Te Mahau

National Student Index (NSI)

User Guide

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Overview

What is the National Student Index?

The National Student Index (NSI) is a database system maintained by the Ministry of Education (MoE) and is the education sector's core register of student identity data.

The NSI is used to allocate and store a unique identifier, a National Student Number (NSN), to every student in New Zealand. Since 2017, it has been mandatory for the Early Childhood Education (ECE) sector to ensure enrolled students have an NSN, expanding the use of NSNs across all education sectors in New Zealand. Each student is allocated one NSN, which they retain throughout their Early Childhood Education, School**,** and Tertiary Education.

Relevant Legislation

Users of the National Student Index (NSI) must be familiar with the Education and Training Act 2020, in particular, Schedule 24 - National Student Numbers and any relevant secondary legislation such as the Education (National Student Numbers) gazette notice.

As the NSI contains sensitive personally identifiable information (PII) of students, users are required to strictly adhere to the principles outlined in the Privacy Act to ensure data is handled responsibly and securely.

Who needs a National Student Number (NSN)?

A National Student Number should be assigned to domestic and international students who are **enrolled** with an education provider in New Zealand.

This includes:

- Enrolled with a New Zealand Education Provider:
  - Early Childhood Education Service,
  - Schooling Sector, or
  - Tertiary Education Organisation.
- Students receiving teaching and assessment of NCEA standards.

Who can access and use NSNs?

The NSI holds student's personal information, and access to the NSI is restricted to authorised users from approved education organisations as set out in Schedule 24 of the Education and Training Act 2020.

Misusing the NSN is an offence under Section 661 of the Education and Training Act 2020 and includes a penalty of up to $15,000.

Authorised users must have an Education Sector Login (ESL) user account with the appropriate roll assigned.

Students have the right to use or disclose their NSN for any purpose. Students can also request a copy of their NSN from their education provider.

Why is it important to correctly identify and assign an NSN?

A robust identification process which establishes that the student's identity and links their NSN helps maintain the integrity of the student records, supports seamless information sharing across the education sector and protects the student's privacy. Incorrectly assigning an NSN can put both your student's and another student's privacy at risk.

There are extensive resources and guidance on Identification Management and Standards available through Digital.govt.nz that you may find helpful for developing and reviewing your organisation's processes.

Correctly assigning an NSN to a student ensures the student records, achievement and qualifications remain consolidated. This is critical in ensuring students are eligible to receive the right funding and support, such as Fees Free and the Targeted Training and Apprenticeship Fund.

Quality and accuracy of information in the NSI

The quality of the information held in the NSI relies on accurate recording of data by each education provider. Different education providers are dependent on one another to ensure that information in the NSI remains accurate and up to date.

To minimise the risk of duplicate records and ensure that only one NSN is assigned to each student, each provider must exhaust all search options before creating a new NSN. If a student has attended any part of the New Zealand education system in the past, they should already have an existing NSN.

When creating, assigning or modifying an NSN, information should be accurate, up to date and consistent to the NSI guidelines set out in this document. You should keep your students' NSN information up to date throughout their enrolment.

All records in the NSI must be valid and created only for legitimate students enrolled in your organisation. The NSI includes different environments for testing purposes, therefore, no test records or placeholders should be created in the NSI production environment. If you make an error during the creation, please inform the Service Desk immediately.

When should you create, assign, or modify an NSN?

You should not create or modify an NSN without first ensuring that your student details are accurate and that they are who they claim to be. Your organisation must have stringent identification processes in place to ensure each NSN is assigned correctly. An NSN should only be created, assigned or modified when all necessary documentation has been received, and their identity has been verified. Failing to do so could lead to unintended updates to another student's record, putting their privacy at risk.

Before creating a new NSN, providers must ensure that a student does not already have an existing NSN and that creating a new NSN is necessary. If a student has previously studied in New Zealand, they should already have an existing NSN. If you are unable to locate this NSN, please contact our Service Desk for assistance before proceeding to create a new NSN.

Record keeping

We may require a copy of an official document for data quality purposes and identity verification.

There are specific record-keeping requirements you should refer to depending on each sector:

- Early Childhood Education (ECE) Services should comply with the record-keeping requirements outlined in the ECE Funding Handbook.
- Schools should follow the School Records Retention and Disposal Schedule to ensure proper management of records.
- Tertiary Education Organisations (TEOs) subject to Tertiary Education Commission (TEC) funding should comply with the data retention rules specified in the TEC funding conditions catalogue.

For all other NSNs that are not subject to eligibility criteria, funding conditions or any other existing reporting requirements, your organisation should have a retention and disposal policy in place to ensure identity documents related to the NSI are securely stored and disposed of appropriately.

Interaction with other systems and agencies

The NSN is used across Ministry of Education systems and integrate with other relevant agencies, such as TEC and NZQA. To ensure seamless use of the NSN, when submitting data for reporting purposes, such as NZQA submission or TEC reporting, the student information in your submission should match the existing data in the NSI.

This includes:

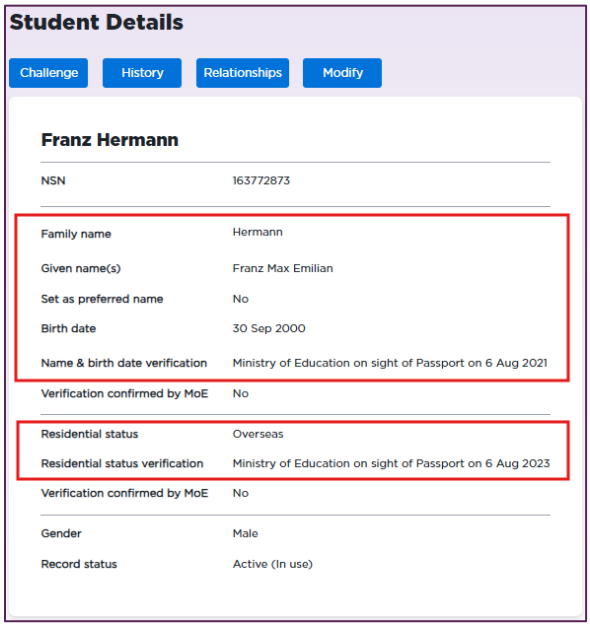
- Using the correct Master NSN,
- Ensuring that student information, such as birth date, gender matches the NSI,
- Ensuring that names match one of the existing Primary Name or Alternative Name(s) in the NSI during submissions.

If there are any discrepancies, you should update the NSN in the NSI and ensure the student records are up to date.

Verified NSN

A verified NSN is a declaration that the information you have provided is correct. For this to happen, the information must be verifiable and match the documentation used for verification.

A verified NSN provides certainty and assurance that the information is accurate, instilling confidence in other providers who rely on the information associated with this NSN. Once an NSN has been verified, the relevant components will be locked. This safeguard protects the student's details and privacy from unintended changes. Any further modifications will require a Challenge for our Service Desk to assess.



There are two areas in the NSI where the student details need to be verified with the correct documentation:

1. **Name and Birth Date verification**: This verifies the student's details in the NSI and locks the Family name, Given name(s) and Birth date fields.

2. **Residential Status verification**: This verifies the student's Residential status.

The two verification fields should be treated independently from one another. For instance, having identity verified does not mean that the residential status has been verified, vice versa.

Unverified NSN

An unverified NSN is an NSN created without any forms of verifiable information. There are legitimate purposes for creating an unverified NSN.

In Early Childhood Education, an unverified NSN is needed to ensure children can access services. In schools, unverified NSNs may be required to support student's right to access compulsory education when documentation is not immediately available.

In the tertiary sector, you **must** refrain from making unverified NSNs. Creating, assigning or modifying the wrong NSN without properly identifying a student can have significant impact and affect students record across the Education Sector. You should not be creating a new NSN or assigning an existing NSN to your student until you have received all the necessary documentation and the student's identity has been clearly established.

How can the NSI be accessed?

There are three available interfaces for the NSI (listed below).

Regardless of how you are accessing the NSI, whether through Web UI or through Student Management System (SMS) integration, you **must** comply with the data requirements and guidelines as set out in this document.

Web Interface

The NSI Web interface allows for Users to login and perform functions via a web browser.

REST Interface

The REST Interface allows Student Management Systems (SMS) to integrate with the NSI data and functionality over a standardised protocol. This allows the maintenance of your student records to remain in your SMS software, while sending and retrieving data from the NSI in the background.

For information on accessing the NSI via a Student Management System (SMS) please refer to the Guide to Integrating the National Student Index (GINS) document.

A copy of this document can be requested from: NSI.Golive@education.govt.nz

Batch Interface

The Batch interface allows organisations to integrate with the NSI data via request files sent to the NSI to search, create, update, merge, and create/update Student Provider Relationships (SPR).

The batch file is sent by the organisation to the NSI system for processing. For each batch file processed a result file is generated that reports the outcome of the batch file processing. This result file will be available for organisations to download and will then need to be loaded into the SMS.

