA standards results as reported on the TES results screensFacilitates access to Te Kura by various means, including but not limited to email, phone, fax, OTLE, Skype and Adobe Connect for both students and their coordinators.Encourages students to return work online through each course’s OTLE dropbox where possible. Accesses the audit functionality in OTLE and the class list in TES to monitor student engagement, progress and achievement. Reports to families about dual students’ progress, work return and achievement. |
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| Qualifications |
| School of enrolment  |
| * Ensures that formal assessments are completed under the specified conditions. These conditions will be clearly stated on the assessment activity and may include a time limit, closed book, only completed in one sitting, supervised for the whole time.
* Guarantees that all assessment tasks are the student’s own work, that none of the students’ internally assessed work is plagiarized, and signs the authentication statement to confirm this.
* Has NZQA “Consent to Assess” or is linked to a school with NZQA “Consent to Assess,” and submits students’ NCEA entries and results to NZQA through the school’s Principal’s Nominee using the Te Kura provider code 0498.
* Applies to NZQA for any identified Special Assessment Conditions.
* Arranges a Memorandum of Understanding with Te Kura if the enrolling school or the link school does not hold NZQA “Consent to Assess.” Contact the Qualifications Leader cheryl.brownrigg@tekura.school.nz.
* Ensures the school’s Coordinator and Principal’s Nominee communicate regularly about students’ NCEA entries and results.
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| **Te Kura**  | **School of enrolment** |
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| **Internally Assessed Standards** | **Internally Assessed Standards** |
| Provides students with opportunities to gain NZQA internally-assessed standards where the student is working at an appropriate curriculum level.Provides regular and timely assessment and feedback on work submitted to Te Kura including results of NZQA standards assessment and information on further assessment opportunities where appropriate.Offers students the opportunity to appeal an assessment result and to follow the documented Te Kura appeals process.Maintains records of internally assessed standards for each student.Provides regular reminders of standards results available in TES. These reminders will be sent to the Principal’s Nominee and specify for each student how the school can access the results for all internally assessed standards attempted in the current year to date.  | Enters all internal assessment results received from Te Kura onto their student management system using the Te Kura provider code 0498 and the Te Kura course code for course endorsement. Where the school does not hold “Consent to Assess”, it will ensure all these results are given to its local link school.Checks the accuracy and ensures the security of these results and includes them in their file submissions to NZQA.Ensures that students know of their right to appeal an assessment result and the process they should follow.Encourages students to contact their subject teachers about selecting appropriate internally assessed standards.Ensures it has a system for collecting NZQA fees and paying them to NZQA.Ensures that closed book assessment tasks that specify supervision are supervised by an appropriate person who signs an Authentication Statement on the cover sheet if required.Ensures that students working online at NCEA Level 1 know the name of their supervisor so they can enter this when submitting their assessment work to the OTLE dropbox.  Ensures students understand that authentication of work submitted for assessment is a serious matter.Cooperates fully with Te Kura in the investigation of any authentication issues. |

| **Te Kura**  | **School of enrolment** |
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| **Externally Assessed Standards** | **Externally Assessed Standards** |
| Provides opportunities to students to prepare for assessment in NZQA externally assessed standards and scholarship awards where the student is working at an appropriate curriculum level.Provides a list of externally assessed standards on the information for schools page on the Te Kura website<http://www.tekura.school.nz/information-for-schools/qualifications-information>. This lists external standards recommended for each Te Kura course.Provide a regular and timely formative assessment and feedback on work returned to Te Kura, and practice examinations.Maintains records of each student’s preparation for externally assessed standards.Te Kura will not include any of the enrolling school’s students in file submissions to NZQA. | Uses the TES to see which externally assessed standards each student is enrolled for, or access the list of externally assessed standards from the Te Kura website <http://www.tekura.school.nz/information-for-schools/qualifications-information> to identify the externally assessed standards, course codes and titles that are recommended for each Te Kura course.Encourages students to contact their subject teachers about selecting appropriate externally assessed standards.Enters students for all appropriate externally assessed standards in their student management system using the Te Kura provider code 0498 and Te Kura course codes (including externally assessed standards via portfolio submission in subjects like art and graphics). Where the school does not hold NZQA “Consent to Assess”, it will ensure all these results are given to its local school which holds “Consent to Assess.”Includes all entries for appropriate externally assessed standards in their regular file submission to NZQA.Ensures it has a system for collecting NZQA fees and paying them to NZQA.Ensures that practice exams are supervised by an appropriate person and the Authentication Statement is signed.Ensures students understand that authentication of work submitted for assessment is a serious matter.Co-operates fully with Te Kura in the investigation of any authentication issues.  |

