



1 Loss of Learning initiative

The Government is supporting schools to provide additional teaching and tutoring for ākonga in years 7 – 13 through making funding available to arrange additional tutoring and teacher and/or enabling access to external tutoring providers. All state and state integrated schools with ākonga in years 7 - 13 are eligible for funding through this initiative. Schools will identify which ākonga may benefit from additional teaching or tutoring and determine the appropriate learning focus areas.

Schools can choose to arrange additional teaching and tutoring services themselves and receive direct funding for this from the Ministry. As part of this initiative, the Ministry is setting up a panel of providers which will be available to commence delivery in Term 1 2023. Schools can opt to use this service.

More information is available at: [Lost Learning as a result of COVID and Teacher Supply announcement speech](#) | [Beehive.govt.nz](https://www.beehive.govt.nz)

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3 Background on data collection

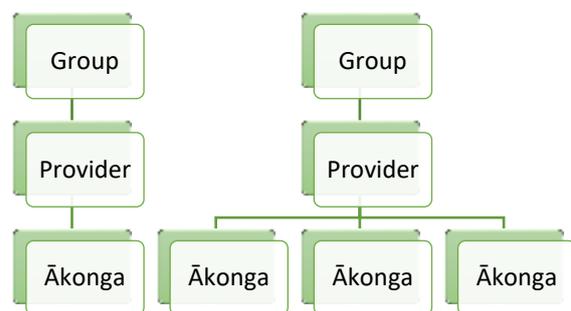
The Ministry is required to monitor and report on the provision and use of this funding. The Ministry will also be undertaking an evaluation to determine the effectiveness of the additional teaching and tutoring support in improving the educational achievements of the learners who participated in the initiative.

The Ministry will collect the monitoring data from schools and kura using the Loss of Learning Collection Form that is hosted on the Salesforce platform, within a dedicated “Learning Supports” section.

3.1 Grouping your ākonga

Ākonga who received tutoring support through this initiative are likely to have received tutoring in a group setting, so the data collection allows them to be grouped together. Each group will have an associated tutoring provider, and generally have a specific learning focus. Ākonga who received 1 on 1 support would be considered a “group of 1”.

An example of the structure of the data is demonstrated to the right.



3.2 Preparing your data

To make it easier to enter your data into the Salesforce collection form, it is recommended that you collate a spreadsheet of all the details before starting¹. This means you will have all the necessary data when it is needed.

Section [5 Field descriptions](#) outlines the details required by the collection form.

¹ As this spreadsheet will contain personal information, follow the guidelines on the Ministry website around protecting personal information: [Sharing personal information – Education in New Zealand](#); (Section: “Personal information needs to be protected”).



4 Instructions

The instructions below will guide you if there are any specific actions you are unable to complete.

The general process to use the form is to add a group record, then add the provider and ākonga details.

4.1 Receiving technical support

If you have a **question about using the form**, the best place to get support is from your local Ministry of Education Regional Office. A list of Ministry offices is found on the Ministry website: [Local Ministry offices – Education in New Zealand](#).

If you experience an **error message or technical issue** while using the form, please contact Education Service Desk with details of the error you are receiving. If you send an email to Service Desk, try to include a screenshot of any error message if possible.

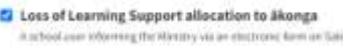
Email	service.desk@education.govt.nz
Phone	0800 422 599
Web	Education Services

4.2 Adding the “Learning Supports” ESL role

To access the Learning Supports section of Salesforce, you must have an Education Sector Login account with the “Learning Supports” role assigned.

The Delegated Authoriser for your school can provision and de-provision roles by using the ‘edit roles and organisations’ function in the Education Sector Login tool. **You might need to ask your school’s Delegated Authoriser to complete this section.**

Education Sector Login: <https://identity.education.govt.nz/ui/selfservice/home>.

#	Instruction	Screenshot
1.	Find the user in the ‘Search users’ screen and click on their name to view their account details.	
2.	From the user’s account details screen, select the ‘edit roles and organisations’ button.	
3.	From the edit roles and organisations page, expand the ‘Learning Supports’ section.	
4.	From the ‘Learning Supports’ section, select the ‘Loss of Learning Support allocation to ākonga’ checkbox.	
5.	Click ‘Update’ to confirm the provision.	



