

**Tertiary Education
Commission**

Te Amorangi Mātauranga Matua



Key Information for Students Frequently Asked Questions

TEO Published Information for Learners

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Every effort is made to provide accurate and factual content. The TEC, however, cannot accept responsibility for any inadvertent errors or omissions that may occur.



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1 Purpose of this guide

The Tertiary Education Commission has developed Frequently Asked Questions to enable tertiary education organisations (TEOs) easy access to up-to-date answers throughout the Key Information for Students (KIS) design, implementation and maintenance processes.

1.1 How is this guide designed?

For ease of use, this guide is split into key topic areas that can be found in the table of contents. The answers in this guide provide detail and links to further guides and handouts to thoroughly answer your questions.

At the start of each key topic area you will find:

A link to all handouts and guides mentioned in that topic area.

2.1 Useful Handouts and Guides

- [KIS Your Data and its Sources](#)
- [KIS – Quick Reference Guide](#)

This is the question number. The first digit tells you which section of the guide to refer to. So this question is the first question found under section 1.

This is where the question will be written.

You can see which KIS publishing option this question and answer relates to; either the *Full KIS*, *Button*, or *Both*.

Both	Q	1.1 Who do I contact for more help?
	A	For further assistance, please contact the TEC Sector Helpdesk on 0800 601 301 (9.00am to 5.00pm Mon to Fri) or email customerservice@tec.govt.nz

This section provides a detailed answer. Some answers will provide links to guides/handouts on the TEC website.

1.2 Need help?

This guide is updated regularly to provide the most up-to-date information. If you cannot find the answer to your question here, please contact the TEC Sector Helpdesk on 0800 601 301 (9.00am to 5.00pm Mon to Fri) or email customerservice@tec.govt.nz

2 FAQs - About the Key Information for Students (KIS)

This section covers general information about the Key Information for Students. Further information can be found on the [Key Information for Students – information for TEOs](#) section of the TEC website.

2.1 Useful Handouts and Guides

- [KIS Your Data and its Sources](#)
- [KIS – Quick Reference Guide](#)
- [STEO User Guide](#)

Both	Q	2.1 What is the Key Information for Students?
	A	The Key Information for Students is a set of information learners can view on your website to help them make more informed tertiary education decisions on what and where to study. This set of information is also published on a central website (Careers NZ).
Both	Q	2.2 What is shown on the Key Information for Students?
	A	The KIS is made up of two sections with the following data: <ul style="list-style-type: none"> • information available at a TEO qualification level ie, <i>Entry Requirements, Duration, Tuition Fees, Student Success</i> • information available for young graduates by subject area at a national level ie, <i>Earnings, In employment, In further study, On a benefit</i>
Both	Q	2.3 Who will publish the Key Information for Students?
	A	<ul style="list-style-type: none"> • Funded TEOs (this excludes industry training organisations (ITOs) • TEOs delivering SAC-funded qualifications at level 5 and above
Both	Q	2.4 Where does the information for the KIS come from?
	A	The TEO-specific qualification information is sourced via your Single Data Return (SDR) and the Services for Tertiary Education Organisations (STEO), so it's important the data you submit in the Qualification and Course areas in STEO is accurate and in the right format. The national graduate outcomes information comes from the Ministry of Education. For more information about how the fields are sourced and calculated refer to the KIS Your Data and its Sources handout .
Both	Q	2.5 What if my data is not correct?
	A	If you need to make any changes to the data, you would do this directly in STEO, following the normal STEO business processes for uploading or editing data which can be found in the STEO User Guide from page 44. The TEC is unable to update this data on behalf of TEOs however we may be able to assist in a bulk closure process if you have a large number of qualifications to be closed. Please contact the Sector Helpdesk on 0800 601 301 for further information.
Both	Q	2.6 Do I need NZQA approval to change my data?
	A	NZQA or other approving authority eg, UNZ is responsible for approving the academic validity of your qualification. There is information here that defines the types of changes that require approval from the approving authority. The TEC is then responsible for approving funding for any qualification registered with the approving authority. For the KIS we are asking you to edit data for existing qualifications and close down qualifications

