

# **Te Pātuitanga Kaiwhakarato Paparua**

## **Dual Provider Partnership Agreement**

**2020**

## Foreword

New Zealand has a world leading education system. A unique feature of our education system is the ability for many ākonga/students to learn at their community school while also learning through Te Kura as a dual student. One of our key roles is to partner with dual providers of education, such as schools, Teen Parent Units, Alternative Education and Activity Centres to provide ākonga with a full and balanced curriculum and specialist programming or curriculum adaptation where needed.

Te Kura values the opportunity to work with hundreds of schools across New Zealand to support the learning and achievement of their ākonga. Over the years we have forged powerful partnerships with schools through our mutual focus on enabling ākonga to have enjoyable and successful learning experiences.

Thank you for choosing to work with us. This partnership agreement proposes how we would like to work with you. If you have any questions or feedback about this agreement, please contact your regional Kairuruku Hononga/Relationship Coordinator.

A handwritten signature in green ink, appearing to read 'MHollings'.

Mike Hollings Chief Executive

<b>We're here to help</b>	<b>3</b>
<b>Relationship Coordinator/ Kairuruku Hononga contact details</b>	<b>3</b>
<b>Purpose</b>	<b>4</b>
<b>Partnership</b>	<b>4</b>
<b>Pre-registration and Registration</b>	<b>5</b>
<b>Supporting Ākonga Learning</b>	<b>6</b>
<b>Keeping records and return of work</b>	<b>8</b>
<b>Qualifications</b>	<b>9</b>
<b>Non-engaged ākonga (Non-Returners)</b>	<b>12</b>
<b>Registration of International Ākonga</b>	<b>13</b>
<b>Registration of Fee-Paying Ākonga (Private Schools)</b>	<b>14</b>
<b>Appendix 1</b>	<b>15</b>
<b>Appendix 2</b>	<b>16</b>
<b>Appendix 3</b>	<b>17</b>
<b>Letter For Parent/Guardian and Ākonga/Student consent to study with Te Kura</b>	<b>18</b>
<b>Application to study through Te Kura</b>	<b>19</b>

## We're here to help

Te Kura has a Student and Whānau Support Service called the Hub.

The Hub team is ready to help ākonga, whānau and school coordinators – as well as external support staff such as additional teachers and teacher aides. They offer assistance with access and use of Te Kura Enrolment System (TES) or our online learning environment, My Te Kura.

You can contact them at 0800 65 99 88 option 1 or [hub@tekura.school.nz](mailto:hub@tekura.school.nz)

For any other issues or feedback please contact your Kairuruku Hononga/Relationship Coordinator.

## Relationship Coordinator/ Kairuruku Hononga contact details

Region	Contact	Imera	Waea 0800 65 99 88 extn:
<b>Te Rohe ki te Raki Northern Region</b>	Erik Merkens	<a href="mailto:erik.merkens@tekura.school.nz">erik.merkens@tekura.school.nz</a>	extn 9871 027 366 8884 09 365 9830
<b>Te Rohe o te Raki ki Waenga Central North Region</b>	Carina Dooley	<a href="mailto:carina.dooley@tekura.school.nz">carina.dooley@tekura.school.nz</a>	extn 7549 027 551 8578 09 307 3018
<b>Te Rohe o Waenga ke te Tonga Central South Region</b>	Charmaine Castle	<a href="mailto:charmaine.castle@tekura.school.nz">charmaine.castle@tekura.school.nz</a>	extn 8033 027 292 1519 04 474 5015
<b>Te Rohe ki te Tonga Southern Region</b>	Sheena Sherratt-Smith	<a href="mailto:sheena.sherratt-smith@tekura.school.nz">sheena.sherratt-smith@tekura.school.nz</a>	extn 8124 027 591 7742 03 353 0595
<b>Overseas (Cook Islands/Niue) Region</b>	Wendy Talbot- Aspin	<a href="mailto:wendy.talbot-aspin@tekura.school.nz">wendy.talbot-aspin@tekura.school.nz</a>	extn 8333 027 551 9146

## Purpose

The purpose of this agreement is to outline how we would like to work with you to best support the ākonga we share. This is based on what we have learned about how Te Kura can work most effectively with enrolling schools and providers, to ensure ākonga have the right programme, engage quickly in their Te Kura learning and experience success.