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| Non-engaged students (Non-returners)  |
| * Resourcing arrangements for Te Kura and its enrolment and dual tuition policy, as set by the Minister of Education, require registering schools to ensure that each student returns work at least monthly in each course that they are registered for.
* It is important to note that students who are withdrawn for not returning work for two months cannot be re-registered in that course for the remainder of the calendar year.
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| **Te Kura**  | **School of enrolment** |
| Provides on the TES non-returners screen, accurate work return dates and monthly lists of students with non-returner status.Sends an email notification if no work has been submitted by a student or students in the previous month, referring the school to the TES for details and advising that the student/s will be automatically withdrawn from that course if they do not return work in the next month. Sends an email notification if no work has been submitted by a student or students in the second month, confirming that the student has been withdrawn from that course and cannot be reinstated or re-enrolled in that course for the remainder of the calendar year. | Ensures students registered for dual tuition keep up with their course work and submit work to Te Kura for assessment at least once a month.Checks the TES non-returners screen each month to view the names of students who have not submitted work for one month or more.Contacts Te Kura urgently if a student does not have sufficient work in the course in question so this can be addressed.Contacts the Relationship Coordinator if there are mitigating circumstances.  |

# Appendix 1

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| **Item** | **Essential** | **Desirable** |
| A suitable device: desktop PC, laptop, netbook or tablet PC | ✓ |  |
| Internet broadband connection and data plan (we recommend 30GB of data per month ) | ✓ |  |
| Internet browser – Google Chrome, Mozilla Firefox or Safari | ✓ |  |
| Webcam – built in or separate | ✓ |  |
| Microphone (may be built into the device or separate) | Essential for courses such as languages and music which require audio recordings | ✓ |
| PDF editing software | Essential for most NCEA Level 1 courses and for dual-enrolled students |  |
| Anti-virus software | ✓ |  |
| Printer | ✓ |  |
| Scanner | ✓ |  |
| Digital camera – either a dedicated camera or built into a tablet or smartphone |  | ✓ |
| Headphones | Essential for languages courses | Desirable for other courses  |
| PDF editing software such as Adobe, PDF Escape | ✓ |  |
| Word processing software such as Microsoft Office, Open Office, Google Drive or Office Works | ✓ |  |
| An email account such as My Te Kura, Gmail, Yahoo, Hotmail etc. | ✓ |  |

# Appendix 2

### Privacy

1. See [Privacy page](http://www.tekura.school.nz/about-us/privacy) on our website.
2. Increasingly, Te Kura is facilitating access for its students to a variety of online education providers. These sites are designed for the New Zealand Curriculum and NCEA, and Te Kura recommends these sites to its students as they provide valuable learning resources which supplement Te Kura courses. Use of these sites lets students fill gaps in their learning or access aspects of courses not easily presented in written lessons. Te Kura makes every effort to confirm that these sites have robust privacy policies and are secure in terms of maintaining personal data.
3. To facilitate access to the sites, Te Kura may send to the provider the name, identification number and email address of each student enrolled in related courses. The provider will then email the student with registration instructions. Registration is not compulsory. If a student does not want to register they do not have to do so.
4. Any students with questions, concerns or feedback about such online education providers, the sites, or the registration process should email [curriculum@tekura.school.nz](file:///C%3A%5CUsers%5Cmargaret.gamlin%5CAppData%5CRoaming%5CSilentOne%5Cmargaret.gamlin%5Cedrms-vm-prod%5CView%5Ccurriculum%40tekura.school.nz).

### Complaints policy and procedures

1. Te Kura has a policy and procedures in place to cover complaints about Te Kura staff, policy, systems, services and processes.
2. Where a school, their student and/or the parent/whanau has a complaint about the student’s registration with Te Kura, or where a Te Kura staff member has an issue with a school, the complaint should be raised in the first instance with the Regional Relationship Coordinator (RC), who will check whether there is a wider issue that needs to be addressed.  The RC will discuss the matter, if warranted, with the Regional Manager.
3. If the complainant feels that discussion has not produced a satisfactory outcome, or where the situation is considered to be urgent or very serious, the complainant should document the complaint in writing to the Chief Executive of Te Kura.
1. Schools are required to register students online using the Te Kura Enrolment System (TES) accessed via our website. [↑](#footnote-ref-1)