Support for the NSI

The day-to-day support of the NSI is managed by the Education Sector Service Desk. This includes, but not limited to, helping organisations connect to the NSI and maintaining User access privileges. Organisations and users can contact the Education Sector Service Desk with NSI questions or requests such as login and access issues:

Phone: 0800 422 599

Email: service.desk@education.govt.nz

If you have any questions relating the student record such as amending NSN information, please contact the NSI unit within the Education Sector Service Desk on:

Phone: 0800 422 599

Email: NSI.Unit@education.govt.nz

Guidelines to the NSI Fields

Overview

The minimum required details for an NSN are:

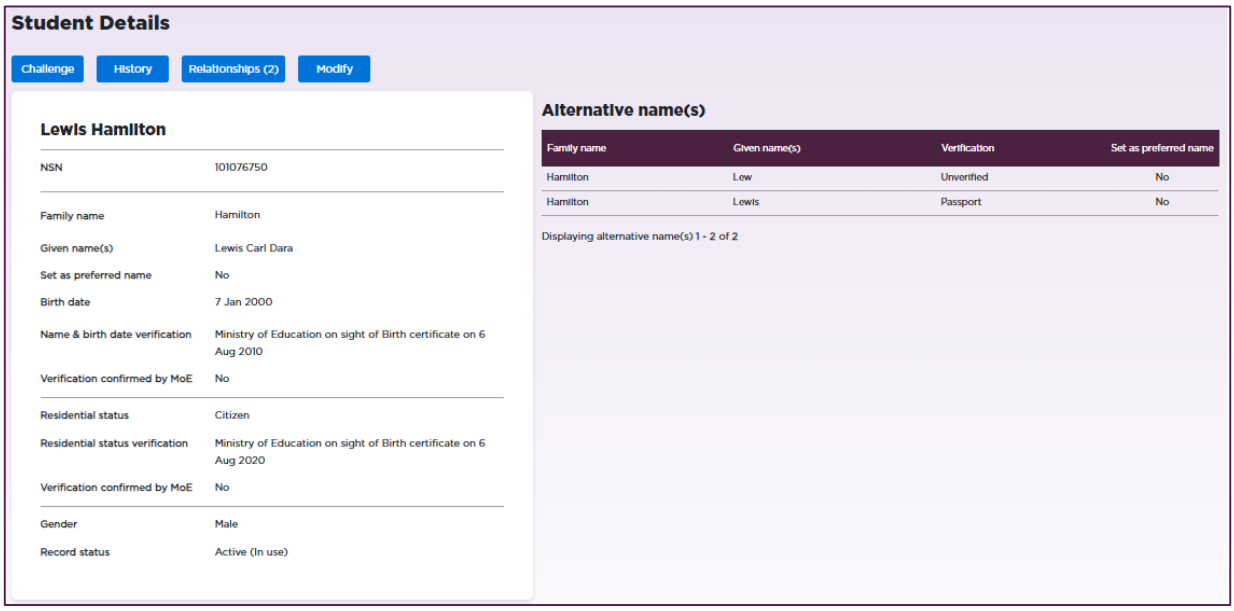
- Primary Name, and
- Birth date

Primary name and Birth date **must be verified** using one or more acceptable verification documents (see Appendix A).

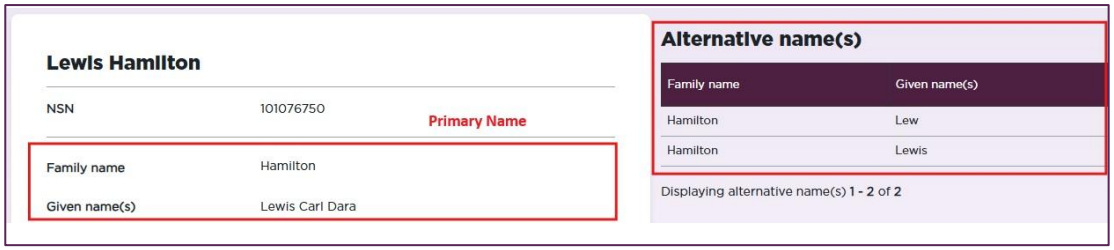
Additional information can also be entered if you have the appropriate documentation to verify this information, such as

- Residential status,
- Alternative name(s), and
- Gender.

A students record on the NSI is the digital identity of the student and how they will be known in the New Zealand education sector. The student information needs to be accurate and consistent with the NSI data requirements listed in this document as an NSN can be in use by more than one organisation at the same time.



Student's Name(s)



Primary name:

The Primary Name should be consistent across the NSI and Education Sector as data is shared between organisations and can be in use by multiple organisations simultaneously. The information on the NSN, especially the student's Primary Name, should not be updated to match the requirements of a specific provider's system. If more flexibility is needed, such as entering a name a student wishes to be known by your organisation that is not the Official Name, it should be entered in the **Alternative Name(s)** section.

The **Primary Name** is the main name displayed on a student's NSN and is the student's current **Official Name** as it appears on the student's birth certificate or passport. Official Names are names that can be validated against a New Zealand authoritative identity data source. These are:

- The Department of Internal Affairs for New Zealand citizens, or
- Immigration New Zealand for non-New Zealand citizens.

Validating Official Names against an authoritative source provides confidence that the student's identity exists, protects student information and privacy, and reduces the number of potential duplicates.

Official Names are found in documents such as New Zealand Passport, New Zealand Birth Certificate, Citizenship Certificates, and Overseas Passport for non-New Zealand citizens.

An NSN can still be created using other forms of documentation, e.g., a Driver's Licence, however, the Primary Name should be updated to reflect the Official Name when such documentation becomes available.

Regardless of the documentation you are using, you should enter the student's full name as displayed on the verification document.

Storing the full name increases the likelihood of accurately matching records, ensures a high degree of certainty that the record is unique and makes it easier for others to locate this record.

Alternative name(s):

All other known alternative names can be recorded in the Alternative Name(s) section along with the method used to verify each one. Alternative names can include all other names that students are entitled to use such as preferred names, common names or marriage/civil union names. This can include names that are more specific to your organisation such as the name on your SMS.

The Alternative Name(s) section can also include various types of names such as:

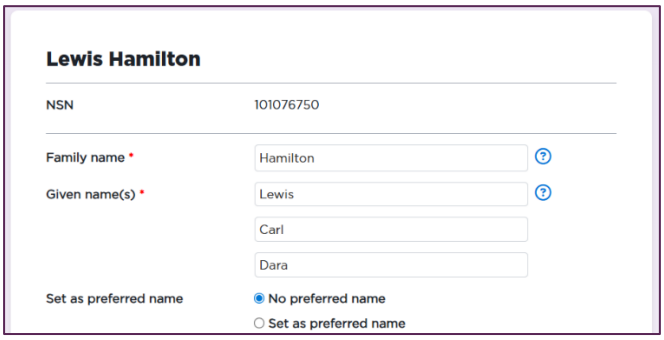
- Alias,
- Also Known As (AKA),
- Birth name (if name has been changed),
- Married/Civil Union name,
- Preferred name,
- Previously known name

Format and Guidelines to recording Names on the NSI

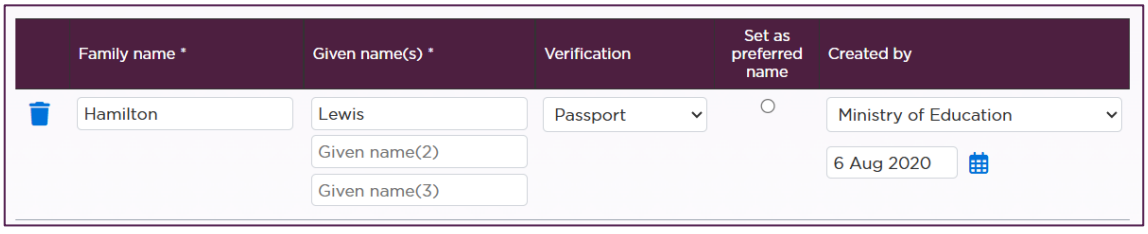
It is important to note that names on the NSI are viewed and used by other providers. Do not set formats specific to your organisation when creating or modifying an NSN, for example using all capital or lower case.

The NSI name standard consists of a **Family Name** field, and three **Given Name** fields. It does not include any Title or suffix.

The following guidelines apply to both **Primary and Alternative Name**.



Primary Name



Alternative Name

Family name:

Family Name identifies the familial group to which the person belongs or identifies as. It covers the Surname and Last Name.

When recording family names, it is important to consider different naming conventions and cultural variations. For example, while the family name typically appears last in Western cultures, it often appears first in East Asian cultures. In some cultures, a student may only have a single name that functions as both a family and a given name.

In some cases, family names may combine both parents' original family names through a hyphenated format.

Family names can also change over time for various reasons, such as marriage, divorce, or personal preference.

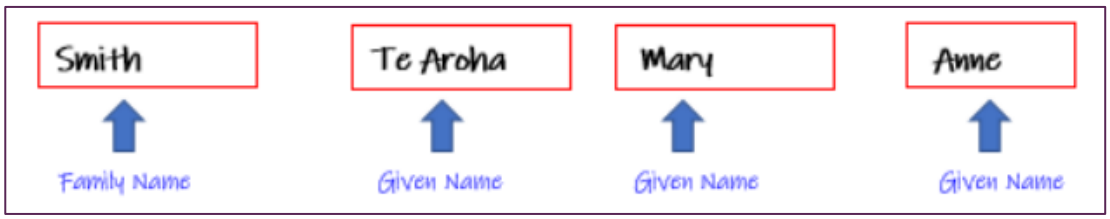
There is only one Family Name field in the NSI. All components in the family name should not be separated, and it must be recorded exactly as it appears on the official document.

Given name(s):

This term covering First Name(s), Middle Name(s), Christian Name(s), Personal Name(s). Given Name(s) should be recorded on the NSI in the order they appear on the verification document, however, there is no assumed rank to the order in which the given names appear.

The NSI can accommodate up to three Given Name fields (Given Name 1, Given Name 2, and Given Name 3).

Given Name 1 is a mandatory field. Each field can be recorded for each element of the Full name, in most cases each element is separated by a space. However, some name elements may consist of multiple words and include spaces such as “Te Aroha”.



When there are more than three given names, Given Name 3 field should contain all remaining name separated by spaces.

For example: *Oscar Alex Nico Yuki Lawson Russell* can be recorded as:

Given Name 1: Oscar
Given Name 2: Alex
Given Name 3: Nico Yuki Lawson
Family Name: Russell

Single Name:

Some students may only have a single name and do not have a Family Name or Given Name. Where a person only has a single name, irrespective of whether it is a Given Name or Family Name, it should be recorded as a Family Name and a Tilde (~) symbol in the Given Name 1 field.

For example, Single Name: **Fernando** should be recorded as

Given Name 1: ~
Family Name: Fernando



Upper and lower case:

To ensure consistency across the NSI, Name should start with a capital letter followed by lowercase letters for each name element.

For example: *Charles Fernando Gasly*

There are some exceptions for names that include capitals within the element, such as “McDonald”, the internal capital letter should remain.

Hyphenated names:

The hyphen is an one of the acceptable characters in the NSI name fields.

When recording hyphenated names, ensure there are **no spaces** between the name elements and that the spelling and capitalisation match the official documentation.