There may be some additional things you wish to raise or add to this agreement that is particular to your ākonga and school or organisation. We invite you to discuss these with your Kairuruku Hononga/ Relationship Coordinator for inclusion.

## Partnership

We all want ākonga to enjoy their learning and experience success. Working well together makes all the difference for ākonga. We are keen to work with you in the following ways to support our shared ākonga:

- We will listen to you and respond in a timely way to any queries you have. We ask you to keep us informed of any changes we need to know about our ākonga.
- We will provide ākonga with appropriate learning materials and distance teaching for the courses they have enrolled in. We need you to provide ākonga with an appropriate learning environment including access to a computer with an active internet connection, as well as supervision while they are working on Te Kura material to ensure they stay engaged and progressing.
- We will provide ākonga with quality timely feedback and feed forward on their progress. Please let us know if this feedback and feed forward isn't helpful or if the work is too easy or too hard. We want to be able to act swiftly if we have not got it right for our ākonga.
- We will provide you with help to work in the Te Kura online environment. If you or your ākonga are struggling with our online resources, please let us know so we can help.
- We will ensure all Te Kura staff working with your school or organisation understand their responsibilities as described in this agreement. We ask that you make sure your Principal and any other staff or colleagues working with Te Kura ākonga are aware of the contents of this agreement.
- Years 1-8 and Learning Support ākonga have access to paper-based resources in addition to online learning in some courses.

Our [Te Aho o Te Kura Pounamu \(Te Kura\) Enrolment and Dual Tuition Policy](#) details the circumstances under which you can register an ākonga with us. Ākonga registered at Te Kura must attend the school they are enrolled in on a full-time basis. As the main school, you retain the legislative accountabilities for your ākonga, while they are dual enrolled with Te Kura." *Refer Te Aho o Te Kura Pounamu (Te Kura) Enrolment and Dual Tuition Policy Notice 2019, published in the New Zealand Gazette, 17 December 2018.*

Our [Choice 2020 guide](#) has information about the courses you can enrol your ākonga in.

Our website has information about how we deliver [online learning at Te Kura](#). There is also specific information about [online learning for dual providers](#).

## Pre-registration and Registration

Te Kura	Your school or organisation
<p><i>Te Kura will do the following things to ensure you have access to the information you need to easily register your ākonga with Te Kura enabling them to engage with their learning as soon as possible.</i></p>	<p><i>We ask that you do the following to enable ākonga to be registered with Te Kura as quickly as possible enabling them to engage with their learning.</i></p>
<p>Provide a Kairuruku Hononga/ Relationship Coordinator for each region to support coordinators, assist with communications and any issues.</p> <p>Publish information on our website (including a link to the Ministry of Education’s enrolment and dual tuition policy for Te Kura) and in My Te Kura about:</p> <ul style="list-style-type: none"> <li>• eligibility requirements</li> <li>• course offerings</li> <li>• modes of delivery</li> <li>• resources required for specific courses</li> <li>• online learning</li> <li>• hardware and software requirements.</li> </ul> <p>Check applications for dual registration to make sure ākonga are registered under the gateway that meets their individual needs.</p>	<p>Ensure each ākonga application complies with the Ministry of Education’s enrolment and dual tuition policy, available on <a href="http://www.tekura.school.nz">www.tekura.school.nz</a> and that all the relevant documentation is submitted with the application. If an ākonga is found to be registered under the wrong gateway we can work together to find another gateway if possible.</p> <p>Provide us with a current email address for each dual ākonga.</p> <p>Ensure each ākonga parent or guardian has approved the registration with Te Kura (a suggested template and form for ākonga and parents is provided at the end of this document.</p> <p>Ensure you have a process in place to identify International or Private School ākonga who will need to access fee-paying dual tuition and use the Te Kura public website: <a href="http://www.tekura.school.nz/Enrol-with-us">www.tekura.school.nz/Enrol-with-us</a> to enrol these ākonga (not TES).</p> <p>Withdraw ākonga or cancel a dual tuition registration via the TES if the ākonga wishes to discontinue.</p> <p>Accept this DPPA digitally in TES before beginning your first enrolment for the year.</p>

