Industry Training Register
User Guide

Version 3.1 May 2021

Table of Contents

List of Figures

List of ITR Element Tables

List of Tables

1 Document information

1.1 Document history

Version	Author	Date	Comments
1.0	Ellen Davidson	17 Aug 2012	First draft of content unit one.
1.1	Ellen Davidson	31 Aug 2012	Fraser Sloane's edits and changes incorporated.
1.2	Ellen Davidson	10 Sep 2012	Table of contents and related documents included. Document restructured. Carolyn Ayre's and Ken Eastwood's changes incorporated.
1.3	Fraser Sloane	20 Sep 2012	Addition of how the ITR operates and restructuring of other content.
1.4	Fraser Sloane	1 Oct 2012	Update of document based on the TEC feedback (Mhay Faraon, Phil Urlich and Ken Eastwood).
1.5	Fraser Sloane	9 Oct 2012	Addition of sections 6 through 14 plus updates to Appendix 1.
1.6	Fraser Sloane	15 Oct 2012	Updates based on feedback on version 1.4 sent to ITO representatives and ITF plus further work on sections 6 through 14.
2.0	Fraser Sloane	5 Nov 2012	First published version incorporating further feedback from ITO representatives and the TEC.
2.1	Fraser Sloane	9 Nov 2012	Inclusion of suggested changes not able to be added prior to publication.
3.0	Julie Knight	1 Jul 2014	Incorporate ITR3 changes, operational policy changes and updates to funding conditions. Re-ordered sections to reflect order of activity in the ITR. Updated the content of the appendices.
3.1	Andrew Cross	25 Nov 2019	Added instructions on how to include a micro-credential submission in the ITR. Updated 7.3.2. from 70 credits to 75 credits per 2018 condition change. Links updated in Table 1. Sector Helpdesk changed to Customer Contact Group along with new email address CustomeService@tec.govt.nz. Contents page numbers updated.
3.2	Bernadette Banez	13 May 2021	Updated the external links used in this document.

1.2 Related documents and links

The TEC has created a single page on its website for information relating to the ITR. The ITR page can be found at http://www.tec.govt.nz/funding/funding-and-performance/reporting/itr/.

Table 1: Operational policy documents

Document	Last updated	TEC reference
Funding conditions	23 February 2021	https://www.tec.govt.nz/funding/funding-and-performance/funding/funding-conditions-by-year/
Standard training measures, offsets, and learner counts for industry training organisations offsets – data definitions and data rules	February 2018	https://www.tec.govt.nz/assets/Publications-and-others/Standard-training-measures-offsets-learner-counts-ITOs
Methodology: Educational performance indicators for ITOs	February 2018	https://www.tec.govt.nz/funding/funding-and-performance/performance/teo/epi-reports/

Table 2: Technical documents

Document	Last updated	TEC reference
ITR schema definition document	May 2021	https://www.tec.govt.nz/assets/Publications-and-others/ITR-Schema-Definition.pdf
Industry Training Register: guide to integration for ITOs	January 2013	https://www.tec.govt.nz/assets/Forms-templates-and-guides/ITR-guide-to-integration-ITOs.pdf

1.3 Document control

The ITR user guide is a living document and will be updated accordingly. The TEC will work with stakeholders to ensure the ITR user guide is accurate and relevant. The owner of the document is the Manager, ITO Investment.

1.4 Acronyms and glossary

A list of common acronyms and glossary of frequently used terms can be found in appendices 3 and 4 of this document.

1.5 How to submit feedback

Feedback on this document can be submitted via email (CustomerService@tec.govt.nz). Please enter *Feedback on the ITR user guide* in subject line of the email.

1.6   Further releases of this document

This document will be updated where the need for new or revised content has been identified, updates are made to operational policy, or changes are made to the ITR.

2   Introduction

2.1   Purpose

The purpose of the Industry Training Register user guide (user guide) is to provide a 'how to' guide for the Industry Training Register (ITR). It has been developed by the Tertiary Education Commission (TEC) in conjunction with industry training organisations (ITOs) and the Industry Training Federation (ITF).

It is a high level operational document and is not intended to replace detailed technical and operational policy documents produced by the TEC as listed in *Related documents and links* at the beginning of this document on page 1.

The intended audience of the user guide is ITOs and directly funded organisations (DFOs)[1], as well as TEC staff who seek to understand how the ITR works and how data from the ITR is used by the TEC.

The user guide is intended as a reference and support tool so that ITOs can easily and confidently manage their own trainee management system (TMS). The user guide supports sector understanding of the ITR and its dependencies through:

- outlining expectations of ITOs in using the ITR
- showing ITR linkages and dependencies on Ministry of Education (MoE) and New Zealand Qualification Authority (NZQA) systems
- providing information on the functions and limitations of the ITR
- describing how ITR information is used by the TEC
- showing what ITR data is used in generating the TEC published reports
- describing when ITR issues can occur and how these may be resolved, and
- providing links to other relevant documents.

2.2   About the ITR

The ITR is a data collection system that captures information about learner educational activity in the industry training sector. This information is reported to the ITR as it captured by ITOs in their TMS. The ITO sends to the ITR information about the learner, their training agreement, their training plan (if they are an apprentice), programmes they are enrolled in and the status of their training.

<u>Note</u>: As a data collection system the ITR does not enforce the TEC's operational policy. The ITR enables the TEC to monitor ITO performance against these policies. ITOs must ensure their business processes align with the TEC operational policy to maximise compliance.

ITO funding, funding offsets and educational performance are determined using data submitted to the ITR and to NZQA. These results are advised to ITOs through regular reporting produced by the TEC. The results are calculated and held outside of the ITR.

---

[1] To improve readability, throughout this document ITR users will be referred to as ITOs. This term includes DFOs.

2.3   Why the ITR was introduced

The ITR was developed to improve the timeliness and quality of industry training information available to the TEC and provide a shared view of training information between the TEC and ITOs.

The improvements have created a more transparent environment for ITOs and the TEC to assess ITO performance and a more accurate picture of when learners are actually in training.

The ITR was implemented in 2011 and replaced the Performance Measurement System (PMS) reporting that ITOs used to update the TEC's Industry Liaison Unit (ILU) database. Moving away from PMS reporting meant that ITOs transitioned from providing enrolment information on a quarterly basis via spread sheets to providing enrolment information to the TEC on a 'near real time' basis.

The introduction of the ITR has enabled greater data integration with MoE (such as the National Student Index (NSI)) and NZQA (such as credit attainment and qualification completions).

2.4   Operational policy and funding conditions supported through the ITR

The ITR and its use are subject to the TEC's operational policies and funding conditions.

Operational policies for ITOs were introduced along with the implementation of the ITR. They include funding conditions designed to reduce purchase of low value provision and to ensure that ITOs are funded at rates that reflect actual learner progress.

The complete set of funding conditions is available on the TEC's website, along with additional information about operational policies.

2.5   Responsibilities of ITR users

ITOs should have processes in place to ensure the data captured by their TMS is accurate and complete, and that it matches the data submitted to the ITR. A description of how ITOs can reconcile their data can be found under section 8 *Information provided to ITOs using ITR data* in this user guide.

For the ITR to work effectively for both the ITO and the TEC, the ITO needs to provide timely, complete and accurate data about the learner's training activity.

Where data is incorrect or not reported in a timely manner it can affect:

- funding due to an ITO through incorrect calculation of standard training measures (STMs) and offsets
- calculation of modern apprenticeship brokerage fees
- assessment of educational performance (credit achievement, programme completions) and
- the accuracy of data published by the TEC on individual ITO and sector participation of learners (age, ethnicity, gender and location).

If data is incorrect and cannot be changed by the ITO using the ITR, the ITO should contact the TEC. See section 10 *Data change principles and requests* in this user guide for more information on this process.

Modern Apprenticeship Coordinator (MAC) information is reported in the ITR by the ITO that has the training agreement and receives STM funding for the modern apprentice. ITOs should work with MACs to capture accurate and timely data.

Note: Funding condition ITF001 states that ITOs must report all programme information and learner enrolment events through the ITR.

3   About the ITR

3.1   Key concepts

This section provides an overview of what the ITR does and the key points of which users need to be aware. For a more technical level of detail refer to the ITR Schema document. Relevant sections of the ITR Schema definition document are referenced throughout this user guide.

There are six key concepts that explain what the ITR does and how it operates. These are:

1.   The ITR receives information from data submitted by the ITO via its TMS and information held in the ITR is the same as that held in the ITO's TMS (allowing for timing differences). The data comes to ITR in message format.

2.   The training information held in the ITR is based around a *training agreement* which is the formal training contract between the learner, their employer and the ITO.

3.   The training a learner is undertaking is held in a *programme enrolment*. Programme enrolments cannot exist without a training agreement.

4.   Where the learner is a modern apprentice or New Zealand apprentice, a training plan is required. A *training plan* is the agreement between the employer, apprentice and MAC supporting the apprentice. Training plans are in addition to the requirement for an apprentice to have a training agreement.

5.   Training agreements and programme enrolments are managed by the ITR through the assignment of a *status*. The status drives whether the learner's enrolment can be updated, whether it is eligible for funding and whether it is included in performance reporting about the ITO. A summary of the status types is shown in table 3 below.

6.   ITOs *register programmes* in the ITR for which they have accreditation and coverage. A learner's programme enrolment is in one of these registered programmes. New Zealand Apprenticeship programmes must be manually approved in the ITR by the TEC before ITOs can enrol apprentices in these programmes.

Table 3: ITR training agreement and enrolment status types

Status	Applies to	Description
Active*	Training agreement and associated programme enrolment(s) unless the programme enrolment is withdrawn or completed.	The learner is actively training. Programme enrolments associated with the training agreement will have the same status unless withdrawn or completed.
Pending	Training agreement and associated programme enrolment(s) unless the programme enrolment is withdrawn or completed.	A training plan has not been set up for the training agreement (MA and NZA funded programmes only).
Hold	Training agreement and associated programme enrolment(s) unless the programme enrolment is withdrawn or completed.	The learner is not currently training but the enrolment still exists.

Status	Applies to	Description
Finished	Training agreement.	All programme enrolments associated with the training agreement have either been completed and/or withdrawn.
Grace*	Training agreement and associated programme enrolment(s) unless the programme enrolment is withdrawn or completed.	The learner is no longer in employment and is looking for a new employer. A learner can only be in GRACE for six weeks.
Completed	Programme enrolment.	The learner has completed the ITR programme requirements.
Withdrawn	Programme enrolment.	The learner is no longer enrolled in the programme.
Deleted	Programme enrolment.	The programme enrolment has been logically deleted from the ITR database; however, the TEC will still be able to see the programme enrolment with a status of 'DELETED'

*Only learners with a status of ACTIVE or GRACE on the last day of a month are eligible for TEC funding.

3.2   Overview of ITR operations

The ITR is dependent on NZQA data to determine which unit standards and programmes a learner has completed. The ITO's TMS communicates with the ITR through the ITR Message Queuing System (MQS).

An overview of the flow of information is shown in figure 1 below. A more detailed technical version of this diagram can be found in appendix 2 *Detailed diagram of the ITR environment*.

Accurate identification of the learner's NSN through a master NSN is required to link learner achievement data reported via NZQA with data reported directly to the ITR from the ITO's TMS.

Figure 1: ITR high-level overview
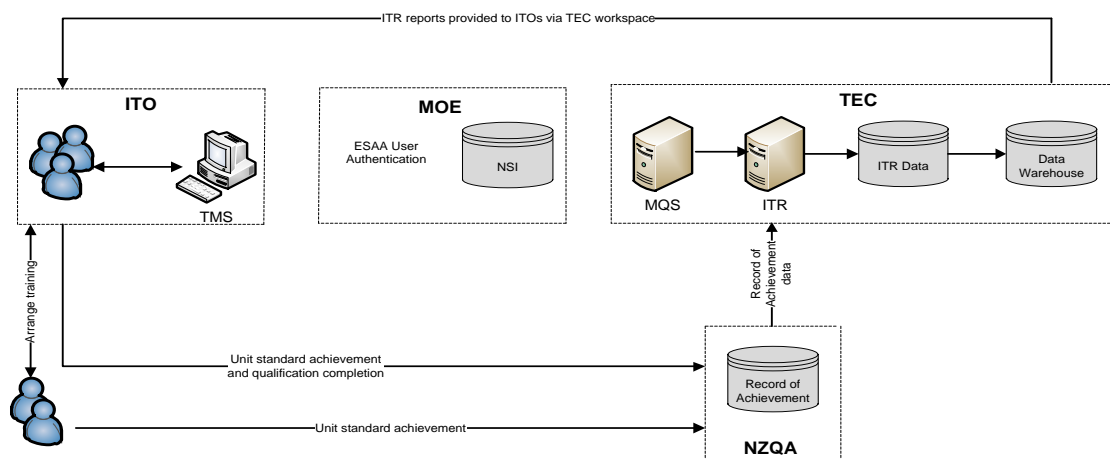
3.3 Overview of ITR functions

The functions (or messages) supported by the ITR are outlined in figure 2 below. Section 4 provides detailed information on each of these functions.

Figure 2: Overview of ITR functions
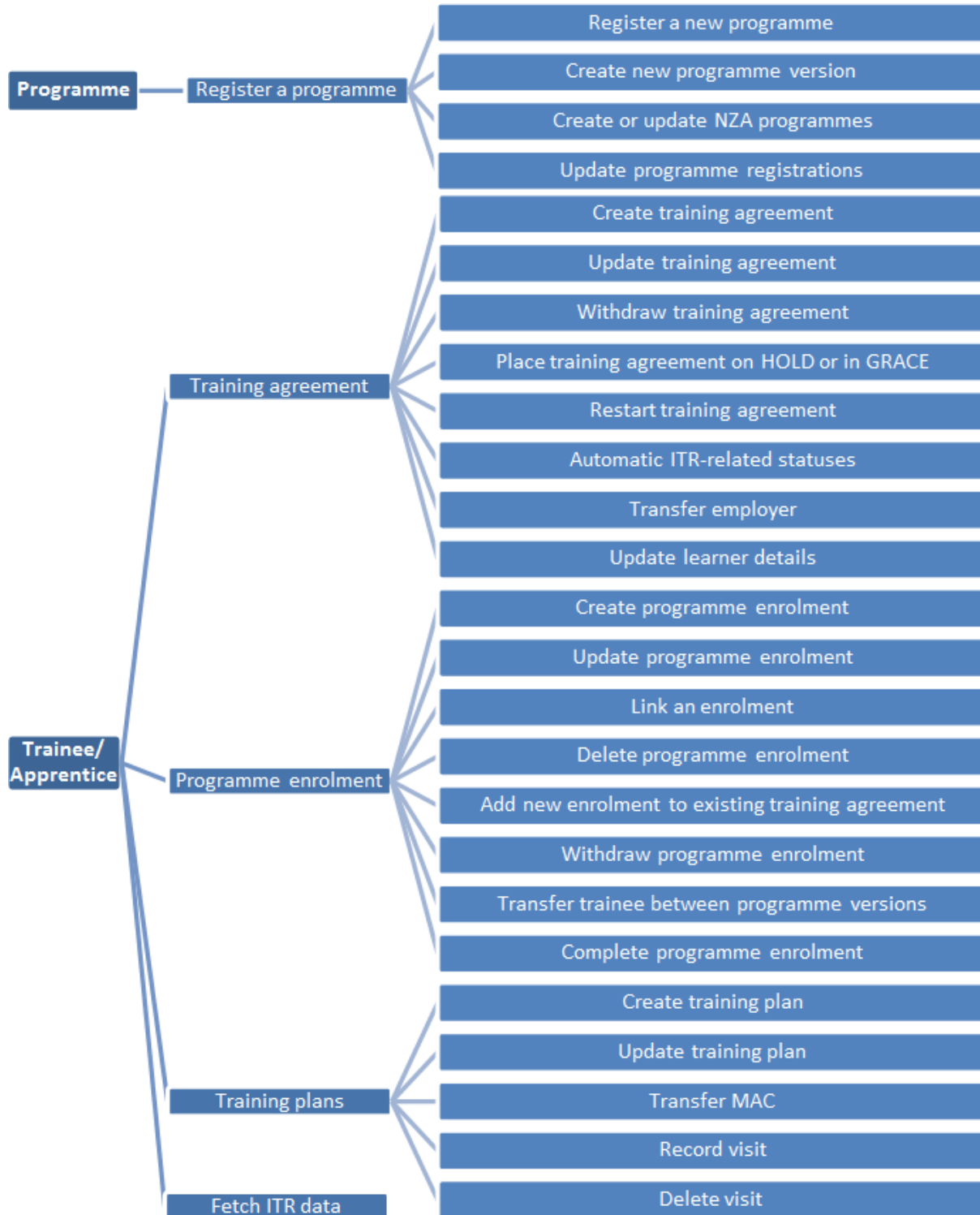
3.4　Alignment of ITO business processes supporting the ITR

ITO business processes supporting the capture and recording of learner educational data destined for the ITR and NZQA must be well defined. This particularly applies to the dates a learner:

- signed the training agreement
- started the programmes in which he or she was enrolled
- was assessed for the unit standards achieved, and
- completed the qualification.

