Te Tāhuhu o te Mātauranga
Ministry of Education

NSI Quick Reference Guide

Users of the National Student Index should be familiar with The Education and Training Act 2020 Schedule 24 National Student Numbers.

You **must** sight official documentation before creating, assigning or modifying an NSN. Please refer to the full user guide for more details.

Student Name

When searching and creating a new NSN, please ensure that:

- All student details **must match** exactly the official documentation you have sighted.
- When a student only has a single name, irrespective of whether it is a Given name or Family name, it should be recorded as Family Name and a Tilde (~) symbol in the Given Name.
    - *For example*, ~ Fernando
- Name should start with an upper case, followed by lower case for each name element.
    - *For example*, Charles

Basic Search

- Start searching using NSN or Student details.
- Searching using student's full name and birth date as displayed on the verification document will return more accurate results.
- Review carefully before assigning an NSN. Do not accept the first result and make sure to go into student details to review the NSN in its entirety before assigning an NSN.
- Search scores will assist you in finding the right students.
    - **Definite matches** based on your searches are where the results score is greater than 92.
    - **Possible matches** are where the search results score is between 70 and 92, the higher the score, the more likely it is the student you're looking for.
- Click on the NSN to view student details.

Add student

A student must be **enrolled** in your organisation, and you have **sighted official documentation** before you can create a new NSN. Additionally, ensure your student does not already have an existing NSN and you have exhausted all search options.

- A search must be conducted and reviewed before creating an NSN.
- Enter all student details **exactly as it appears on the documentation**, including the full name.
- **Residential status** – One or more documents must be sighted to verify residential status, such as, a passport and a student visa.
- Residential verification must be set together with Residential status. Do **not** set a residential status if you are unsure or if verification is not required, as other organisations rely on the accurate recording of this field.
- Select **Save**, a second search will be conducted automatically in the background:
    - If there are **no close matches,** a new NSN will be created.
    - If **a possible match** is found, please review the results before creating a new NSN.
    - If **a definite match** is found, you will need to contact Service Desk with proper documentation for our team to verify. After confirming, Service Desk will create a new NSN for you.

Modify a student record

You **must** sight official documents and confirm the NSN belong to them before making any changes to a record. You can only modify unverified data. If you need to update verified information, you will need to raise a **Challenge**.

Modify student details:

- Click on the **Modify** button in the Student Details screen.
- Make the required changes ensuring that student details match **exactly as it appears on the documentation.**
- Select **Save**

Adding Alternative Names

- Click on the **Modify** button in the Student Details screen.
- Use the option to **add alternate name/s**.
- Add the alternative names for the learner, including any documentation used.
- Select **Save.**

Raise a Challenge

You can raise a **Challenge** to update verified student information where you believe it is not up to date, the NSN is incorrect, or there are more than one NSN for a student. All challenges require documentation for the Service Desk to review.

- Click on the **Challenge** button in the Student Details screen.
- Enter the details of the Challenge with your email address.
- Send supporting documentation to nsi.unit@education.govt.nz with the NSN as a reference.

Merging Student Records

When more than one NSN is identified as belonging to the same person, you can submit a merge request. Merge requests require support documentation.

Submitting a Merge Request via Search

- You're likely to encounter duplicate NSNs during your student **Search**.
- The Merge icons will appear next to the records that can be selected for merging.
- Select the relevant students by clicking on the Merge icon.
- Scroll to the bottom of the page and review the list of records to merge.
- Click on the **Merge Entry** button, review your merge list and click on **Request merge** button.
- A message will advise you whether the merge has been successful or if unsuccessful a request will be sent to Service Desk for manual confirmation.

If you know the NSNs:

- From the **Merge Entry** screen, Enter the first NSN and click on **Retrieve student record**.
- Enter the second NSN and click on **Retrieve student record**, repeat if required.
- Select the NSNs you wish to merge by ticking the box.
- Click on **Request merge** button.
- A message will advise you whether the merge has been successful or if unsuccessful a request will be sent to Service Desk for manual confirmation.