<b>Supporting Ākonga Learning</b>	
<b>Te Kura</b>	<b>Your school or organisation</b>
<i>Te Kura will do the following things to keep ākonga engaged in their Te Kura programme</i>	<i>We ask that you do the following things to keep ākonga engaged in their Te Kura programme</i>
<p>Ensure each ākonga has:</p> <ul style="list-style-type: none"> <li>• a reasonable and continual programme of learning during the Ministry of Education’s standard school terms</li> <li>• a clear statement of expectations, including the quantity, quality and timeliness of work to be completed and returned to Te Kura</li> <li>• Kaiako support that encourages ongoing learning and achievement</li> <li>• access to kaiako via a range of communication channels during school term</li> <li>• regular and timely assessment and feedback on achievement</li> <li>• access to an online introductory course on working online using the My Te Kura tools, available in the Hub course.</li> </ul> <p><b>Learning Support Ākonga</b></p> <p>Ensure that each ākonga has an individualised programme designed to support your ākonga learning goals, in collaboration with your school.</p> <p>Provide ongoing advice and guidance, and digital and non-digital resources as required.</p>	<p>Help ākonga learn how to use My Te Kura and organise their work, set good standards, ensure ākonga submit at least one item of assessable work each month and that they meet deadlines.</p> <p>Provide a suitable learning environment with an adequate allocation of school time and supervision.</p> <p>Ensure ākonga have the resources and regular, sufficient access during the day to hardware and software they need for their Te Kura courses.</p> <p>See appendix 1 for additional information about hard and software requirements.</p> <p>Ensure that each ākonga logs on to My Te Kura, initially using their Te Kura ID as username and password.</p> <p>Ensure that ākonga behave appropriately in an online environment and comply with your school’s cyber safety/digital citizenship policies.</p> <p>Provide coordinators, supervisors, kaiako, and teacher aides to help ākonga manage their course work with Te Kura. Your school’s Te Kura coordinator will need some school time allocated to effectively carry out the tasks listed.</p> <p>Facilitate access to Te Kura by various means, including but not limited to email, phone, My Te Kura, Virtual Classrooms, Skype and YouSeeU for both ākonga and your coordinators and supervisors.</p> <p>See appendix 2 for privacy, complaints policy and procedures information.</p>

## Supporting Ākonga Learning (continued)

Te Kura	Your school or organisation
<p><i>Te Kura will do the following things to keep ākonga engaged in their Te Kura programme</i></p>	<p><i>We ask that you do the following things to keep ākonga engaged in their Te Kura programme</i></p>
	<p>If an ākonga is working in My Te Kura for the first time, direct them to the My Te Kura The Hub course before they start their online courses.</p> <p>Use your coordinator and Principal's Nominee access to TES to monitor student work return and results, ensuring that these login details are only used by authorised school staff as information for multiple ākonga can be viewed.</p> <p><b>Learning Support Ākonga</b></p> <p>Provide Te Kura teacher with any updated learning needs during the academic year, including their current abilities, skill level, strengths and interests.</p> <p>Ensure your ākonga have adequate support to complete learning tasks, including marking their work and giving immediate feedback on their achievements.</p> <p>Provide evidence of monthly engagement in each enrolled course. This may be relevant parts of booklets posted/scanned and emailed to the teacher, photos, drawings, video, audio and other digital files.</p> <p>Complete the assessment page for each resource, including ākonga comments where relevant.</p>



