

## SESTA application user guide

**School user**

Valid from: October 2023

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### Introduction

Specialised School Transport Assistance (SESTA) is a Ministry of Education transport service for students aged between five and 21 who have safety and/or mobility needs that prevent them from travelling independently to or from their closest state school, state integrated school, health school and satellite schools.

Caregivers and the Ministry share the responsibility of removing barriers of access to school. The Ministry of Education can provide support in the form of passenger vehicles, total mobility vans, a commercial taxi provider or a conveyance allowance to assist the cost of transporting the student to their enrolled school.

The Ministry contracts a transport service provider (TSP) to cover a geographical area, also known as a cluster, to transport school students within that area. Where a vehicle is not available or not appropriate, a conveyance allowance can be used by the parent or caregiver to support the student's specialised transport.

This user guide is designed to support you, as a school user, when applying for SESTA via the School Transport Hub | Pokapū Waka Kura.

### Audience

- SESTA school user.

## How to get access to the School Transport Hub | Pokapū Waka Kura Schools portal

### Prerequisites

- Have an Education Sector Login (ESL) account.
- When you have logged into ESL, you cannot see the option: *My Schools Applications*.

### Steps

1. Each school has a Delegated Authoriser (DA) for ESL who can add certain roles to your ESL login.
2. Locate your school's DA for ESL. If you are unsure who your school's DA is, contact the Education Service Desk.
3. Ask your DA to add the Pokapū Waka Kura School User role to your ESL login.
4. Once they have done this, wait 10 minutes before you attempt to log in.



Note: anyone with an ESL login can log into Pokapū Waka Kura, however if you don't have the Pokapū Waka Kura School User role added to your ESL login, you cannot complete an application.

If you can see the *My School's Application* tab once you've logged in, you have the Pokapū Waka Kura School User role added to your ESL login.

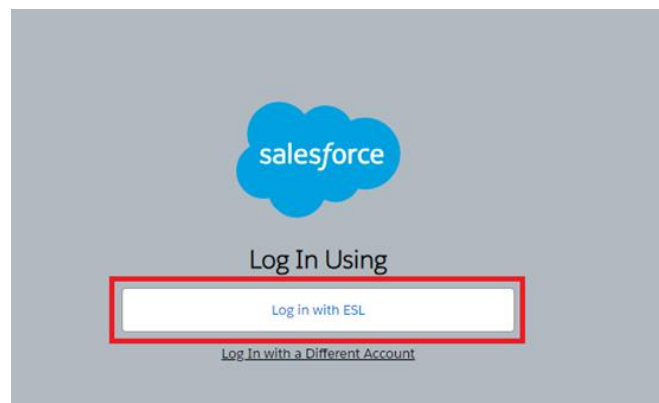
## How to log in to the School Transport Hub | Pokapū Waka Kura School portal

### Prerequisites

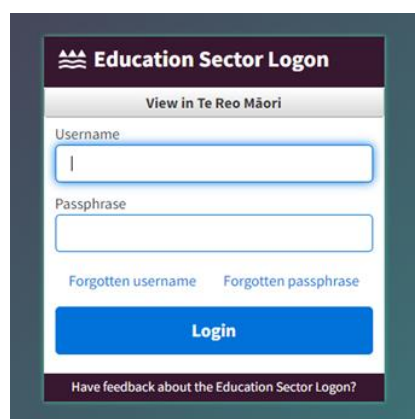
- Have an Education Sector Login (ESL) account with the Pokapū Waka Kura School User role added to your account.
- Using a Google Chrome browser.

### Steps

1. Navigate to the [Pokapū Waka Kura School portal](#)
2. Click on the *Log in with ESL* link



3. Enter your ESL log in details and click Login.



You are now logged into Pokapū Waka Kura School portal.