For example: *George Norris-Alonso*

Acceptable characters:

Only alphabetical characters, space, hyphen and apostrophe are acceptable in Name(s). Do not replace a character that is not allowed in the NSI with another.

The following restrictions apply:

- No more than one consecutive space, hyphen, or apostrophe is allowed.
- Names must not start with a hyphen, apostrophe, or space.
- Hyphens are valid between names without spaces, as they indicate that both names are a single element.

For example, *“Norris-Alonso”*

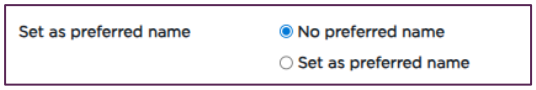
Further information:

Do not create and enter placeholder names into the NSI that have not been verified. An NSN should only be created if you can confirm the student’s identity and have all the relevant information to link them to the NSN.

Do not enter notes, comments, or any sensitive information relating to students into the NSI. Once an NSN is created, it can be viewed and used by all other education providers.

Set as a preferred name flag

A Preferred Name flag can be set to a **Primary** Name or **Alternative Name**, but only one preferred name flag can be active at a time. It is important to note that this flag does not support different preferred names for the same students in different organisations. The flag indicates the student's current preferred name recognised by the education sector.



Birth date

When recording Birth date, the correct format should be **dd/mm/yyyy** (e.g, *01/01/2021*) and it **must** match with the verification document.

The NSI may display Birth date as **dd MMM yyyy,** (e.g. *01 Jan 2021*).

Be cautious with international documents, as some countries may list the day and month in reverse order.

Name & birth date verification

The Name & Birth date verification fields in the NSI are used to verify the **identity** of a student and confirm that the details on the NSI match with appropriate documentation. See Appendix A for a list of documents.

You **must** verify that the name and birth date is correct and match with the verification document. By selecting a verification, you are declaring that you have sighted appropriate documentation and confirmed that the details are accurate.

Once you've verified a student record, it cannot be unverified by external providers.

Verifying an NSN locks other organisations from modifying this NSN without submitting a challenge to Service Desk. The verification date indicates when the verification took place and shows how current this record is.

If you have more current information than the existing NSN, for example a student has changed their name since the last verification date, you should submit a Challenge to reverify this record.

Residential status

The **Residential Status** field in the NSI is used to determine whether a student is a **domestic** or an **international** student. This field can affect other aspects such as whether a student will pay domestic or international fees, their eligibility for student loans, and whether a visa is required to study in New Zealand.

You should set a student's **Residential Status** if your organisation is required to verify the student's domestic status. TEC for instance require providers to verify a student's eligibility for enrolment and funding. TEOs subject to TEC funding should refer to and comply with relevant TEC funding conditions.

If your organisation or your courses are not required to verify a student's domestic status, or the student's visa status, you can still set the Residential Status for completeness. However, you must have proper documentation. If you are unsure how to verify a student's residential status, please do not edit this field, as other organisations rely on this information being accurate.

International students planning on studying in New Zealand must accept the offer of study, obtain appropriate visa and be in the country before you can create a new NSN. There are some exceptions for where students are studying in a jurisdiction where New Zealand has an arrangement that authorises the teaching and assessment of NCEA standards.

Residential Status can change over time and providers should pay attention to the date of when this record was verified. For example, an overseas student may enter New Zealand as an international student, then acquire a Resident Visa**,** and later become a New Zealand Citizen after a number of years.

It is the responsibility of each provider to ensure that a student's residential status meets their specific requirements throughout their study, and you should not rely solely on the NSI assertion.

Residential Status must be verified using one or more acceptable form of documentation such as a passport and a student visa. The available options for **Residential Status** are:

- Australian Citizen,
- NZ Citizen:
- Overseas,
- NZ Resident Visa, or
- Unknown (default)

Residential status verification

You **must** verify that the **Residential Status** is correct and matches with the documents used to verify the status. Once you've verified a student record, the record cannot be unverified.

The **verification date** indicates when the Residential Status was verified and indicates how current this record is. If you have more current information than the existing NSN, for example a student has obtained New Zealand Citizenship since the last verification date, you should seek to reverify this by submitting a challenge.

You may need more than one document to prove the residential status of a student, for example, a passport and a student visa. It is the responsibility of each provider to ensure you have the necessary documentation to confirm residential status.

Verification confirmed by MoE

This field indicates that Ministry staff have sighted a document and confirmed the information is correct. While this provides additional assurance, you should not rely solely on this assertion without performing your own checks.

Gender

The current available gender on the NSI is Male, Female and Unknown (default).

DIA Register

Some NSN have been matched against the **Birth and Death Register** held by the **Department of Internal Affairs (DIA)**.

The matched data improves data quality of the NSI and provides additional assurance over the NSN information. DIA verified records can include assertion that a student is a **New Zealand Citizenship by birth**. Once a record has been matched, the NSN is locked and can only be modified by the NSI data quality team through submitting a challenge.

There are two possible DIA verifications for each NSN:

- **Name and birth date verification** with DIA Register confirms the name and birth date in the NSI matches with the DIA Register.
- **Residential status verification** with DIA Register confirms the student is a New Zealand citizen by birth based on the DIA Register.



Name & birth date verification	Ministry of Education on sight of DIA Register on 4 Dec 2004
Verification confirmed by MoE	No
Residential status	Citizen
Residential status verification	Ministry of Education on sight of DIA Register on 4 Dec 2004
Verification confirmed by MoE	No

In most cases, both fields will be set together at the same time. However, these two fields should be treated independently as the Birth register alone may not be sufficient in verify all the student details in the NSI.

> For example, some students who were born from 2006 in New Zealand are **not automatically** a New Zealand citizen.

Additionally, some students may choose to or be required by their country to renounce their New Zealand citizenship. If you require a change of residential status to reflect this, please submit a Challenge with supporting documents.

A DIA registered NSN does not exempt providers from their responsibility to obtain and sight sufficient evidence of student's identity and residential status.

Record status

The NSI record can have one of two statuses with an associated Record status reason. This is the status of the NSN not the student. A student does not have to currently be studying for this to be active.

You **must** use an **Active NSN**.

If you believe that the inactive status of an NSN is incorrect, please notify Service Desk with appropriate details before making a new NSN.

Active: the record is in use and can be searched for and updated.

Inactive: the record has been made inactive for one of the following reasons:

a. Merged duplicate (slave) – two (or more) NSN have been merged, and the duplicate record(s) will be marked as a "Slave" NSN and linked to the "Master" NSN.
b. Deceased – following the receipt of notification of a student's death from an organisation or matching with NZ death register.

c. Created in error – NSN created in error by an organisation.
d. Do not use – NSN is invalid and should not be use.

Duplicate NSN

When two or more NSNs are identified as belonging to one student, the records will be merged to ensure that each student is assigned only one NSN.

During this process:

- The NSI will automatically assign one NSN as the Master NSN, which will remain active,
- The duplicate NSN will become inactive as Slave NSN.

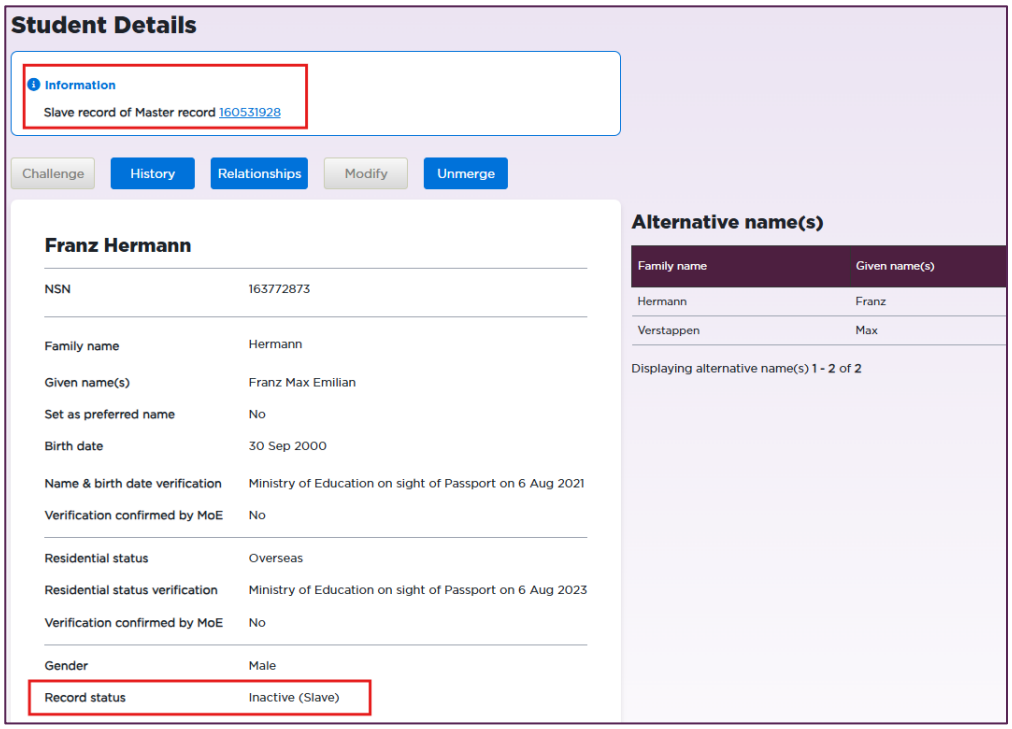
You **must** use the **Master NSN**, if the same student has multiple NSN.

The **Master NSN** will contain the correct information and can be modified after a merge.

Please note that we cannot manually assign a Master NSN, this is automatically selected by the NSI system. The Master NSN will also list all the NSN that have been merged at the bottom of the Student Details page.



The **Slave NSN** will become inactive and can no longer be used or modified. When searching for this NSN, the Master NSN will be shown and can be selected underneath the Student Details.



Accessing the NSI

Requirements

Before you can access the NSI the following conditions need to be met:

Organisations:

Organisations must have completed the NSI 'Go Live' process to be approved to access to the NSI. This includes any necessary NSI testing, confirming your Organisation's Student-Provider Relationship duration and registering to receive Change Notifications.