<b>Keeping records and return of work</b>	
<b>Te Kura</b>	<b>Your school or organisation</b>
<i>To ensure we have up to date information about each ākonga to best support their learning, Te Kura will:</i>	<i>To ensure ākonga can engage with Te Kura and that we have up to date records we ask that you do the following</i>
<p>Maintain records for each ākonga on:</p> <ul style="list-style-type: none"> <li>● course registrations</li> <li>● completed work returned by ākonga engagement and achievement as measured by work returns and assessments</li> <li>● NZQA standards assessment, resubmission and further assessment results and grades awarded for all attempted standards</li> <li>● assesses ākonga work in a timely way and ensures teachers' feedback is relevant</li> <li>● provides regular feedback to each student via their My Te Kura dropbox.</li> </ul>	<p>Maintain records for each ākonga on:</p> <ul style="list-style-type: none"> <li>● course registrations</li> <li>● work sent to Te Kura and returned to ākonga</li> <li>● teacher feedback and assessment results including NZQA standards results as reported on the TES results screens.</li> </ul> <p>Facilitate access to Te Kura by various means, including but not limited to email, phone, My Te Kura, Skype and YouSeeU for both ākonga and your coordinators and supervisors.</p> <p>Encourage ākonga to return work online through each course's My Te Kura dropbox, if they are working online, or by post if they are working on paper based courses.</p> <p>It is essential that the ākonga 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 ākonga ID number written on each item.</p> <p>Cover the cost of the postage or courier when returning work in paper form.</p> <p>Access the Audit User function in My Te Kura and the class list in TES to monitor ākonga engagement, progress, achievement and monthly requirement to submit work.</p> <p>Report to whānau about dual ākonga progress, work return and achievement using My Te Kura dropbox feedback, credit results on TES and Work Return Reports.</p>

## Qualifications

*We ask that you do the following things as the school of enrolment:*

Ensure that formal assessments are completed under the specified conditions. These conditions will be clearly stated on the assessment activity and may include but are not limited to:

- a time limit
- closed book
- completed in one sitting
- supervised for the whole time.

Guarantee that all assessment tasks is the own work of the ākonga, and that none of the ākonga internally assessed work is plagiarised.

Have NZQA “Consent to Assess” or is linked to a school with NZQA “Consent to Assess,” and submit ākonga NCEA entries and results to NZQA through the enrolling school’s Principal’s Nominee using the Te Kura provider code 498.

Apply to NZQA for any identified Special Assessment Conditions.

Arrange a Memorandum of Understanding (MOU) with Te Kura if the enrolling school or the linked school does not hold NZQA “Consent to Assess.”

Ensure the school’s Coordinator and Principal’s Nominee communicate regularly about ākonga NCEA entries and results.

If a school has an MOU in place with Te Kura or only enrolls ākonga in up to year 10, it will ensure that each ākonga completes Te Kura’s NCEA registration process.

<b>Qualifications (continued)</b>	
<b>Te Kura</b>	<b>Your school or organisation</b>
<i>Te Kura will do the following related to internally assessed standards:</i>	<i>We ask that you do the following related to internally assessed standards:</i>
<p>Provide ākonga with opportunities to gain NZQA internally assessed standards where the student is working at an appropriate curriculum level.</p> <p>Provide 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.</p> <p>Offer ākonga the opportunity to appeal an assessment result and to follow the documented Te Kura appeals process.</p> <p>Maintain records of internally assessed standards for each ākonga.</p> <p>Provide regular reminders of standards' results available in TES. These reminders will be sent to the Principal's Nominee and specify for each ākonga how the school can access the results for all internally assessed standards attempted in the current year to date.</p>	<p>Enter all internal assessment results received via TES from Te Kura onto their student management system using the Te Kura provider code 498 and Te Kura course code for course endorsement. Where your school does not hold "Consent to Assess", you will ensure all these results are given to its local linked school or you have an MOU/subcontract agreement with Te Kura.</p> <p>Check the accuracy and ensures the security of results and include them in your NZQA file submissions.</p> <p>Ensure that ākonga know of their right to appeal an assessment result and the process to follow.</p> <p>Encourage ākonga to contact their course kaiako about selecting appropriate internally assessed standards.</p> <p>Ensure that assessment tasks that specify supervision are supervised by an Adult determined from the decision of the school, AE, AC or TPU.</p> <p>Ensure that ākonga working online know the name of their supervisor so they can enter this when submitting their assessment work to the My Te Kura dropbox.</p> <p>Ensure ākonga understand that authentication of work submitted for assessment is a serious matter.</p> <p>Cooperate fully with Te Kura in the investigation of any authentication issues.</p>