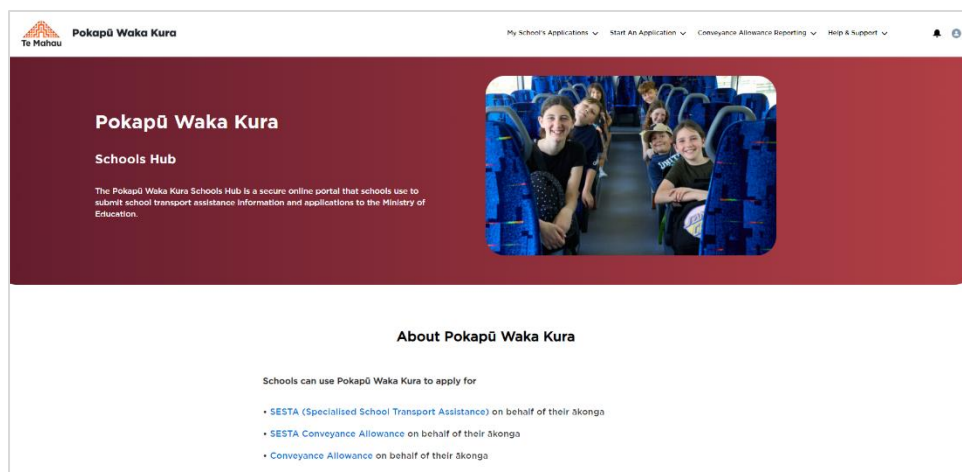
## How to apply for SESTA on behalf of a caregiver

### Prerequisites

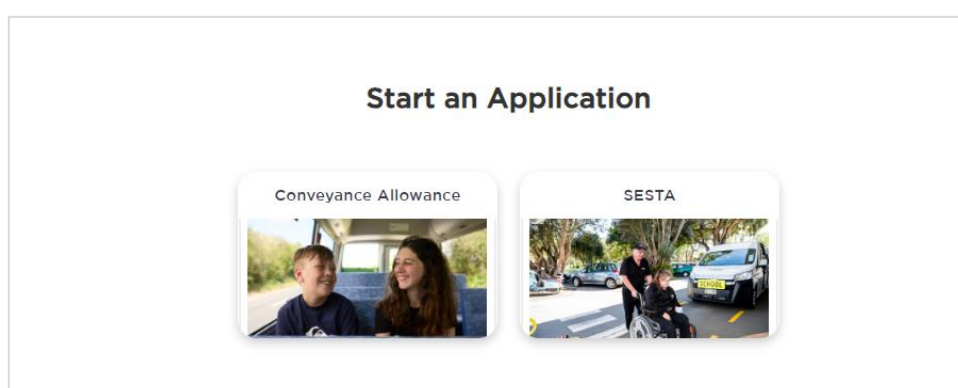
- Have an Education Sector Login (ESL) account and the Pokapū Waka Kura School User role added to your log in.
- Using a Google Chrome browser.
- Logged into the Pokapū Waka Kura School portal.

### Steps

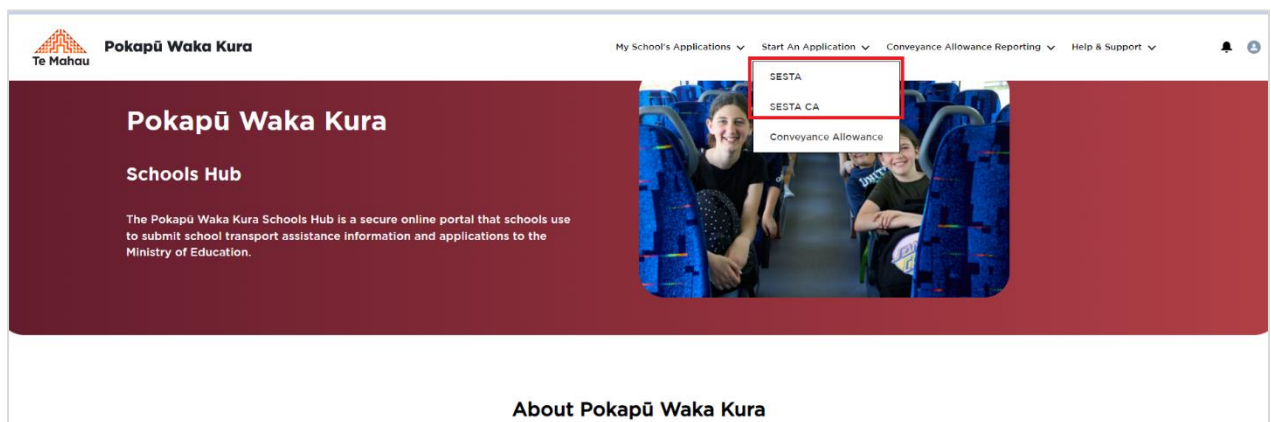
1. On the homepage, there are three ways to apply for SESTA on behalf of a caregiver:
  - a. Under *About Pokapu Waka Kura*, select either SESTA (Specialised School Transport Assistance) or SESTA Conveyance Allowance.