		no longer delivered. This does not require NZQA approval as we are not asking you to make substantive changes. Some changes are auto-approved eg, entry requirements and some require manual approval from the TEC Sector Helpdesk or your Investment Manager eg, fees.
Both	Q	2.7 Why are level 1 – 4 qualifications not included?
	A	Our initial focus is level 5 qualifications and above. There are additional considerations for aggregating and presenting data for qualifications at levels 1-4. We will review and implement the KIS for level 3 and 4 qualifications following the deployment of the KIS for levels 5 and above.
Both	Q	2.8 What are the KIS publishing options?
	A	<p>You can choose to implement Option A: Full KIS or Option B: KIS Button for all qualification pages at level 5 and above on your website.</p> <p>Additionally you can display a KIS Button on key pages on your website that will ‘link’ to the search page on the central website.</p> <p>You can also implement a combination of both options. Please contact us for further information if you would like to do so.</p> <p>Refer to the design and implementation webpage for further information on the two options.</p>
Both	Q	2.9 What are the steps through this process?
	A	<p>There are four high-level phases to publish the KIS to your website, regardless of which option you choose.</p> <p>Phase One: Initiate This phase allows you to become familiar with what the Key Information for Students is, how you want to implement it on your website and to check your data is up to date.</p> <p>Phase Two: Design In this phase you work on the design of the KIS for your website. TEC will review the design to ensure the location and design of the KIS is aligned to the implementation plan and style guide for your selected publishing option.</p> <p>Phase Three: Implement In this phase you connect to the KIS Data Service (full KIS only) or apply the KIS Button to the relevant qualification pages on your website linking to the central website.</p> <p>Phase Four: Maintain This phase is ongoing, to ensure you have the processes in place to maintain the KIS and KIS data.</p> <p>Please refer to the KIS – Quick Reference Guide hand-out to view the high-level steps to publish the KIS to your website.</p>
Both	Q	2.10 What is the date for this to be implemented at our end?
	A	We will work with you to agree a start date and a deployment schedule. This deployment schedule sets out a maximum of 8 weeks for the KIS button implementation and 19 weeks for the full KIS implementation, however this may be a shorter timeframe for a less complex website.
Both	Q	3.2 How will we know when we have to start the process to design and implement the KIS?
	A	You will be sent an email confirming your start date. On your start date we will email you all the information to guide you through the process to implement the KIS. We recommend that you complete the preparation tasks as soon as possible. Prior to your start date you can read all about how to implement the KIS here .

3 FAQs – Your Data

This section covers information about your data for the Key Information for Students. Further information can be found on the [Key Information for Students – initiation](#) section of the TEC website.

3.1 Useful Handouts and Guides

- [KIS Your Data and its Sources](#)
- [Technical Information – Full KIS](#)
- [Technical Information – KIS Button](#)
- [KIS Data Service Guide](#)
- [Implementation Plan – Full KIS](#)

Both	Q	3.1 What data do I need to specifically check?
	A	<p>You will need to check and ensure your information in STEO is correct for these data fields: entry requirements, duration and fees.</p> <p>You will need to check spelling and character limit (we recommend a 255 character limit for the <i>entry requirements</i> field), and that you do not include any special characters or formatting that can't be used in the electronic exchange of data.</p> <p>Refer to the KIS Your Data and its Sources hand-out.</p>
Both	Q	3.2 How will we know when we have to start the process to design and implement the KIS?
	A	<p>You will be sent an email confirming your start date. On your start date we will email you all the information to guide you through the process to implement the KIS. We recommend that you complete the preparation tasks as soon as possible. Prior to your start date you can read all about how to implement the KIS here.</p>
Full KIS	Q	3.3 The KIS Data Service Guide tells me to get data from the TEC to populate the KIS using the TEC's KIS Data Service. How is this done? Can you provide technical details?
	A	<p>This is required for Option A: Full KIS only. The KIS Data Service is a public service which allows your technical team to connect your website to the KIS API and display the latest set of KIS data on your website.</p> <p>This OData service can be connected to dynamically, asynchronously or by caching the data (see the OData website for more information about the capabilities of OData).</p> <p>We have created a KIS Technical Information handout and the KIS Data Service Guide with more detailed technical information and sample code for the connection to the KIS Data Service.</p>
Both	Q	3.4 Where does the Key Information for Students data come from?
	A	<p>The data is collated by the TEC from a variety of sources and made available to you when you start the process to implement the Key Information for Students.</p> <p>Refer to the KIS Your Data and its Sources handout for further information on the data source for each field.</p>
Full	Q	3.5 If we are connecting dynamically and the KIS Data Service goes down, will it break our website?