<b>Qualifications (continued)</b>	
<b>Te Kura</b>	<b>Your school or organisation</b>
<i>Te Kura will do the following related to externally assessed standards:</i>	<i>We ask that you do the following related to externally assessed standards:</i>
<p>Provide opportunities to ākonga to prepare for assessment in NZQA externally assessed standards and scholarship awards where the student is working at an appropriate curriculum level.</p> <p>Provide a list of externally assessed standards on the information for schools page on the Te Kura website; <a href="https://www.tekura.school.nz/dual-providers/first-steps/principals-nominee/">https://www.tekura.school.nz/dual-providers/first-steps/principals-nominee/</a> This lists external standards available for each Te Kura course.</p> <p>Provide practice exams and any relevant resources to school coordinators.</p> <p>Provide timely feedback on formative assessment submitted to My Te Kura, and practice examinations.</p> <p>Maintain records of each ākonga preparation for externally assessed standards.</p> <p>Te Kura will not include any of the enrolling school's ākonga in file submissions to NZQA unless the enrolling school is a primary or year 7-10 school or has a signed MOU/subcontract with Te Kura.</p>	<p>Use TES to see which externally assessed standards Te Kura offers, or access the list of standards from the Te Kura website <a href="https://www.tekura.school.nz/dual-providers/first-steps/principals-nominee/">https://www.tekura.school.nz/dual-providers/first-steps/principals-nominee/</a> to identify the externally assessed standards, course codes and titles that are available within each Te Kura course.</p> <p>Encourage ākonga to contact their course kaiako about selecting appropriate externally assessed standards.</p> <p>Enter ākonga for all appropriate externally assessed standards in your student management system using the Te Kura provider code 498 and Te Kura course codes (including externally assessed standards via portfolio submission in subjects such as Visual Art Design and Visual Communication). Where your school does not hold NZQA "Consent to Assess", you will need to ensure your home school enters your ākonga for their appropriate externally assessed standards.</p> <p>Ensure that practice examinations are supervised by an Adult determined from the decision of the Health school.</p> <p>Ensure ākonga understand that authentication of work submitted for assessment is a serious matter.</p> <p>Cooperate fully with Te Kura in the investigation of any authentication issues.</p>

## Non-engaged ākonga (Non-Returners)

To enable ākonga, excluding Fee-paying ākonga, to be successful when studying with Te Kura, ākonga should return work regularly, or be in contact with their kaiako about their programme. Our resourcing arrangements and our enrolment and dual tuition policy, as set by the Ministry of Education, also require registering schools to ensure that each ākonga returns work at least monthly in each course that they are registered for.

Unfortunately if ākonga is withdrawn due to not returning work, we are unable to register them again in that same course for the remainder of the calendar year.

Te Kura	Your school or organisation
<p><i>To enable you to make sure your ākonga are engaging in their programme of learning with us Te Kura will:</i></p>	<p><i>To enable your ākonga to return work to Te Kura regularly we need you to do the following:</i></p>
<p>On the TES Non-Returners screen, provide accurate work return dates and monthly lists of ākonga with Non-Returner status.</p> <p>Send an email notification if, according to our systems, no work has been submitted by a student in the previous month, referring the school to the TES for details and advising that the student will be automatically withdrawn from that course if they do not return work within the current month.</p>	<p>Ensure ākonga registered for dual tuition keep up with their course work and submit work in the My Te Kura Dropbox, (or by post, courier or email for paper-delivered courses) for assessment at least once a month in each course they are registered for.</p> <p>Check the TES Non-Returners screen each month to view the names of ākonga who have not submitted work for one month or more.</p> <p>Contact the relevant Te Kura course kaiako if work has been submitted but is not showing as received on the TES screens (ākonga has incorrect Non-Returner status and/or Subjects of a Student screen does not show correct date of work returned).</p> <p>Contact Te Kura urgently if ākonga does not have sufficient work in a course so this can be addressed.</p> <p>Withdraw ākonga from a course or cancel a dual tuition registration via TES if the ākonga is no longer continuing with a course or their enrolment.</p> <p>Contact the Kairuruku Hononga/Relationship Coordinator if there are mitigating circumstances.</p>

