Working with
Te Aho o Te Kura Pounamu
2014 Service Level Agreement for Dual Schools

Introduction

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 our website reflects this.

This SLA outlines the responsibilities of Te Kura and of the dual student's school of enrolment.

The SLA explains:

(a)   the responsibilities of Te Kura for providing teaching, curriculum materials and assessment services

(b)   the school of enrolment's[1] responsibilities for the student's attendance and supervision and for meeting Te Kura course completion and return of work requirements, and

(c)   the circumstances in which Te Kura is required by its funding arrangements and by its enrolment policy to terminate dual tuition.

Accepting the terms and conditions of the Service Level Agreement (SLA)

By registering one or more students with Te Kura for dual tuition, schools accept all the terms and conditions of this SLA.

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.

Changes for 2014

From 2014, all dual students enrolled in NCEA level 2 and 3 courses will access their entire course through the Online Teaching and Learning Environment (OTLE)[2], both courses that are wholly online

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[1] Where the dual student's school of enrolment is the management school for an Alternative Education unit, the term 'school of enrolment' refers to the management school. Where the school of enrolment is the host school for an Activity Centre or Teen Parent Unit, it refers to the host school.
[2] The OTLE is a learning management system which contains courses and resources and where students can interact with each other and with their teachers in a secure online environment.

and those that have workbooks and learning resources provided as digital files (including PDF files, audio and video files).

NCEA level 1 students will also access their wholly online courses through OTLE, as well as the first work for courses provided as digital files. They may request printed workbooks once they have completed their first work return.

Other than for the NCEA level 1 courses mentioned above, there will be no printed option available for these courses for dual registered students.

The following NCEA level courses are wholly online.
Art Levels 1, 2 and 3
Digital Technology Levels 1, 2 and 3
Design and Visual Communication Level 3
Media Studies Levels 1, 2 and 3
Music Levels 2 and 3 Composition
Technology Level 3
Te Reo Levels 1, 2 and 3

Schools should check mode of delivery in Choice 2014
http://www.tekura.school.nz/_media/pdf/Choice-2014-web.pdf

Physical items for online and digitally delivered courses

Physical items which had previously been inserted in booklets will be dispatched separately to schools.

Online education sites licensed to Te Kura

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.

To facilitate access to the sites, Te Kura sends 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. See the Privacy page on our website for more information.

Any students with questions, concerns or feedback about such online education providers, the sites, or the registration process should email curriculum@tekura.school.nz

Student access to technology

Email address

Schools/providers must provide an email address, either the student's or the coordinator's, to receive log-in details for accessing the OTLE.

Computer, printer and Internet

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 any type of online course have access to computers and printers. Broadband Internet access is essential for wholly online/digital courses and highly recommended for all other courses.

Contacting Te Kura

To discuss:
- Dual tuition entry criteria or a dual student's registration – email enrolment@tekura.school.nz or ring 0800 65 99 88, extension 5044
- A student's course or progress, or to ask for further work to be sent for NCEA level 1 courses and other non-online courses – call or email the Te Kura subject teacher. The Te Kura Enrolment System (TES)[3] lists the teachers for each dual student and their contact details.
- The SLA, Te Kura's systems and processes, any unresolved dissatisfaction with the level of service received from Te Kura (see Complaints below) or for other help – contact the Relationship Coordinator for your region.

The Relationship Coordinator contact details

Northern Region
Jenny Harding
Email: jennifer.harding@tekura.school.nz
Telephone: (09) 302 1714 or 027 591 7721

Chris Sanders
Email: chris.sanders@tekura.school.nz
Telephone: 093659802 ext 9707

Central North Region
Janet Leggett
Email: janet.leggett@tekura.school.nz
Telephone: (07) 834 4963 or 027 591 7735

Central South Region
Charmaine Castle
Email: charmaine.castle@tekura.school.nz
Telephone: (04) 474 5015 or 0800 65 99 88 ext 8033

Southern Region
Eileen Kerr
Email: eileen.kerr@tekura.school.nz
Telephone: (03) 353 0595 or 027 591 7742

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[3] Schools are required to register students online using the Te Kura Enrolment System (TES) accessed via our website.

School's contact details

Please update any changed contact details for the Te Kura coordinator, Principal and Principal's Nominee on the Request for Information page of the TES.

Complaints policy and procedures

Te Kura has a policy and procedures in place to cover complaints about Te Kura staff, policy, systems, services and processes.