4   Using the ITR

4.1   Register a programme

Programmes need to be registered in the ITR before any learner enrolments can be accepted. Topics covered in this section are:

4.1.1   Types of programmes

Both simple and complex programmes are registered in the ITR.

Simple industry training programmes are those that lead to a limited credit programme (LCP), a supplementary credit programme (SCP), a national or New Zealand qualification, or a micro-credential (MC).

Complex programmes are those that consist of a collection of simple programmes (referred to as sub-programmes) or at least one national or New Zealand qualification and additional unit standards.

LCPs are intended to introduce employers and employees to industry training, with the intended outcome that learners will eventually be signed into full qualifications. Different ITOs may have different programmes for the same qualification. The LCP must:

- be related to a specific programme and only one LCP can be registered against a programme
- not be created for MA or NZA programmes
- list the specific unit standards which are part of the LCP, including whether they are mandatory or optional (more unit standards may be registered against an LCP than are expected for the individual learner to undertake), and
- be appropriate to list units for all qualification strands and then select these when the learner enrols, or to register strands separately and have one LCP for each qualification strand.

SCPs are designed to allow a learner to achieve qualifications or unit standards in addition to the qualification they already hold. The SCP:

- can only be for a national or New Zealand qualification programme for which the ITO has NZQA approval, and
- must list the specific unit standards which are part of the SCP, including whether they are mandatory or optional. The units within an SCP must come from the units listed against the full national or New Zealand qualification programme as per the TEC operational policy.

MCs are new stand-alone education products intended to enable learners to access specific knowledge and skills in a cost-effective and time-efficient way.

- At a minimum, micro-credentials will be subject to the same requirements as training schemes or assessment standards
- Have strong evidence of need from employers, industry and/or community

- Not duplicate current quality assured learning approved by NZQA; and
- Be reviewed annually to confirm they continue to meet their intended purpose.

4.1.2 Register a new programme

An ITO can register a programme in the ITR where it has the necessary accreditation and coverage for the programme. The qualification that the programme leads to must first be registered on the New Zealand Qualifications Framework (NZQF).

Before an ITO can enrol a learner, it must first register a new programme in the ITR. There are a variety of elements for a programme, including the type of programme, how it will be funded, the duration, credit value and NZQF level, and an appropriate name for the programme.

Key points about registering a programme

- New Zealand Apprenticeship programmes must be approved by the TEC before any programme enrolments can be made against programmes with an NZA fund type.
- The Programme Course Number and Programme Course Version are generated by the ITR.
- A programme can have an expiry date after which new enrolments cannot be enrolled in the programme.
- Programmes have, depending on their type, minimum and maximum credit values and minimum durations.
- The embedded literacy and numeracy (ELN) indicator for a programme must be set as part of the registration information. This enables accurate literacy and numeracy reporting.
- A unit standard version number can be provided. Where no version number is provided, the TEC will use for reporting purposes the credit value of the latest active version at NZQA.
- The mandatory and optional unit standards to be completed are identified as part of the programme registration for LCPs and SCPs.
- When submitting a new micro-credential, the SCP Programme Type Code will need to be used.

ITR Element Table 1: Create programme course version

Element Name	Description
Programme Number	A TEC issued number that identifies an approved training programme.
Programme Details	The details of the new programme version.
Local Identifier	The owning organisation's reference for the Programme or Course.
Historical Programme Course Number	The reference for the old programme that this programme is replacing (if it was registered previously in a legacy system, such as ILU).
Local Programme Course Name	The name by which the ITO refers to the programme.
NQF Level	A number between 1 and 10 that identifies the level on the NZQF of the Programme.

Element Name	Description
Credit Value	The nominal credit value of the total programme. Minimum and maximum credit values can vary by programme type.
Duration Months	The number of whole months the programme takes to complete. Minimum duration may vary by programme type.
Funding Source Code	Identifies the funds from which the TEC will fund enrolments in a programme. Must have at least one fund but may have multiple. Can be either IT, TA, NZA and/or MA.
Start Date	Date from which the programme is available for use.
Expiry Date	Date on which the programme ceases to be available for enrolments. Any enrolments attempted after this date will be rejected.
Industry Code	The industry or industries for which the programme is intended. Industry classifications (ANZSIC) are defined by https://www.stats.govt.nz/methods-and-standards/standards-and-classifications/
Terms and Conditions Indicator	Some messages within ITR include an element called "TermsAndConditionsIndicator". ITOs are no longer required to declare their agreement to the TEC's terms and conditions on a transaction by transaction basis. The ITR will not validate this value if provided and will save the value to the database.
Programme Type	Identifies the type of programme or course being defined and lists specific elements that relate to each type or programme. There are four different types: limited credit programme (LCP), supplementary credit programme (SCP), National Qualification (NQ) Complex Apprenticeship (MAS). A micro-credential (MC) should be submitted as an SCP
Ceasing Programme Identifier	This allows learners enrolled with one ITO to have their programme enrolment details linked to programme enrolment details in their previous ITO.
Target Qualification Identifier	Identifies the qualification and strand the SCP or NQ is designed to attain. Only required if the programme leads to a specific qualification and strand. The target qualification can be updated.
Target Programme Number - LCP	A character string, normally of numbers, that uniquely identifies the Programme the LCP leads to.
Sub-programme Course Identifier	For a complex programme, identifies the programmes that make up the apprenticeship programme.
ELN Indicator	Identifies whether the programme contains embedded literacy and numeracy.
Standard	A list of standards that will be assessed as part of the programme.
Additional standard	Some apprenticeship programmes may specify additional standards to be assessed over and above those required to complete the qualifications specified in sub-programmes.

Element Name	Description
Mandatory Standard Indicator	Identifies whether the learner must have achieved the standard to complete the programme.

4.1.3 Create a new programme version

New programme versions are required when the credit value, the nominal duration or the target qualification number, strand or version changes. In registering a new version of a complex programme, the sub-programmes must have the same programme number as previous versions. The sub-programme *versions* may differ.

The only field that can be changed on a programme registration without creating a new version of the programme is the start date of the programme (see section 4.1.5 *Update a programme registration* in this user guide).

A new programme must be registered if the NZQF level or programme type change.

4.1.4 Create or update a New Zealand Apprenticeship programme

A [New Zealand Apprenticeship](#) (NZA) programme is a programme where the NZA fund type is used for enrolment purposes. The fund type is added when a new programme version is created. Before a learner can be enrolled in an NZA-funded programme, the use of the NZA fund code must be approved by the TEC.

Once the programme is assessed and approved for use by the TEC, the ITO can create (or update) a new programme version in the ITR.

The ITO should email CustomerService@tec.govt.nz to advise that the NZA fund code needs to be approved in the ITR. The TEC will approve the NZA fund code in the ITR within five working days of receiving the email.

4.1.5 Update a programme registration

The ITR provides the facility for an ITO to update the expiry date of a programme through either:

- adding the expiry date
- removing the expiry date, or
- changing the existing expiry date.

Once a programme has expired, its expiry date cannot be changed.

Where to find more information

See sections 5.2, 5.3 and 5.4 of the ITR Schema definition document for more information about registering new programmes and updating existing programme registrations.

4.2 Training agreements

Topics covered in this section are:

4.2.1 Create a training agreement

The training agreement is the formal agreement between the learner, employer and the ITO. The learner cannot be enrolled in a programme without this being first established.

In addition to the training agreement details, information about the learner is also captured. The ITO can update learner details separately from the training agreement via the update learner details message.

When the ITO creates a training agreement it is assigned a status of either ACTIVE or PENDING. A status of PENDING is assigned if the programme enrolment is for an Apprenticeship enrolment and a training plan for the learner has yet to be put in place.

Key points about training agreements

- Using the correct signed date of the training agreement is important. An incorrect signed date may mean that a unit standard achieved by a learner is unable to be credited to the ITO as it cannot be included in the programme enrolment associated with the training agreement (as any associated programme enrolment participation start dates must be on or after the signed date).

- A training agreement signed date can be updated using the update training agreement message, making sure that the signed date is no later than the participation start date.

- The status of the training agreement should accurately reflect the status of the learner which is used in the calculation of funding and offsets. An incorrect status may mean that an ITO is under or over claiming funding from the TEC.

- The ITO can add further programme enrolments to a training agreement at a later date.

- There can be, within an ITO or across ITOs, two or more concurrent training agreements for a learner, however only one may contain a Modern Apprentice or New Zealand Apprentice enrolment.

- In enrolling a learner it is important for the ITO to know whether they are enrolled at any other ITO. Enrolment at another ITO may cause an over enrolment offset to be applied to apply to both ITOs (see section 7 *How the TEC uses ITR information* in this user guide).

ITR Element Table 2: Create a training agreement – learner information

Element name	Description
National Student Number (NSN)	A unique number issued by the NSI that identifies a learner.
Local Identifier	The number assigned to the learner by the ITO/TMS. Used to identify the learner for all future transactions associated with that learner.
Birth Date	The date of birth of the learner.
Ethnicity Code	A code that represents the ethnicity of a person or group.
Iwi Code	A code that identifies the Iwi that a person affiliates with. Iwi codes are made up of 2 levels: Rohe (Iwi region) and Iwi.
Is English Second Language Ind	A True/False flag that indicates whether English is a second language for the learner.
Is Disabled Ind	An assessment by the learner of whether they have a disability that has an impact on their ability to complete the programmes they are enrolling on. This is used in monitoring access and participation in tertiary programmes by people with disabilities.
Last School Attended	A unique number that identifies the school the learner last attended. If not educated in New Zealand a unique code identifying the country in which the learner last attended school is used.
Last School Year	The year a learner last attended school.
Highest School Qualification Level Code	A code that determines the highest level of schooling at which the learner has attained a qualification.
Post School Qualification Level Code	A code that determines the highest level of qualification a learner has achieved after leaving school.

ITR Element Table 3: Create a training agreement – training agreement details

Element name	Description
Local Identifier	An identifier issued by the ITO that uniquely identifies the Training Agreement to the ITO.
Employer Head Office Name	The legal name of the organisation that is employing the learner.
Employer Sub Division Name	The name of the subdivision a learner is working for where the employer has multiple sites.
Employment Location TLA Code	A code that identifies the Territorial Local Authority Region the learner's place of employment is located in.
Industry Code	The industry classifications (ANZSIC) code that identifies the primary industry in which the learner is working.
Training Agreement Signed Date	The date the Training Agreement was signed by the learner, employer and ITO.

Element name	Description
MoE Exemption Code	Reference number provided by the MoE that identifies an exemption it has granted to a learner to not be in secondary education.
Employment Type Code	A code that identifies the nature of the learner's employment relationship with their employer (Employee, State Sector, Volunteer, Self Employed).
Prior Activity Code	A code that identifies what the learner was doing immediately prior to entering training.
Programme Enrolment	Information about the industry training or apprenticeship programme the learner is enrolled in.

Where to find more information

See section 5.5 of the ITR Schema definition document for more information on creating training agreements.

4.2.2 Update a training agreement

Provided the training agreement is not FINISHED, the elements in element table 4 below are updatable on the Update Training Agreement message:

Where a learner has changed employer, use the transfer employer message to report the new employer details. This enables accurate reporting and analysis of learner history. Alternatively, the enrolment can be withdrawn and re-created; however, this is not the recommended method.

ITR Element Table 4: Update a training agreement

Element name	Description
Employer Head Office Name	The legal name of the organisation that is employing the learner. To change the actual employer of the learner, use the Transfer Employer message.
Employer Sub Division Name	The name of the subdivision a learner is working for where the employer has multiple sites.
Employment Location TLA Code	A code that identifies the Territorial Local Authority Region the learner's place of employment is located in.
Industry Code	The industry classifications (ANZSIC) code that identifies the primary industry in which learner is working.
MoE Exemption Code	Reference number provided by the MoE that identifies an exemption they have granted to a learner to not be in secondary education.
Employment Type Code	A code that identifies the nature of the learner's employment relationship with their employer (Employee, State Sector, Volunteer, Self Employed).
Prior Activity Code	A code that identifies what the learner was doing immediately prior to entering training.

Element name	Description
Training Agreement Signed Date	The date the training agreement was signed by the learner.

Where to find more information

See section 5.7 of the ITR Schema definition document for more information on updating training agreements.

4.2.3 Place a training agreement on hold

Use a HOLD status when a learner is not actively training but intends to resume training at a later date. Where the learner is a modern apprentice and has a training plan, the MAC should be informed of the HOLD status being applied and the dates involved.

Placing a training agreement on hold cannot be future-dated. However, if the date that the learner will resume training is known, a future-dated restart event can be entered immediately after the event placing the training agreement on hold. It is suggested that the HOLD status change be confirmed first before adding any future-dated events.

While programme enrolments (other than those completed or withdrawn) associated with the training agreement are also placed on hold, a programme enrolment will still complete if the completion criteria for the enrolment are met. Note that the learner can continue to be assessed and achievement reported to NZQA, as it is only the funding of the learner that is put on hold.

A HOLD status is ended by either:

- withdrawing the training agreement
- restarting the training agreement
- transferring the employer (which will change the status to ACTIVE), or
- applying a status of FINISHED to the training agreement when all programmes are either completed or withdrawn.

A programme enrolment, associated with a training agreement which has been placed on hold, will complete if the completion criteria are met.

ITR Element Table 5: Place a training agreement on HOLD

Element name	Description
Pause Date	The date from which the training agreement should be placed on hold.
On HOLD Reason Code	Identifies the reason why the training agreement is being put on hold.

See section 5.8 of the ITR Schema definition document for more information on placing a training agreement on hold.

4.2.4 Restart a training agreement currently on hold

When the learner is first enrolled, the status of the training agreement (and enrolments associated with the agreement) is set to ACTIVE. Where the training agreement status has been set to HOLD and the learner has resumed training the ITO needs to restart the training agreement.

If a training agreement for an apprentice is restarted and no training plan exists then the status is updated to PENDING rather than ACTIVE. MACs need to be kept informed of all status changes affecting their apprentices.

ITR Element Table 6: Restart a training agreement

Element Name	Description
Restart Date	The date from which the training agreement should be restarted.

Where to find more information

See section 5.10 of the ITR Schema definition document for more information on restarting a training agreement.

4.2.5 Place a training agreement in GRACE

Use a GRACE status when a learner is not currently in employment but their training is still to be funded while they either complete training or find another job. The learner has six weeks (from the effective date of the status not the date it was reported) to enter into a training agreement with a new employer or complete the associated programme(s). After six weeks, if the training agreement still has a status of GRACE, the ITR will change the status to FINISHED, and withdraw all enrolments.

A GRACE period can only be applied to a training agreement with an ACTIVE or PENDING status. A GRACE period is ended by either:

- withdrawing the training agreement
- the ITR applying a status of FINISHED to the training agreement as a result of the GRACE period expiring at the end of six weeks
- actioning a transfer employer which will change the status to ACTIVE (see section 4.2.8 *Transfer a learner from one employer to another*), or
- all programmes under the training agreement having a status of COMPLETED or WITHDRAWN, and therefore a status of FINISHED will be applied. A programme enrolment associated with a training agreement in GRACE will still complete if the completion criteria for the enrolment are met.

ITOs should inform MACs if any of their apprentices start a GRACE period.