## Registration of International Ākonga

Te Kura	Your school or organisation
<i>Te Kura will do the following things relating to your international ākonga</i>	<i>We ask that you do the following things relating to your international ākonga</i>
<p>Provide tuition in certain subjects/courses to international ākonga.</p> <p>Has no responsibility for student accommodation arrangements</p> <p>Is responsible for reviewing its own processes for effectiveness and efficiencies. Te Kura Kairuruku Hononga/Relationship Coordinators support schools to do the same in terms of Te Kura-registered ākonga.</p> <p>Agree that the circumstances under which tuition to be provided to an international student under this DPPA may be terminated are described on page 5 under <i>Pre-registration and registration</i> and on page 12 under <i>Non-engaged ākonga (Non-Returners)</i>.</p>	<p>Are a signatory to the Code of Practice for Pastoral Care of International Students (the Code).</p> <p>As a signatory to the Code, take responsibility for the pastoral care of any of your international ākonga who are subsequently registered with Te Kura.</p> <p>Arrange accommodation for ākonga who require it.</p> <p>Agree that the circumstances under which tuition to be provided to an international ākonga under this DPPA may be terminated are described on page 5 under <i>Pre-registration and registration</i> and on page 12 under <i>Non-engaged ākonga (Non-Returners)</i>.</p> <p>Is responsible for international ākonga conditions of acceptance including enrolment with your school, a current visa, a variation of conditions (if required), appropriate medical insurance, complaints procedure referencing the International Education Appeal Authority (IEAA) established by the Code, language proficiency testing and collecting and recording ākonga medical and travel insurance.</p> <p>Is responsible for maintenance of learner records, including passport and visa information as per Code requirements</p> <p>Will communicate to Te Kura any change in the circumstances of an international ākonga, including advising Te Kura of ākonga current email address (see page 5 <i>Pre-registration and registration</i>).</p> <p>Is responsible for management of attendance/non-attendance of international ākonga registered with Te Kura. See page 12 <i>Non-engaged ākonga (Non-Returners)</i>.</p>

## Registration of Fee-Paying Ākonga (Private Schools)

Te Kura	Your school or organisation
<i>Te Kura will do the following things relating to your Fee-paying ākonga</i>	<i>We ask that you do the following things relating to your Fee-paying ākonga</i>
<p>Provide tuition in certain subjects/courses to Fee-paying ākonga.</p> <p>Is responsible for reviewing its own processes for effectiveness and efficiencies.</p> <p>Te Kura Relationship Coordinators support schools to do the same in terms of Te Kura-registered ākonga.</p> <p>Agree that the circumstances under which tuition to be provided to Fee-paying ākonga under this DPPA may be terminated are described on page 4 under Pre-registration and registration.</p> <p>Is responsible for providing ākonga with a mid-year and end-of-year report.</p>	<p>Is a signatory to the Code of Practice for Pastoral Care of Fee-paying ākonga (the Code).</p> <p>As a signatory to the Code, take responsibility for the pastoral care of any of its Fee-paying ākonga who are subsequently registered with Te Kura.</p> <p>Accept this DPPA digitally in TES before submitting the fee-paying applications and use Te Kura public website <a href="http://www.tekura.school.nz/Enrol-with-us">www.tekura.school.nz/Enrol-with-us</a></p> <p>Agree that the circumstances under which tuition to be provided to a Fee-paying ākonga under this DPPA may be terminated are described on page 5 under <i>Pre-registration and Registration</i>.</p> <p>Will communicate to Te Kura any change in the circumstances of a Fee-paying ākonga, including advising Te Kura of ākonga current email address (see page 5 <i>Pre-registration and Registration</i>).</p> <p>Is responsible for management of attendance/non-attendance of Fee-paying ākonga registered with Te Kura.</p>

## Appendix 1

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 - built in or separate	Essential for courses such as languages and music which require audio recordings	✓
PDF editing software such as Adobe, PDF Escape	Essential for most NCEA Level 1 courses and for dual-enrolled ākonga	
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
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. We recommend Google	✓	



## Appendix 2

### Privacy

- 1 See the [Privacy](#) page on our website.
- 2 Increasingly, Te Kura is facilitating access for its ākonga 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 ākonga as they provide valuable learning resources which supplement Te Kura courses. Use of these sites lets ākonga 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 ākonga enrolled in related courses. The provider will then email the ākonga with registration instructions. Registration is not compulsory. If an ākonga does not want to register, they do not have to do so.
- 4 Any ākonga or providers with questions, concerns or feedback about such online education providers, the sites, or the registration process should email: [curriculum@tekura.school.nz](mailto:curriculum@tekura.school.nz).