KIS	A	The KIS Data Service is load balanced across multiple locations and is unlikely to “go down”. Your technical team will need to implement the code to call and retrieve the KIS data and to display an error message in the unlikely event that the KIS service is down. The example code from the KIS Data Service Guide includes this error message code. You will find this on the TEC website .
Full KIS	Q	3.6 Does the KIS Data Service provide everything required for the KIS presentation?
	A	No it does not. The data for all KIS fields is retrieved from the KIS Data Service. This service does not format the data, other than adding in ‘\$’ and ‘%’ where applicable. Your technical team will apply the look and feel of the KIS for your own website following the KIS style guide , found in the implementation plan . Don’t forget to add in the ‘Detailed requirements’ (optional, if required) and StudyLink (mandatory) links as these are not provided by the KIS Data Service. The information in the rollovers for each data field will also need to be included. Refer to the KIS Data Service Guide for further information on the KIS Data Service.
Full KIS	Q	Why is there a recommended character limit for the minimum requirements field?
	A	The minimum requirements field is a free-text field. We recommend a 255 character limit to make it easier for users to read and understand, however this is not mandatory. Check this information is clear and concise to ensure the KIS does not take up too much space on your website. If you have additional entry requirements that are located elsewhere on your website, you can include a link to that information using the “Detailed requirements” field. Please refer to the KIS Your Data and its Sources hand-out for further information.
Both	Q	3.7 How will TEOs be notified of scheduled maintenance taking place for the KIS central website?
	A	The TEC will include any scheduled maintenance of the central website in our standard outage notification processes and notify TEOs prior to an outage when necessary.
Both	Q	3.8 Who is the point of contact at TEC?
	A	Please email us at customerservice@tec.govt.nz for any issues relating to the use of the KIS Data Service or the central website. Please contact the Customer Contact Group on 0800 601 301 or your Relationship Manager in the first instance.
Both	Q	3.9 Am I able to download all of my KIS data?
	A	Yes, you can download your KIS data directly from the KIS Data Service. You can find step by step instructions in the KIS Technical Information handout.
KIS Button	Q	3.10 How do I create the URL for the KIS button on my qualification page?
	A	The KIS button published on your qualification page(s) will link to the full KIS for that qualification on the KIS Details page. To do this, you will use this URL: https://info4learners.education.govt.nz/qualifications/view/MY1234/1234 A) Replace MY1234 with your Qualification code B) Replace 1234 with your Provider code (EDUMIS number)

	For further information, refer to the KIS button technical information handout .
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4 FAQs – Fees

This section covers information about the calculation and display of fees for the Key Information for Students.

4.1 Useful Handouts and Guides

- [KIS Your Data and its Sources](#)
- [Implementation Plan – Full KIS](#)
- [Implementation Plan – KIS Button](#)
- [KIS Publishing Rules](#)

Both	Q	4.1 How are student fees calculated?		
	A	<p>The student fees displayed in the KIS for the qualification are indicative only to provide a reasonable estimate of the fees a student will pay. The calculation uses the <i>Tuition Fee</i> and <i>Compulsory Course Costs Fee</i> submitted in the SDR and associates courses with a student's intended qualification.</p> <p>Calculation/business rule:</p> <table border="1"> <tr> <td> <p>Annual This is the annual tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: Student fees divided by duration.</p> <p>If duration is 1 year or less then annual student fees = <i>Student Fees (total qualification)</i></p> </td> <td> <p>Total qualification This is the total tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: <i>Average student fee per EFTS multiplied by the EFTS value of the qualification.</i></p> </td> </tr> </table>	<p>Annual This is the annual tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: Student fees divided by duration.</p> <p>If duration is 1 year or less then annual student fees = <i>Student Fees (total qualification)</i></p>	<p>Total qualification This is the total tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: <i>Average student fee per EFTS multiplied by the EFTS value of the qualification.</i></p>
<p>Annual This is the annual tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: Student fees divided by duration.</p> <p>If duration is 1 year or less then annual student fees = <i>Student Fees (total qualification)</i></p>	<p>Total qualification This is the total tuition fees payable by a student to study this qualification, additional to what the government contributes.</p> <p>The calculation is: <i>Average student fee per EFTS multiplied by the EFTS value of the qualification.</i></p>			
		The calculations and data sources are detailed in the appropriate Implementation Plans – Full KIS or KIS Button and in the KIS Your Data and its Sources hand out.		
Full KIS	Q	4.2 Where different courses within a qualification have different levels of funding, eg a BA with arts or science papers, how will students know whether their fees will be lower or higher than those in the KIS?		
	A	<p>We have included a rollover to provide further explanation of each data field as well as additional information for students to consider on the About the KIS page on the central website. This web page is linked to from the bottom of the Key Information for Students.</p> <p>The <i>student fees</i> rollover states: The total tuition fees payable by a student to study this qualification, additional to what the government contributes. (This is an average based on recent course enrolments. Your fees may differ depending on your course selection.)</p>		