ITR Element Table 7: Place a training agreement in GRACE

Element name	Description
Pause Date	The date from which the training agreement should be placed in grace.
GRACE Reason Code	Identifies the reason why the training agreement is being put in grace.

Where to find more information

See section 5.9 of the ITR Schema definition document for more information on placing a training agreement in GRACE.

4.2.6 Withdraw a training agreement

When the learner ceases training with the employer and does not intend to continue training at any time in the future, the training agreement should be withdrawn. Withdrawing the training agreement will cause all ACTIVE, GRACE, HOLD or PENDING programme enrolments to be withdrawn and the training agreement status set to FINISHED.

The withdrawal date must reflect the date the training actually ceased. A withdrawal of a training agreement cannot be:

- before the signed date of the training agreement
- before the most recent participation start date of any programme or sub-programmes associated with the training agreement, or
- future-dated.

When a training agreement is withdrawn and a training plan exists, then the training plan end date is set to the training agreement withdrawal date. Where the learner is a modern apprentice, the MAC should be informed of the withdrawal and the date of the withdrawal.

ITR Element Table 8: Withdraw a training agreement

Element name	Description
Withdrawal Date	The date the withdrawal is effective.
Withdrawal Reason	A code that identifies the reason why a training agreement is being withdrawn.

Where to find more information

See section 5.6 of the ITR Schema definition document for more information on withdrawing training agreements.

4.2.7 Automatic statuses applied by the ITR to training agreements

Each training agreement in the ITR has a status either set by the ITO or automatically applied by the ITR. The statuses set by the ITR are PENDING and FINISHED.

A status of PENDING is applied if a training agreement is established for an apprentice enrolment (funding type MA or NZA) and the training plan has not been entered into the ITR. A PENDING status can be changed by:

- a training plan being entered into the ITR
- an ITO updating the status to HOLD or GRACE
- the training agreement being withdrawn, or
- the training agreement being transferred to a new employer.

A status of FINISHED is applied when all enrolments associated with the training agreement are either completed or withdrawn. A training agreement is also given the status of FINISHED when the agreement is in GRACE and the grace period expires.

Training agreements with a status of FINISHED cannot be updated.

Where to find more information

See section 5.5.2 of the ITR Schema definition document for more information on training agreement statusesTransfer a learner from one employer to another

When a learner changes their employer a new signed training agreement is required as the existing training agreement is no longer valid. In the ITR this new agreement is set up using the Transfer Employer message.

On receipt of the Transfer Employer message the ITR will end the current training agreement and create a new training agreement with the new employer. The ITR will then automatically transfer the existing programme enrolments to the new training agreement.

Key points about transferring employers

- The ITR will assign the new training agreement a status of ACTIVE, regardless of the status of the training agreement with the previous employer. For example, learners who were previously on HOLD will now be ACTIVE. The only exception is where the training agreement has a status of PENDING. In this instance, the new training agreement will also have a status of PENDING until a training plan is put in place.
- If a training agreement has a status of FINISHED it cannot be transferred.
- Where the training agreement status was in GRACE, the transfer date to the new employer cannot be earlier than the date the status went to GRACE. If the transfer date is earlier, the ITR will automatically change the date to be one day later than the GRACE status date.

ITR Element Table 9: Transfer employer

Element name	Description
Employer Head Office Name	The legal name of the new organisation that is employing the learner.
Employer Sub Division Name	The name of the new organisation subdivision a learner is working for where the new employer has multiple sites
Employment Location TLA Code	A code that identifies the Territorial Local Authority Region where the learner's new place of employment is located.
Industry Code	The industry classifications (ANZSIC) code that identifies the primary industry in which the learner is working.

Element name	Description
Training Agreement Signed Date	The date the new training agreement was signed. The new training agreement signed date must be greater than the training agreement signed date on the old training agreement.
MoE Exemption Code	Reference number provided by the MoE that confirms an exemption has been granted for a learner to not be in secondary education where they are younger than 16 years of age.
Employment Type Code	A code that identifies the nature of the learner's employment relationship with their employer.
Prior Activity Code	A code that identifies what the learner was doing immediately prior to entering training.

Where to find more information

See section 5.11 of the ITR Schema definition document for more information on transferring a learner between employers.

4.2.8 Update learner details

Information about the learner is captured as part of setting up the training agreement. Three areas of information are captured:

- who they are, their national student number (NSN), gender, date of birth
- demographic details, and
- education history.

Learner information can be updated by updating the training agreement or through the update learner function.

Key points about learner information

- Learner identity information is used to confirm whether the learner's NSN is valid on the NSI managed by the MoE.
- If the learner's NSN is not recognised by the ITR it may be because it has changed due to the merging of NSNs. In such cases the ITO can send an update learner details message to update the NSN.
- If the NSN is not recognised by the ITR and it has not been merged with another NSN then the ITO should contact the MoE Contact Centre on 0800 422 599 or email service.desk@education.govt.nz to merge the NSNs.
- In addition to the learner's NSN, the ITO through their TMS must provide a local identifier which is to be used for all transactions for that learner at the ITO. This means that if the learner is enrolled at two ITOs the ITR would identify the same NSN but two local identifiers.
- Learner details are used for statistical and participation reporting purposes.
- The ITR only holds the latest version of learner information across all ITOs at which the learner is enrolled. This means that where a learner is enrolled at more than one ITO the latest learner data submitted by any of the ITOs is used by the TEC in any learner based reporting, for example participation by ethnicity. This means ITOs may not be able to replicate statistical and participation reporting produced by the TEC.

Where to find more information

See sections 5.5 and 5.21 of the ITR Schema definition document for more information on learner information.

4.3 Programme enrolments

Topics covered in this section are:

4.3.1 Create a programme enrolment

Create a simple or complex programme enrolment

After setting up the training agreement the ITO needs to identify in which programme or programmes the learner is enrolling. Where the enrolment is in an NZA-funded programme, this programme must first be approved by the TEC.

There are two types of enrolments:

- Simple enrolments consist of a single LCP, SCP, NQ, or MC programme. Simple enrolments can be funded through Industry Training (IT), Modern Apprentice (MA), New Zealand Apprentice (NZA) or Trade Academy (TA).

- Complex enrolments consist of a single programme enrolment with additional unit standards or multiple sub-programme enrolments with or without additional unit standards. Complex programmes can only be MA or NZA funded.

Create a programme enrolment with no unit standards

Where a learner has achieved the unit standards required to complete a programme but is not currently enrolled in that programme, the ITO can enter an enrolment for the programme without having to identify any unit standards to be achieved against the programme. This enables the ITO to gain recognition for the programme completion.

This option should only be used if the qualification completion has been sent to and accepted by NZQA.

Note: Programmes without unit standards should not have a status of ACTIVE or GRACE at month end as it is expected that they will be completed by the ITR on the same day they are entered.

Key points about programme enrolments

- No new enrolments in MA-funded programmes will be allowed from 1 January 2014. Existing apprentices enrolled in MA-funded programmes will continue to be funded until they have completed their programme (unless otherwise advised).

- A new enrolment in an MA-funded programme can be made after 1 January 2014 provided the apprentice has an uncompleted apprenticeship in the ITR prior to 1 January 2014.

- A learner cannot enrol in a programme they have previously completed but they can re-enrol in a programme from which they have previously withdrawn.

- Enrolments by a learner in the same programme cannot overlap. The participation start date of the new programme enrolment has to be at least one day after the last withdrawal date by that learner in that programme.

- A learner can be enrolled in multiple programmes at the same time but cannot be concurrently enrolled in two or more MA or NZA programmes.

- Accuracy of the programme enrolment data is important as, if errors are made in critical fields (such as the participation start date), the ITO may need to delete the enrolment and re-enrol the learner.

- Only unit standards completed on or after the participation start date can be included in the programme enrolment. If the participation start date of the programme enrolment is wrong, unit standards may be excluded from the enrolment and the ITO is not recognised for the achievement of the credits.

- The ITR will not accept a learner re-enrolling in a unit standard version they have already completed or are currently enrolled in through another programme enrolment. In the case of a complex apprenticeship, any common unit standards should be recorded against one of the sub-programmes.

- NZQA may receive the advice that a learner has achieved a unit standard included in the learner's programme enrolment after the programme enrolment has been set up. Where the date that the unit standard was assessed is before the participation start date of the programme enrolment the unit standard will have to be removed from the programme enrolment otherwise the programme enrolment will never complete.

- A participation start date can be future-dated allowing ITOs to enter all known programme enrolments a learner is intending to take at the time the training agreement is established.

- Where a programme enrolment is added to a transferred training agreement, the participation start date of the enrolment is checked against the signed date of the original training agreement rather than the new training agreement.

ITR Element Table 10: Create a programme enrolment

Element name	Description
Local Identifier	The unique identifier that identifies the enrolment in a programme (and different from the training agreement Local Identifier).
Programme Course Identifier	The programme and version in which the learner is enrolling.
Enrolment Date	The date the learner became enrolled in a programme.
Participation Start Date	The date the learner actually started learning or training in the programme.

Element name	Description
Ceasing Programme Identifier	An optional element for the enrolment number issued by the ITO and provider number of the ITO a learner was previously enrolled in where the previous ITO has merged with the current ITO.
Enrolment Tracking Identifier	An optional element to enable monitoring of particular enrolments, such as Māori and Pacific Trades learners.
Unit Standard	A list of the unit standards that will be assessed during the enrolment.
Funding Source Code	A code that identifies how the enrolment is funded (MA, NZA, IT, TA).

For a complex apprenticeship, information about each sub-programme is added (as above) plus any additional unit standards.

Where to find more information

See sections 5.5.4 and 5.5.6 of the ITR Schema definition document for more information on creating programme enrolments.

4.3.2 Update a programme enrolment

Enrolments can be updated through the update simple and complex programme functions in ITR. The only information that can be changed when updating an enrolment is the learner enrolment date in the programme. ITOs can also add unit standards or remove non-mandatory unit standards from the enrolment. This includes additional unit standards for complex apprenticeships and unit standards associated with sub-programmes. If there is a need to change other information associated with the enrolment, the ITO will need to either withdraw and re-enter the programme enrolment or delete the entire enrolment.

Key points about updating enrolments

- Where a learner has been transferred from one programme version to another version, the achieved unit standards will only be included in the new version if they were assessed after the transfer date.
- A sub-programme can be added to a complex apprenticeship enrolment, as long as that sub-programme is registered against the complex apprenticeship programme. However, sub-programmes cannot be removed from the enrolment.
- Additional unit standards in complex apprenticeship enrolments or unit standards in a sub-programme enrolment can be removed if they have not been achieved.

ITR Element Table 11: Update a programme enrolment (simple)

Element name	Description
Enrolment Date	The date the learner became enrolled on the programme.
Unit Standards	A list of the unit standards that will be assessed during the enrolment.

ITR Element Table 12: Update a programme enrolment (complex)

Element name	Description
Enrolment Date	The date the learner became enrolled on the programme.

Sub-programme Enrolment	New sub-programme enrolment (cannot remove an existing sub-programme enrolment, sub-programme enrolments on the original enrolment must be included on the updated enrolment)
Additional Standard	Addition or deletion of any additional unit standards (if a standard was listed in the current enrolment it must appear in the updated enrolment if it has been added to the learner's RoA since the enrolment participation start date).

Where to find more information

See sections 5.13 and 5.14 of the ITR Schema definition document for more information on updating programme enrolments.

4.3.3 Link an enrolment (between merged ITOs)

In the case of a merger between ITOs, learners enrolled with one ITO can have their programme enrolment details linked to the programme enrolment details in their previous ITO. This is primarily to enable calculating EPIs and STM offsets for merged ITOs or ITOs that have transferred coverage. The EDUMIS and either the Programme Local Identifier or Enrolment Local Identifier (depending on the message type used) the learner was previously enrolled in must be supplied in the messages of the continuing ITO.

Before the enrolments can be linked, the ceasing and continuing EDUMIS numbers must have either a merged or transferred coverage relationship created in TEC's internal Tertiary Contact Management (TCM) system.

Sequence of messages

The message and links must be created in the following order:

1. Create the relationship between the ITOs in TEC's internal TCM system.
2. Link the continuing ITO's programme to the ceasing ITO's programme.
3. Link the continuing ITO's enrolment to the ceasing ITO's enrolment.

Where to find more information

See section 4.6 of the ITR Schema definition document for more information on linking enrolments.

4.3.4 Delete a programme enrolment

ITOs may delete a previously submitted programme enrolment in order to correct errors in the ITR. An ITO **must not** delete completed enrolments unless the enrolment has been completed incorrectly. Reasons to delete programme enrolments include:

- incorrect completions by the ITR
- incorrect participation start date
- invalid programme enrolment, and
- mismatched status between the TMS and ITR.

The Delete Programme Enrolment function cannot be used for programme enrolments where a deletion and subsequent re-submission will not be permitted due to normal validation rules. This is to ensure that programme enrolments are not deleted in error without the ability to resubmit them. Validation is subject to the following checks:

- not allowing concurrent enrolments in two MA's or NZA's at the same time (non-withdrawn and non-completed enrolments)
- an LCP that leads to and is linked to an NQ. The LCP cannot be accepted if the NQ is in progress. If the LCP is deleted the ITR will not permit it to be created again
- unit standard must be unique across all enrolments for a given learner, and
- concurrent enrolments in the same programme for the same learner (any version) are not permitted.

As a result of deleting a programme enrolment for the purpose of re-enrolling the learner, the training agreement signed date can also be updated. See section 4.2.2 *Update a training agreement* in this user guide.

ITR Element Table 13: Delete a programme enrolment

Element name	Description
Learner Details	Covers learner identity, demographics and education history (see section 3.2 in this user guide).
Local Identifier	The unique identifier that identifies the enrolment in a programme (and different from the training agreement Local Identifier). **ITOs must not re-use a local ID even if the original ID has been deleted**
Enrolment Deletion Reason	A code that identifies the reason for the deletion.

Where to find more information

See section 5.24 of the ITR Schema definition document for more information on deleting enrolments.

4.3.5 Add a new programme enrolment to an existing training agreement

Programme enrolments can be added to an existing training agreement. The new enrolment mirrors the current status of the training agreement.

Where a new enrolment is added to a training agreement that has been transferred, the participation start date of the new enrolment can be before the signed date of the new training agreement but must be after the signed date of the original training agreement.

ITR Element Table 14: Add a programme enrolment to a training agreement

Element name	Description
Programme Enrolment	Describes the new enrolment to be added to the training agreement.

Where to find more information

See section 5.15 of the ITR Schema definition document for more information on adding programme enrolments.

4.3.6 Withdraw an enrolment from the training agreement

Where a learner has stopped training in a particular programme and does not intend to continue at any stage in the future, the learner's enrolment should be WITHDRAWN. The withdrawal date can be prior to the date that it is reported as long as it is after the participation start date of the enrolment. A future-dated withdrawal cannot be entered.

If the withdrawal date was entered incorrectly, this can be changed by entering a new withdrawal date for the enrolment, as long as the new withdrawal date is no later than the old withdrawal date.

Programme enrolments will be automatically WITHDRAWN when a training agreement is withdrawn.

Key points about withdrawing learners in programmes

- If an enrolment has been withdrawn in error then a new withdrawal can be entered. The new withdrawal date selected should take into account any completed unit standards associated with the enrolment.
- Any unit standards on a withdrawn enrolment which have been completed after the withdrawal date will not be included in the credit achievement rate or under achievement offset for the ITO. ITOs should check that all unit standard assessments have been advised to NZQA before setting the withdrawal date.

ITR Element Table 15: Withdraw a programme enrolment

Element name	Description
Withdrawal Date	Date the withdrawal became effective.
Withdrawal Reason Code	Identifies the reason why the programme enrolment was withdrawn.

Where to find more information

See section 5.12 of the ITR Schema definition document for more information on programme enrolments withdrawals.

4.3.7 Transfer a learner from one programme version to another version

The ITO may transfer a learner from one version of a programme to another version of the same programme. As part of the transfer process the ITO will be required to enter the transfer date. This feature was introduced to save ITOs from withdrawing and then re-enrolling learners when they had moved programme versions.

