

Delivering Fees-Free Tertiary Education for 2018

October 19, 2018

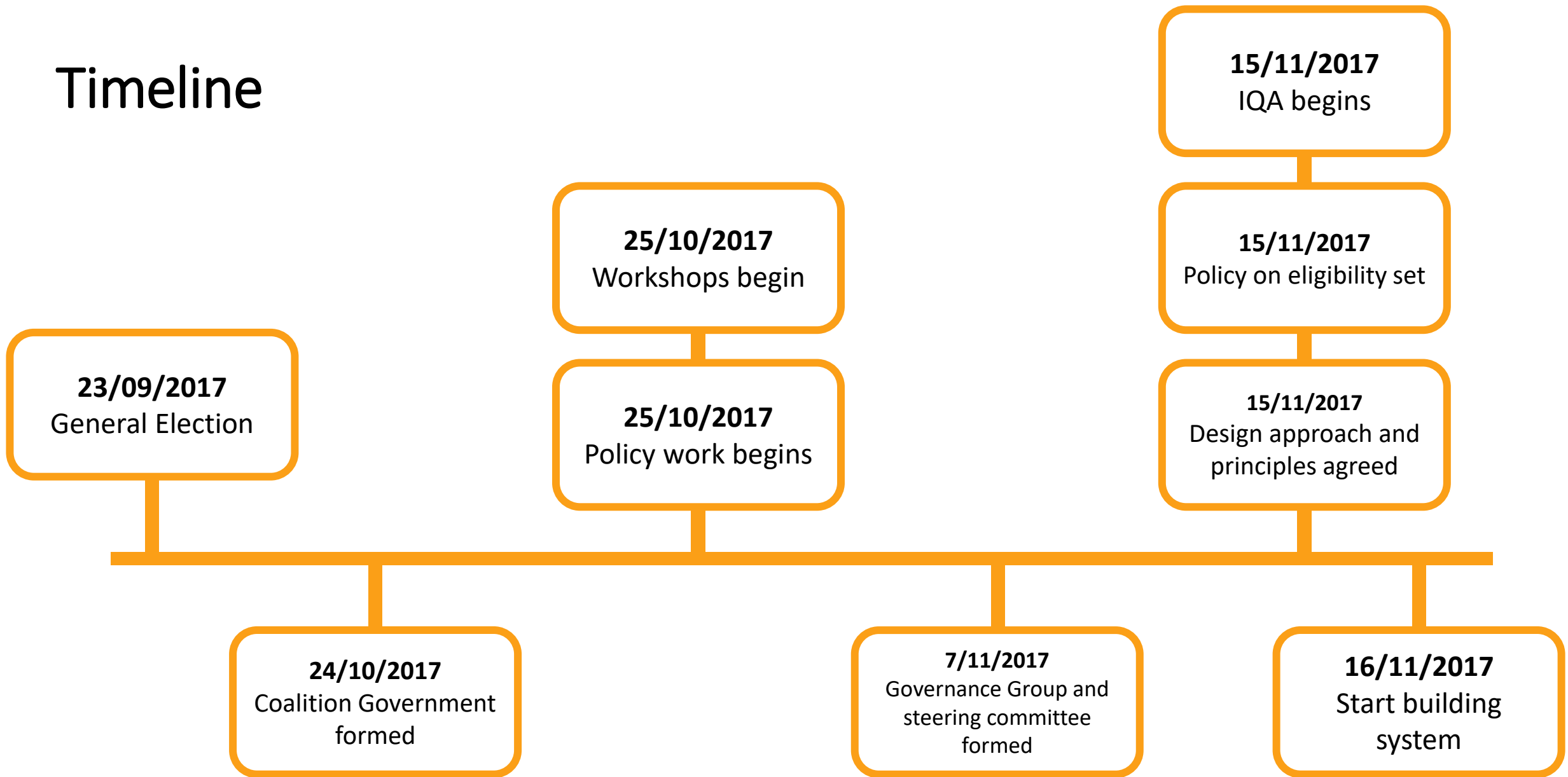


Tertiary Education
Commission
Te Amorangi Mātauranga Matua

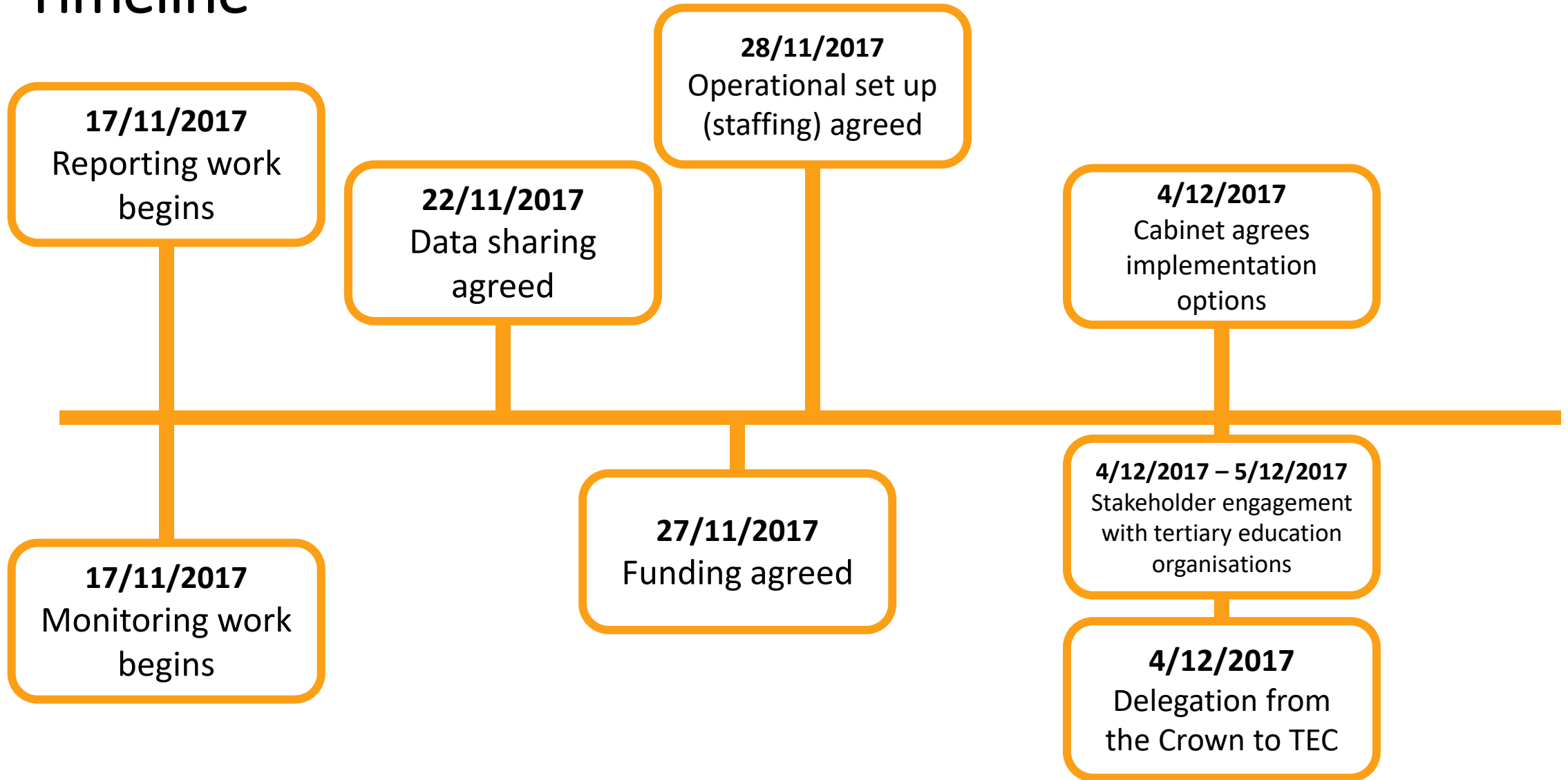
Agenda

- Introduction
- John MacCormick - Ministry of Education
- Geordie Cassin – Ministry of Social Development
- Charles Ngaki – Inland Revenue
- Deirdre Marshall - TEC
- Q and A (Panel)