		You will find the wording for rollovers on p.11 of the Implementation Plan .
Both	Q	4.4 How will the KIS data appear for programmes with zero fees?
	A	<p>Full KIS: Additional wording can be added below the <i>Student fees</i> field in the KIS on your website to provide further explanation (see the style guidelines section in the Implementation Plan for wording options). Note: this additional wording will require TEC approval during the design process. You can also speak to the TEC to have this additional wording included on the KIS central website. The text will be shown below the qualification title for all your qualifications.</p> <p>KIS Button: Additional information can be added below the KIS button on your website if you want to provide further explanation of your fees structure (see the style guidelines section in the Implementation Plan for wording options).</p>
Both	Q	4.5 How will the data appear in the KIS for a new qualification or a qualification that is not delivered every year?
	A	<p>As the fees calculation is an estimate based on course enrolments for the qualification in the last calendar year, a new qualification or one delivered intermittently may not have any data to publish for certain fields for the first year of delivery. The KIS for these qualifications will display 'N/A' in the relevant fields. Note: you can choose to add code to hide this field until there is data to populate it. See KIS Publishing Rules.</p>
Both	Q	4.6 Why do some fields in the KIS show as N/A?
	A	<p>As the fees calculation is an estimate based on course enrolments for the qualification in the last calendar year, a new qualification or one delivered intermittently may not have any data to publish for certain fields for the first year of delivery. The KIS for these qualifications will display 'N/A' in the relevant fields.</p> <p>Full KIS: You can choose to either display the field as 'N/A' or hide the field in the KIS until there is data to populate the field. See KIS Publishing Rules.</p> <p>KIS Button: The relevant field will still display 'N/A' on the KIS central website for the corresponding qualification.</p>
Both	Q	4.7 How is enrolments data used in the fees calculations?
	A	<p>The fees calculation filters course enrolments for the latest period (reporting year) to use any course with a start date in the last calendar year, ie it includes courses that have been enrolled for in the last calendar year eg, 2017 and not those that have started before the last calendar year (2017).</p> <p>This selection of course enrolments is used consistently in both <i>Student fees</i> and <i>Government subsidy</i> calculations.</p> <p>The calculations and data sources are detailed in the appropriate Implementation Plans – Full KIS or KIS Button and in the KIS Your Data and its Sources hand out.</p>