Key points about transferring learners to another programme version

- Learners can be transferred multiple times however transfers cannot overlap. The transfer date cannot be before the previous transfer date.
- Unit standards included in the transfer (for LCP and SCP enrolments) must exist in the programme course version to which the learner is being transferred to and not be assessed as achieved prior to the transfer date.
- A learner cannot transfer programme versions if the programme enrolment has a WITHDRAWN or COMPLETED status.

- When transferring learners in complex programmes:
  - a learner can be transferred to a new programme version even if there is only one sub-programme left to transfer.
  - additional unit standards can be added to the enrolment. The additional unit standards must exist on the parent programme to which the learner is being transferred.
  - sub-programme course numbers must remain the same; only version numbers can be changed.
- Transferring a learner from one programme version to another will not impact the STM, Offset or EPI calculations.
- STMs are calculated for both versions of the programmes using the transfer date as the end date of the 'transferred from' programme version and the start date of the 'transferred to' programme version.
- Unit standards achieved in any of the programme versions will be counted towards the under achievement threshold as these are calculated at a learner level. They will also be counted towards the credit achievement EPI.
- Where a unit standard is no longer associated with any programme enrolment it will not be included in the credit achievement EPI or the under achievement calculations. For example, where a unit standard is achieved after the transfer date but cannot be included in the transferred programme version enrolment (as it is not valid for that new version), the credit value of the unit standard will not be included.

ITR Element Table 16: Transfer a programme version (simple)

Element name	Description
Transfer Date	Date the transfer became effective.
Unit Standard	Additional unit standards. Any unachieved unit standards active as at transfer date will automatically be transferred.

ITR Element Table 17: Transfer a programme version (complex)

Element name	Description
Transfer Date	Date the transfer became effective.
Sub-programme Enrolment	Any new sub-programmes that are to be completed for the new programme version but not valid for the previous programme version.
Additional Standards	Any new additional unit standards to be achieved as part of the new programme version.

Where to find more information

See section 5.22 of the ITR Schema definition document for more information on programme transfers.

4.3.8 Complete a programme enrolment

The ITR determines whether a programme enrolment is to be COMPLETED or not. This process is done on a daily basis through the ITR completions service. It runs at approximately 5am each morning.

The completions service compares details of unit standard assessments and National and New Zealand qualification completions held by NZQA with ITR programme enrolments, and determines which programme enrolments have completed.

The criteria used to complete a programme enrolment depend on the programme enrolment type, as set out in the table below.

Table 4: Completion criteria by programme enrolment type

Criteria for	National / New Zealand qualification	Complex programme	Limited credit programme	Supplementary credit programme
Unit standard achievement	All unit standards included in the programme enrolment have been assessed as achieved at NZQA.	All unit standards included in each sub-programme enrolment and any additional unit standards on the parent programme have been assessed as achieved at NZQA.	All mandatory unit standards for the programme version the learner is enrolled in have been assessed as achieved at NZQA.	All mandatory unit standards for the programme version the learner is enrolled in have been assessed as achieved at NZQA.
Qualification completion	A qualification completion for the programme enrolment exists at NZQA.	A qualification completion for each sub-programme enrolment exists at NZQA.		
Completion date assigned	The latest of either the date of the qualification completion or the assessment date of the last unit standard achieved.	The latest of either the date of the last qualification completion or the assessment date of the last unit standard achieved.	Assessment date of last unit standard achieved.	Assessment date of last unit standard achieved.

Key points about programme completions

- A programme enrolment will <u>not</u> complete if the:
  - o programme has a status of WITHDRAWN or PENDING
  - o qualification completion sent to NZQA has a different qualification number, version number and/or strand number to that held against the programme enrolment
  - o achieved date of the qualification at NZQA is prior to the programme enrolment participation start date
  - o unit standard which has been assessed has not been paid to NZQA, and
  - o assessment date of any unit standards required to complete the programme are prior to the programme enrolment participation start date.
- Where there is a difference between qualification version at NZQA and that held in the ITR, the ITO must transfer the learner to the correct programme version (that leads to the correct qualification version) or contact NZQA and submit a completion for the correct qualification version.

- If a unit standard was achieved before the participation start date, this unit standard will need to be removed from the enrolment.
- NZQA has replaced the National Qualification Framework to the New Zealand Qualifications Framework. National and New Zealand standards and completions will be treated in the same way by NZQA.

Where to find more information

See section 7 of the ITR Schema document for more information about the ITR completions service.

4.4 Training plans for apprentices

ITOs receive funding for each apprentice and, where those apprentices are managed by a MAC, the ITOs are expected to work closely with MACs to ensure all Modern Apprenticeship training information is captured in the ITR in a timely manner. This will require good communications and regular reconciliation of data between the ITO and MACs supporting the modern apprentices.

Topics covered in this section are:

4.4.1 Create a training plan for an apprentice

A training plan represents the agreement between the apprentice, employer and pastoral care provider (MAC, ITO or DFO).

The training plan identifies who the pastoral care provider is and the date the training plan was signed. This date can be the same or later than the training agreement signed date. The ITR validates that the programme has not expired at the training plan signed date. On entry of the training plan the:

- participation start date of the programme and/or sub-programmes is set to the training plan signed date, and
- training agreement status of PENDING will be changed to ACTIVE.

ITR Element Table 18: Create a training plan for an apprentice

Element name	Description
MAC Provider Number	The EDUMIS number issued by the MoE of the organisation providing pastoral care.
Training Plan Signed Date	The date the training plan was signed between the apprentice, employer and MAC, ITO and/or DFO.

4.4.2 Update a training plan for an apprentice

The date the training plan was signed can be updated if entered incorrectly. However, the:

- new training plan signed date cannot overlap with any previous plan and must be before any visits are recorded against the training plan
- training agreement status must be either ACTIVE, HOLD or GRACE, and
- participation start dates are not changed as a result of this update.

ITR Element Table 19: Update a training plan for an apprentice

Element name	Description
Training Plan Signed Date	The date the training plan was signed by the pastoral care provider

4.4.3 Transfer modern apprentice to another MAC

The ITR allows the transfer of a modern apprentice from one MAC to another. A new date of the training plan is to be provided. In doing so the:

- training agreement must have a status of either ACTIVE, HOLD or GRACE, and
- ITR sets the end date of the old training plan to be one day before the new training plan signed date.

ITR Element Table 20: Transfer modern apprentice to another MAC

Element Name	Description
New Training Plan Local Identifier	The TMS reference for the new training plan.
New MAC Provider Number	The EDUMIS number of the organisation providing pastoral care.
Training Plan Signed Date	The date the new training plan was signed.

4.4.4 Record apprentice visits

As part of the Modern Apprenticeship and New Zealand Apprenticeship schemes, the apprentice is supported through visits by pastoral care providers (ITO, MAC, DFO). These visits are recorded against the training plan. Providers must visit apprentices at least four times a year. Recorded visits assure the TEC that an appropriate level of support is provided to the apprentice. In recording the visit it:

- must be after training plan signed date, and
- can be entered even if the training agreement has been WITHDRAWN or has a status of FINISHED.

ITR Element Table 21: Record apprentice visits

Element name	Description
Visit Date	The date the visit occurred.

4.4.5 Delete apprentice visits

Where a visit has been entered in error it can be deleted.

ITR Element Table 22: Delete apprentice visits

Element name	Description
Visit Date	The visit date to be deleted.

5   Fetch messages for ITR data

The ITR provides the facility for ITOs to retrieve current information held about a learner, his or her training agreement and associated programme enrolments. It allows a comparison between the data in the ITR and that held in the TMS.

Examples of how the Fetch Tertiary Performance Data (Fetch) message may be used include:

- confirming the status of the learner's programme enrolment
- showing what unit standards are included on the enrolment, and
- confirming whether unit standards on a programme enrolment have been flagged as completed by the ITR.

A Fetch message can be performed on a learner's training agreement and associated enrolments or a just single learner programme enrolment.

When requesting training agreement and programme enrolment details, the Fetch message returns information about the learner, the training agreement, and programme enrolments associated with the training agreement and unit standards in which the learner is enrolled.

Key points about the Fetch messages

- The latest learner details are returned. This means that if the learner is also enrolled at another ITO, what is shown may be different from that held at the requesting ITO.
- The Fetch message matches on the unit standard version number. This means that it is possible that the status of a programme enrolment shows as COMPLETED (as the completion service matches on unit standard number only) but one or more of the unit standards belonging to the enrolment shows as *To be completed*.
- It is not possible to retrieve information about changes made to a learner's training agreement or programme enrolment.
- The Fetch message only shows data that is held in the ITR and does not include any data calculated and held external to the ITR, for example STMs, offsets or credit values of unit standards achieved.
- If the programme has been transferred the *Last transfer date* will be returned as part of the Fetch message.
- If the enrolment is a complex apprenticeship then the details returned will be for the overarching parent enrolment with the programme enrolment details of the sub-programmes also shown.

Where to find more information

See section 6.2 of the ITR Schema document for more information about the ITR Fetch message.

6   Error messages and common issues

In submitting data to the ITR a number of validations are performed against expected values that are provided.

A full list of error messages can be found in appendix 5 *ITR error messages and possible solutions*. These may not be the same messages that an ITO sees as error messages reported may have been changed by their TMS vendor. Also included in this appendix are suggested resolutions to the errors.

During the enhancements to the ITR system in 2012, the TEC went through a process of reviewing the error messages and simplifying any of those that were difficult to understand.

Error messages should not be ignored as they indicate the information that has been submitted to the ITR has not been accepted.

7   How the TEC uses ITR information

7.1   Introduction

The ITR is the main source of data used to determine funding and performance for industry training. Operational policy calculations for funding and performance are performed externally to the ITR and the results are not held in or enforced by the ITR.

A high-level overview of the information used to determine funding and educational performance is provided in the sections below. Depending on the operational policy at the time, how these are calculated can change from year to year. For a detailed explanation of each calculation, please refer to the following two TEC documents, which describe the definition and rules relating to funding and performance calculations:

- **Standard training measures, learner counts and offsets**
  https://www.tec.govt.nz/assets/Publications-and-others/Standard-training-measures-offsets-learner-counts-ITOs
- **Educational performance indicators for industry training organisations and modern apprenticeship coordinators**
  https://www.tec.govt.nz/assets/Publications-and-others/Standard-training-measures-offsets-learner-counts-ITOs

7.2   Standard training measures (STMs)

STMs are used as the basis for funding and one STM is equal to 120 credits.

STMs are calculated on a monthly basis for each learner who is actively enrolled in a programme. To be eligible for funding, the learner must have a programme enrolment status of either ACTIVE or GRACE on the last day of the month for which the STM value is being calculated. The STM value is calculated using the nominal credit value and the nominal duration (in months) of the programme in which the learner is enrolled.

STM values can be impacted if, at any time during the course of the enrolment, the programme enrolment status in the ITR is incorrect. Where the STM value is incorrect it will affect funding eligibility, the calculation of offsets, and the credit achievement and programme completion EPIs.

7.3   Offsets

Offsets are used to determine whether the number of STMs funded should be reduced, due to over duration, over enrolment and under achievement. These three offsets are calculated in a set order and used to adjust the delivered STMs or final funding recovery.

7.3.1 Actual average duration (over duration)

Actual average duration is an adjustment made where, on average, learners are taking longer than expected to complete their programme enrolments. An 'on average' basis is applied, as industry training is a competency-based system meaning that different people will take different lengths of time to develop the same skills and competencies.

7.3.2 Over enrolment

Over enrolment is an adjustment made where a learner's monthly credit load is greater than the TEC will fund. The TEC funds a maximum of 75 credits per learner per annum. This reflects the fact that learners are in employment and are unlikely to be able to commit to full-time learning.

7.3.3 Under achievement

An adjustment is made when an ITO has learners with a record of poor credit achievement. It is necessary for a minimum proportion of learners to achieve a minimum number of credits in a reporting year; otherwise a financial offset is applied.

7.4 Modern apprenticeship brokerage

A Modern Apprenticeship Brokerage (MAB) fee is payable to a MAC based on the number of months a modern apprentice was eligible for funding.

To be eligible for the brokerage fee the MAC must visit the modern apprentice at least four times each year. These visits must be recorded against the modern apprentice's training plan in the ITR.

For each modern apprentice, the MAC is paid the annual MAB fee multiplied by the full time modern apprentice equivalent factor for that apprentice.

7.5 Educational performance indicators (EPIs)

7.5.1 Credit achievement

The credit achievement indicator compares the number of credits achieved by learners against the volume of training (referred to as expected credits) taking place through the ITO in a reporting year. The volume of training includes over delivery (delivery in excess of contracted STMs) but excludes offsets.

7.5.2 Programme completion

The programme completion indicator measures the number of programme completions by learners as a proportion of the volume of training (referred to as expected credits) taking place through the ITO in a reporting year.

The programme completion indicator reported by the TEC relates to the nominal credit value of the programmes.

7.5.3 Progression

Progression measures the percentage of learners who, upon completing a programme enrolment, re-enrol within a certain period in another programme where this programme has a higher NZQF level than the one completed. This measure is currently under review and is not reported presently.

7.5.4 Participation

Participation indicators have been developed which allow the TEC to provide data about particular interest groups. Participation is determined for ethnicity, age and NZQF qualification levels.

7.6 Quarterly and annual statistics

Information collected via the ITR is used to produce information about ITO performance on a yearly basis, and quarterly snapshots about learners in the ITO sector. The reports are placed on the TEC's website and provide information on the number of industry trainees and apprentices in training by demographics, for example ethnicity, age, location and industry.

Information from the ITR is also used in the preparation of quarterly reports to the Minister and the TEC's Annual Report, as well as other publications.

8 Information provided to ITOs using ITR data

Due to the 2014 operational changes, the reports detailed below are currently being reviewed. This section will be updated once fully regular reporting commences with all of the final versions of each report.

8.1 STM offset report

The report shows, by month for the reporting year, the TEC's calculation of STM delivery and offsets for the ITO. The report should represent a common view of performance and any differences from what the ITO calculates for STM and/or offset values should be investigated by the ITO.

The report shows delivered STMs, offsets, funding allocations and (indicative) funding recoveries as a result of each of the offsets for industry training and apprenticeships.

The report also shows a summary of the TEC's calculation for the under achievement threshold.

8.2 STM offset transparency data

A transparency file is produced at the same time as the STM offset report. It shows the STM and offset calculations for each learner's programme enrolment by month for the calendar year.

It also shows the result of, and basis for, calculating the under achievement threshold used in determining whether the under achievement offset will be applied. The transparency file can be used to:

- reconcile the number of learners who have achieved zero credits
- identify what learner programme enrolments are contributing to an offset by selecting those records where the value of the *STMs at Risk due to Offset* is not equal to zero, and
- show the current actual average duration calculated by the TEC for a programme by sorting on *Programme Course Number* and viewing *Duration Used for STM Recalculation.*

Where a programme enrolment is a complex apprenticeship the file will only show the parent programme and not the sub-programmes. Sub-programmes are not included in the calculation of STMs and offsets.

Where differences in data do exist, the ITO should identify what records are causing the difference and investigate whether the problem is with the data held in their TMS, the ITR, or NZQA.

Table 5: STM offset transparency data – enrolment / month level

Field name	Description
Master NSN	The learner's NSN.
Fund	The fund type for the enrolment (IT, NZA or MA).
Participation start date	The start date of the enrolment in the programme course number and version.

Field name	Description
Participation expected end date	The expected end date as provided by the ITO.
Record effective from	The date the ACTIVE or GRACE status shown commenced.
Record effective to	The date the ACTIVE or GRACE status ended.
Month	The month of the reporting year for which the STM Offset is calculated.
Programme course number	The programme course number of the learner's enrolment.
Programme course version	The version number that applies to this enrolment.
Enrolment status at month end	Whether ACTIVE or GRACE at month end.
Base STMs for month	The STMs that accrue for the month for the learner's programme enrolment.
Actual average duration offset (Offset C)	
Nominal programme duration	The nominal duration of the programme course version in which the learner is enrolled.
Total trainees eligible for STMs	The total number of learners who have been enrolled in the programme course (not version) since 1 January 2011 or since the programme was first registered for the ITO.
Number of months eligible for STMs	The total number of learner months that have been ACTIVE or GRACE (total funded months for programme) since the programme started or 1 January 2011, whichever is the later.
Average funded months funded months	The number of months that are eligible for STMs divided by the total learners eligible for STMs.
Duration used for STM recalculation	The adjusted nominal duration used in calculating the offset.
Recalculated STMs offset C	The base STMs for the month less the STMs at risk due to offset C (cannot be less than zero).
STMs at risk due to offset C	The STM value being deducted from the learner's programme enrolment as a result of the offset.
Over enrolment offset (Offset A)	
Active enrolments trainee has for month	Number of programmes the learner is enrolled in where the status is either ACTIVE or GRACE. Complex apprenticeship enrolment only counts as one regardless of number of sub-programmes.
Credits relating to this enrolment for month	The programme credit value divided by the nominal duration (credit value of base STMs for month).
Total credits trainee enrolled in for month	The total of all the learner's enrolments.