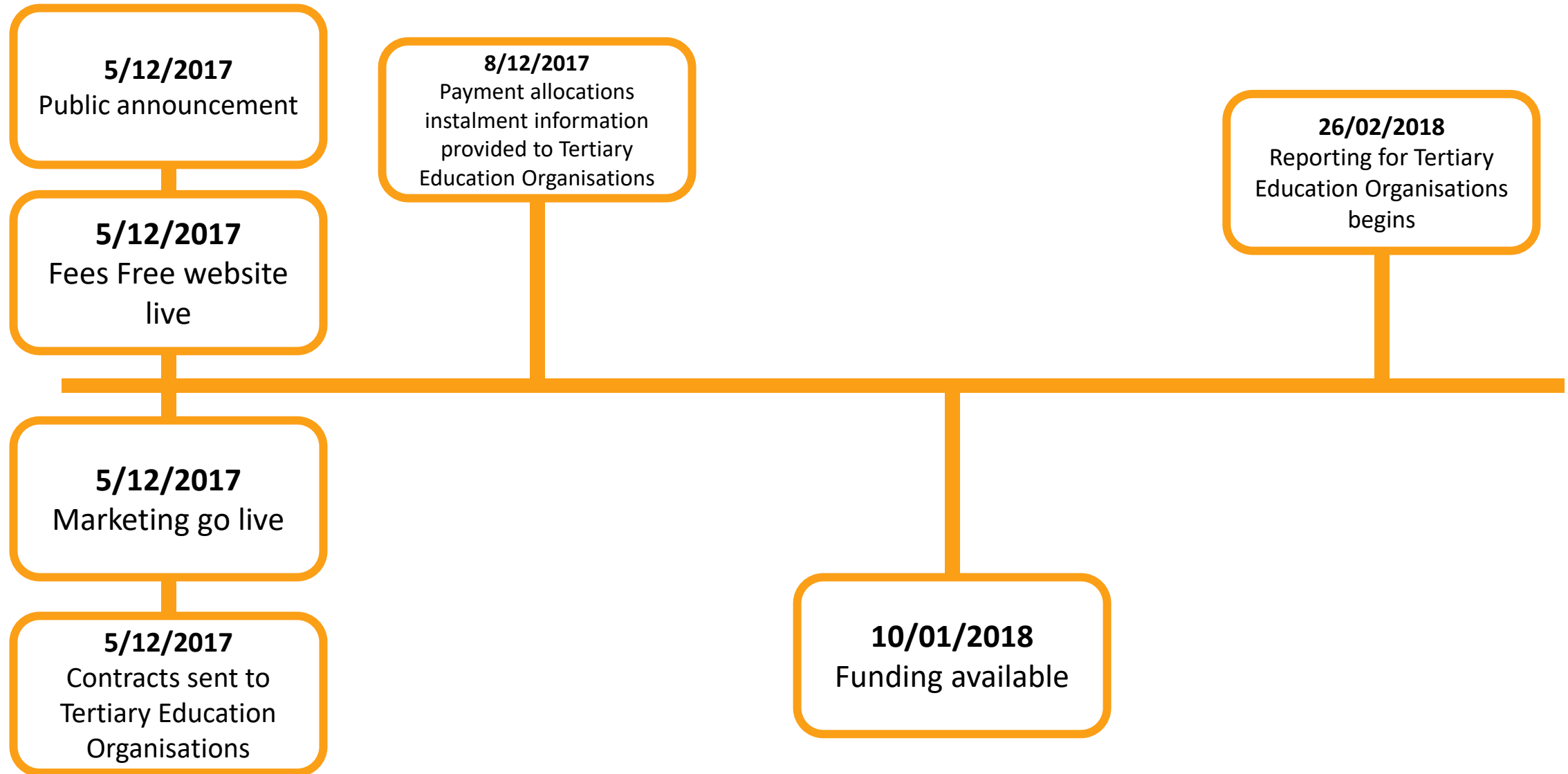
Timeline



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Labour's 2017 election policy for tertiary education