Users:

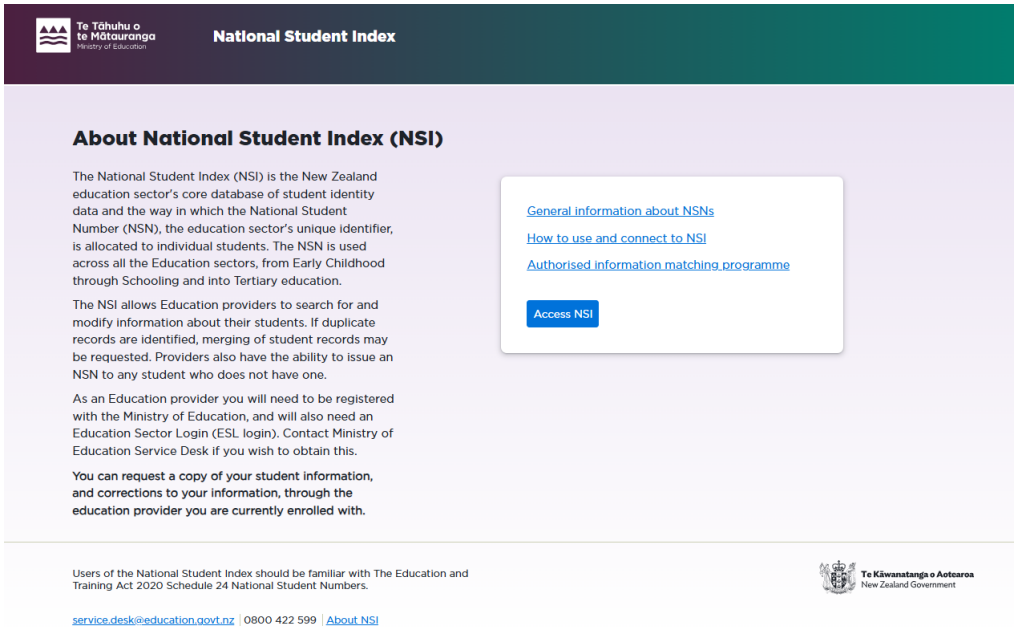
- Have an individual Education Sector Logon (ESL) account.
- The Sector Service Desk/your providers Delegated authoriser must have enabled the NSI Role/s on your Education Sector account.
- Your provider needs to have been given authorisation to access the NSI (this can be checked by Sector Service Desk).
- Have access to a computer with a recommended web browser version and have JavaScript enabled on the web browser.

If your account is linked to multiple organisations, you **must** select the correct organisation you wish to use for accessing the NSI. Access, creation and other use of the NSI are logged against this organisation.

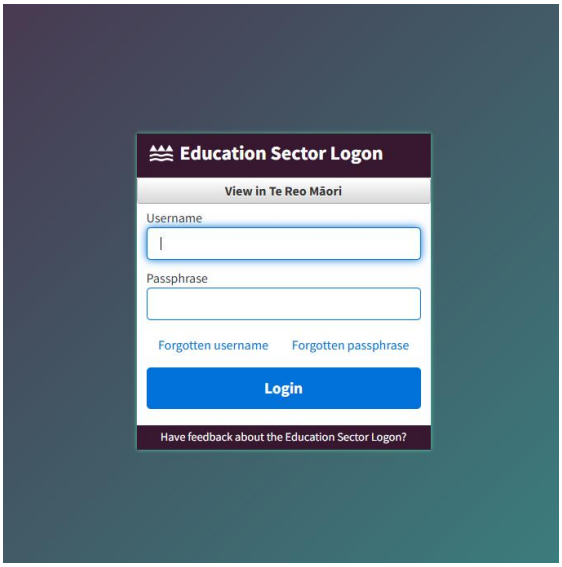
Logging into the NSI Web Interface

1. You can access the NSI Web Interface through the Ministry of Education Catalogue of tools and online services or using an internet browser, go to: https://nsi.education.govt.nz/

2. Select "**Access NSI**" button to take you to the Education Sector Logon page.

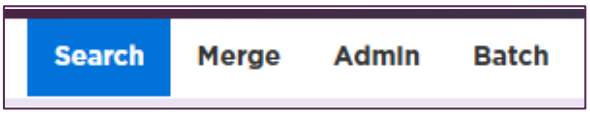


3. Enter the **Username** and **Passphrase** and select **Login**. If your account is linked to multiple organisations, you will need to select which organisation you wish to use for accessing the NSI. You will need to logout of the NSI and log in again if you wish to change the organisation.



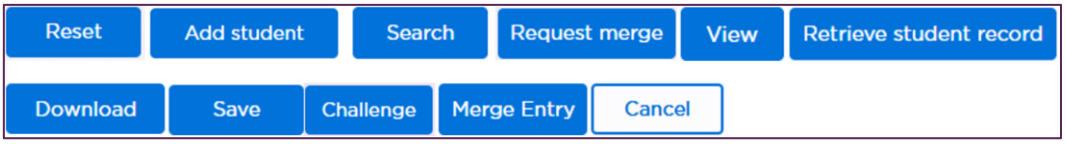
Main Menu

The main menu will always be available at the top left of the screen. Selecting one of the menu options will take you to the functional section of the application. The section that you are in will be highlighted in Blue.



Action buttons

Action buttons are highlighted in blue. These buttons will perform action noted on the button or take you to a screen where you will be able to perform the action required. Some action buttons require certain conditions to be met to use, including having the correct security role. These will be greyed out until the conditions have been met.



Search for a Student

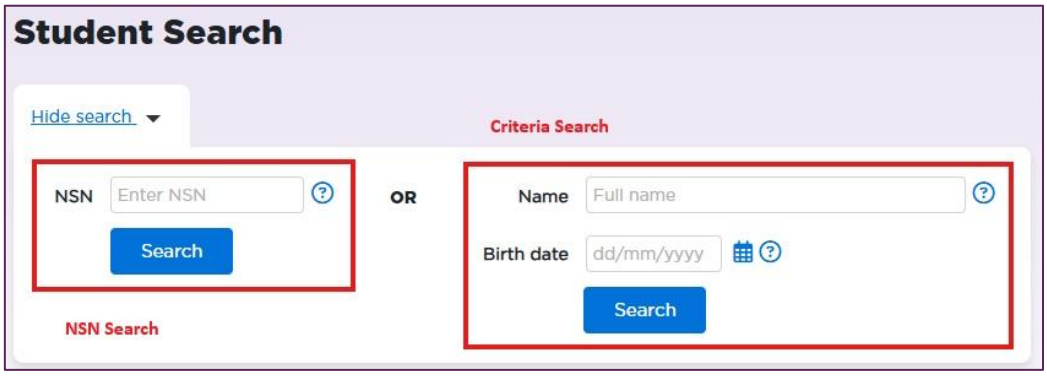
Overview

You cannot create a new NSN without conducting a **Search** first.

You should assess the search results on the NSI against the information provided by the student.

All searches are logged and can only be viewed by the NSI Data Quality team.

There are two types of searches that you can perform: NSN Search or Criteria Search.



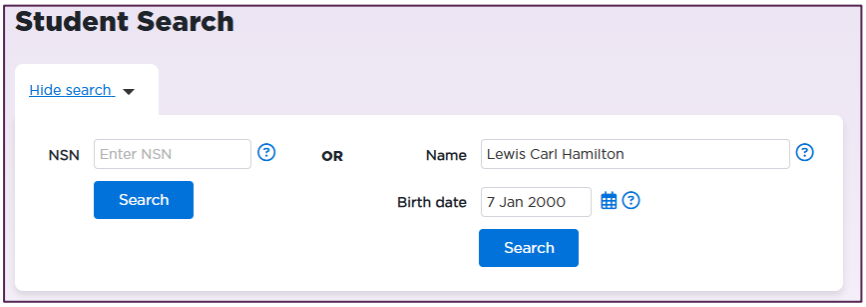
NSN search

If you know the student's NSN, you can search using the NSN. The result will always be an exact match with one NSI record, unless the NSN is invalid.

If the NSN entered is a valid NSN, you will be taken directly to the Student Details screen.

Criteria Search

If you don't know a student's NSN, you can search for them by their details such as Name and Birth date. As a minimum requirement, you will need to enter a minimum two Name components (Given Name and Family Name) or a Given Name and a Birth date to be able conduct the search.



Student name (mandatory):

Ordering: The order of the Names used in a search is important. Enter the name with Given Name(s) first followed by the Family Name. For example, if a student First Name is John and Family Name is Smith, your search should be "John Smith".

Case Sensitivity: The NSI search engine is generally case insensitive. However, where the first name in a string of names is entered in the search field in **Upper Case,** that name will be interpreted by the search engine as the “Family Name”.

Spelling: Minor spelling differences should still return results. The NSI match score reflects the closeness of the match, even when there are slight variations in spelling.

Name components: Every space in the Name field denotes a new name component. The last Name entered is **always** Family Name.

For example:

Full Name: *Daniel Antonelli Russell Albon*

Given Name 1 : Daniel
Given Name 2 : Antonelli
Given Name 3 : Russell
Family Name : Albon

Single name: Where a person only has a single name, it should be recorded as a Family Name and a Tilde (~) symbol in the Given Name. We are aware that some providers may currently record the single name in both the **Given Name 1** and **Family Name** fields.

Efforts are underway to ensure all providers comply with the same standard for recording single names. You may encounter instances where the single name is displayed in both fields, and you can also use this format when searching if you cannot find the record in your initial search.

For example:

Single name: ~ Fernando
Search Attempt 1: ~ Fernando
Search Attempt 2: Fernando Fernando

Hyphen in Family Name: When the Family Name contains a hyphen, you should include the hyphen when preforming your search. However, some providers may have created the NSN without the hyphen. If you cannot find a result, try removing the hyphen and searching it again.

For example:

Given Name: Daniel
Family Name: Russell-Albon
Search Attempt 1: Daniel Russell-Albon
Search Attempt 2: Daniel Russell Albon

Birth date:

It is best practice to always enter the Birth date to increase your chances of finding the record.