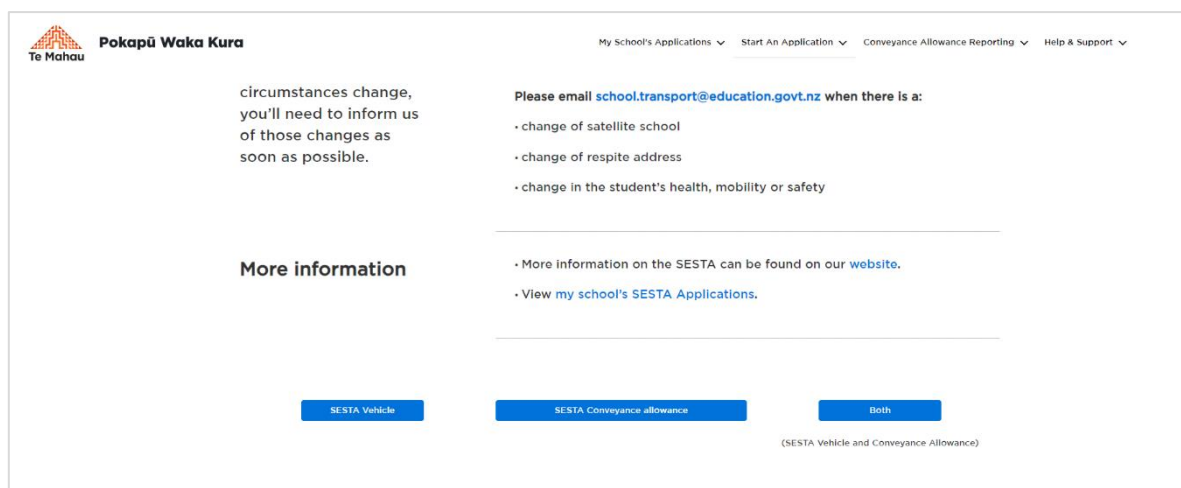
- b. Under *Start an Application*, click on the SESTA button.



- c. Navigate to the *Start an Application* tab at the top of your screen and then select either *SESTA* or *SESTA CA*.



2. Scroll to the bottom of the page and select the type of SESTA application you wish to apply for.



circumstances change, you'll need to inform us of those changes as soon as possible.

**More information**

- More information on the SESTA can be found on our [website](#).
- View [my school's SESTA Applications](#).

[SESTA Vehicle](#) [SESTA Conveyance allowance](#) [Both](#)

(SESTA Vehicle and Conveyance Allowance)

Please email [school.transport@education.govt.nz](mailto:school.transport@education.govt.nz) when there is a:

- change of satellite school
- change of respite address
- change in the student's health, mobility or safety

3. Complete the application form.



Every page has a *Save for Later* option. If you cannot complete the application form in a single session, you can save the draft application and return later to complete the form.

- Once the application form is completed, complete the School Declaration confirming the details of the application are true and correct and click on Submit.

The screenshot shows the 'School Declaration' section of the SESTA application form. The form is titled 'School Declaration' and contains several sections for declaration and contact information. At the top left is the 'Te Mahau Pokapū Waka Kura' logo. The top right navigation bar includes 'My School's Applications', 'Start An Application', 'Help & Support', a notification bell, and a user profile icon. The declaration section includes three checkboxes for the caregiver to confirm: 'The caregiver(s) have completed this application with me', 'I understand the criteria for SESTA set out in this application and described at <https://www.education.govt.nz/sesta>', and 'The information I have provided on this form is true and correct'. Below these is a text area for 'Additional comments if required' with a 300-character limit. A note states: 'Please attach a copy of a pre-printed or bank-verified deposit slip to all applications for a conveyance allowance. Hand-written account numbers and ATM receipts cannot be accepted.' There are two buttons: 'Upload Files' and 'Or drop files'. The contact section includes fields for 'Name of Principal (or other authorised person)', 'Date', 'Area Code' (a dropdown menu), 'Contact Phone Number', and 'Email'. There are two sets of radio buttons for preferences: 'The caregiver wishes to receive email updates about their student applications' (Yes/No) and 'I wish to notify my Ministry of Education Lead worker of the application' (Yes/No). The form ends with a 'Caregiver name' field, a 'Date' field, a 'Save for later' link, and 'Previous' and 'Submit' buttons.

