



Bulletin – Tertiary Provider Bulletin

20th April, 2020

COVID-19 Update

This bulletin provides updates on:

- Guiding principles on operating at;
 - a) all Alert Levels
 - b) Alert Level 3
 - c) Alert Level 2
- Fees free Statutory Declarations

Thank you for your continued support and forbearance in uniting against COVID-19. New Zealand is still at Alert Level 4 and we must continue to follow the guidelines for Level 4 until further notice. However as we prepare for a possible move out of Alert Level 4, we thought it might be helpful to provide some guidance on operating at each Alert Level. Below are a set of guiding principles at various Alert Levels to assist you with your planning.

a) Principles at all Alert Levels

- **Maintain your ability to deliver courses remotely**, and be in a position to transition back to fully remote learning within 24 hours.
- If the Alert Level is **lowered**, you may choose how best to transition your delivery, as long as they meet the new Alert Level requirements (e.g. you may choose to continue with online delivery for an extended period, even if this is not required at the new Alert Level).
- If the Alert Level is **raised**, you must transition to the new requirements by the time the new Alert Level comes into effect (you should be in a position to transition within 24 hours).
- To enable **track and tracing of contacts** in the event of a confirmed COVID-19 case, data must be collected on all staff, students, contractors etc., who are working, living, or visiting a tertiary education facility (including student accommodation) - a log of this information may be requested by officials on short notice. TEOs will be asked by TEC or NZQA to specifically attest that they have an appropriate log in place.



- Any staff or student who exhibits symptoms of COVID19 should immediately contact the TEO where they work/live/study to let them know.
- Stringent self-isolation of those who display relevant symptoms of COVID-19, test positive for COVID-19, have been in close contact with someone who tests positive for COVID-19, or have been overseas in the last 14 days. Contact Healthline on 0800 358 5453.

b) Principles at Alert Level 3

- Education facilities should continue providing education services under the principles below, in conjunction with more [detailed guidance](#) provided under Alert Level 3.
 - All teaching and other activities should be done remotely wherever possible.
 - Where it is not possible to deliver teaching online, some facilities may remain open (e.g. for research, post-graduate teaching, lab/workshops, or noho-based delivery).
 - Any class, workshops, etc., that remains open, must be limited to 10 people or less. Each group is considered a 'bubble' and should not interact with any other student/staff bubbles of 10¹.
 - Distance learning provision will be available for others students.
 - Physical distancing requirements must be met in all situations.
 - Student accommodation should remain open and in a position to provide appropriate support to allow students to self-isolate, as required.
 - Large classes or gatherings (of more than 10 people) are not allowed.
 - Workplace-based learning is subject to the policies and practices being applied to that type of workplace.
 - Vulnerable people (or those caring for/living with vulnerable people) should not carry out any on-site work or learning
- Any educational facilities affected by COVID-19 will be closed for a specific period of time.

c) Principles at Alert Level 2

- Tertiary education facilities open, with arrangements made for vulnerable staff, students and students still located in a region with a higher alert level. Additional guidance would be issued for that scenario.
- Most activities are allowed, but must be managed to ensure physical distancing requirements are met.
- Gatherings of 100 people or more are not allowed.
- Remote teaching/learning arrangements should remain available for all students (e.g. for vulnerable students), and all students/staff must be in a position to move to fully remote delivery on 24 hours' notice.

^F For example, a students can attend a class or lab or workshop with a group of other students (of up to 10 students and staff), but not then move on to multiple other classes with different groups.

- Vulnerable people (or those caring for/living with vulnerable people) should not carry out any on-site work or learning.

For answers to some potential questions, [click here](#).

Fees Free– Statutory Declarations

TEC understands that you are working to continue enrolling students and determine their Fees Free eligibility. For students with a 'maybe' eligibility status when they enter their National Student Number (NSN) on the Fees Free website, this means they may need to complete a statutory declaration to be made eligible. This must be signed by an authorised witness, something they might be unable to do under the current restrictions.

With this in mind, TEC has developed a process for verifying a student's information to help enable us to determine eligibility during the period of restrictions only.

The following process will apply over this time:

- Learners with a 'maybe' eligible status are able to generate a statutory declaration on the Fees Free website by selecting the eligibility criteria that apply to them.
- Learner to print and sign the statutory declaration (if they can). Those learners who do not have access to a printer should contact the TEC Customer Contact Group for assistance customerservice@tec.govt.nz or phone 0800 601 301.
- Learner to email a copy of the completed statutory declaration to feesfreecheck@tec.govt.nz along with a copy of photo identification (passport, drivers licence, etc.).

TEC will record receipt of the email and arrange a time for a TEC-authorised delegate to contact the learner to verify their identity and the information declared via a series of questions (instead of the witness signature process). Once completed, these questions and answers will be reviewed alongside the statutory declaration, and the learner will be advised of their Fees Free eligibility status.

Things change quickly so stay up to date:

For answers to questions about Student Allowance and Living Cost payments refer to StudyLink's website <https://www.studylink.govt.nz/>.

For health advice, refer to the Ministry of Health's website <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

For official Government information about COVID-19 (novel coronavirus), including health advice and travel restrictions visit the All-of-Government website <https://www.govt.nz/covid-19-novel-coronavirus/>

For more advice for students, visit the Ministry of Education website <http://www.education.govt.nz/novel-coronavirus-2019-ncov-3/>