Enter the student’s Birth date as “dd/mm/yyyy” as listed on their verification document. Ensure that the ordering of day and month are correct as results could vary.

Select **Search** once you have entered student details to perform a search.

Best Practice

For the best results, start your search using the full official name and birth date as printed on the verification document. This will minimise irrelevant results and increases the chances of finding the correct NSN right away. Keep in mind that details may have changed since the student last interaction with the education system.

If you cannot find the NSN you are looking for, you can gradually broaden the search by simplifying your search input.

Example Searches:

1. Full Name and Birth Date:
    - *Carlos de Castro Junior Sainz*
    - Birth Date: 01/01/2000
2. Simplified Name and Birth Date:
    - *Carlos Sainz*
    - Birth Date: 01/01/2000
3. Simplified Name Only:
    - *Carlos Sainz*

You may also search using any of the student's previous names, such as a maiden name, or other known alternative names they might have used. For example, if Alex Albon for Alexander Albon.

4. Alias Name:
    - *Alex Albon*
    - Birth Date: 01/01/2000

Search Results

After entering the search criteria for your student, the **Search results** will display records that match your search criteria. The results will display both **Primary Name** and any **Alternative Name(s)** that matches your criteria.

Assess all the information from the search results against the information provided by the student.

It is not uncommon to encounter slight discrepancies between the NSI and the information in your documentation. Such discrepancies may arise due to:

- Missing data, such as middle names, during the creation of the NSN,
- Data entry errors in name or birth date,
- The student's information, such as name or residential status, may have changed since they last accessed education in New Zealand.

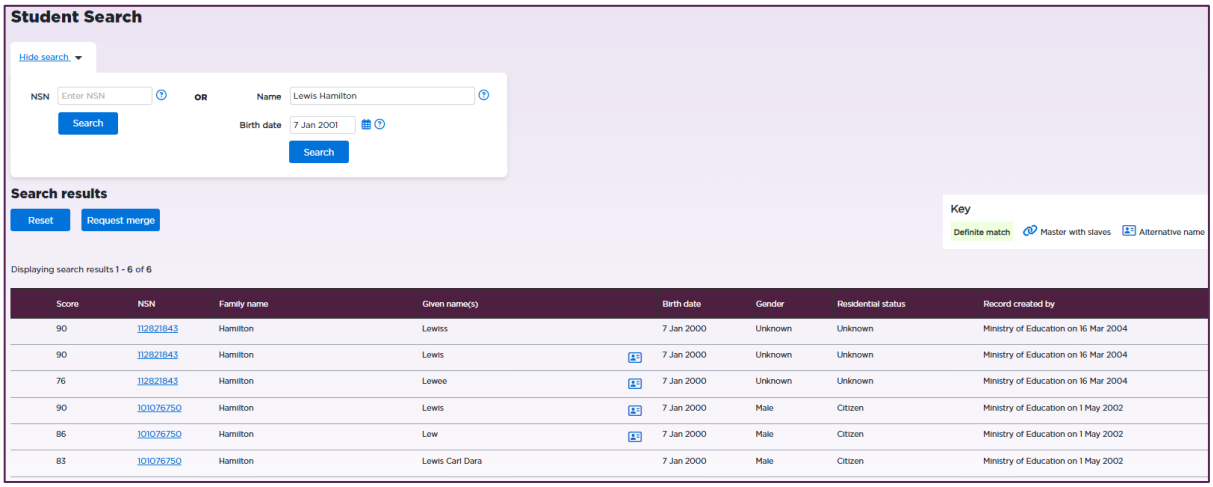
Please be aware that some international names entered by the previous provider, when translated, may have inconsistent spacing.

- For example, a name Zhou Wei, may sometime be entered as Zhouwei.

Scoring:

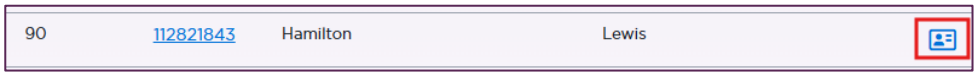
The NSI has a built-in matching logic and will return results with a score between 72 – 100. The scoring and list of possible matches will help to assist you in finding the right student. A definite match will be highlighted in Green. If you are unsure about any details, please contact Service Desk for further guidance.

➔ **Do not accept the first top result returned without checking the record first.**



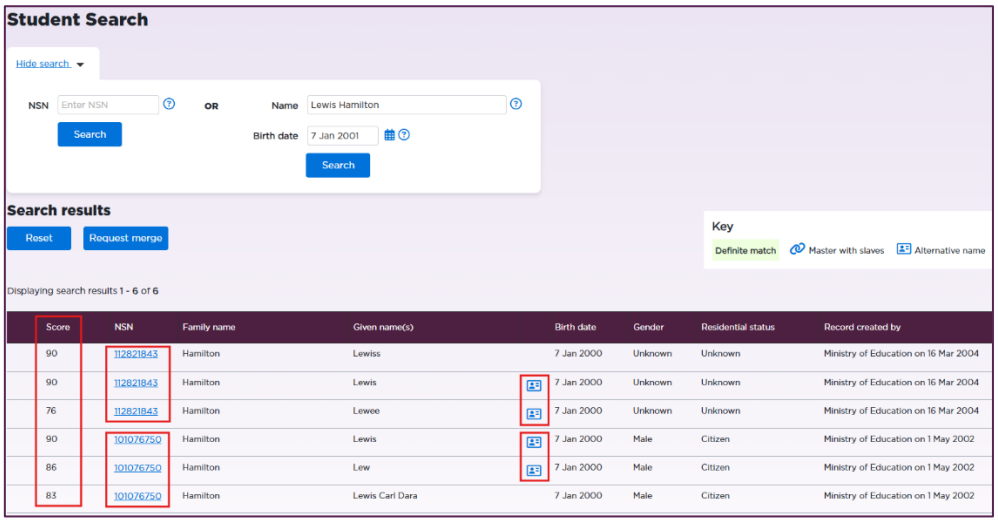
Alternative name:

If the search matches with a student's alternative name, an **A** will be displayed next to the name. Please be cautious when selecting unverified Alternative name without checking the NSN in its entirety.



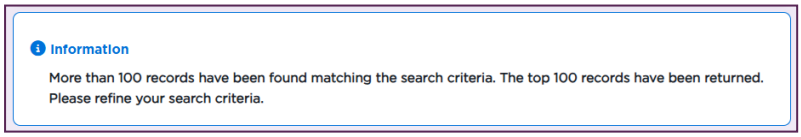
An NSN having more than one names can appear multiple times in the results. The match score compares your search input against each name, regardless of whether it is the Primary or Alternative name(s).

For example, below search for Lewis Hamilton showing a similar score for the two different NSNs matching on Alternative names. The first NSN appears three times as a Primary and an Alternative name shows similarities with your search input. The second NSN appears also appears three times where two were matching on Alternative name(s). The scoring compares each name separately to your search.



Common Names:

If you have not entered a Birth date, you may encounter a warning for common name where there are more than 100 records. You may need to narrow your search or sort by birth date to ensure you have selected the right NSN. If in doubt, please contact Service Desk before assigning or creating any new NSN.



Gender and Residential Status:

When reviewing your results, take extra care when assessing Gender and Residential Status as both fields can change since the student's last interaction with the education system. If all other details match except for these two fields and you are uncertain, please contact Service Desk for guidance.

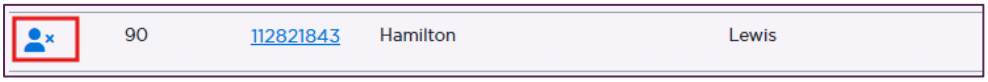
Master with slaves:

When an NSN has been previously merged, an icon will denote that this is the Master NSN, containing one or more Slave NSNs.



Inactive student:

An NSN can be inactive for a number of reasons, including deceased, created in error or it has been marked as inactive by internal ministry staff.



If the NSN is inactive due to a Merge, you **must** use the Master NSN.

If you believe the record has been flagged as inactive by mistake, please contact Service Desk with relevant documentation.

Next steps

1. If you have found the NSN you are looking for, click on the NSN or the View icon which will take you to the Student Details screen. Do not record and assign the NSN directly from the Result Screen, you should view the NSN in its entirety and assess whether this is the correct NSN before you start using it.

2. You should review the student details and seek to update this NSN if it is not up to date.

3. If you identify more than one NSN that seems to belong to the same student, please submit a merge request for our team to review and assess.

4. If the student data does not exist, and you have exhausted all search options. You can create a new NSN. An Add student button will appear at the bottom of the results where it will take you to the Add a student screen.

Student Details

Overview

The Student Details page displays information associated with the selected NSN.

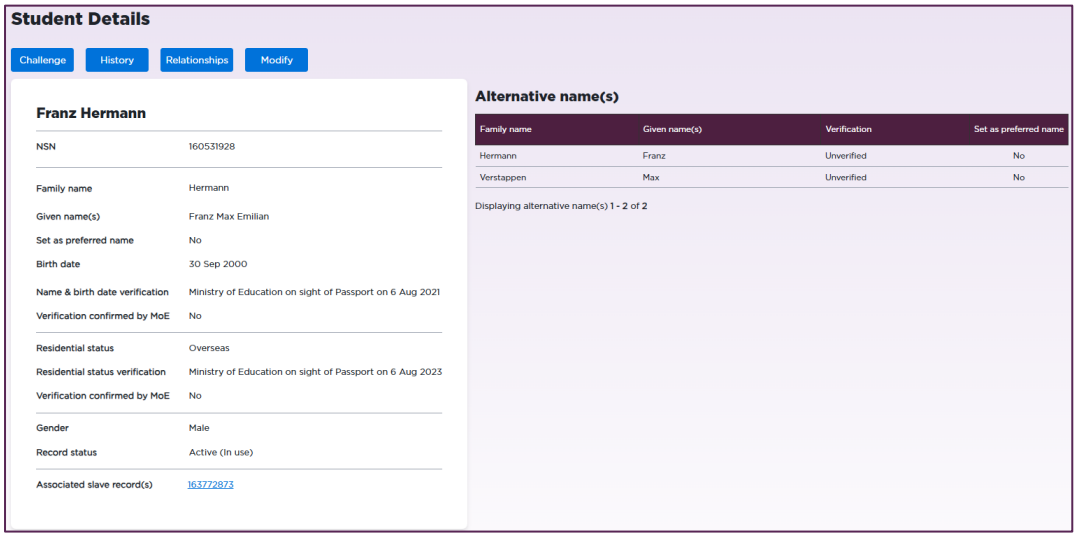
You **must** check that the details are correct before assigning this NSN.