#	Instruction	Screenshot
6.	Log out of your current ESL session	

Important notes:

- The user's Evidence of Identity (EOI) date must be valid for you to add any roles/access to their ESL account. (An invalid EOI is null/blank or a default, 01/01/1900). For more information see: [Evidence of Identity \(EOI\) | Applications & Online Systems \(education.govt.nz\)](#).
- Some access roles need approval requiring Education Service Desk intervention (including Helios, ENROL and Ngā Kete). All other role changes you make in ESL online are available to your users immediately – *including the 'Learning Supports' role*.
- The Education Sector Applications available to your organisation will vary, depending on your organisation type.

It is the Delegated Authoriser's responsibility that staff at their organisation only have the access they need to do their job.



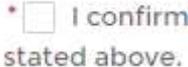
4.3 Access and login to the Salesforce Platform

The following instructions outline how to login to the Salesforce platform and how to navigate to the Loss of Learning page.

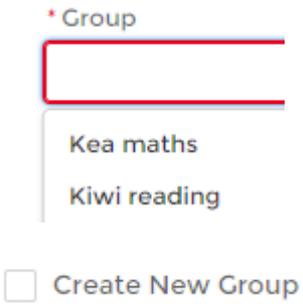
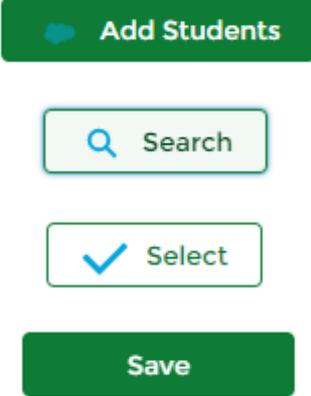
#	Instruction	Screenshot
1.	Follow the invite link from the email you received.	Salesforce
2.	At the top right corner, click “Log in”.	
3.	Enter your ESL details and click “Login”. <i>Make sure you have completed the steps in section 0 to ensure access has been set up correctly.</i> Support for ESL: ESL Support Applications & Online Systems (education.govt.nz)	
4.	Click the “Learning Supports” link in the navigation bar at the top of the page.	
5.	Locate the “Loss of Learning” panel. <i>This might be the only panel available at this time – more panels related to other initiatives may be added to this page in the future.</i>	
6.	Click the “Loss of Learning Page” button at the bottom right of the panel.	

4.4 Add a record

The following instructions outline how to add your data by creating group record(s) and adding all the relevant information.

#	Instruction	Screenshot
1.	Click the “Create Record” button.	
2.	Select the checkbox to agree to the privacy statement then Click “Next”.	



#	Instruction	Screenshot
3.	<p>Select an existing group using the dropdown field:</p> <p>a) Click within the text box to bring up a list of existing groups.</p> <p style="text-align: center;">OR</p> <p>Create a new group:</p> <p>a) Select the checkbox “Create New Group”.</p> <p>b) Fill out all the fields.</p>	
4.	Click the “Next” button.	-
5.	<p>Select an existing provider using the dropdown field:</p> <p>a) Click within the text box to bring up a list of existing providers.</p> <p style="text-align: center;">OR</p> <p>Create a new provider:</p> <p>a) Select the checkbox “Create New Provider”.</p> <p>b) Fill out all required the fields.</p>	
6.	<p>Add ākonga to the group:</p> <p>a) Click the “Add Students” button.</p> <p>b) Enter the First Name and NSN.</p> <p>c) Click “Search”.</p> <p>d) Verify the ākonga using the details provided.</p> <p>e) Click the “Select” button to confirm the intended ākonga.</p> <p>f) Complete the two fields: “Year level” and “Ākonga NCEA Standard/Learning Focus”.</p> <p>g) Click the “Save” button.</p>	
	<p>If no records were found:</p> <p>a) Try the search again – click the “Try again” and “Search again” buttons.</p> <p>b) Check the ākonga details are correct.</p>	
7.	Click the “Refresh” button to update the list of ākonga.	
8.	Repeat step 6 and 7 for each ākonga in the group.	-
9.	Click “Next” when all ākonga have been added to the group.	
10.	Click the “Return to Loss of Learning Page” button.	-



4.5 View existing records

To view the records that have been created for your school or kura, go to the “Loss of Learning Records” section at the bottom of the page (below the introduction panel and “Create Record” button).

All Loss of Learning Records that have been created for your school can be found in this section. You can switch between the record lists (one for each type: Groups, Providers and Ākonga) by clicking the headings in the menu (see #1 in the table below).

#	Instruction	Screenshot
1.	To switch between the different lists of records, click the headings in the menu.	
2.	To view the details for a record, click the “Learning Supports Ref” link for that record.	
	If the record you are trying to find is not displayed in the list, click “View All” to see the full list of records of that type.	