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.

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

Terms of this agreement

1. Pre registration and registration

Te Kura	School of enrolment
Te Kura will: • support schools with dual students by providing a contact person within Te Kura for each region to support coordinators, assist with communications and resolving issues • publish information for enrolling schools on its website, including a link to the Ministry of Education's enrolment policy for Te Kura.	The school of enrolment will: • ensure each student's application complies with the Ministry of Educations enrolment policy http://www.tekura.school.nz/_media/pdf/Te-Kura-Enrolment-Policy-Gazette-Supplement-Feb-2012.pdf • the application gateway is correct, and that all the required documentation is submitted to Te Kura • register all students via the TES • ensure the student data entered into the TES matches that in ENROL • note the mode of delivery for each course and ensure before registration that it can provide students with sufficient access to any technological resources required to enable them to complete the course • ensure each student's parent or guardian has approved their student's registration with Te Kura (Refer suggested template on the Te Kura website). • provide up-to-date information about students with their enrolment applications so the Te Kura teacher understands the ability, literacy and numeracy, and curriculum level of the students being registered • provide an Individual Education Plan (IEP) that is less than six months old, for students with an IEP[4] or if an IEP is required under the Ministry of Education enrolment policy for Te Kura • withdraw students/cancel an enrolment via the TES if they wish to discontinue their tuition.

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[4] Good examples of IEPs can be found at http://www.minedu.govt.nz/educationSectors/SpecialEducation/FormsAndGuidelines/IEPGuidelines.aspx

2. Supporting student learning

Te Kura	School of enrolment

Te Kura will provide the school of enrolment with details of the materials and resources they need to provide for students registered in specified Te Kura courses.
 	
Te Kura will ensure 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)
• teacher support that encourages ongoing learning and achievement
• regular and timely assessment and feedback on achievement
• access to Te Kura teachers by various means, including but not limited to email, phone, fax, OTLE, Skype and Adobe Connect.
	The student's school of enrolment will support students' learning by:
	• ensuring students have the resources and regular, sufficient access during the day to technology they need for their Te Kura courses, including:
	   ○ computers with broadband Internet access
	   ○ printers
	   ○ video conferencing facilities
	   ○ software such as Skype and Adobe Connect
	   ○ CD and DVD players
	   ○ software and hardware for language students to make and return recordings to their teacher
	   ○ texts and journals.
	
	The student's school of enrolment will support students' learning by:
	• providing coordinators, supervisors, teachers and teacher aides to help students manage their course work with Te Kura
	• providing a suitable learning environment and adequate time during the school day for students' Te Kura study
	• facilitating access to Te Kura via by various means, including but not limited to email, phone, fax, OTLE, Skype and Adobe Connect for both students and their coordinators
	• providing information to parents and students about registration with Te Kura, such as the information sheet for parents on Te Kura's website
	• helping students to organise their work, set good standards and meet deadlines
	• ensuring students return at least one item of assessable work each month for each course the student is enrolled in
	• providing up to date contact details to Te Kura, via the TES Request for Information screen, including for the school, Coordinator, Principal and Principal's Nominee.

3. Keeping records

Certain records are needed to support the working partnership between Te Kura and the school of enrolment.

Te Kura	School of enrolment
Te Kura will maintain records for each student on: • Te Kura course enrolments • work sent to the enrolling school for students and completed work returned • engagement with Te Kura as measured by work assessed • achievement as measured by assessment on specific work returned • NZQA standards assessment, resubmission and further assessment results and all standards grades awarded.	The school of enrolment will maintain records for students on: • Te Kura course registrations • work received from Te Kura and returned to students • teacher feedback and assessment results including NZQA standards results relating to Te Kura courses.

4. Non-engaged students (Non-returners)

The Education Act 1989 places the responsibility for ensuring that dual tuition course requirements are met with the student's school of enrolment.

Resourcing arrangements for Te Kura and its enrolment 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**.

Regional Health Schools have separate requirements in this regard.

Te Kura	School of enrolment
If a school has a student or students who have not returned work for the previous month, Te Kura will send an email notification referring the school to the TES for details and advising that the student/s will be automatically	The school of enrolment is responsible for • ensuring students registered for dual tuition keep up with their course work and return work to Te Kura for assessment at least once a month • checking the TES non-returners screen each month where the names of students who have

9

withdrawn from that course if they do not return work in the next month. If the student has not returned work in the second month, Te Kura will send an email notification 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. On the TES non-returners screen, Te Kura will provide accurate work return dates and monthly lists of students with non-returner status.	not returned work for one month or more can be viewed • contacting Te Kura urgently if a student has not received work in the course in question so this can be addressed • contacting the regional RC when necessary to request either the removal of the non-returners status, or reinstatement or re-enrollment, providing supporting information to back up the request.