It is essential that NSN details are kept up to date. Some details may have changed since the last time an NSN was used. You should seek to modify unverified records or submit a challenge for verified records if you have a more accurate and up to date information about your student.

Reviewing Student Details

You should check that the details on the screen are current against the document you received from your student. Take note of the verification dates as it will assist you in comparing details between the NSI and your information.

If your student is known to you by any other name, you can add this into the Alternative Name(s) section once you have confirmed the identity.



Next steps

1. Modify **or** Challenge**:** If the information on the NSI is out of date, you can modify unverified records or submit a challenge to update verified records by pressing the Action button on top of the page. More information on how to do this in the next section.

2. After reviewing the student details, assessing the information against the documentation you have sighted, you can assign this NSN once you have confirmed that this is the same student.

3. You can also add a student's alternative name known to your organisations if it is not already listed in any of the name fields once you have confirmed the identity.

Add a New Student Record

Overview

It is essential that only one NSN is allocated for each student.

A search must always be conducted before you can create a new record. If a student has previously entered the New Zealand Education System, they should already have an existing NSN. A new NSN should only be created once you have exhausted all options and confirm that a student does not already have an NSN.

You **must not** create new NSN without first establishing the identity of the student using documentation listed in Appendix A.

The details used to create this NSN **must** match with the documentation provided.

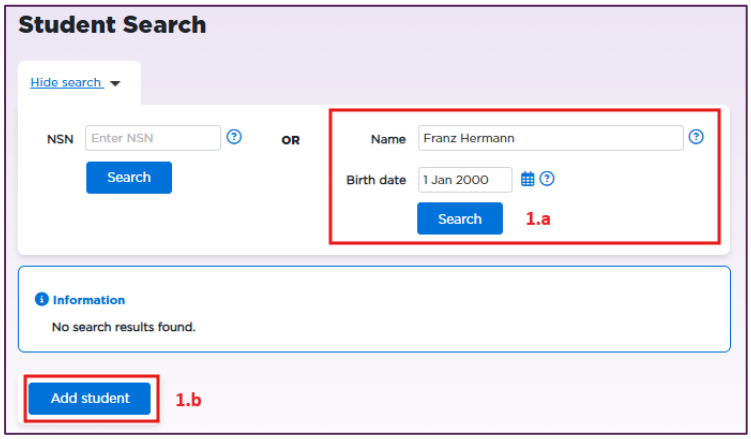
Creation of an NSN should only be made for students who are enrolled and studying in your organisation. Do not create new NSN for applicants or future students.

Add a Student Screen

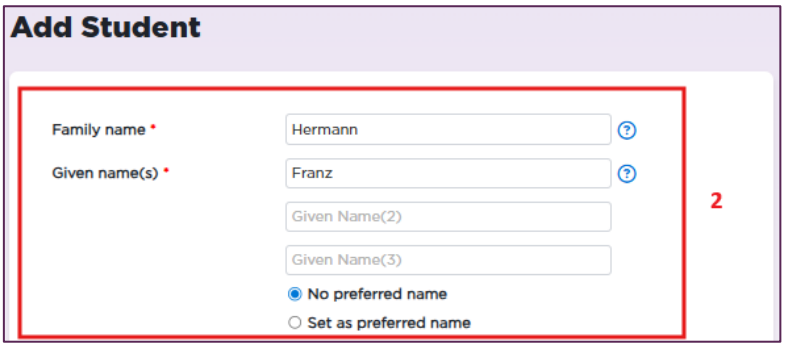
The following are steps in creating a new NSN.

You should refer to earlier section: **Guidelines to the NSI Fields,** for guidelines of how to record each field.

1. **Conduct a Search:** You cannot create a student without conducting the initial search as set out in the previous section. Once you have confirmed that the student does not have existing record, and you have exhausted all search possibilities, you may now create a new record by selecting the "**Add Student**" button located on the bottom of your search results.



2. **Student Name(s):** Enter all student name(s) including middle name(s) as appeared on the verification document. You can add any number of alternative names, such as student's preferred name in the alternative name section(s). You can also set preferred name flag to any Primary Name or Alternative name(s). You must save the NSN first before adding alternative name.



3. **Student details:**

   a. **Birth date**: Enter Birth date as appeared on the verification document, making sure that it is in the correct format dd/mm/yyyy.

   b. **Name and birth date verification:** Enter what documentation you are using to verify the identity of this student. This will lock the name and birth date fields, preventing future changes by other providers without submitting a challenge.

   c. Gender: Enter the gender of the student.



4. **Residential status:** If required, please enter the residential status of this student. You must be able to verify the residential status using appropriate documentation(s).



5. **Residential status verification:** Enter the documentation type used to verify this NSN residential status. Residential Status and Residential Status verification fields must be set together.



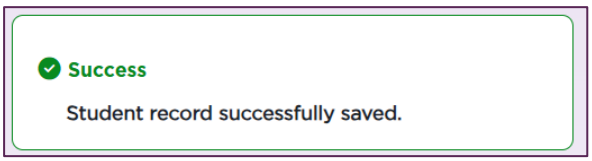
6. After submitting all relevant student information and you have verified to make sure all information are correct, press **Save** to create a new NSN.



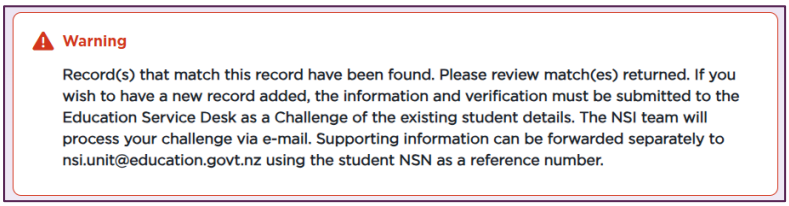
Saving a New Student Record

The NSI will conduct a second background search, this will ensure that there are no existing NSN based on the student details you have submitted. There are **three** possible outcomes listed below:

NSN Created: If the NSI cannot find any close match records based on the information submitted, a new NSN will be created. You can review and use this NSN.

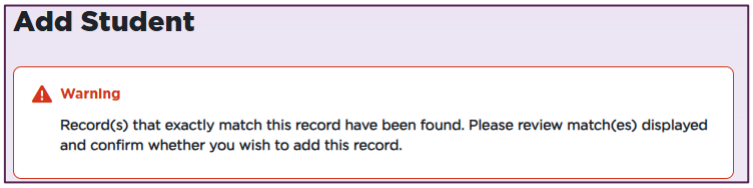


Definite Match: If the NSI have found a definite matched with a score above a threshold determined by the Ministry, you will not be able to create a new NSN without completing the following process:



1. Review the results, and if this is the same student you can use this NSN.
    a. If this NSN information is no longer up to date, you can modify an unverified record, or
    b. Submit a challenge with appropriate documentation.
2. If you do not believe that the matched result(s) is the same student, you can contact Service Desk with supporting documentation. Our Service Desk team will assess and create a new NSN for you.

Close Match: If there are existing records in the NSI that closely match the student record you are adding, you will get a warning message asking you to check in case an existing record should be used.



Recheck your student details against existing NSN. Once you are satisfied that no record exists for the student, you can click the **Confirm** button, a new NSN will be created. You can review and use this NSN.

Important: If in doubt, please do not create a new NSN as new NSN cannot be deleted. Please contact our Service Desk for further guidance.

If you have made a mistake after you created a new NSN, there are some allowances for the creator to modify this record for a specific period of time or you can contact Service Desk for further guidance.

Modify a Student Record

Overview

The **Modify Student** functionality is used to update existing NSN. The modification you are making to an NSN should aim to improve the data quality and/or bring the record up to date.

Changes to an NSI record will be notified to all organisations with an active Student-Provider Relationship (SPR). Notifications will also be sent to relevant agencies and other education systems including NZQA, TEC, and Ministry of Education applications such as ENROL (Student Enrolment Register) for school age students.

You **must** establish the student's identity and confirm the NSN belong to them before making any changes as there are significant downstream impacts across the New Zealand education system. An NSN may be in use by multiple organisations and contain the student's record of achievements and qualifications not visible to the NSI. Modifying a record for the wrong person can lead to incorrect data being updated across the entire system.

All changes made to an NSN are logged on the NSI that are viewable only to internal Ministry staff and NZQA.

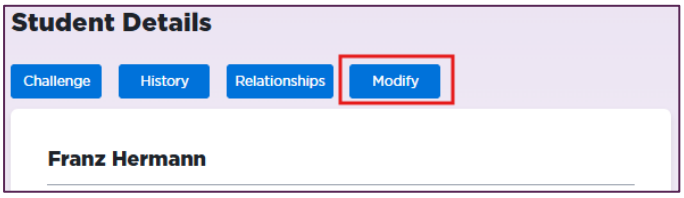
When making changes, you should refer to earlier section: **Guidelines to the NSI Fields**, for guidelines of how to record each field.

Modifying a Student Record

Some records or parts of a record could be locked depending on the verification status of the NSN. This protects the student's information and privacy from unintended modification. If you cannot modify, you will need to submit a challenge.

1. **Establish the identity of the student**: Check details against the documentation and ensure that you are modifying the correct NSN.