Field name	Description
Credits relating to this enrolment as a of total credits trainee enrolled in for month	Indicates the contribution of this enrolment to the total credits for the learner. Figure used to prorate STMs at risk if there are multiple enrolments.
Capped credits for month	The value of total credits learner enrolled in for month or 10, whichever is the lesser.
Capped credits for month for this enrolment	The value of credits relating to this enrolment for month or 10, whichever is the lesser.
Recalculated STMs offset A	Base STMs for month less STMs at risk due to offset A (can't be less than zero).
STMs at risk due to offset A	The STM value being deducted from the learner's programme enrolment as a result of the offset.
Summary for learner programme version enrolment	
Unadjusted STMs for month	Base STMs for month.
STMs at risk	Sum of STMs at risk (cannot be greater than base STM for month).
STMs not at risk	Base STMs for month less STMs at risk.
Credits Achieved	The credits achieved by the learner in the reporting year, if more than one enrolment will show sum of all enrolments.

8.3 Educational performance indicator report and transparency file

This report is produced as a multi tab spread sheet:

- the first tab provides an explanation of the EPIs
- the second a summary of the EPI results for the ITO, and
- subsequent (detailed) tabs shows for each EPI what is contributing to that EPI.

The summary tab is the TEC's view of performance and should reflect the ITO's own view. ITOs can use the detailed tabs to identify where differences, if any, exist.

Table 6: EPI report and transparency file

Tab Name	Purpose	Notes
Notes	Provides a brief description of the EPIs included in the report.	

Tab Name	Purpose	Notes
Summary	Provides results for the following indicators: • credit completion • programme completion • learner progression • participation of Māori • participation of Pacific peoples • participation of young people (aged under 25)	
Credit completion	Shows by NSN, the programme course number and version the credits achieved in the reporting year.	Where the learner has been enrolled in more than one version of the programme course during the year only the last programme course version is shown. All credits achieved during the year across all versions are shown against the version reported.
Programme completion	Shows by NSN, the enrolment ID of the completed programme, the programme type, parent enrolment ID, primary enrolment flag, fund, completion date (participation actual end date), programme course number and version and the credit value of the completed programme.	LCP programmes are not included in the programme completion EPI. Where the programme enrolment is a complex apprenticeship only the parent programme is included unless the learner has withdrawn from the programme where any completed sub-programmes will be included. Sub-programmes will have a primary enrolment flag of 'N'.
Progression	Not currently reported.	
Māori participation	Shows by NSN up to three ethnicities of the learner enrolled at the ITO.	One of the three ethnicities must be Māori to be counted. This may not match what is in the TMS as the learner data is shared amongst all tertiary providers and the latest reported ethnicity is used.
Pacific peoples participation	Shows by NSN up to three ethnicities of the learner enrolled at the ITO.	One of the three ethnicities must be one of the ethnicities classed as Pacific people to be counted. This may not match what is in the TMS as the learner data is shared amongst all tertiary providers and the latest reported ethnicity is used.
Young participation	Shows by NSN the age band in which the learner falls (17 & under, 18 to 19, and 20 to 24).	Age of the learner is determined as at 1 July of the reporting year.

8.4   Frequency of reporting

In general, the reports are provided twice-monthly to ITOs, depending on the time of year. Data for the reports is generated on the first and third Tuesdays of each calendar month and subsequent reports are uploaded to Workspaces by the end of Wednesday.

Leading up to finalisation of data for the previous reporting year (cut-off being 31 March of the following year), reports are produced weekly to enable ITOs to reconcile differences. Once data is finalised for the previous year, reporting for the current year will begin, resuming a twice-monthly schedule.

9   Reconciling the TMS to the ITR

9.1   Purpose of reconciliation

It is recommended that ITOs, at regular intervals, reconcile the data held in their TMS with the data held in the ITR. It is important that the ITO and the TEC are working from the same data which allows for a simple process in agreeing final funding and performance results at the end of each year.

Reconciliation should cover the entire calendar (funding) year rather than be incremental from the last reconciliation. This is due to the event-based nature of the ITR and the ability for ITOs to backdate events, making incremental reconciliation ineffective.

9.2   Key areas of reconciliation

At a high level, ITOs should reconcile the TEC's calculation of STMs, offsets and EPIs with their own calculations. At a more detailed level, they should ensure that the following data (at a learner programme and programme version level) matches between their TMS and the ITR:

- participation start date
- participation actual end date
- enrolment status
- enrolment status occurred from and to dates, and
- credits achieved.

ITOs should also check that all records in their TMS are in the ITR and all records in the ITR are in their TMS. Further information on reconciling is given in the table below.

Table 7: Reconciliation guide

Point of reconciliation	Possible implications if incorrect	Information source	Possible reasons for differences
STM value	STMs over or understated affect the calculation of: • funding including offsets • credit achievement EPI • programme completion EPI.	STM offset report shows total STMs by month. STM transparency file shows STMs calculated by learner programme enrolment by month.	Programme enrolment completion date in the TMS is different from the ITR. Learner programme enrolment status difference between the TMS and ITR.
Actual average duration	STMs or funding calculation incorrect. Programme completion rate incorrect (for example enrolments remaining active in the ITR where TMS sees them as completed).	STM offset report shows actual average duration offset by month. STM transparency file shows actual average duration by learner programme enrolment by month.	Learner programme enrolment status is different between the TMS and ITR.

Point of reconciliation	Possible implications if incorrect	Information source	Possible reasons for differences
Over enrolment	STMs or funding calculation incorrect. Programme completion rate incorrect (for example enrolments remaining active in the ITR where TMS sees them as completed).	STM offset report shows over enrolment offset by month. STM transparency file shows over enrolment at the ITO by learner programme enrolment by month.	Learner programme enrolment status is different between the TMS and ITR.
Under achievement offset	Under achievement offset threshold calculation – learners are mistakenly included/excluded, and incorrect offset rate is being applied.	STM transparency file shows under achievement by learner programme enrolment by month. STM transparency file (credits per learner tab) shows learner credit achievement for year.	Not all credits that have been completed by the learner have been reported to NZQA.
ACTIVE and GRACE months	STMs over or understated affect the calculation of: • funding including offsets • credit achievement EPI • programme completion EPI.	STM offset report shows total STMs by month. STM transparency file shows STMs calculated by learner programme enrolment by month.	Programme enrolment completion date in the TMS if different from the ITR. Learner programme enrolment status difference between the TMS and ITR.
Credit achievement	Credit achievement EPI is incorrect.	Credit Completion tab (of the EPI report and transparency file) lists the sum of credits achieved by learner and programme. Where the learner has changed their programme version the credits achieved are listed against the most recent version.	Unit standards listed against enrolments is different between TMS and ITR. Credit value used is different where learner enrolled in one unit standard version but completes another. TEC uses credit value of the unit standard version held in the ITR.

Point of reconciliation	Possible implications if incorrect	Information source	Possible reasons for differences
Programme completions	Programme completion EPI is incorrect which also indicates that: • STM values are incorrect • over enrolment offset is under or overstated • actual average duration offset is under or overstated.	Programme completion shows programmes completed by learner and programme version. It excludes LCP completions and sub-programmes of complex apprenticeships.	Refer to section 4.3.8 *Complete a programme enrolment* for possible reasons.

9.3   Requesting additional information

The TEC supplies a wide range of ITR data to ITOs, including funding and performance information. These reports are provided on a regular basis. If an ITO needs information outside of this cycle, for example as part of conducting a reconciliation exercise, it should make a request to the TEC's Customer Contact Group (CustomerService@tec.govt.nz).

10 Data change principles and requests

The ITR has a number of validation requirements which mean that ITOs are unable to amend some of the data they have submitted to the ITR. In these circumstances the TEC may consider making changes to the ITR directly.

The TEC will assess all applications against the principles set out below.

Table 8: Data change principles

Principle	Implication
The ITO owns the data and the TEC has no authority to change the data unless requested by the ITO.	No change can be processed unless requested by an ITO. As per the TEC's annual audit cycle of ITOs/DFOs, the TEC will investigate any data irregularities. It is likely that ITOs/DFOs will face sanctions if the findings show fraudulent activity.
The TEC will only change an ITO's data where all avenues open to the ITO have been exhausted. The cost incurred by the ITO in making the changes itself will not be an overriding factor.	The ITO must provide sufficient evidence to demonstrate the change is needed. This includes that: • all avenues have been explored • the change will not compromise the integrity of the ITR.
Where the TEC is changing data on behalf of an ITO and the change has a financial impact on the ITO or the TEC, the person authorising the change must have appropriate financial delegated authority.	The ITO will need to demonstrate that the requestor has sufficient financial delegated authority to request the change.
Data fixes should be an exception and should not be used for addressing regular problems.	Where a request occurs regularly across multiple ITOs a change should be made to the ITR.
Any changes to data within the ITR should not affect the integrity of the ITR or the use of the data held within the ITR.	The TEC will assess each request from a business, information and system integrity perspective.
Data contained in the ITR must align with data in an ITO's TMS.	Any changes made to data in the ITR must also be made by the ITO to data in their TMS.

These principles are designed to achieve a balance between the need for the TEC to act reasonably in response to evidence from ITOs about issues with the accuracy of the ITR data, and the obligations of ITOs to submit accurate data. The principles provide for extensive and expert review of any request for changes to ITR data, and establish a relatively high threshold for change.

10.1 Requesting a change and criteria for assessment

In the first instance, an ITO should explore the options that are available to it with the Investment Manager or through the TEC's Customer Contact Groupto determine whether a data change is required.

The ITO needs to demonstrate that it is unable to correct the data using its own TMS and the inability to report the relevant data would have a significant detrimental effect on the reported performance or funding entitlement of the ITO.

The TEC will assess the ITO's request to ensure that a change to the data held in the ITR is warranted, possible to make within the ITR, and does not compromise the TEC's ability to accurately report ITO performance or make sound funding decisions, present or future.

The ITO will need to provide the TEC with the required information to create the change. The information that needs to be provided will be advised by the TEC as part of or after consideration of the ITO's request.

During the data change process, the TEC will contact the organisation on two occasions:

1.   Prior to implementing into production, in order to request confirmation that the content of the change is correct.
2.   Once in production, to confirm that the TMS content is now in line with the ITR.

ITOs need to respond promptly to these confirmation requests.

11 Support provided by the TEC

11.1 Support for ITR issues and queries

Where ITOs experience ITR issues, it is recommended that they work through the following checklist:

- check for an answer in their own training material
- refer to this user guide or the ITR Schema Definition document
- review the answers to Frequently Asked Questions on the TEC's ITR website landing page
- refer to the relevant documents referenced, and
- contact their TMS vendor for software-related issues.

If the ITO is still unable to resolve the issue, then they should contact the TEC's Customer Contact Group:

- phone 0800 601 301
- email CustomerService@tec.govt.nz.

The TEC's Customer Contact Group will either answer the query or, where it requires specialist technical or business input, direct the query to the appropriate area of the TEC.

11.2 TEC and the Trainee Management System vendors

The TEC will communicate with TMS vendors and ITOs to advise them of any changes to the ITR that require TMS changes.

ITOs must resolve any TMS-related issues with their TMS vendor. ITOs should ensure that their TMS is fully functional with the ITR to ensure accurate data is available to the ITR in a timely way.

12 Testing the TMS against the ITR

It is the ITO's responsibility to ensure their TMS functions properly with the ITR and the environment within which the ITR operates (see the figure in appendix 2 *Detailed diagram of the ITR environment*).

The TEC will provide notice of any ITR enhancements or upgrades and will work with ITOs and TMS vendors with regards to understanding these changes.

Where an update has been made to a TMS, it is recommended that any updates are re-tested with the ITR to ensure functionality and usability. The TEC provides an ITR test environment for ITOs and their TMS vendors for this purpose.

If an ITO wants to update their data held in the TEC's test environment they should place a request through the TEC Customer Contact Group. Please note that the TEC is unable to refresh individual ITO UAT data with production data, and can only update every ITO's data. Therefore any request and subsequent refreshing will be done in consultation with all ITOs.

Further information on connecting to the ITR can be found in the *Industry Training Register: Guide to integration for ITOs*[2]. This document is for parties wishing to integrate with the ITR using the MQS. The integration guide is written with a technical audience in mind.

---

[2] https://www.tec.govt.nz/assets/Forms-templates-and-guides/ITR-guide-to-integration-ITOs.pdf

Appendix 1: Changes to the ITR since inception

The TEC has made a number of enhancements to the ITR to address known issues, incorporate feedback from users, and reflect updated operational policies. The enhancements that are visible to users are:

Table 9: Changes to the ITR since inception in 2011

Change Implemented	Impact of change
Implemented March 2012	
ITOs should be able to report MAC visits after the training agreement and enrolment has ended.	ITO can now report a valid MAC visit if the training agreement is "finished."
Removed the need for a unit standard to match on unit standard <u>and</u> version number when completing a programme enrolment.	A learner's unit standard now completes in the ITR regardless of a unit standard version mismatch between ITR and the Record of Achievement (RoA) at NZQA. These unit standard versions do not have to match between ITR and the RoA at NZQA for the credit value of the unit standard to be included in EPI and offset calculations. In using the Fetch message, unit standards will now be shown as complete where the version number differs from that held at NZQA.
Implemented May 2012	
Ability for ITO to update a withdrawal date of an enrolment.	Gives ITOs the ability to correct an incorrect withdrawal date of a withdrawn enrolment and allows ITOs to correct programme enrolments where they have been withdrawn at the wrong date. The new withdrawal date must be earlier than the original withdrawal date.
In a sub-programme enrolment, the completion date of unit standards will be verified against the learner's participation start date of the sub-programme enrolment.	With a complex apprenticeship, there are instances where the completion of the unit standard can predate the sub-programme participation start date to which it is attached. This makes it difficult for the ITO to update sub-programme enrolments, and complex apprenticeship enrolments will not complete. This change means that the ITR will not process a complex apprenticeship enrolment when unit standards in these sub-programmes were previously achieved.
Allow concurrent programme enrolments for IT and MA/NZA funded learners.	A learner can have concurrent enrolments in an IT funded programme and an MA/NZA funded programme. Learners will not be able to have concurrent enrolments in two MA and/or NZA programmes.

Change Implemented	Impact of change
Implemented July 2012	
Ability to transfer a learner's enrolment to another version of the same programme. This is for simple and complex programmes.	An ITO can change the programme version the learner is currently enrolled in to the programme version they will be completing or have completed. This addresses the issue where the programme version associated with the learner's awarded qualification is different from that held in the ITR and, as a consequence, the programme enrolment does not complete. ITOs previously had to withdraw and re-enrol a learner in the correct programme version that reflected the awarded qualification.
Optional for ITOs to provide unit standard version numbers at programme course registration (LCP and SCP only).	ITOs will have the option of supplying unit standard version numbers at programme course registration, though it will still be mandatory to supply unit standard numbers. If a list of unit standard version numbers is supplied at programme course registration, the validation rules will continue to be processed however the unit standard version numbers will be ignored. A learner can enrol in any active unit standard version number as long as the unit standard number is listed on the programme registration in the ITR.
No unit standards need to be entered for create, update or add enrolment messages for an enrolment in an NQ programme.	ITR programme completions can be generated where the learner has completed the required unit standards for a programme over several withdrawn programme enrolments in two or more programmes. ITOs will be recognised for the programme completion reported to NZQA as long as the qualification completion date is after the participation start date.
Addition of two error messages explaining where the ITO is trying to enrol the learner in a unit standard that has been achieved but is not seen on a learner's RoA.	Unit standards that have been achieved but are not visible on a learner's RoA are rejected by the ITR when there are new enrolments, update enrolments or enrolments added to an existing Training Agreement if there is an achieved unit standard for which NZQA has not been paid. The new error messages will make it clear that ITOs need to direct learners to contact NZQA, to ensure that achieved unit standards can be recorded on the learner's RoA.
ITOs will be provided with more information to correctly interpret error 42520: "A learner cannot have concurrent Modern Apprenticeship enrolments".	To assist ITOs to understand why the MA enrolment has been rejected, additional parameter values on the learner's current enrolment such as the participation start date and participation actual end date (if relevant) will be provided to ITOs as part of this error message.