Both	Q	4.8 Why are the fees for double majors, with higher credit values, not distinguished from fees for qualifications with single majors?
	A	<p>A qualification with a double major will only be distinguished where there is a separate qualification code reported in the SDR. A qualification with a separate qualification code will have fees based on the course enrolments and EFTS value of that qualification.</p> <p>Some qualifications can be made up of many different courses and the costs associated with the qualification will be dependent on the specific selection of courses by each student. We provide additional information in rollovers for the KIS and the About the KIS pages on the central website to ensure learners have a better understanding of the data.</p>
Both	Q	4.9 How is the Government tuition subsidy calculated?
	A	<p>The calculation for the <i>Government tuition subsidy</i> field uses the previous year's funding rates. The calculation is:</p> <p><i>Average dollars delivered (the amount the TEC fund) per EFTS for courses associated with the intended qualification multiplied by the EFTS value of the qualification.</i></p> <p>This calculation is an average of the amount funded across the courses that students took in the last calendar year associated with the qualification. Funding rates can vary depending on the category of the courses associated with the intended qualification eg, science and arts papers.</p> <p>The calculations and data sources are detailed in the relevant Implementation Plans – Full KIS or KIS Button and in the KIS Your Data and its Sources hand out.</p>
Full KIS	Q	4.10 How will the information display where fees are attached to a Diploma programme but there are also Certificates made up of courses in the Diploma?
	A	<p>Data will be provided in the KIS Data Service for every qualification with a qualification code and a KIS will be displayed for each qualification on a web page with a separate qualification code. See the KIS Publishing Rules for more information.</p> <p>Note: the Style Guide section of the Implementation Plan sets out the guidelines for displaying the KIS where there are multiple qualifications on the same page.</p>
Full KIS	Q	4.11 What happens with fees when you have multiple electives and the price for the programme will depend on the options selected?
	A	<p>The fees displayed in the KIS will be an average based on the courses taken by students in the last calendar year towards each qualification.</p> <p>We provide further explanation about each data field in rollovers for the KIS and additional information that learners should consider on the About the KIS pages on the central website to ensure learners have a better understanding of the data. These pages are linked to from the bottom of the full KIS on your website.</p> <p>The rollover for <i>student fees</i> states: <i>This is an average based on recent course enrolments. Your fees may differ depending on your course selection.</i></p> <p>You can find the wording for rollovers on p.11 of the Implementation Plan.</p>

5 FAQs – Initiation

This section covers information about what you need to do to prepare for publishing the Key Information for Students (KIS) on your website, and to initiate the deployment process. You will find further information in the [Key Information for Students – initiation](#) section of the TEC website.

5.1 Useful Handouts and Guides

- [KIS Quick Reference Guide](#)
- [KIS Your Data and its Sources](#)
- [Technical Information – Full KIS](#)
- [Technical Information – KIS Button](#)
- [KIS Data Service Guide](#)

Both	Q	5.1 How will we know when we have to start the process to design and implement the KIS?
	A	You will be sent an email confirming your start date. Prior to your start date we will email you all the information to guide you through the process to implement the KIS. We recommend that you complete the preparation tasks as soon as possible. Refer to KIS Quick Reference Guide hand-out for further information.
Full KIS	Q	5.2 What are the steps required to implement Option A, the full KIS, on our website?
	A	The KIS Quick Reference Guide covers the high-level steps and the corresponding support documentation required to implement the KIS on your website. For more information refer to the KIS design and implementation page on the TEC website ; you can find all support documentation on the Guides and FAQ page.
KIS Button	Q	5.3 What are the steps required to implement Option B, the KIS Button, on our website?
	A	The KIS Quick Reference Guide covers the high-level steps and the corresponding support documentation required to implement the KIS on your website. For more information refer to the KIS design and implementation page on the TEC website ; you can find all support documentation on the Guides and FAQ page.
Full KIS	Q	5.4 Can I test connecting to the KIS and if so how do I do that?
	A	We have set up a KIS test environment called the Sandbox where you can test connecting to the KIS OData service. To gain access to this environment, email customerservice@tec.govt.nz with your IP address. Refer to the Technical Information – Full KIS and the KIS Data Service Guide for more detailed technical information and sample code for the connection to the Data Service.
Both	Q	5.5 Do we need to publish a KIS for all qualifications on our website?
	A	All SAC-funded qualifications for levels 5 to 8 will have a full KIS or KIS Button published on your website. The publication of the full KIS is optional for qualifications at levels 9 and 10. These can have limited enrolments e.g., advanced medical qualifications with fewer than 5 EFTS. We will publish the KIS data for all qualifications (levels 5–10) on our central website. As this information is publicly available, your data for all qualifications should be up to date

		and accurate.
Both	Q	5.6 What happens if we don't finish the implementation within the agreed timeframe?
	A	Over the course of the design and implementation phases of the KIS you will be communicating with the TEC. Any problems you have about meeting your timeframes should be discussed with us. You can call the Sector Helpdesk on 0800 601 301, speak to your Investment Manager or email us on customerservice@tec.govt.nz .
Full KIS	Q	5.7 The KIS Data Service Guide tells me to get data from the TEC to populate the KIS using the TEC's KIS Data Service. How is this done? Can you provide technical details?
	A	The KIS Data Service is an OData service which can be connected to dynamically, asynchronously or by caching the data (see the OData website for more information about the capabilities of OData). We have created Technical Information – Full KIS and the KIS Data Service Guide with more detailed technical information and sample code for the connection to the Data Service.
Both	Q	5.8 Who is the point of contact at TEC?
	A	Please email us at customerservice@tec.govt.nz for any issues relating to the use of the KIS Data Service or the central website. Please contact the Sector Helpdesk on 0800 601 301 or your Investment Manager in the first instance.

