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## Kia ora!

Welcome to the Fees Free Focus for December 2022.

Please encourage all those working on Fees Free enrolments and reporting in your organisation to subscribe to this newsletter and receive updates, tips and the monthly reporting schedule. If you've received this, you're already subscribed.

If you would like to view the Fees Free newsletters from previous months, you can find them on the TEC website on the [Fees Free guidance page](#).

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## Important Updates and Changes

### Holiday Period and New Year 2023

Our phone lines and webchat services will be closed from midday Wednesday 21 December 2022, and will reopen on Monday 9 January 2023 at 8.00am. A small number of staff are returning Wednesday 4 January 2023 to close off the final 2022 tasks and any emails received during the break.

During this time you can email us on [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz) and we will respond on our return.

### 2023 Fees Free Agreements

The Fees Free agreements for 2023 have been uploaded to Workspace 2. To enable your first scheduled payments to be made on Wednesday 4 January 2023, signed agreements are due back to us by Friday 16 December 2022. For agreements returned after 16 December 2022, payments will be made within 10 working days of receipt.

If you have any questions about your Fees Free agreement, please contact your Relationship Manager or email [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz).

### Fees Free eligible learners with an 'Unknown' status in 2022

This year we have again provided TEOs with a list of learners enrolled with their organisation in 2022 who may be eligible for Fees Free, but have an 'Unknown' eligibility status. We ask for your help to remind these learners to check their eligibility for Fees Free, so that we can confirm allocations for eligible learners with you during the 2022 wash-ups and avoid retrospective changes as much as possible.

We have sent lists of learners to relevant TEOs with further information and instructions. We thank you in advance in supporting us with this proactive work. If you have any questions, please let us know.

### **Reminder to notify us of ineligible learners**

If a learner has a 'Yes' eligibility status, but your organisation holds evidence that a learner is not eligible for Fees Free, please let us know as soon as possible. The 'Fees Free TEO Change Learner Eligibility Status' report is available to you on Workspace 2 to submit these learners for review. You can do this at any time. You can also email us at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz) and provide the relevant information.

We will reassess the learner's eligibility based on the evidence you provide. If we are unable to reach a decision we may contact you for additional information or request copies of certificates for an in-depth assessment.

If we determine that a learner does not meet the eligibility criteria for Fees Free we will notify the learner and advise that they may now be charged by their tertiary education organisation as their eligibility has been overturned. You will also be informed of the outcome by an email addressed to the contact you specify.

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## **Tips for Reporting Study**

### **December Fees Free All Enrolments and Costs return**

This return is the final opportunity you will have to report your Fees Free learner enrolments for 1 January 2022 to 31 December 2022. The information is used to finalise learner entitlement use and your payments for the 2022 calendar year.

We can only include valid data in this final 2022 allocation. Please use your November Fees Free All Enrolments and Costs Data Validation report to identify any errors that you need to correct in your December submission.

To help you with your reporting, we'll be running a round of validations before the due date for any TEOs that submit their report early, and providing those TEOs with a preliminary data validation report. This gives you the chance to check your report for validation errors and make any further changes before the deadline on 18 January 2022. We plan to run a preliminary validation on 21 December.

Make sure to check the eligibility status of all learners that have been enrolled with your organisation at any point in 2022, as some learners will have changed their status after enrolment.

The information reported in your December Fees Free all Enrolments in Costs should match the information reported in your December 2022 Single Data Return.

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## **Tips for Reporting Training**

### **December Fees Free Programmes and Fees return**

This return is the final opportunity you will have to report your Fees Free learner enrolments for 1 January 2022 to 31 December 2022. The information is used to finalise learner entitlement use and your payments for the 2022 calendar year. Please report any fees that have not yet been reported to us, and ensure your Schedule of Fees is up to date. Make sure to check the eligibility status of all learners that have been enrolled with your organisation at any point in 2022, as some learners will have changed their status after enrolment.

The guide for reporting industry training can be found [on our website](#), and we encourage you to use this if you need any guidance filling out your templates.

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## December Reporting Schedule

### For reporting provider-based study

14 December 2022	<ul style="list-style-type: none"><li>December Fees Free All Enrolments and Costs template available via Workspace2</li></ul>
31 December 2022	<ul style="list-style-type: none"><li>NSN extract date for the Fees Free All Enrolments and Costs return</li></ul>
18 January 2023	<ul style="list-style-type: none"><li>December Fees Free All Enrolments and Costs return due to TEC by uploading to Workspace2</li></ul>

### For reporting industry training

31 December 2022	<ul style="list-style-type: none"><li>NSN extract date for the Fees Free Programmes and Fees return</li></ul>
9 January 2023	<ul style="list-style-type: none"><li>December Fees Free Programmes and Fees template and Fees Free Schedule of Fees template available via Workspace2</li></ul>
12 January 2023	<ul style="list-style-type: none"><li>December Fees Free Programmes and Fees return and Fees Free Schedule of Fees due to TEC by uploading to Workspace2</li></ul>

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## Contact us

If you have any questions or comments about this newsletter, please contact the Customer Contact Group at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz) or 0800 601 301.

### Reporting information not reaching the right person?

Please email the Customer Contact Group at [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz), if you need a staff member added, as a Fees Free data return contact, for your organisation. Please include their name, job title and email address. Your organisation can have more than one data return contact.

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Set yourself fees-free



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December 2022*

**Our mailing address is:**  
[customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz)

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