The SESTA application has now been submitted on behalf of a parent or caregiver.



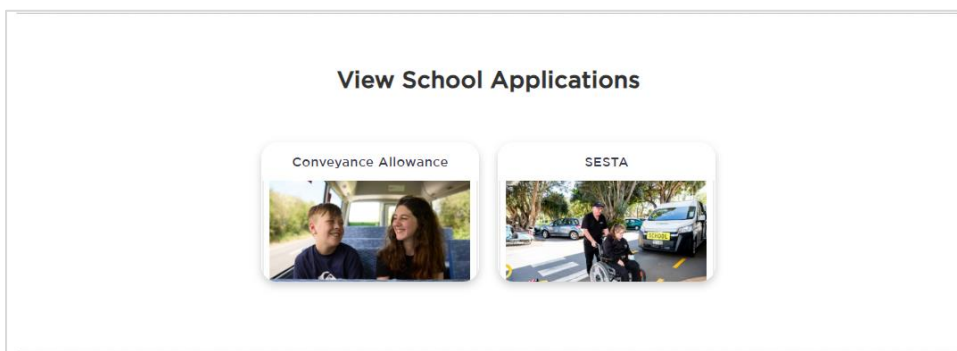
## How to view the status of a SESTA application

### Prerequisites

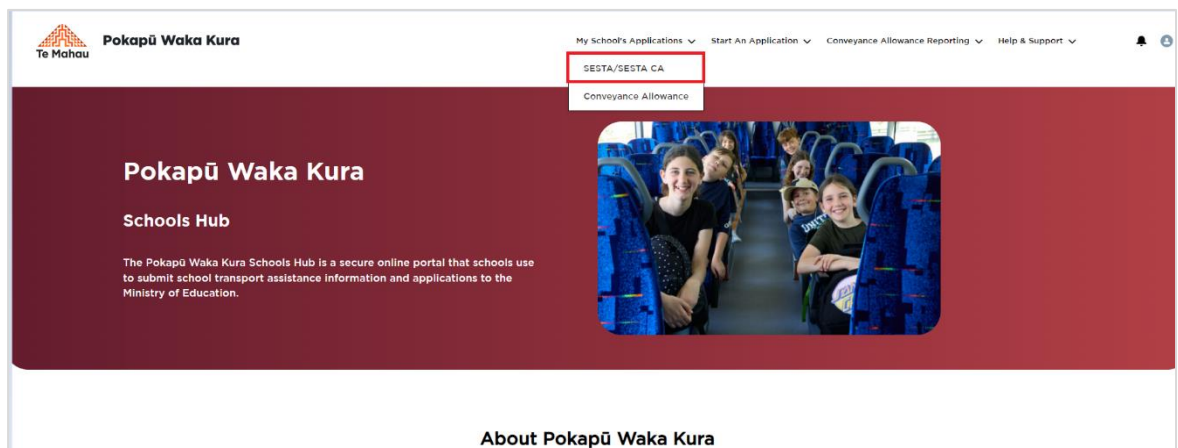
- Have an Education Sector Login (ESL) account and the Pokapū Waka Kura School User role added to your log in.
- Using a Google Chrome browser.
- Logged into the Pokapū Waka Kura School portal.

### Steps

1. While on the homepage, scroll down to *View School Applications* and click on *SESTA*.



Alternatively, click on the *My School's Applications* tab and select *SESTA / SESTA CA*.



Your school's applications will then be displayed.



The applications are grouped based on the *Stage* that the application is in. The four groups are:

- Draft
- In Progress
- Regional Office processing
- Completed

2. Scroll down the page to view the applications grouped by their application status.

My School's Applications

Start An Application

Contact Us

SESTA Applications

Draft SESTA Applications (6)

6 items • Sorted by date created

Transport A...	Students Fir...	Students Fa...	S1 Enrolling ...	Created By ...	Created D... 4	Status	
1	SESTA-0000279	test	test	Christine SchUser	27/06/2023, 3:4...	Draft	<a href="#">Resume</a>
2	SESTA-0000262	bob	bobby	Christine SchUser	15/06/2023, 10...	Draft	<a href="#">Resume</a>
3	SECA-0000001	RohanLeuis	SaveDraftSCA	Christine SchUser	13/06/2023, 2:2...	Draft	<a href="#">Resume</a>
4	SESTA-0000054	Harry	Harry	Christine SchUser	13/04/2023, 10...	Draft	<a href="#">Resume</a>
5	SESTA-0000044	amy	joe	Christine SchUser	3/04/2023, 6:3...	Draft	<a href="#">Resume</a>
6	SESTA-0000022	jen	de vere	Wellington East...	Christine SchUser	23/03/2023, 9:3...	<a href="#">Resume</a>

In Progress SESTA Applications (1)

1 item • Sorted by date created

Transport Applicat...	Students First ...	Students Famil...	S1 Enrolling Sc...	Created By Na...	Created Date 4	Status	
1	SESTA-0000055	test	test	Pine Hill School (D...	Christine SchUser	11/04/2023, 1:53 pm	Waiting for school ...