6 FAQs – Design and Implementation

This section covers information about the design and implementation of the Key Information for Students (KIS) on your website. Further information can be found on the [Key Information for Students – design and implementation](#) section of the TEC website.

6.1 Useful Handouts and Guides

- [KIS Quick Reference Guide](#)
- [KIS Data Service Guide](#)
- [Implementation Plan – Full KIS](#)
- [Implementation Plan – KIS Button](#)
- [Technical Information – Full KIS](#)
- [KIS Your Data and its Sources](#)

Full KIS	Q	6.1 How do I connect to the KIS Data Service?
	A	The KIS Data Service Guide provides information about how to connect to the data service either dynamically, asynchronously or by caching the data.
Both	Q	6.2 Do we need to publish a KIS for all qualifications on our website?
	A	All SAC-funded qualifications for levels 5 to 8 will have a full KIS or KIS Button published on your website. The publication of the full KIS is optional for qualifications at levels 9 and 10. These can have limited enrolments e.g., advanced medical qualifications with fewer

		<p>than 5 EFTS.</p> <p>We will publish the KIS data for all qualifications (levels 5–10) on the central KIS website. As this information is publicly available, your data for all qualifications should be up to date and accurate.</p>
Full KIS	Q	6.3 Do I need to add the KIS on the web pages for our different qualifications, or do I need to redesign each qualification page?
	A	We just want you to place the KIS on the existing page for each relevant qualification. We don't expect you will need to redesign your entire page.
Full KIS	Q	6.4 The KIS Data Service Guide tells me to get data from the TEC to populate the KIS using the TEC's KIS Data Service. How is this done? Can you provide technical details?
	A	<p>This is required for Option A: Full KIS only. The KIS Data Service is a public service which allows your technical team to connect your website to the KIS API and display the latest set of KIS data on your website.</p> <p>This OData service can be connected to dynamically, asynchronously or by caching the data (see the OData website for more information about the capabilities of OData).</p> <p>We have created Technical Information – Full KIS and the KIS Data Service Guide with more detailed technical information and sample code for the connection to the Data Service.</p>
Full KIS	Q	6.5 When adding the full KIS to my existing web pages, is it automatically made visible to learners as soon as it is added?
	A	<p>There are four high-level phases, and approval steps, you will undertake before the full KIS is published/made live on your website. The <i>Implement</i> phase will allow you to publish your KIS to make it visible on your website.</p> <p>Phase One: Initiate This phase allows you to become familiar with what the Key Information for Students is, how you want to implement it on your website and to check your data is up to date.</p> <p>Phase Two: Design In this phase you work on the design of the KIS for your website and work with the TEC as part of the design review. This is to ensure the location and design of the KIS is aligned to the implementation plan and style guide for your selected publishing option.</p> <p>Phase Three: Implement In this phase you connect to the KIS Data Service (full KIS only) or apply the KIS Button to the relevant qualification pages on your website linking to the central website. Once the full KIS is published, it will be made visible to learners.</p> <p>Phase Four: Maintain This phase is ongoing, to ensure you have the processes in place to maintain the KIS and KIS data.</p> <p>Please refer to the KIS Quick Reference Guide to view the high-level steps to publish the KIS to your website.</p>
Both	Q	6.6 How long will it take to confirm my KIS design meets the style guidelines after it has been sent for review?
	A	We will review your design in a timely manner when it is submitted – we aim to have a response to you within five working days of receiving it.