5. **Feedback and returning students' work**

Te Kura	School of enrolment
Te Kura will assess and return students' work in a timely way and ensure teachers' feedback is relevant. Te Kura will provide regular feedback to the school of enrolment on student progress as recorded on the individual work items students have submitted. Te Kura will supply a list of students' achievements to the Principal of the enrolling school twice yearly.	School coordinators will check students' work to ensure any self-marking opportunities in Te Kura resources are completed by the student, and contact Te Kura if there is a delay in returning marked work. The school of enrolment will provide a contact email address for each student on enrolment, which will be used by the student to receive information from Te Kura and keep in touch with their teacher/receive feedback. Teachers, teacher aides and coordinators will provide early notification to Te Kura of any issues regarding the suitability of the programme and resources for each student. The school of enrolment will report to families about dual students' progress, work return and achievement.

6. Qualifications

It is essential that schools:

- submit students' NCEA entries and results to NZQA through the school's Principal's Nominee using the Te Kura provider code 0498
- arrange a Memorandum of Understanding with another local accredited school, if the enrolling school is not NZQA accredited
- ensure that the school's Coordinator and Principal's Nominee communicate regularly about students' NCEA entries and results
- ensure that formal assessments are completed under the specified conditions
- guarantee that none of the students' internally assessed work is plagiarised.

Any form of plagiarism is unacceptable to NZQA and Te Kura; all assessment tasks must be the student's own work and they must sign the authentication statement to confirm this.

Te Kura	School of enrolment
Internally Assessed Standards Te Kura will: - provide students with opportunities to gain NZQA internally-assessed standards where the student is working at an appropriate curriculum level - provide regular and timely assessment and feedback on work returned to Te Kura including results of NZQA standards assessment and information on further assessment opportunities where appropriate - offer students the opportunity to appeal an assessment result and to follow the documented Te Kura appeals process - maintain records of internally assessed standards for each student - provide regular summaries of standards results sent in time for schools to meet end-of term NZQA file submission	**Internally Assessed Standards** The school of enrolment will: - enter 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 is not NZQA accredited, it will ensure all these results are given to its local accredited school - check the accuracy and ensure the security of these results and include them in their file submissions to NZQA - ensure that students know of their right to appeal an assessment result and the process they should follow - encourage students to contact their subject teachers about selecting appropriate internally assessed standards - ensure it has a system for collecting NZQA fees and paying them to NZQA - ensure that assessment tasks that specify supervision are supervised by an appropriate person and the certificate of assessment conditions is signed - ensure students understand that authentication of work submitted for assessment is a serious matter - cooperate fully with Te Kura in the investigation of any authentication issues.

Te Kura	School of enrolment
deadlines . These summaries will be sent to the Principal's Nominee and specify for each student the results for all internally assessed standards attempted in the current year to date. Te Kura will include in these summaries the standard number, standard name, its version, the award date, the result and the course code to be used for course endorsement.	
Externally Assessed Standards Te Kura will: • provide 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 • provide a list of externally assessed standards on the Information for schools page on Te Kura website http://www.tekura.school.nz/information-for-schools/qualifications-information. This lists external standards recommended for each Te Kura course • provide regular and timely formative assessment and feedback on work returned to Te Kura, and practice examinations • maintain records of each student's preparation for externally assessed standards.	**Externally Assessed Standards** The school of enrolment will: • use 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 • encourage students to contact their subject teachers about selecting appropriate externally assessed standards • enter 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 is not NZQA accredited, it will ensure all these results are given to its local accredited school • include all entries for appropriate externally assessed standards in their regular file submission to NZQA • ensure it has a system for collecting NZQA fees and paying them to NZQA

Te Kura	School of enrolment
Te Kura will not include any of the enrolling school's students in file submissions to NZQA.	- ensure that assessment tasks that specify supervision are supervised by an appropriate person and the certificate of assessment conditions is signed - ensure students understand that authentication of work submitted for assessment is a serious matter - co-operate fully with Te Kura in the investigation of any authentication issues.