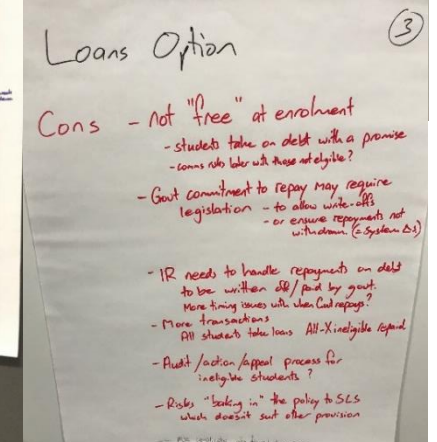
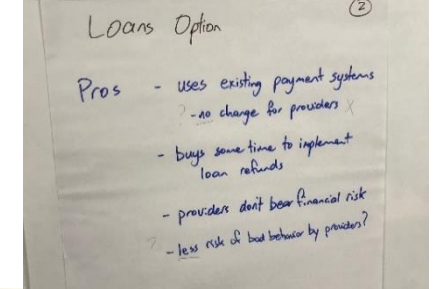
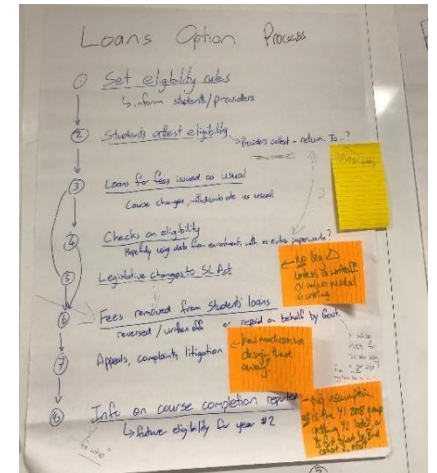
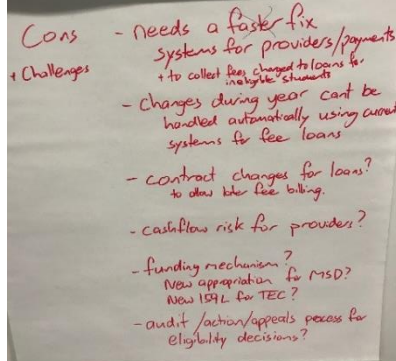
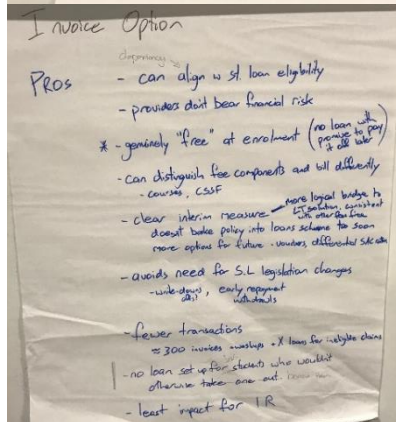
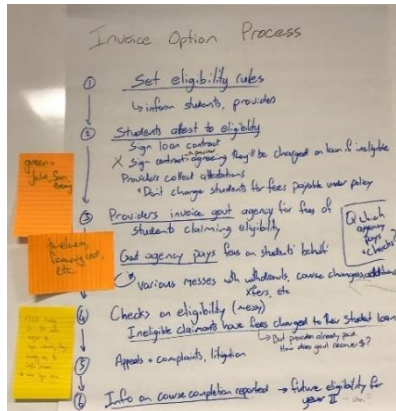
“Labour will make tertiary education and training affordable for all by... accelerating the three years' free policy, starting with one year fees free full-time equivalent for everyone starting tertiary education or training for the first time from 1 January 2018, and extending this to three years' free by 2024.”

Labour politicians acknowledged that a 2018 fees-free policy would be an interim solution, probably delivered by student loan reversals.

Day 2: Fees-Free policy design ideas room

23 October (coalition agreement published)

- Throwing all our ideas at the wall and calling for help was an effective way to draw on many perspectives
- Built trust and engagement early in policy design process
- Bringing operational experts in to policy design process early, to ensure we designed something that could be delivered.



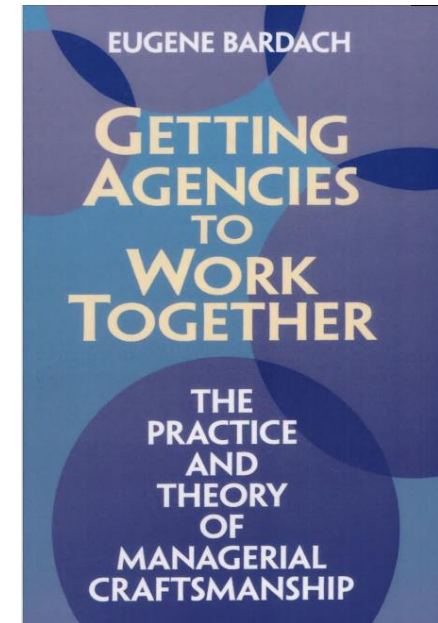
Interagency Collaborative Capacity

Collaboration is an unnatural act committed by nonconsenting adults

Joceleyn Elders, former USA Surgeon General

Successful interagency collaboration requires a form of virtual organisation

- built up over time
- common language/understanding
- relationships, trust, understanding of roles
- common purpose, need and opportunity (not just mandate)
- complementary data, systems
- smart practices – letting experts lead, agility, “craftsmanship”