Full KIS	Q	6.7 Are there examples of Full KIS designs to ensure my design is on the right track?
	A	Refer to pages 27-29 of the Implementation Plan – Full KIS for sample KIS designs. You are free to develop a design that suits your brand and website following the style guidelines. We have provided both string and numeric data to allow you to use graphics as part of the KIS if you choose.
Both	Q	6.8 Who is the point of contact at TEC?
	A	Please email us at customerservice@tec.govt.nz for any issues relating to the use of the KIS Data Service or the central website. Please contact the Sector Helpdesk on 0800 601 301 or your Investment Manager in the first instance.
Both	Q	6.9 Will the TEC implement the KIS for us?
	A	No. You will need to engage your website design and technical team to implement this change for you. Please refer to the KIS Quick Reference Guide to view the high-level steps to publish the KIS to your website.
Both	Q	6.10 The process outlined in the implementation plan doesn't match the typical process we do when we make these types of changes. What do we do?
	A	The implementation plan focuses on your interaction points with the TEC. We have kept this at a high level to allow you to wrap your own standard processes around these phases. If this doesn't work for you then let us know and we can work with you on this. Please refer to the KIS Quick Reference Guide to view the high-level steps to publish the KIS to your website
KIS Button	Q	6.11 What messaging will be provided when a user scrolls over the KIS Button?
	A	When a user scrolls over the KIS Button on the qualification page they will be instructed to <i>'click here for easy access to key information about this qualification'</i> or <i>'click here to search for key information about tertiary qualifications'</i> on the home or programme pages. Please refer to page 22 of the KIS Button Implementation Plan for more information on usability texts.
Full KIS	Q	6.12 Why is there a recommended character limit on the minimum requirements field?
	A	The minimum requirements field is a free-text field. We recommend a 255 character limit to make it easier for users to read and understand however this is not mandatory. Check this information is clear and concise to ensure the KIS does not take up too much space on your website. If you have additional entry requirements located elsewhere on your website, you can include a link to that information using the <i>'Detailed requirements'</i> field. Please refer to KIS Your Data and its Sources for further information.

7 FAQs – Ongoing Maintenance

This section covers information about the ongoing maintenance required of the Key Information for Students (KIS) on your website, after the KIS is published.

7.1 Useful Handouts and Guides

- [KIS Quick Reference Guide](#)
- [KIS Central Website](#)

Both	Q	7.1 What happens if my qualification is 'expiring'? Will this show up on the KIS central website?			
	A	<p>Yes, but it will only show KIS data and not associated Careers New Zealand 'Course details' information incorporated alongside the KIS that is available on the CNZ website for current NZQF qualifications.</p> <p>For expiring and discontinued qualifications, the KIS data can only be accessed by clicking the KIS Button on a TEO website and not through the Careers search function.</p> <p>The table below outlines what will be displayed on your CNZ qualification web page.</p> <table border="1"> <thead> <tr> <th>The CNZ website</th> <th>KIS data service</th> </tr> </thead> <tbody> <tr> <td> <p>Displays information for:</p> <ul style="list-style-type: none"> • Qualifications with a 'current' NZQA status <p>Information comes from:</p> <ul style="list-style-type: none"> • NZQF status from NZQA </td> <td> <p>Displays information for:</p> <ul style="list-style-type: none"> • Qualifications with an 'active' STEO status • Qualifications SAC-funded level 5 and above • Qualifications with 'expiring' or 'discontinued' NZQA status <p>Information comes from:</p> <ul style="list-style-type: none"> • STEO data from the TEC </td> </tr> </tbody> </table> <p>Note: the KIS will display for all 'active' and funded qualifications with STEO data. The KIS will not display for qualifications that are closed in STEO.</p> <p>Please refer to the KIS Central Website handout for further information.</p>	The CNZ website	KIS data service	<p>Displays information for:</p> <ul style="list-style-type: none"> • Qualifications with a 'current' NZQA status <p>Information comes from:</p> <ul style="list-style-type: none"> • NZQF status from NZQA
The CNZ website	KIS data service				
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Both	Q	7.2 As the KIS central website is hosted by Careers NZ, what happens if there is an outage on the Careers NZ website?			
	A	<p>The TEC will include any scheduled maintenance of the central website in our standard outage notification processes and notify TEOs prior to an outage when necessary.</p> <p>The Careers NZ website is on the Common Web Platform (CWP) developed specifically for NZ Government agencies. In the scenario of an outage, the CWP enables a restoration of less than 4 hours following an incident. You can find further information about the CWP at https://www.cwp.govt.nz/</p>			
Both	Q	7.3 Who is the point of contact at TEC?			

	A	Please email us at customerservice@tec.govt.nz or contact the TEC Sector Helpdesk on 0800 601 301 (9.00am to 5.00pm Mon to Fri) for any issues relating to the use of the KIS Data Service or the central website.
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