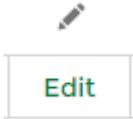
4.6 Amend a record

Most of the details on a record can be edited (locked fields include the First Name and NSN of the ākonga as this is linked to the NSI database, and the ‘Learning Supports Ref’ unique record ID field).

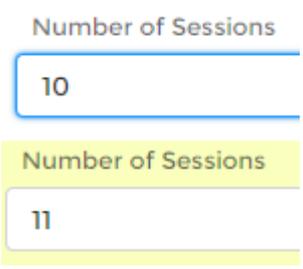
Records cannot be deleted. However, if an ākonga ends up leaving a group for any reason (i.e., they are no longer receiving tutoring services through this initiative) then you can indicate this on the record of the ākonga by changing the status to “Withdrawn”.

4.6.1 Edit details

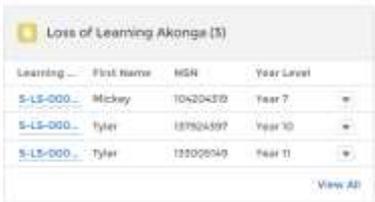
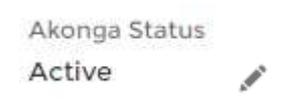
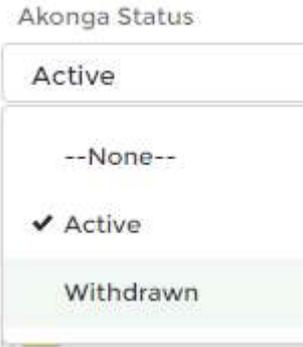
The process for editing details is the same for all record types (Groups, Providers, Ākonga).

#	Instruction	Screenshot
1.	Follow steps 1 and 2 in 4.5 View existing records to locate and view the record that you wish to edit.	
2.	Fields will have a grey pencil icon next to them to indicate that they can be edited.	
3.	Click the pencil icon to begin editing the record. You can also click the “Edit” button to begin editing.	



#	Instruction	Screenshot
4.	Make all intended changes. Updated fields will be highlighted in yellow.	
5.	When finished, click "Save" to save the changes.	

4.6.2 Withdraw ākonga

#	Instruction	Screenshot
1.	Follow the steps in 4.5 View existing records to locate and view the ākonga record that you wish to edit. If you have many ākonga records, it might be easier to view the Group record first and then find the ākonga from there.	
2.	Click the grey pencil icon beside the "Akonga Status" field.	
3.	Using the dropdown menu, select "Withdrawn".	
4.	Click "Save" to save the change.	
5.	The list of ākonga will still show the withdrawn ākonga but will have the status "Withdrawn".	



5 Field descriptions

The following descriptions clarify what we are collecting in each field of the collection form.

5.1 Group

There should be one group created for each group of learners receiving different tutoring from your providers. We expect these will normally be related to a specific subject/learning area.

Field name	Description
Group name	A name for the group, this is to help differentiate the groups. E.g., you could use the subject of the tutoring or timing of the sessions as a descriptor.
Number of sessions	The total number of sessions provided.
How often were the sessions?	The average frequency of the sessions provided.
Where are the sessions taking place?	Where the ākonga is receiving the additional teaching and tutoring. This could be within the school environment, in a community setting such as the providers premises or a community centre, or in the home of the ākonga or their whānau.
Session length in minutes	Average session length in minutes. E.g., 90 minutes.
Session type	Are the sessions being held online, face-to-face, or a combination of both?
Group learning focus	The learning focus for the group. This could be a specific subject or common focus for the ākonga included in the group.

5.2 Provider

There should be one record created for each provider delivering tutoring. This may be an individual or a business you have contracted, or it might be internal staff who have been repurposed to deliver the service.

Field name	Description
Provider name	Name of the provider delivering the tutoring. This could be their Business Name if they are a registered business, or it might be the name of the specific person delivering the tutoring.
NZBN	New Zealand Business Number (if available).



Field name	Description
	You can find a business' NZBN at www.nzbn.govt.nz
Provider type	The type of provider delivering the tutoring. Select the most appropriate category from the menu.
Delivery Model	<ul style="list-style-type: none"> • Self-Managed: Provider is sourced by your school. • Panel: Provider is selected by National Panel.

5.3 Ākonga

There should be one record created for each ākonga participating in the tutoring.

Field name	Description
First name(s)	The legal name of the ākonga. This is matched with their NSN to verify the ākonga.
NSN	National Student Number. This is the learner's unique identifier.
Year level	Current funding year level of the ākonga.
Ākonga NCEA Standard/Learning Focus	The identified area the learner is receiving tutoring for. Include the specific NCEA standard for senior secondary ākonga if relevant.