Regional Office Processing SESTA Applications (1)

1 item • Sorted by date created

Transport Applicat...	Students First ...	Students Famil...	S1 Enrolling Sc...	Created By Na...	Created Date 4	Status	
1	SESTA-0000280	CM TEST	Tahi	Hutt Valley High S...	PWK School Site G...	30/06/2023, 2:00 ...	Under review by L...

3. To view an application, click on the blue highlighted SESTA application number.
4. To view the different sections of the application, select each tab.

<div> <div> Transport Application SESTA-0000280 </div> <div> Printable View </div> </div>			
Students First Name CM TEST	Students Family Name Tahi	S1 Enrolling School Name Hutt Valley High School	Status Under review by Lead Worker
<div> <div> Application Information Related Information School Declaration </div> </div>			
<div> <div> Processing </div> <div> SESTA Application Name SESTA-0000280 Type of assistance requested Vehicle Status Under review by Lead Worker Comments School Review complete Date entered into STRAS - </div> <div> <div> Application Type </div> <div> Has student previously received SESTA? No If Yes, provide reason for this application - Date the service is required to start 1/03/2023 Caregiver currently receiving conveyance allowance No ORS Verified No Vehicle Needed Car or Van </div> <div> <div> Student Details </div> </div> </div> </div>			

- **Application Information** has all the information about the applicant from the application form (student details, caregiver details, enrolling school details, etc.)
- **Related Information** shows the safe travel plan information and any attached files etc. Here, you can add any files necessary to support an application.
- **School Declaration** is where you declare that you have reviewed and are satisfied with the application. Once the School Declaration has been submitted, the

application status will update depending on what process it follows. To ensure that that you have the latest information, please refresh the page.

Status	Meaning
Draft	The application is sitting in a draft state and needs to be submitted by the school
Waiting for school assessment	The School Declaration needs to be completed by the school
Under review by Lead Worker	MoE Lead Worker to review the application
Under review by Service Manager	MoE Service Manager to review the application
Under review by Manager of Learning Support	MoE Manager of Learning Support to review the application
Under review by Director of Education	MoE Director of Education to review the application
Waiting for School Transport approval	Application is with School Transport to review
Requested more information	Application is missing information. The information has been requested from the school or caregiver.
Waiting for TSP review	The application is with our Transport Service Provider (TSP) for review
Approved	Application has been approved
Declined	Application has been declined

## How to complete the School Declaration once a caregiver has submitted an application

### Prerequisites

- Have an Education Sector Login (ESL) account and the Pokapū Waka Kura School User role added to your log in.
- Using a Google Chrome browser.
- Logged into the Pokapū Waka Kura School portal.

### Steps

1. Once a SESTA application has been submitted by a parent or caregiver, an automatic email is sent to the relevant school, informing them that a SESTA application has been submitted that requires their input.

Kia ora

A caregiver has submitted an application for Specialised School Transport Assistance (SESTA) for Fortune Favour attending your school. Your school now needs to log in to the SESTA application to complete the next part of the application process.

Use this [link](#) to log in to the SESTA application using your Education Sector Login (ESL) credentials.

If you are unsure of how to log in using ESL or how to add SESTA to your school's ESL profile, click on this link - ([Specialised School Transport Assistance Application \(SESTA\) | Applications & Online Systems \(education.govt.nz\)](#))

If you need any assistance logging in, please contact the MoE service desk on [0800 422 599](#)

If you require any update on the application please contact the School Transport team on [0800 287 272](#).

Ngā mihi,

School Transport Team

2. Either click on the link in the email or log into Pokapū Waka Kura and navigate to the *My School's Applications* tab.

- Search for the application in the *In progress* section.