### Complaints policy and procedures

- 5 Te Kura has policy and procedures in place to cover complaints about Te Kura staff, policy, systems, services and processes.
- 6 Where a school, their ākonga and/or the parent/whanāu has a complaint about the ākonga 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 Kairuruku Hononga/Relationship Coordinator, who will check whether there is a wider issue that needs to be addressed. The Kairuruku Hononga/Relationship Coordinator will discuss the matter, if warranted, with the Regional Manager.
- 7 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.

### Appendix 3

<b>English</b>	<b>Maori</b>
Student/Learner	Ākonga
Teacher and Teacher Aide	Kaiako/ Kaiako Aide
Relationship Coordinator	Kairuruku Hononga

## Letter For Parent/Guardian and Ākonga/Student consent to study with Te Kura

(Date)

Dear Parents/Caregivers

Your son/daughter has indicated that they wish to be enrolled in a course offered by Te Kura (formerly The Correspondence School) via distance learning in 2020.

Most of our learning materials are online through My Te Kura (Te Kura's Online Teaching and Learning Environment). The regular return of work (at least once every 3-4 weeks for each subject) is essential to stay enrolled in the course, as well as receive appropriate and timely feedback. Your son/daughter will need to commit to an average of 6-7 hours per week for each Te Kura course they enrol in.

In 2020 most courses offered through Te Kura will be delivered online through *My Te Kura*. Work is typically returned electronically, via the *My Te Kura* dropbox. In some pre-approved courses, the work may be received by post, and returned by post or by scanning and emailing to the appropriate teacher.

At our school we provide a suitable learning environment with an adequate allocation of school time and supervision. We will help your son/daughter learn how to use My Te Kura and organise their workload. Each ākonga will be assisted to create a suggested course programme outlining the specific due dates for the year. They will need to be responsible for organising themselves and completing all the set tasks by the due dates. Should ākonga fall behind the due dates schedule, they may be required to remain after school until they catch up. If the full course is not completed by year's end, this could jeopardise their results if they are enrolled in NCEA courses.

Te Kura kaiako are available to assist ākonga by phone, email, Skype or Adobe Connect.

Te Kura is free for anyone eligible under ***Te Aho o Te Kura Pounamu (Te Kura) Enrolment and Dual Tuition Policy***. Any fees payable will be discussed with you prior to enrolment being applied.

Before we proceed with registering your son/daughter with Te Kura we require your approval and support. Your son/daughter should fill in and sign the application form attached and return it to school as soon as possible. You must also sign the form. Should you have any further queries, please feel free to contact me, phone XXXXXXXX. You may also wish to see online information at [www.tekura.school.nz](http://www.tekura.school.nz).

Yours sincerely

Te Kura School Coordinator

## Application to study through Te Kura

(to be filled in by the ākonga/student and signed by the parent/caregiver)

Ākonga Full Name:	
Date of Birth	
Ethnicity	
Ākonga Year Level	
Course/s	
NCEA level 1, 2 or 3	
Ākonga Email Address	

I understand that:

- Study by distance requires discipline, focus and the ability to work independently and I will endeavour to stay on task to the best of my ability.
- I need to spend on average 6-7 hours per week on my Te Kura course work including timetabled periods at school.
- In order to stay enrolled with Te Kura I must submit assessable work regularly (ie at least every 3-4 weeks).
- I may be required to come in after school to catch up should I fall behind in my work.
- Should I be unable to submit completed work on a regular basis I may be removed from the roll of Te Kura and transferred to another class.

Ākonga Signature		date	
Parent/Caregiver signature		date	
Parent/Caregiver name			

FOR SCHOOL USE ONLY

Course/s approved (circle one)

YES / NO