Change Implemented	Impact of change
Ministry of Education's Education Sector Integration Services (ESIS) ensures that one ITO cannot send data to the ITR using another ITOs EDUMIS number.	This change ensures that the relevant ESIS component checks that the EDUMIS number supplied in the message is valid for the Education Sector Authentication and Authorisation username given to the ITO.
Implemented January 2014	
ITOs can enrol apprentices as New Zealand apprentices from 1 January 2014.	This change meets the requirements for New Zealand Apprentices as described in the cabinet paper "Increasing the number of apprenticeships in New Zealand and improving the quality of industry training". Before providers can enrol NZAs, the programme in which they will be enrolled must first be approved by the TEC as eligible for NZA funding.
No new modern apprentices can be enrolled from 1 January 2014.	To meet the requirements set out in the cabinet paper regarding New Zealand Apprenticeships being the premier pathway to a trade, Modern Apprenticeships are being phased out. A modern apprentice will be allowed to complete his or her existing apprenticeship as an MA, and any previous modern apprentices will be able to re-enrol as an MA, provided there is an uncompleted MA in the ITR.
The programme ID and enrolment ID from the ceasing ITO can be linked to the programme ID and enrolment ID in the continuing ITO.	Learners enrolled with a ceasing ITO can now have their existing programme enrolment details linked to programme enrolment details in a continuing or new ITO, to enable more accurate reporting of offsets and EPIs. Once the link between the programmes and enrolments is made, during the create enrolment process, the old enrolment will be automatically withdrawn.
Delete programme enrolment.	ITOs can delete enrolments which contain errors, such as incorrect start dates, or where the enrolment has incorrectly completed. <u>Note</u>: ITOs must not use this function to delete correctly completed enrolments.
The Training Agreement Signed Date can be updated using the Update Training Agreement message.	With the introduction of requirement Delete Programme Enrolment providers can also update the training agreement signed date.
The Programme Target Qualification number and/or strand can be updated as part of a new programme version as opposed to currently having to create a new programme.	As a result of the Targeted Review of Qualifications (TROQ), new qualifications may be developed or merged. Providers can now update the target qualification number of a new programme version, and then use the existing Transfer Programme Version message to transfer the learners to this new qualification.

Change Implemented	Impact of change
An enrolment tracking indicator was created in the programme enrolment message.	This enables the TEC to track and report on the outcomes of learners enrolled in a particular programme or scheme (for example, Māori and Pacific trades, priority trades).
Validation rule 42510 was removed (all of the enrolments must be funded from the same fund on the training agreement).	As a result of implementing NZA, learners may now have enrolments with different funding source codes attached to the same training agreement.
A new validation rule was included in the Transfer Employer message to ensure that the new Training Agreement Signed Date occurs at least 1 day after any preceding GRACE event for the programme enrolment.	This will correct an event's status where an event is submitted out of sequence through to the ITR, which causes an incorrect status to be applied (in the TEC data warehouse) to a learner's programme enrolment.
Validations and error messages referring to MAs have been updated to include NZAs.	ITOs will be able to use the ITR to enrol NZAs.
Replaced ESIS with MQS.	ESIS, owned by MoE, was used as a gateway service to facilitate message delivery between a TMS and the ITR. As ESIS was due to be decommissioned in 2014, TEC developed the replacement Message Queuing System (MQS).
Implemented November 2019	
Enabled micro-credentials (MCs) to be created by ITO	MCs will be submitted into the ITR as an SCP. This was enabled by changing the minimum credit requirement to 5 (down from 40) and minimum duration requirement to 1 month (down from 3 months).

Appendix 2: Detailed diagram of the ITR environment

The following diagram shows the ITR system and the internal and external systems with which it interfaces (ITOs, Ministry of Education, and NZQA).

Figure 3: ITR detailed overview
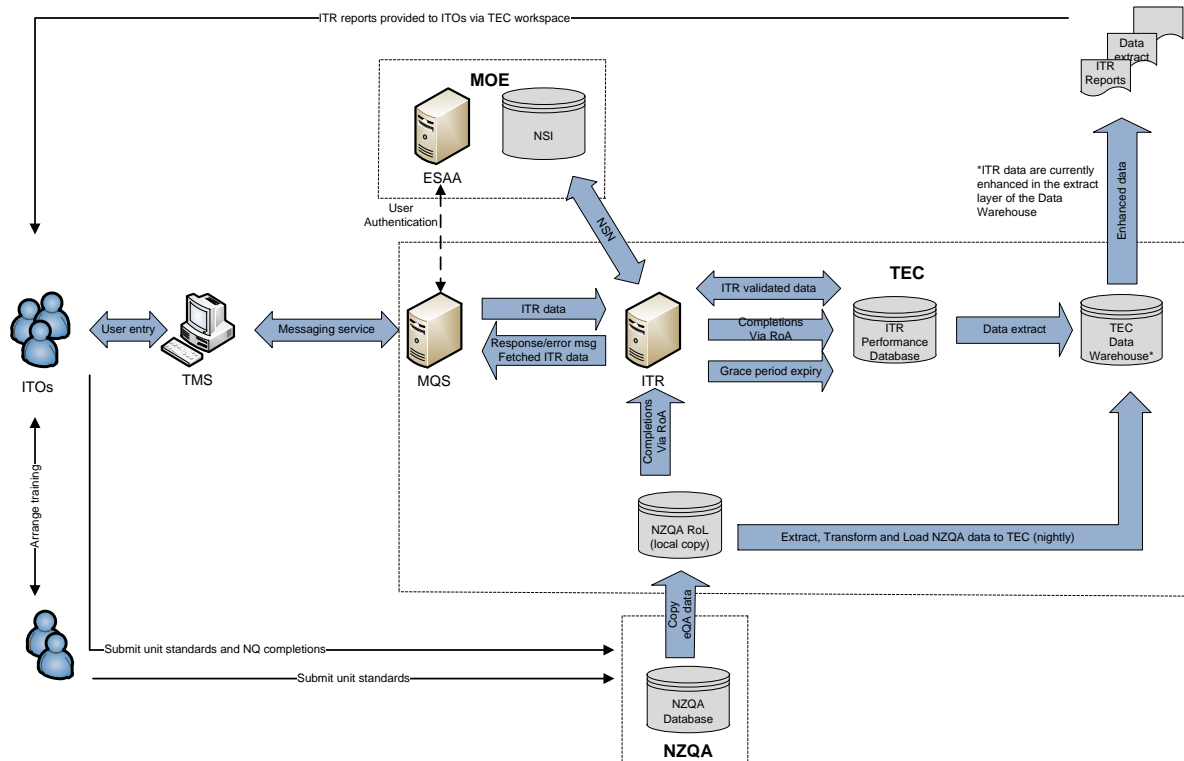
Appendix 3: Acronyms

The following is a list of commonly used acronyms both within this user guide and generally in relation to industry training.

Abbreviation	Term
ANZSIC	Australian and New Zealand Standard Industrial Classification
DFO	Directly Funded Organisation
EfF	Eligible For Funding
ELN	Embedded Literacy And Numeracy
EPI	Educational Performance Indicator
ESAA	Education Sector Authentication Authorisation
ESIS	Education Sector Integration Services
ERI	Enrolment Tracking Indicator
ILU	Industry Liaison Unit
IT	Industry Training
ITF	Industry Training Federation
ITO	Industry Training Organisation
ITR	Industry Training Register
LCP	Limited Credit Programme
MA	Modern Apprenticeship
MAB	Modern Apprenticeship Brokerage
MAC	Modern Apprenticeship Coordinator
MAS	Complex Apprenticeship
MC	micro-credential
MoE	Ministry Of Education
MQS	Message Queuing System
NQ	National Or New Zealand Qualification
NSI	National Student Index
NSN	National Student Number
NZA	New Zealand Apprenticeship
NZQA	New Zealand Qualifications Authority
NZQF	New Zealand Qualifications Framework
PMS	Performance Management Specification
RoA	Record Of Achievement
SCP	Supplementary Credit Programme
SDR	Single Data Return
STM	Standard Training Measure

Abbreviation	Term
TA	Trades Academy
TCM	Tertiary Contact Management
TEC	Tertiary Education Commission Te Amorangi Mātauranga Matua
TEO	Tertiary Education Organisation
TES	Tertiary Education Strategy
TMS	Trainee Management System
TROQ	Targeted Review of Qualifications

Appendix 4: Glossary of terms

Term	Definition
Apprentice	A term used to refer to both a modern apprentice and a New Zealand apprentice.
Complex apprenticeship	A complex apprenticeship consists of a parent programme, one or more sub-programmes and additional unit standards. Sub-programmes are not included in the calculation of STM or offset values. Sub-programmes are not included in the calculation of the programme completion rate, except where the parent programme has been withdrawn and a sub-programme has been completed. Credits achieved against the sub-programmes, and the additional unit standards held against the parent programme, are included in the calculation of the credit achievement rate. Complex apprenticeships are used for Modern Apprenticeships and New Zealand Apprenticeships.
Credit achievement	The credit value of unit standards achieved by learners where the unit standard is undertaken by the learner as part of completing a programme.
Credits	Credits are the credit value attached to unit standards registered at NZQA.
Distinct trainees	Distinct trainees is a count of the number of learners in a given time period. Where a learner is reported against multiple programmes the learner is counted only once. The learner can be enrolled in any programme, including LCP and SCP. For most reporting the count may be limited to learners eligible for funding during the period that the reporting covers.
Education Sector Authentication Authorisation	The MoE process for validating access to sector information systems. This is required for a user to log into the TEC workspaces.
Education Sector Integration Services	ESIS was the MoE's collection of services available to government departments and the education sector, which includes ESAA. ESIS has been replaced with MQS, which is owned and managed by the TEC.
Educational Performance Indicator	An assessment of industry training educational outcomes that are of interest to the TEC.
Eligible for Funding	A learner with the status of ACTIVE or GRACE on the last day of a calendar month. If a learner does not have either status on the last day of the month, no funding will be paid for them.
Embedded literacy and numeracy	An indicator set as part of registering a programme that indicates that there is embedded literacy and numeracy within the programme.
Funding sources	There are four funding sources: IT, MA, NZA, TA
Learner	A generic term used to refer to both apprentices and trainees.

Term	Definition
Limited credit programme	An LCP is designed to introduce a learner to a national or New Zealand qualification, and the intention is that the learner enrols in the full (target) programme once the LCP is completed. The LCP can only have a credit value of up to 51% of the target qualification.
	Only one active LCP can lead to a programme at any one time. An LCP programme can have an IT or TA funding code and can only have a minimum credit value of 20 credits and maximum credit value of 70 credits.
	LCPs are not included in the calculation of an ITO's programme completion rate but are included in the calculation of credit achievement and participation rates.
	LCPs are covered by funding condition ITF009.
Message Queuing System	MQS queues messages sent to the ITR by an ITO's TMS.
	MQS logs each message and provides a correlation ID back to the TMS for tracking purposes. The ITR also uses this ID to confirm back to MQS that the message has been processed.
	MQS also completes some initial validation, i.e., authentication against ESAA and data validation against the ITR Schema.
	In the case of high message volumes or the temporary unavailability of the ITR, providers can continue to submit messages without disruption.
Micro-credential	A micro-credential certifies achievement of a coherent set of skills and knowledge; and is specified by a statement of purpose, learning outcomes, and strong evidence of need by industry, employers, iwi and/or the community.
	They are smaller than a qualification and focus on skill development opportunities not currently catered for in the regulated tertiary education system.
	At a minimum, micro-credentials will be subject to the same requirements as training schemes or assessment standards and will also be required to: • be 5–40 credits in size • have strong evidence of need from employers, industry and/or community • not duplicate current quality assured learning approved by NZQA; and • be reviewed annually to confirm they continue to meet their intended purpose.
Ministry of Education	The MoE delivers policies and services for the tertiary sector. This includes developing strategic policy for the tertiary sector and international education, undertaking relevant research and analysis, and monitoring the performance and capacity of Crown entities.
Modern apprentice	A learner who is enrolled in an MA funded programme (fund source code = MA).

Term	Definition
Modern Apprenticeship	A programme consisting of one or more qualifications and additional unit standards.
Modern Apprenticeship Coordinator	An ITO, private organisation or other TEO who provides pastoral support to modern apprentices.
National or New Zealand qualification	A national or New Zealand qualification leading to a qualification registered on the NZQF. An NQ programme can have an IT, MA or NZA funding code, and must have a minimum credit value of 40 credits.. An NQ programme must have an NZQF level equal to or greater than 3 if it is an MA funded programme, and an NZQF level of 4 if it is an NZA funded programme.
National Student Index	The NSI is a database maintained by the MoE. Its purpose is to allocate a unique identifier – National Student Number – to every learner enrolled with an education provider in New Zealand.
National Student Number	A number allocated by the NSI that uniquely identifies a learner within the New Zealand education system.
New Zealand apprentice	A learner who is enrolled in an NZ Apprenticeship funded programme (fund source code = NZA).
New Zealand Apprenticeship	An approved programme consisting of one NZQF level 4 qualification comprising a minimum of 120 credits.
New Zealand Qualifications Authority	NZQA's role in the education sector is to ensure that New Zealand qualifications are regarded as credible and robust, nationally and internationally, in order to help learners succeed in their chosen endeavours and to contribute to New Zealand society.
New Zealand Qualifications Framework	The NZQF contains a comprehensive list of all quality assured qualifications in New Zealand and is administered by NZQA.
Nominal duration	The programme duration (in months) that an average learner is expected to take to complete the programme.
Offset	A deduction that is applied to an ITO based on not meeting learner performance or enrolment criteria. There are two STM offsets—actual average duration and over enrolment—and one funding offset—under achievement.
Pacific peoples or Pasifika	The ethnicity Pacific peoples is used in reporting from the ITR. A learner is given an ethnicity grouping of Pacific peoples if one or more of the three ethnicities reported (using Statistics New Zealand classifications) is either Cook Islands Māori, Fijian, Niuean, Other Pacific Peoples, Pacific Peoples nfd (not further defined), Samoan, Tokelauan, or Tongan.

Term	Definition
Parent programme	A complex apprenticeship programme that an apprentice enrols in that consists of one or more sub-programmes.
	Any additional unit standards to be completed as part of the complex apprenticeship are recorded against the parent programme.
	Sometimes referred to as an *overarching programme.*
Programme enrolment	A specific course of training the learner is undertaking including what they are learning and the start and expected end dates.
Qualification	Programmes that are national or New Zealand qualifications and lead to a qualification registered on the NZQF. The attributes that identify a particular qualification are qualification number, qualification version number and qualification strand number (optional).
	It is important that the qualification completion sent to NZQA matches (at a qualification number, version number and strand number) the qualification on the programme the learner has completed. The transfer programme feature can be used to move a learner to a different version of the same programme (and hence qualification version) in which they are currently enrolled.
Standard training measure	STMs are the base unit the TEC contracts with ITOs. One STM is defined as a total of 120 credits in an approved structured training programme.
Sub-programme	This is a qualification the apprentice completes as part of a complex apprenticeship programme.
Supplementary credit programme	An SCP is designed to allow a learner to achieve qualifications or unit standards additional to the qualification they already hold.
	An SCP can have an IT or TA funding code, and must have a minimum credit value of 20 credits and maximum credit value of 70 credits.
Trades academies	Trades academies are the first example of a secondary-tertiary programme that provide a broad range of learning opportunities for senior secondary students interested in a trades career, to ensure they stay engaged in education for longer.
	The programme is delivered through partnerships developed between schools, tertiary and industry organisations.
	Trades academies are managed by the MoE and the tertiary providers are funded by the TEC.
Trainee	An industry trainee is an employee or qualifying self-employed contractor or volunteer who has signed a training agreement, which is registered with the ITO and qualifies for industry training (IT) funding.