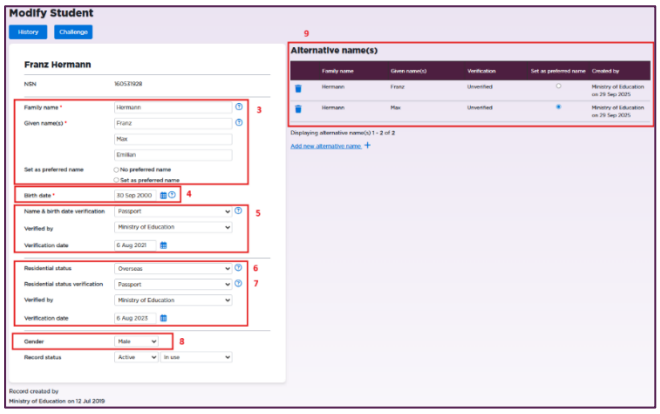
2. **In the Student Details screen, select Modify**



3. **Primary Name:** Modify all student name fields including middle name(s) as appeared on the verification document.

   When a primary name has been updated, the previous primary name will be stored as an alternative name.

   You cannot have the same Alternative Name as the Primary Name. If you modify the Primary Name to match one of the Alternative Name, the NSI will swap the names.



4. **Birth date**: Birth date cannot be updated unless you or your provider was the creator of the record, and the creation date is under 90 days. If you believe that the Birth date is incorrect, please submit a challenge for review.

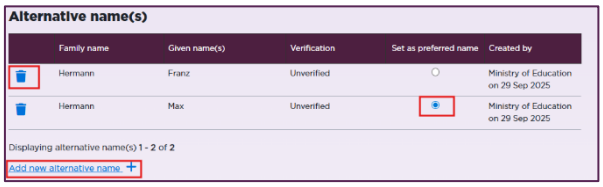
5. **Name and birth date verification:** Enter what documentation you are using to verify the identity of this student. This will lock the Names and Birth date fields, preventing future changes other providers without submitting a challenge.

6. **Residential status:** If the Residential status is unverified or has not been set by a previous organisation, you can modify this status to reflect the current residential status of this student.

7. **Residential status verification:** What documentation are you using to verify this NSN residential status.

8. **Gender**: Gender is currently an open field and can be modified as needed.

9. **Alternative name(s):** You can add any number of alternative names such as student's preferred name in the **Alternative name** section(s). You can also set preferred name flag to any Primary or Alternative name(s). Note that you cannot modify or delete an alternative name. If you have made a mistake, please contact Service Desk to request the alternative name be removed from the student record.



10. **Select Save:** Ensure all details are correct and up to date. Once you have completed your modification, select **Save** at the bottom of the page.

Verified Records

Verified records cannot be updated without submitting a **Challenge**. This means that if a student has been verified by their previous school, an organisation who wishes to change details can only do so by submitting a challenge with supporting evidence to support the change. This safeguard protects student's information and privacy from being unintentionally updated by another provider.

Challenging a Student Record

Overview

A **Challenge** is an NSI process that you can submit to request changes to a verified student record. When an NSN has been verified by an organisation, fields will be locked, and changes to records will be restricted to protect the student information associated with the NSN.

If you believe the information in the NSI is incorrect or is no longer up to date, you can raise a challenge with appropriate documentation(s) for the NSI unit to assess and make the requested change. You can also email the NSI unit directly.

Depending on the requests, the NSI unit may contact previous providers and other agencies for information which could take some time.

Challenge Types

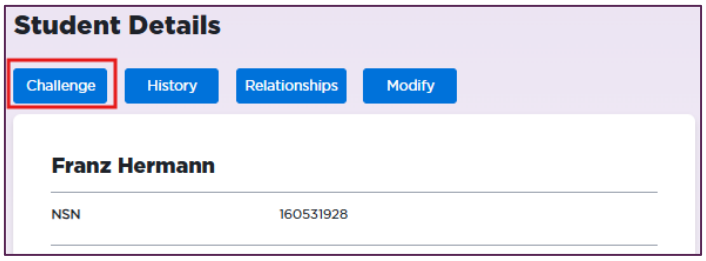
There are currently three challenge types that can be raised within the NSI Web application.

1. **Challenge Existing Details:** If you believe the details on an NSN are incorrect.
2. **Duplicate Record:** If you believe a student has more than one NSN, please submit both NSNs in the reason.
3. **Update Verified Data:** If a verified NSN is no longer up to date and requires updating.

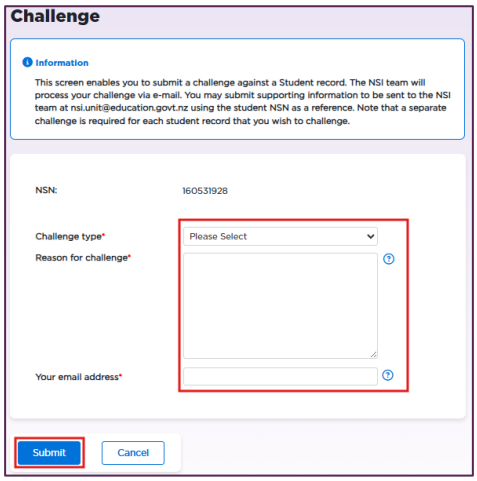
Starting a challenge

You can start a challenge directly within the Student Details screen. If there are existing or previous challenges, these can also be seen on the Student Details page.

1. Select the **Challenge** button on the left-hand side.



2. Fill out the three mandatory fields and submit to send an e-mail request for your challenge against the student record. You should then receive a confirmation.



3. Select **Submit**, you should receive a confirmation e-mail from the NSI-system with the details of your challenge sent to the email address you provided.
4. You can view the status of the challenge anytime, by viewing the NSN you submitted the challenge from.



5. The NSI unit will reach out to request supporting documentation. Any supporting documentation or further information can be sent to Service Desk at the nsi.unit@education.govt.nz: using the student NSN as a reference.
6. A separate challenge is required for each student record that you wish to challenge.

Merging Duplicate Student Records

Overview:

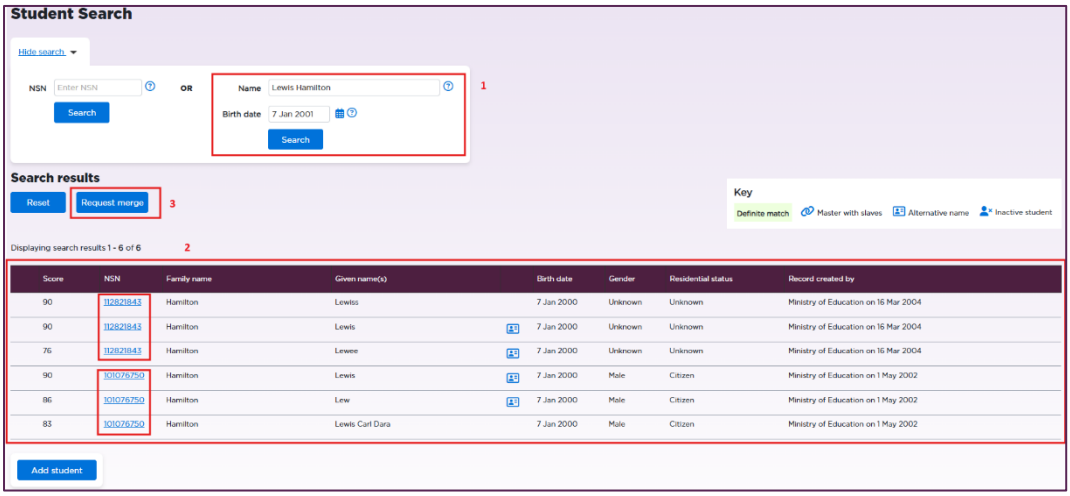
The Merge Request is used to request for multiple NSI records to be merged and is an important functionality to ensure that only one NSN belongs to one person. The Data Quality team actively review the NSI for potential duplicates and will reach out for more information if needed.

To ensure consistency, all organisations should follow the same standards when creating an NSN. This will minimise the number of duplicates from being created which can impact student qualification and achievement records.

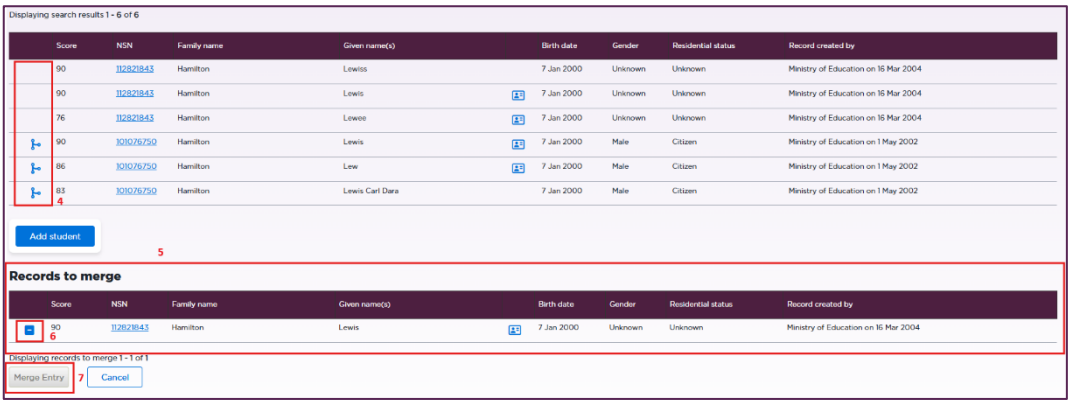
Merge Request

Merge request using Search:

It is likely that you may encounter duplicates during your Student Search. A merge request can be completed directly from the search results screen. Note that you should only request a merge for your student as documentation will be required to verify and assess whether the two NSNs belong to the same person.



1. Conduct a **Search** using your student's details.
2. Review the **Search results**. Pay attention to results showing Alternative name. You can also click on each NSN to view the information on the Student Detail screen.
3. If you believe there are more than one NSNs belonging to the same student, click on **Request merge** at the bottom of the screen.

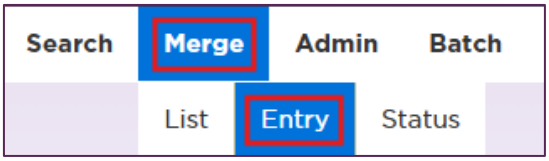


4. After clicking **Request merge** button, the merge icon will appear next to the score. Select the records you wish to merge by clicking on the merge icon.
5. All the selected NSNs will populate the **Records to merge** list at the bottom of the screen.
6. If you have made a mistake, you can remove an NSN from the merge list by clicking on the **minus icon**.
7. Once you have reviewed your **Records to merge** list, you can click on **Merge Entry** button to submit the merge request. Note that you will need at least two NSNs in the list to be able to press this button.

