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## Kia ora!

We're pleased to send you the Fees Free Focus for June.

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'd 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

### Webchat now available for learners on the Fees Free website

We're excited to announce that live webchat is now available on the Fees Free website for learners to use. Live chat gives learners an easy way to talk to the Customer Contact Group in real time to ask any questions they may have about Fees Free.

Please encourage your learners to contact us for any questions regarding their Fees Free eligibility or entitlement. They can now do this by emailing [customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz), by calling us on 0800 601 301, or by using the new chat function on the [Fees Free website](#).

### Upcoming 2020 SDR Reconciliation report

We're currently completing another reconciliation of your December 2020 returns against your December 2020 SDR, to pick up any further 2020 enrolments that have not been reported in your Fees Free return, or learners that have had a change to their 2020 eligibility status. We'll be providing a report to you shortly, with next steps.

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## Reporting Tips (Providers)

In May, we saw many errors on Course Tuition and Compulsory Course Costs compared to STEO. In most cases, this means that the fee you have reported is higher than the approved fee for that course in STEO. You may need to either:

- update your fee in STEO to the correct amount, or
- correct the fee you have reported in your Fees Free return.

Check your May Data Validation reports for any errors and make sure to correct them in your June All Enrolments and Costs return. We cannot allocate fees to you where there are errors in your report.

## Reporting Tips (Transitional ITOs)

Remember to update your Schedule of Fees any time you change the fees you are charging your learners. We use your Schedule of Fees to validate the fees you report in your Programmes and Fees report, so an outdated Schedule of Fees may result in an error.

## June Reporting Schedule

### For providers

9 June 2021	<ul style="list-style-type: none"> <li>• June Fees Free All Enrolments and Costs template available via Workspace2</li> </ul>
10 June 2021	<ul style="list-style-type: none"> <li>• NSN extract date for the Fees Free All Enrolments and Costs return</li> </ul>
16 June 2021	<ul style="list-style-type: none"> <li>• June Fees Free All Enrolments and Costs return due to TEC by uploading to Workspace2</li> </ul>

### For transitional ITOs

30 June 2021	<ul style="list-style-type: none"> <li>• NSN extract date for the Fees Free Programmes and Fees return</li> </ul>
1 July 2021	<ul style="list-style-type: none"> <li>• June Fees Free Programmes and Fees template and Fees Free Schedule of Fees template available via Workspace2</li> </ul>
6 July 2021	<ul style="list-style-type: none"> <li>• June Fees Free Programmes and Fees return and Fees Free Schedule of Fees due to TEC by uploading to Workspace2</li> </ul>

## 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.

**Free to unlock your potential**

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May 2021

**Our mailing address is:**

[customerservice@tec.govt.nz](mailto:customerservice@tec.govt.nz)

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