Term	Definition
Trainee management system	A TMS is a system used by an ITO to record details of arranged training and send learner, training agreement, training plan, programme enrolment and programme registration information to the ITR.
Training agreement	A training agreement is an agreement between an employer and learner to provide and undertake training, which is registered with the ITO and qualifies for IT, MA, NZA or TA funding. A learner cannot be enrolled in a programme without a training agreement being first established.
Training plan	The agreement between an apprentice, employer and pastoral care provider related to the additional pastoral support the organisation will provide during the apprenticeship.
Unit standard	Unit standards are developed by ITOs and describe what a learner who has achieved the standard knows and can do. Each standard has a defined credit value and a level. A unit standard identifier comprises a unit standard number and a unit standard version number. In registering a programme in the ITR the provision of a unit standard version number is optional. Where a unit standard version number is given, the credit value of this version will be used in any credit achievement calculations. Where no unit standard version number is provided, the credit value of the latest active version at NZQA will be used.
Workspaces	A secure repository accessed via an ESAA log on. It is used by TEC to upload documents and reports so individual ITOs can have secure access to information relating solely to themselves.

Appendix 5: ITR error messages and possible solutions

For many ITR users, their TMS may have already translated these messages. The description may not be the same as shown below.

Many of the suggested resolutions assume that an incorrect value to that intended has been entered and that the correct information is available.

Table 10 : ITR error messages and possible solutions

Code	Short description	Resolution
30010	Your organisation's programme identifier must be unique	Change the programme local ID as the one supplied has already been used.
30020	Your organisation's programme name must be unique	Change the programme name as the one supplied has already been used in another programme registration.
30030	The terms and conditions must be accepted	Complete terms and conditions indicator.
30040	Expiry date must be greater than or equal to the processing date	Change the expiry date so that it is after the date the programme registration is submitted to the ITR.
30050	Industry code must be a level 4 industry code	Change industry code to an ANZSIC level 4 industry code.
30060	Industry codes must be unique	One or more industry codes are repeated. Remove any duplicate values that have been entered.
30070	Funding source codes must be unique	One or more funding source codes are repeated. Remove any duplicate values entered.
30080	Historical programme numbers must be unique	One or more historical programme numbers are repeated. Remove any duplicate values entered.
30090	Expiry date must be after the start date	Change the start date to be before the expiry date or the expiry date to be after the start date depending on where the error lies.
31010	LCP must be funded from IT and/or TA	Change the funding source code to either IT or TA.
31020	An active version of the LCP target programme could not be found for your organisation	Change the programme course number of the target programme as the one supplied has expired or does not exist.
31030	LCP Target Programme must be a National Qualification programme	Change the programme course number of the target programme to one that is an NQ programme.

Code	Short description	Resolution
31040	LCP Target Programme already has an active LCP programme	Check whether the programme course number of the target programme is correct as cannot register a second LCP against the same programme.
31050	LCP Programme funding source code(s) must be the same as or a subset of the funding source codes for the target programme	Change the funding source code on the LCP so it matches one on the target programme.
31060	LCP credit value must be greater than or equal to the minimum credit value allowed	The LCP value entered is less than 20 credits. Change the LCP credit value to be 20 credits or greater.
31070	LCP credit load per year must be less than or equal to the maximum credit load allowed	Maximum credit load is 160 credits per year. Decrease the programme credit value and/or increase the nominal duration of the programme.
31080	LCP duration must be greater than or equal to the minimum duration allowed	Change the programme nominal duration to be 4 months or greater.
31090	LCP credit value must be less than the maximum percentage of the target programme credits	Reduce the credit value of the LCP so that is 51% or less of the credit value of the target programme.
31100	LCP credit value must be less than or equal to the maximum credit value allowed	Change the LCP credit value to be 70 credits or less.
31110	LCP standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration that have the same unit standard number.
31130	Programme unit standard must exist and have an active status at NZQA	Remove the unit standard from the programme registration (unless NZQA records are to be updated). It's possible that the unit standard registration date at NZQA is after than the participation start date.
32010	NQ programme credit value must be greater than or equal to the minimum credit value allowed	The programme credit value entered is less than 40 credits. Change the NQ credit value to be 40 credits or greater.
32020	NQ programme credit load per year must be less than or equal to the maximum credit load allowed	Decrease the programme credit value and/or increase the nominal duration of the programme. Maximum allowed is 160 credits.
32030	NQF level of an NQ programme funded by Modern Apprenticeship must be greater than or equal to the minimum NQF value allowed	Change the NZQF level to 3 or greater.

Code	Short description	Resolution
32040	NQ programme funding sources are invalid	Change the funding code on the programme registration as it is not valid for an NQ programme.
32050	NQ duration must be greater than or equal to the minimum duration allowed	Change the nominal duration of the programme to be 7 months or greater.
32060	Target qualification / strand must exist and have an active status at NZQA	Change the target qualification and/or strand in the programme registration (unless NZQA records are to be updated).
33010	SCP must be funded from IT and/or TA	Change the funding source code entered to IT and/or TA.
33020	SCP credit load per year must be less than or equal to the maximum credit load allowed	Maximum credit load is 160 per year. Decrease the programme credit value and/or increase the nominal duration of the programme.
33040	SCP/MC credit value must be less than or equal to the credit value allowed	Change the credit value to be 70 credits or less for an SCP and 40 or less for a MC.
33050	SCP/MC credit value must be greater than or equal to the minimum credit value allowed	The programme credit value entered is less than 5 credits. Change the SCP/MC credit value to be 5 credits or greater for an MC and 20 or greater for an SCP.
33060	SCP standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration that have the same unit standard number.
33070	SCP/MC duration must be greater than or equal to the minimum duration allowed	Change the nominal duration of the programme to be 1 month or greater for an MC and 4 months or greater for an SCP.
33080	Target qualification / strand must exist and have an active status at NZQA	Change the target qualification and/or strand in the programme registration (unless NZQA records are to be updated).
33090	Programme unit standard must exist and have an active status at NZQA	Remove the unit standard from the programme registration (unless NZQA records are to be updated).
34010	MA or NZA NQF level must be greater than or equal to the minimum NQF value allowed	Change the NZQF level to 3 or greater for MA and NZQF level 4 for NZA.
34020	MA or NZA with sub-programmes must have a credit load per year that is less than or equal to the maximum credit load allowed	Maximum credit load is 160 per year. Decrease the programme credit value and/or increase the nominal duration of the programme.

Code	Short description	Resolution
34030	MA or NZA with sub-programmes must be funded by Modern Apprenticeship	Change the funding source code to MA or NZA.
34040	MA or NZA with sub-programmes must have a credit value greater than or equal to the minimum credit value allowed	The programme credit value entered is less than 40 credits. Change the credit value to be 40 credits or greater.
34050	Sub-programmes must be unique	Remove or replace the sub-programme with the duplicate programme course number.
34060	Additional standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration that have the same unit standard number.
34070	Complex MA or NZA duration must be greater than or equal to the minimum duration allowed	Change nominal duration of the programme to be 7 months or greater.
34080	Sub-programme cannot be found	The sub-programme course number has not been registered.
34090	Complex MA or NZA with one sub-programme must also supply additional units	Enter additional unit standards for the complex programme or a second sub-programme.
34100	MA or NZA sub-programmes must be National Qualification Programmes	Ensure the sub-programme type is NQ only.
34120	Programme unit standard must exist and have an active status at NZQA	Remove the unit standard from the programme registration (unless NZQA records are to be updated).
40020	Iwi must be a Level 2 Iwi code	Enter the correct level 2 4-digit Iwi code. Refer to Statistics New Zealand for these codes.
40120	Ethnicities must be unique	Update or remove the ethnicity for which a duplicate value exists.
40130	Ethnicity must be a Level 3 Ethnicity code	Enter the correct Level 3 ethnicity code. Refer to Statistics New Zealand for these codes.
40140	NSN does not match a master NSN on the NSI	Correct the NSN so it matches the master NSN. Replace the NSN with the NSN on the NSI. If a learner has two NSNs they may need to be merged.
40150	Date of birth does not match date of birth on the NSI	Correct the date of birth so it matches the date of birth on the NSI.
40160	Learner already exists with a different Local ID, must use the same Local ID	Use the existing local ID for learner.

Code	Short description	Resolution
40170	Unable to process request as learner not found in the ITR database.	Check the learner local ID as the one entered does not exist.
40180	NZ school provider number must be valid	Change NZ school provider number so that it is valid for the school the learner attended.
40190	Overseas country code must be valid	Change overseas country code so that it is valid for the learner.
40200	Learner Local ID does not match a record in the ITR for this NSN	Change the local ID or NSN so the combination matches a learner in the ITR.
40210	Cannot update a learner that your organisation has not previously submitted events for	Check learner local ID used as the one submitted does not belong to the ITO.
41020	Employment TLA could not be found	Enter correct employment TLA.
41110	Employment type could not be found	Enter correct employment type.
41210	Industry code must be a Level 4 industry code	Enter correct level 4 ANZSIC Industry Code.
41300	Training Agreement Local identifier cannot be empty	Supply training agreement local ID.
41310	Training agreement local identifier already exists, must be unique	Change the training agreement local ID as the one supplied has already been used.
41500	The age of the learner at the signed date of the training agreement was below the minimum age allowed, and no MoE exemption code has been supplied	Obtain and enter the MoE exemption code if the learner is aged under 16 years, or correct the date of birth.
41510	Training agreement signed date must be on or before the processing date	Change the training agreement signed date so that it is the same as or after the date the training agreement is being submitted to the ITR.
41520	Training agreement signed date is older than the allowed backdate period	Change training agreement signed date to a later date.
41530	Training agreement signed date must be after the learner's birth date	Change training agreement signed date.
41540	Training Agreement not found for this organisation and learner	Check training agreement local ID and re-enter correct information.
41550	Training Agreement has already finished	No resolution. Cannot undertake action against a FINISHED training agreement.

Code	Short description	Resolution
41560	Training Agreement Signed Date must be the same as the original Training Agreement Signed Date	Change training agreement signed date so that it is the same as the original training agreement signed date.
41570	Training agreement signed date should pre-date enrolment participation start date	Change training agreement signed date to a date the same or earlier than the enrolment participation start date.
41580	Training agreement signed date should pre-date training plan start date	Change training agreement signed date to a date the same or earlier than the training plan start date.
41600	Training agreement signed date should pre-date on-hold or in-grace event occurred date	Change training agreement signed date to a date earlier than the event occurred date.
41700	The linked previous enrolment is in a completed state	No resolution. You cannot make any changes to the enrolment because the enrolment is COMPLETED.
41800	The linked previous enrolment is not in a withdrawn state	No resolution. You cannot make any changes because the enrolment is not WITHDRAWN.
41900	The linked enrolment is not in a linked programme	Link the programme before linking the enrolment.
41950	The linked enrolment is not in a linked complex programme	Link the programme before linking the enrolment.
41960	The supplied ceasing enrolment ID is invalid	Provide a valid ceasing enrolment ID.
41980	The participation start date of new enrolment is within two days of the participation start date of the linked previous enrolment.	Change the participation start date so that it is at least two days after the participation start date of the previous enrolment.
42000	The linked enrolment has been linked to by a different enrolment	The enrolment is already linked to another enrolment.
42100	The linked enrolment is not for the same master NSN	Ensure the enrolments are for the same master NSN and correct the NSN.
42200	A ceasing enrolment ID is not supported for this message	This message does not support having a ceasing programme enrolment ID. Data should not be entered in this field for this type of message.
42520	A learner cannot have concurrent MA or NZA enrolments. Information on the learner's current enrolment is included in the parameters	No resolution. Learner already enrolled in an MA or NZA programme in any ITO.

Code	Short description	Resolution
42530	Cannot submit more than one enrolment funded by MA or NZA	No resolution. Not able to enter enrolment as a learner can only have one MA or NZA funded enrolment in all ITOs.
42540	The enrolment local identifiers must all be unique	A unique enrolment identifier needs to be supplied for this enrolment.
42550	The enrolment local identifier is already in use	Check new enrolment local ID, supply unique enrolment local ID.
42560	Enrolment participation start date must be on or after the enrolment date	Change the participation start date to be the same as or after the enrolment date, or alternatively change the enrolment participation start date.
42580	Sub-programme enrolment date must be on or after the parent programme enrolment date	Change the enrolment date of the sub-programme or parent programme so that the sub-programme enrolment date is after the parent programme enrolment participation start date.
42600	Enrolment date must be on or after the training agreement signed date	Change the enrolment date to be on or after the training agreement signed date.
42630	Enrolment must be in a programme that has been registered previously	Change programme course number to one that has been registered.
42650	Enrolment must be in a programme which is active as at the enrolment participation start date	Change programme course number to one that has been registered and has not expired. Alternatively register new programme version.
42660	A simple enrolment must be in a valid programme type (LCP, SCP or NQ)	Enter a programme type of LCP, SCP or NQ. MC must be submitted as an SCP.
42670	Enrolment funding source must be valid for programme	Change funding source code to one listed on the programme registration.
42680	Learner has already enrolled in this programme	No resolution. Cannot enrol a learner in a programme for which they have already been enrolled.
42690	Cannot submit enrolments in the same programme	Remove the duplicate programme enrolment.
42800	Enrolment must be in unit standards for this programme	Remove listed unit standards and if needed replace with ones listed in the programme registration.
42810	The unit standard number must be unique across all submitted enrolments	Remove the unit standards listed from the enrolment.

Code	Short description	Resolution
42820	Unit standard must be registered and active at NZQA as at the Participation Start Date	Remove unit standard as it cannot be added due to either not being registered or not active at NZQA at participation start date.
42830	Unit standard matches a unit standard already achieved by the learner before the Participation Start Date. If unit standard is not included in RoA the learner should contact NZQA	Remove the unit standard from the enrolment or ask learner to contact NZQA.
42840	Unit standard matches a unit standard already achieved by the learner after the Participation Start Date. If unit standard is not included in their Record of Achievement the learner should contact NZQA	Remove the unit standard from the enrolment or ask learner to contact NZQA.
42850	Unit standard does not exist for this programme	Change unit standard number as it does not exist on programme registration.
42860	Unit standard must be unique across all previous enrolments for this learner for across all ITOs	Remove unit standard as previously included on another enrolment for the learner.
42880	A complex MA or NZA with only one sub-programme must have at least one additional standard	Add a unit standard(s) to the complex enrolment.
42890	Programme type for the parent programme must be Complex MA or NZA	Change the programme type to complex MA or NZA.
42900	Enrolment must be in a sub-programme that has been registered with the parent programme	Change the programme course number of the sub-programme to one that has been included in the Complex programme registration.
43000	Additional standard must be registered against the Complex MA or NZA	Remove listed unit standards and if necessary add further unit standards included in complex MA or NZA registration.
43010	Sub-programme enrolment participation start date must be on or after the parent programme enrolment participation start date	Change the sub-programme enrolment participation start date so that it is the same as or after the parent programme participation start date.
43020	Enrolment not found for this organisation and learner	Check the learner local ID or enrolment local ID entered.
43030	Enrolment does not have a status that is valid to be updated	No resolution. Enrolment cannot be updated.