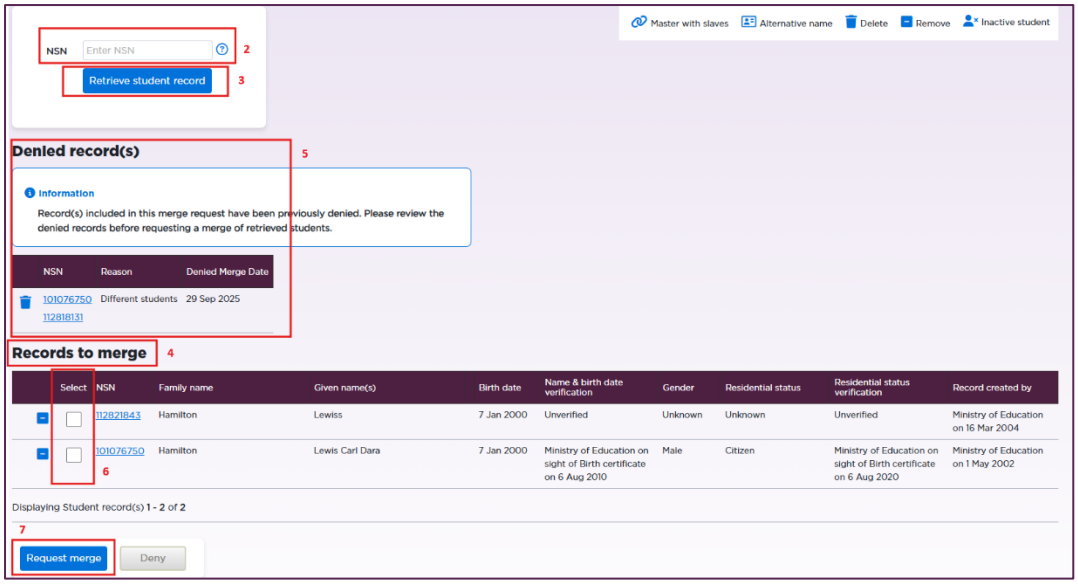
Merge request using NSNs:

If you already know the NSN's for the student records you would like to merge, you can submit the NSNs in the Merge Entry.

1. From the Main Menu, click on the Merge tab, select Entry tab.



2. In this screen you will be able to enter each NSN separately (up to 10).



3. Click **Retrieve student record** for each NSN you have entered.

4. The NSN that you have entered will populate the **Records to merge** section, providing a snapshot for review. Select an individual NSN will take you to its student detail screen.
5. If any of the NSN have the merge request denied in the past, the denied records will be displayed in the **Denied record(s)** section. If you believe that it should not have been denied, please contact Service Desk.
6. After reviewing all the details, select the NSNs you wish to merge by ticking the **Select** box.
7. Click **Request Merge**.

Merge request using Challenge or email:

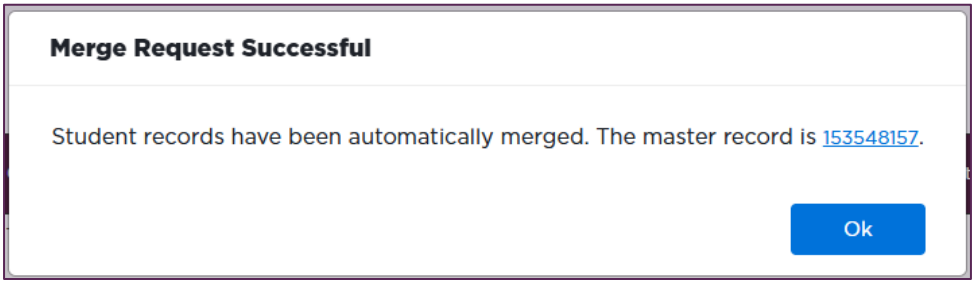
You can submit a merge request through the **Challenge** process by selecting the **Duplicate Record** as the Challenge Type. Please enter the NSNs you believe should be merged in the Reason for Challenge. Be prepared to submit supporting documentation when Service Desk contacts you.

If you initiate the merge request through email, please include the NSNs in the subject. To expedite the process, please include as much details as possible including the reasons why you believe these should be merged and the appropriate documentation for Service Desk to assess the merge.

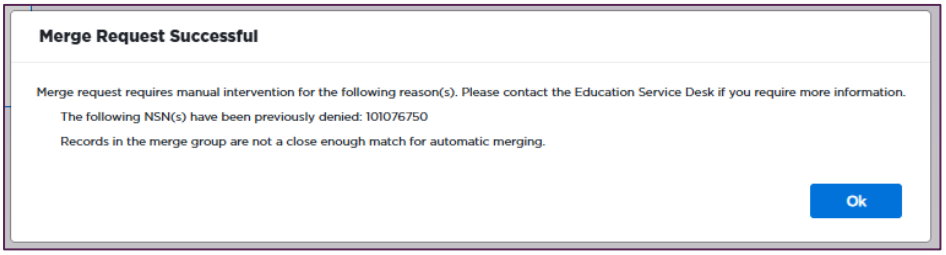
Merge Results

Automatically Merged: After submitting the merge request, if the NSI determined that they are the same student, it can automatically merge without further intervention. You should verify that all details in the Master NSN are correct and make further update if required.

You **must** use the **Master NSN** from this point forward.



Manual Intervention Required: When the two records are **not** close enough, a request will be sent to manual merge queue where, Service Desk will be in contact to request for documentation to assess and process the merge.



Service Desk will advise whether the two NSNs should be merged. If the merge request has been denied, we will advise the correct NSN that you should be using.

Appendix A – Acceptable Forms of Identity Documentation

All documentation required to verify the student's identity and residential status must be an original or a certified copy of the original.

We may require a copy of an official document for data quality purposes and identity verification.

Certified copy

A copy of the original document can be certified by:

a. be certified by an official of the issuing authority or a person authorised by section 9(1)(a) to (h) of the Oaths and Declarations Act 1957 to witness a statutory declaration, such as a Justice of the Peace, a person enrolled as a barrister and solicitor of the High Court, or a Registrar or Deputy Registrar of the District Court or the High Court; and

b. have the official or person's signature on each page, with their name and title shown clearly below their signature.

Verification of Student's Identity

To create, assign or modify an NSN, the identity of the student must be established. You **must** verify a student's identity and confirm the NSN belong to them by sighting the original or certified copy of a current identity document.

Name and Birth date on the NSI must **match** the document you have sighted. This means when creating or modifying an NSN, student's name should include all middle names and other given names that shown on the documentation.

The following form of identity documents can be used to verify a student's identity:

- Passport, or
- Birth Certificate,
- Other

You should refer to your funding conditions for the specific identity documents required. Some examples of documentation suitable for the category of 'Other' includes:

- Marriage Certificate
- Marriage Dissolution Certificate
- Citizenship Certificate
- New Zealand Driver's Licence
- Name Change Certificate
- Immigration Visa
- Certification of identity from Immigration New Zealand for refugee.
- Assertion through RealMe online identity verification service.

If you are unable to obtain sufficient identity documents or if your documentation is not listed above, please contact Service Desk for further guidance.

Appendix B – Verification of Residential Status

The **Residential Status** field in the NSI is used to determine whether a student is a domestic or an international student. Residential status field must be set together with the residential status verification. The verification document(s) must be able to prove the residential status of each student which may require more than one documentation.

One document on its own may not always be enough to determine the correct residential status, for example an overseas passport. As multiple documents may be involved, the documentation type you are recording in the NSI is the main document used to prove the residential status.

> For example, an overseas Passport **and** a current electronic Student visa, in this case you would need both documents, but for the NSI, the e-visa is the main document that will determine the residential status while the Passport can still be used to verify the student's identity.

Do not rely solely on the NSI assertion. It is the provider responsibility to ensure eligibility status and residential status of their students are current and comply with the specific funding conditions, eligibility criteria, and/or immigration status throughout their enrolment.

Residential status can change over time. You should look to update Residential Status by modifying or submit a challenge if the residential status of a student is not up to date.

The following table shows **how to record some** of the most common residential status and the verification document methods. If you are unsure of how to record Residential Status and verification for a specific case not listed below, please contact Service Desk.

Residential Status	Residential Verification	Notes and verification methods
New Zealand Citizen	Sight an original or certified copy of one or more of the following documents:	
	Birth certificate	New Zealand birth certificate • All students born before 1 January 2006 are New Zealand Citizen by birth. • Students born after 1 January 2006 are only a NZ citizen if the Birth certificate have indicated that they are a NZ citizen.
	Passport	Sight an original or certified copy of a current New Zealand passport.
	Other	Sight a New Zealand certificate of citizenship.

New Zealand Resident class visa	Sight an original or certified copy of one or more of the following.	
	Other	• Passport with a current resident class visa label. • Passport **and** letter or email, confirming a current residence class visa (label-less visa, followed by confirmation with immigration New Zealand, where appropriate), or • A certificate of identity from immigration New Zealand if the student is a refugee.
Australian Citizen	Sight an original or certified copy of one or more of the following.	
	Birth Certificate	Australian birth certificate issued before 20 August 1986.
	Passport	Australian passport
	Other	A passport with an Australia Resident Return Visa issued by the Australian government.
Overseas	Non-domestic students can be recorded on the NSI as Overseas with appropriate document type to verify the student status.	
	Passport	• Overseas passport for student studying less than 3 months
	Other	• Passport with a visa label, or • Passport **and** letter or email, confirming a current student visa from Immigration New Zealand.

* Australian permanent resident must hold a NZeTA before you travel to New Zealand.

Te Mahau

We **shape** an **education** system that delivers **equitable** and **excellent outcomes**

He mea **tārai** e mātou te **mātauranga** kia **rangatira** ai, kia **mana taurite** ai ōna **huanga**

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