The screenshot shows the SESTA Applications dashboard. At the top, there's a navigation bar with links: "My School's Applications", "Start An Application", and "Contact Us". Below this is a red header with the text "SESTA Applications".

The main content area is divided into two sections:

- Draft SESTA Applications (6)**: A table with 6 items, sorted by date created. The table has columns: Transport A..., Students Fir..., Students Fa..., S1 Enrolling ..., Created By ..., Created D..., and Status. Each row has a "Resume" link.
- In Progress SESTA Applications (1)**: A table with 1 item, sorted by date created. This section is highlighted with a red border. It has columns: Transport Applicat..., Students First ..., Students Famil..., S1 Enrolling Sc..., Created By Na..., Created Date, and Status. The single row shows application SESTA-0000055 with status "Waiting for school ...".

- Click on the blue highlighted application number to view the application.
- You can view the different sections of the application by selecting each tab.

The screenshot shows the details of a SESTA application (SESTA-0000252). The page has a header with the Pokapū Waka Kura logo and navigation links: "My School's Applications", "Start An Application", and "Help & Support".

The main content area shows the application details:

- Transport Application SESTA-0000252**: A blue link to view the application.
- Students First Name**: Changed the Name
- Students Family Name**: SESTA Reg 5
- S1 Enrolling School Name**: Newlands School
- Status**: Waiting for school assessment

Below the details, there are three tabs: "Application Information", "Related Information", and "School Declaration". The "Application Information" tab is selected and highlighted with a red border.

The "Application Information" tab shows a "Processing" section with the following details:

- SESTA Application Name: SESTA-0000252
- Type of assistance requested: Vehicle
- Status: Waiting for school assessment
- Comments: Comments
- Id: Id
- Date entered into STRAS: -

- Once you have reviewed the application, click on the *School Declaration* tab.

### 8. Fill out the SESTA School Declaration form.

The screenshot shows the 'School Declaration' form within a web application. At the top, there is a navigation bar with links: 'My School's Applications', 'Start An Application', and 'Contact Us'. Below the navigation bar is a progress indicator with four steps, the fourth of which is highlighted. The form title 'School Declaration' is centered. The form contains several sections: a 'School Declaration' section with three checkboxes for declarations; an 'Additional comments if required:' text area with a 500-character limit; a file upload section with an 'Upload Files' button and a note about conveyance allowance; and a personal information section with fields for 'Name of Principal', 'Date', 'Area Code', 'Contact Phone Number', and 'Email'.

My School's Applications ▼ Start An Application ▼ Contact Us

Progress: 1 2 3 4

School Declaration

**School Declaration**

- \* The caregiver(s) have completed this application with me ☐
- \* I understand the criteria for SESTA set out in this application and described at <https://www.education.govt.nz/sesta> ☐
- \* The information I have provided on this form is true and correct ☐

Additional comments if required:

500 characters maximum

Please attach a copy of a pre-printed or bank-verified deposit slip to all applications for a conveyance allowance. Hand-written account numbers and ATM receipts cannot be accepted

[Upload Files](#) Or drop files

\* Name of Principal (or other authorised person)

\* Date

\* Area Code  Contact Phone Number

\* Email

### 9. Click the *Submit* button.

You have now completed the School Declaration for a SESTA Application.

## Troubleshooting

Issue	Solution	Still not working? Escalate to...
Single sign on error	<p>When attempting to log into Pokapū Waka Kura, you receive an error message that states <i>Single sign on error</i>.</p> <ol style="list-style-type: none"> <li>1. Ensure you are using a Google Chrome browser to log in.</li> <li>2. Close your browser down. Open a new browser and select CTRL+F5 on your keyboard.</li> <li>3. Log in.</li> <li>4. If the issue continues, attempt to log in using a browser in Incognito mode.</li> </ol>	Email a screenshot and the URL link to School Transport
I don't know who my schools ESL Delegated Authoriser (DA) is	Contact the Education Service Desk on 0800 422 599 to find out who is your school's DA.	
Unable to find an address	Type the address in slowly and wait until it appears in the dropdown.	If it doesn't appear, contact School Transport
Why can't I see the School Declaration fields?	The School Declaration has already been submitted for that application.	
Salesforce functionality or layout is not what is expected	<p>Check the browser you are using.</p> <p>Salesforce can be viewed using Edge, however the Google Chrome browser is preferred for best performance.</p>	Contact School Transport

Click on the *Help & Support* tab to find FAQs and training guides on how to use Pokapū Waka Kura.