Code	Short description	Resolution
43040	Programme must be the same as the programme on the original enrolment	Cannot transfer a learner to a new programme (only different version of the same programme). Enter the correct programme course number.
43050	Funding Source Code must be the same as the Funding Source Code on the original enrolment	Change the funding source code so it matches that on the original enrolment.
43070	Units achieved after the participation start date must be included in this enrolment	Add unit standards listed to programme enrolment.
43080	Training Agreement not found for this organisation and learner	Check training agreement local ID and re-enter correct information.
43090	Training Agreement not at a status valid to add an enrolment	No resolution. Cannot undertake action due to status of training agreement.
43100	Enrolment funding source must not be MA or NZA	Change funding source code to something other than MA or NZA.
43120	Sub-programmes on original enrolment must be included in this enrolment	Add the sub-programmes included on the original enrolment to the transferred programme enrolment.
43130	Participation Start Date must be the same as the Participation Start Date on the original enrolment	Change the participation start date of the transferred programme so that it is the same as the participation start date of the original enrolment.
43140	Enrolment Local ID must be for the parent programme enrolment	Change enrolment local ID to match that for the parent programme.
43150	Enrolment Local ID cannot be for a Sub-programme	Use the parent programme enrolment local ID as incorrectly trying to update a parent programme using a sub-programme enrolment local ID.
43160	Cannot have enrolments with different funding types in the same training agreement	Check what the funding types should be for the programme enrolments (IT, MA, NZA, TA). If enrolments are to have different funding types set up separate training agreements.
43170	Enrolments in a LCP and SCP must have at least one unit standard	Add at least one unit standard to the enrolment that is listed against the LCP as part of the programme registration.
43180	Unit standards achieved after the latest transfer date must be included in this enrolment	Add unit standards listed to programme enrolment.
43190	Unit standard must be registered and active at NZQA as at the latest transfer date	Remove unit standard as it cannot be added due to either not being registered or not active at NZQA at transfer date.

Code	Short description	Resolution
43200	Unit standard must be registered and active at NZQA as at the transfer date	Remove unit standard as it cannot be added due to either not being registered or not active at NZQA at transfer date.
43210	Cannot change enrolment date.	No resolution. Cannot change date.
43220	Enrolment transfer date must be after participation start date	Change the enrolment transfer date so that it is after the participation start date of the programme enrolment.
43230	Enrolment transfer date must be after latest transfer date	Change the enrolment transfer date so that it is after the previous transfer date entered.
43240	Units achieved after transfer date must be included in this enrolment	Add unit standards listed to programme enrolment.
43250	Unit standard matches a unit standard already achieved by the learner before the Transfer Date. If unit standard is not included in RoA the learner should contact NZQA	Remove the unit standard from the enrolment.
43255	Unit standard matches a unit standard already achieved by the learner after the Transfer Date. If unit standard is not included in their Record of Achievement the learner should contact NZQA	Remove the unit standard from the enrolment or ask learner to contact NZQA.
43260	Enrolment does not have a status that is valid to be transferred	No resolution. Enrolment cannot be transferred due to status.
43280	Enrolment must be in a programme which is active as at the enrolment transfer date	Change programme course version number to one that has been registered and has not expired. Alternatively register new programme.
43290	Sub-programmes which are not complete as at transfer date must be included in the message	Add sub-programme to transfer programme message.
43300	Sub-programmes that are complete before the transfer date cannot be included in the message	Remove completed sub-programme from the transfer programme message.
43310	Unit standard matches a unit standard already achieved by the learner before the Latest Transfer Date. If unit standard is not included in RoA the learner should contact NZQA	Remove the unit standard from the enrolment or ask learner to contact NZQA.

Code	Short description	Resolution
43315	Unit standard matches a unit standard already achieved by the learner after the latest Transfer Date. If unit standard is not included in their Record of Achievement the learner should contact NZQA	Remove the unit standard from the enrolment or ask learner to contact NZQA.
43400	Cannot submit Modern Apprenticeship enrolments after 1st Jan 2014	Only enrolments which relate to a learner in an uncompleted MA can be submitted.
43410	Backdated Modern Apprenticeship enrolments received after 31st Mar 2014 are not accepted	No resolution. You cannot submit a new enrolment after 31 March 2014.
43420	Enrolment cannot be completed against non-active programme version funding code	Ensure enrolment is in an active programme version funding code.
43430	Enrolment participation start date for New Zealand Apprenticeship must be after cut-off date	The cut-off date is 31 December 2013. Change the participation start date to 1 January 2014 or later.
43440	Cannot submit more than one enrolment funded by New Zealand Apprenticeship	Change the fund type to IT as a learner can only be enrolled in one NZA-funded enrolment at one time.
43460	ESIS received date must be within the same year as the enrolment participation date or within first quarter (i.e. 31 March) of next year	No resolution. You must make the change to the enrolment within the same calendar year as the participation start date or on or before 31 March of the following year.
43470	Enrolment is already deleted	No resolution.
43490	Enrolment cannot be deleted because it cannot be re-added back into ITR because it would fail validation	No resolution. You cannot delete this enrolment.
43500	Invalid Enrolment Tracking Indicator type code	Change ETI to one that exists.
50010	Programme cannot be found	Programme course number entered does not exist. Change to correct programme course number.
50020	Your organisation's programme identifier does not match that already stored for this programme	Change the programme local ID to match that used to register the programme.
50030	Terms and Conditions must be accepted	Complete terms and conditions indicator.
50040	Expiry date must be greater than or equal to processing date (i.e. today's date)	Change the expiry date so that it is after the date the programme registration is being submitted to the ITR.

Code	Short description	Resolution
50060	Programme Industry Codes Must Be Unique	One or more industry codes are repeated. Remove any duplicate values entered.
50070	Programme Funding Source Codes Must Be Unique	One or more funding source codes are repeated. Remove any duplicate values entered.
50080	Historical programme numbers must be unique	One or more historical programme numbers are repeated. Remove any duplicate values entered.
51010	LCP must be funded from IT and/or TA	Change the funding source code so that it is either IT and/or TA.
51020	An active version of the LCP target programme could not be found for your organisation	Change the target programme for the LCP (assuming a new target programme does not need to be registered).
51060	LCP credit value must be greater than or equal to minimum credit value allowed	The programme credit value entered must be greater or equal to 20 credits.
51070	LCP credit value per year must be less than or equal to max	Maximum credit load is 160 credits per year. Decrease the programme credit value and/or increase the nominal duration of the programme.
51080	LCP duration must be greater than or equal to minimum	Change the duration of the programme to be 4 months or greater.
51100	LCP credit value must be less than or equal to max	Change the programme credit value so that is equal to or less than 70 credits.
51110	LCP standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration have the same unit standard number.
52010	NQ credit value must be greater than or equal to minimum credit value allowed	Change the programme credit value so that it is 40 credits or greater.
52020	NQ - credit value per year must be less than or equal to max	Maximum credit load is 160 credits per year. Decrease the programme credit value and/or increase the nominal duration of the programme.
52030	NQF level of an NQ programme funded by Modern Apprenticeship must be greater than or equal to the minimum NQF value allowed	Change the NZQF level to 3 or greater.
52040	NQ programme must be funded either by Industry Training or by Industry Training and Modern Apprenticeship	Change funding source code to be either IT, MA or NZA.

Code	Short description	Resolution
52050	NQ duration must be greater than or equal to minimum	Change the nominal duration for the programme to 7 months or greater.
53010	SCP must be funded from IT and/or TA	Change funding source code to IT and/or TA.
53020	SCP credit value per year must be less than or equal to max	The maximum credit load is 160 credits. Decrease the credit value and/or increase the nominal duration.
53030	SCP, credit value per year must be less than or equal to max	The maximum credit load is 160 credits. Decrease the credit value and/or increase the nominal duration.
53040	SCP/MC credit value must be less than or equal to max	Change the programme credit value to 70 credits or less for an SCP and 40 for a MC.
53050	SCP/MC credit value must be greater than or equal to minimum credit value allowed	Change the programme credit value to 5 credits or greater for an MC and 20 or greater for an SCP.
53060	SCP standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration that have the same unit standard number.
53070	SCP duration must be greater than or equal to minimum	Change the nominal duration of the programme to be 4 months or greater.
54010	Complex MA or NZA NQF level must be greater than or equal to the minimum NQF value allowed	Change the NZQF level to 3 or greater for MA and level 4 for NZA.
54020	MA or NZA - credit value per year must be less than or equal to maximum	The maximum credit load is 160 credits. Decrease the credit value and/or increase the nominal duration.
54030	Complex MA or NZA must be funded by Modern Apprenticeship or New Zealand Apprenticeship	Change the funding source code to MA or NZA.
54040	Complex MA or NZA credit value must be greater than or equal to minimum credit value allowed	The programme credit value entered is too low. This needs to be greater or equal to 40 credits.
54060	Additional standards must be unique	Remove one or more of the unit standards as there are unit standards on the registration that have the same unit standard number.
54070	Complex MA or NZA programme duration must be greater than or equal to minimum	Change the nominal duration of the programme to 7 months or greater.
55000	The supplied EDMUIS for the programme version is not linked in TCM	Contact the Customer Contact Groupto ensure the ceasing ITO and continuing ITO have been linked in TCM.

Code	Short description	Resolution
55100	The programme version cannot be unlinked due to existing linked enrolments	A programme can only be unlinked where there are no enrolments. The only way to unlink a programme is to delete all programme enrolments.
55200	The linked programme has been linked to by a different programme	Programmes from a ceasing ITO can only be linked to one programme in the continuing ITO. Unlink the previous programme.
55300	The supplied linked programme does not exist	Use a programme that exists in the ITR.
60010	Programme cannot be found	Programme course number entered does not exist for the enrolment. Change to correct course number.
60020	The Terms and Conditions must be accepted	Complete terms and conditions indicator.
60030	Existing programme has expired.	Review the programme course code entered as it is for a programme that is no longer active.
60040	Expiry date must be greater than the start date of the existing programme	Change the expiry date so that it is after the latest participation start date for any programme enrolments.
60050	Update funding codes must be same as existing funding codes	Change funding code to match the existing funding code.
70010	Enrolment not found for organisation and learner	Check the learner local ID or enrolment local ID entered.
70020	Programme does not exist for this enrolment	Programme course number entered does not exist. Change to correct course number.
70030	Enrolment status must be ACTIVE, PENDING, HOLD, GRACE or WITHDRAWN	No resolution. Cannot withdraw a completed enrolment.
70050	Withdrawal Date must be less than or equal to the processing date	Change the withdrawal date so that it is the same as or before the date the withdrawal is being submitted to the ITR.
70060	Enrolment Local ID must be for the parent programme enrolment	Change enrolment local ID to match the parent enrolment local ID.
70070	Withdrawal date must be greater than enrolment participation start date	Change the withdrawal date so it is after the participation start date for the programme enrolment.
70080	Enrolment withdrawal date must be earlier than current enrolment withdrawal date.	Change the withdrawal date to be before the previous withdrawal date entered for this enrolment.
80010	Training Agreement not found for this organisation and learner	Check training agreement local ID and re-enter correct information.

Code	Short description	Resolution
80020	Training Agreement not at a status valid to be withdrawn	No resolution. Cannot undertake action due to status of training agreement.
80030	Withdrawal Date must be greater than or equal to the Training Agreement Signed Date	Change the withdrawal date so it is after the training agreement signed date of the training agreement with which the programme enrolment is associated.
80040	Withdrawal Date must be less than or equal to the processing date	Change the withdrawal date so that it is the same as or before the date the withdrawal is being submitted to the ITR.
80050	Withdrawal date must be after the latest enrolment participation start date	Change the withdrawal date so it is after the participation start date for the programme enrolment.
90010	Training Agreement cannot be found for this organisation and learner	Enter the correct training agreement local ID for the training agreement.
90020	Training Agreement does not have a status that is valid to have a Training Plan created	No resolution. Cannot undertake action due to status of training agreement.
90030	Training Agreement already has a Training Plan	No resolution. Cannot create a second training plan.
90040	Training Plan local identifier must be unique	Change the training plan local ID as the one supplied has already been used.
90050	Enrolments must be funded by Modern Apprenticeship, for a Training Plan to be added	No resolution (unless programme enrolment is wrong). Cannot add training plan to a non-MA or NZA programme enrolment.
90060	MAC Provider number is not for an active organisation authorised with the MAC role	Change the MAC provider number entered.
90070	Training Plan signed date must be on or before the processing date	Change the training plan signed date so that it is the same as or before the date the training plan is being submitted to the ITR.
90080	Training Plan signed date must be greater than or equal to Training Agreement signed date	Change the training plan signed date so that it is the same as or after the training agreement signed date.
90090	Programme is not active as at the Training Plan signed date	Enrol learner in an active version of the programme.
90100	Training Plan cannot be found for this organisation and learner	Check training plan local ID and re-enter correct information.

Code	Short description	Resolution
90110	Training Agreement does not have a status that is valid to have the Training Plan signed date updated	No resolution. Cannot undertake action due to status of training agreement.
90130	MAC visit exists before the new Training Plan signed date	Change the visit date so that it is after the training plan signed date.
90140	Training Plan is not current	No resolution. Cannot update training plan.
100010	Training Agreement does not have a status that is valid for the MAC to be transferred	No resolution. Cannot undertake action due to status of training agreement.
100020	MAC Provider number is the same as on the existing Training Plan	Change the MAC provider number entered as part of transferring the modern apprentice to another MAC.
100030	Training Plan signed date must be greater than the previous Training Plan signed date	Change the training plan signed date so that it is the same as or before the date the training agreement signed date.
110010	Training Plan cannot be found for this organisation and learner	Check training plan local ID and re-enter correct information.
110030	Visit Date must be greater than or equal to the Training Plan Signed Date	Change the visit date so that it is after the training plan signed date.
110040	Visit Date must be less than or equal to the processing date	Change the visit date so that it is the same as or before the date the MAC visit is being submitted to the ITR.
110050	A visit has already been recorded for this date. Visit Dates must be unique	Either the visit has already been entered or the visit date needs to be changed.
110060	Training Plan is not current	No resolution. Cannot update training plan.
110070	Visit Date does not match a Visit Date associated with the Training Plan	Change the visit date to the one held against the training plan that is to be deleted.
130010	Training Agreement cannot be found for this organisation and learner	Enter the correct training agreement local learner identifier for the training agreement.
130020	Training Agreement does not have a status that is valid to be placed on hold	No resolution. Cannot undertake action due to status of training agreement.
130030	Training Agreement does not have a status that is valid to start grace period	No resolution. Cannot undertake action due to status of training agreement.
130040	Pause Date must be greater than the Training Agreement Signed Date	Change the pause date so that it is after the training agreement signed date.

Code	Short description	Resolution
130050	Pause Date must be less than or equal to the processing date	Change the pause date so that it is the same as or before the date the status change is being submitted to the ITR.
140010	Training Agreement cannot be found for this organisation and learner	Enter the correct training agreement local ID for the training agreement.
140020	Training Agreement does not have a status that is valid to restart	No resolution. Cannot undertake action due to status of training agreement.
140030	Restart Date must be greater than equal to the hold Start Date	Enter a new restart date that is after the start date of the previous hold status change.
150010	Training Agreement not found for this organisation and learner	Enter correct training agreement local ID for the training agreement.
150020	Training Agreement has already finished	No resolution. Cannot transfer learner to new employer.
150030	Training Agreement Local Identifier already exists, must be unique	Obtain a new and unique local ID for the training agreement.
150040	Employment TLA could not be found	Enter correct Employment TLA.
150050	Industry Code must be a Level 4 industry code	Change industry code to a level 4 ANZSIC code.
150060	Employment Type could not be found	Enter correct Employment Type.
150070	Employer Head Office Name, Employer Sub Division Name or Employment Location TLA Code new training agreement must be different from the old training agreement.	Update the employer details to be the new employer details.
150080	Training Agreement Signed Date must be on or before the processing date	Change the training agreement signed date so that it is the same as or before the date the training agreement is being submitted to the ITR.
150090	New Training Agreement Signed Date must be greater than the old Training Agreement Signed Date	Change the new training agreement signed date to be after the old training agreement signed date.
150100	The age of the learner at the signed date of the training agreement was below the minimum age allowed, and no MoE exemption code has been supplied	Either obtain and enter the MoE exemption code if the learner is aged under 16 years or correct the date of birth.
150110	The signed date of the new training agreement is the same date or before the signed date of the previous training agreement in a grace period.	Update the signed date of the new training agreement to a date after the signed date of the previous agreement.
160010	Learner Local Identifier not found for this organisation	Check the learner local ID.

Code	Short description	Resolution
160020	Training Agreement not found for this organisation and learner	Check the training agreement local ID.
160030	Enrolment not found for this organisation and learner	Check the learner local ID and enrolment local ID.