Bardach, 1998 Brookings Press

Some particular success factors for the Fees Free project

- Focus on delivery, and putting learner experience at the centre
- Effective governance and project structure
- Available, engaged Ministers and supportive central agencies
- Licence to take risks, and leaders willing to do so
- Tight timeframe, flexible budget
- Past investment in data and information platforms
- Our sector partners' dedication and trust.

MSD's role

- Standing up a Fees Free contact centre - unknown call volumes
- Communications
 - 12,500 first time students already applied
 - targeted messaging
 - web, Facebook, Adwords
- IT changes
 - datafix
 - information sharing
- Daily manual process for new Student Loan applications



Option B

Using the student loan scheme to deliver Fees Free

- All students would enter a loan contract
- Eligibility for fees free would be determined throughout the year
- A write-off or reversal of “fees component of the loan” once eligibility determined

Challenges

- Students would have a “loan”
 - Contractual obligations
- Legislative change
 - Turn-off collection activity until correct loan balance was known
- Balancing resource contention
 - Other 100-day priorities e.g., Best Start families package



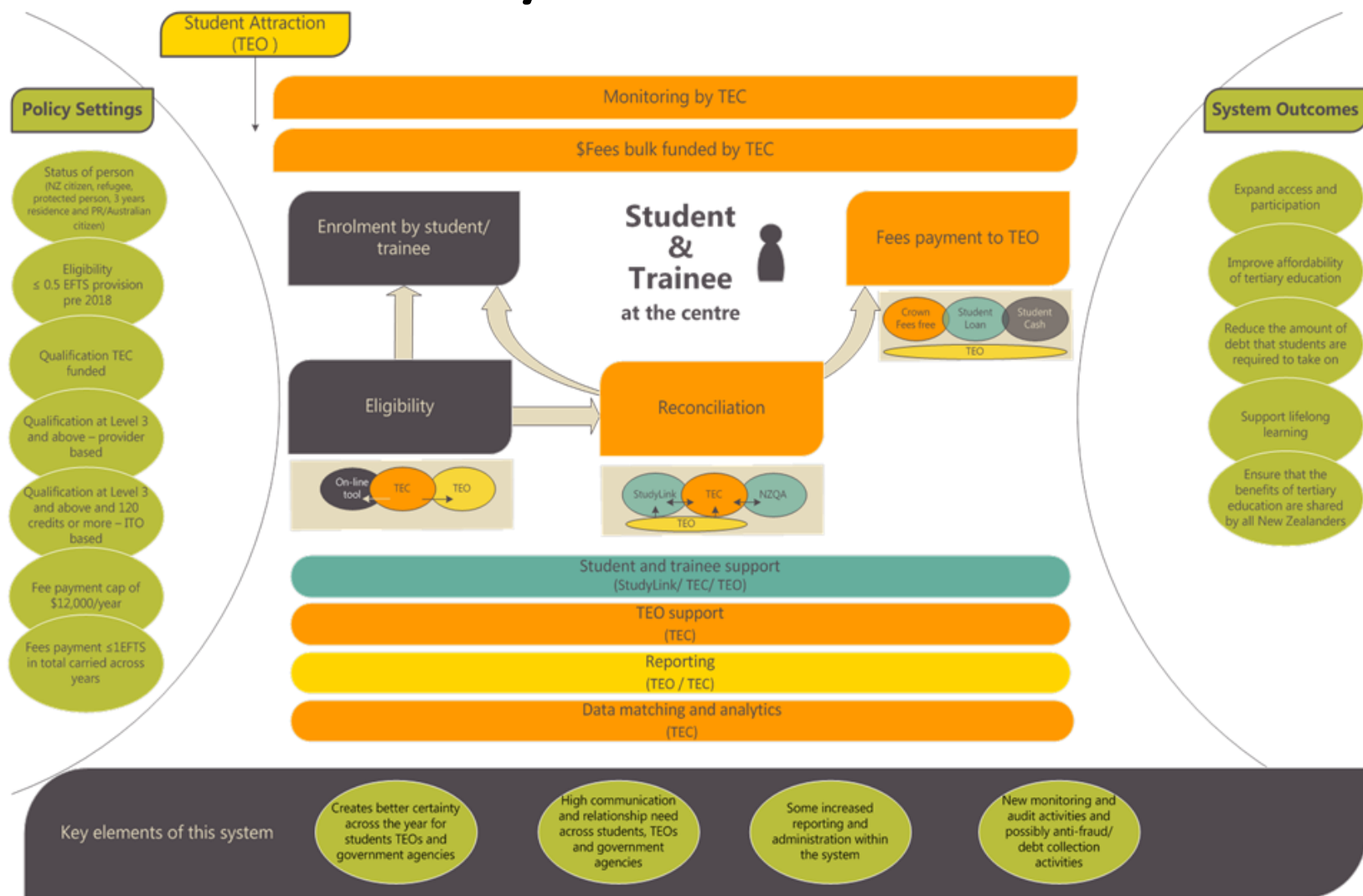
Successes

- First best advice to Ministers
- Strong leadership
 - Available when required
 - Devolved decision-making
- Working well with other agencies during and post implementation
 - Offer of project management and call centre expertise

Design principles

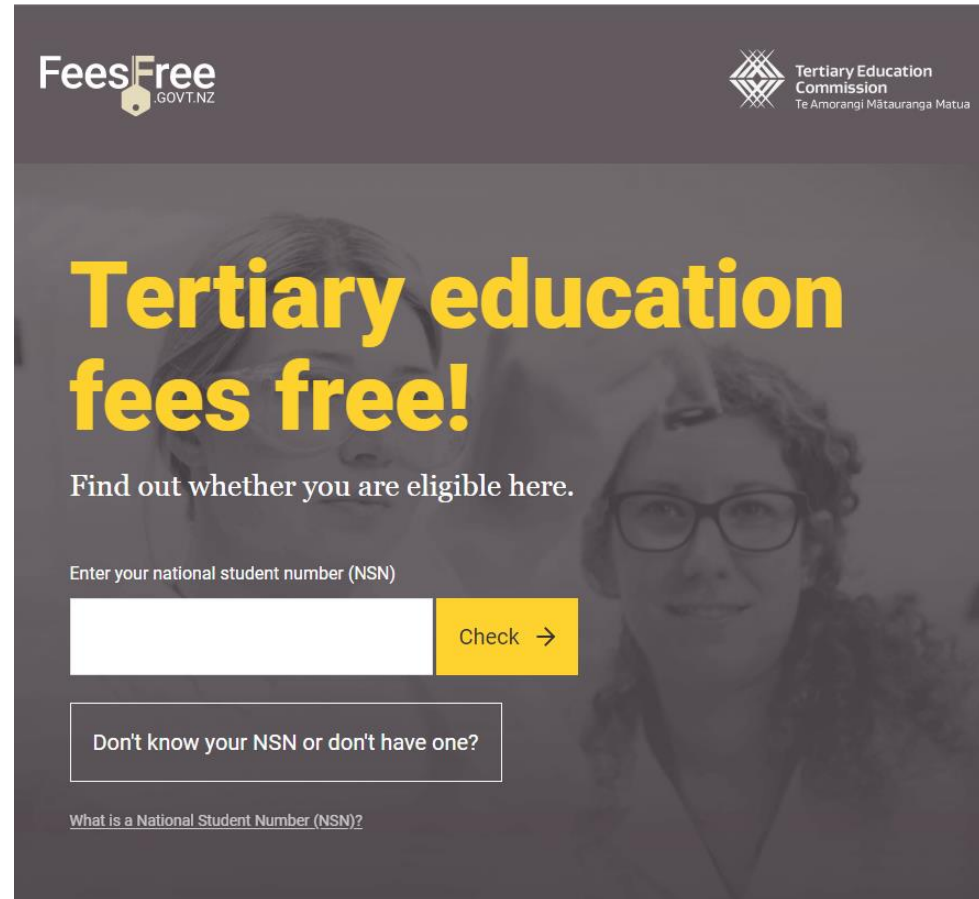
- Keep it simple
 - Put learner experience first, TEO next, then agencies
 - Most certainty at the earliest stage
 - Limit or eliminate the opportunity for rorts
 - Design for year one but with year two in mind
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- Accuracy of payments
 - TEC is responsible for determining eligibility
 - No significant system changes for TEOs

System view



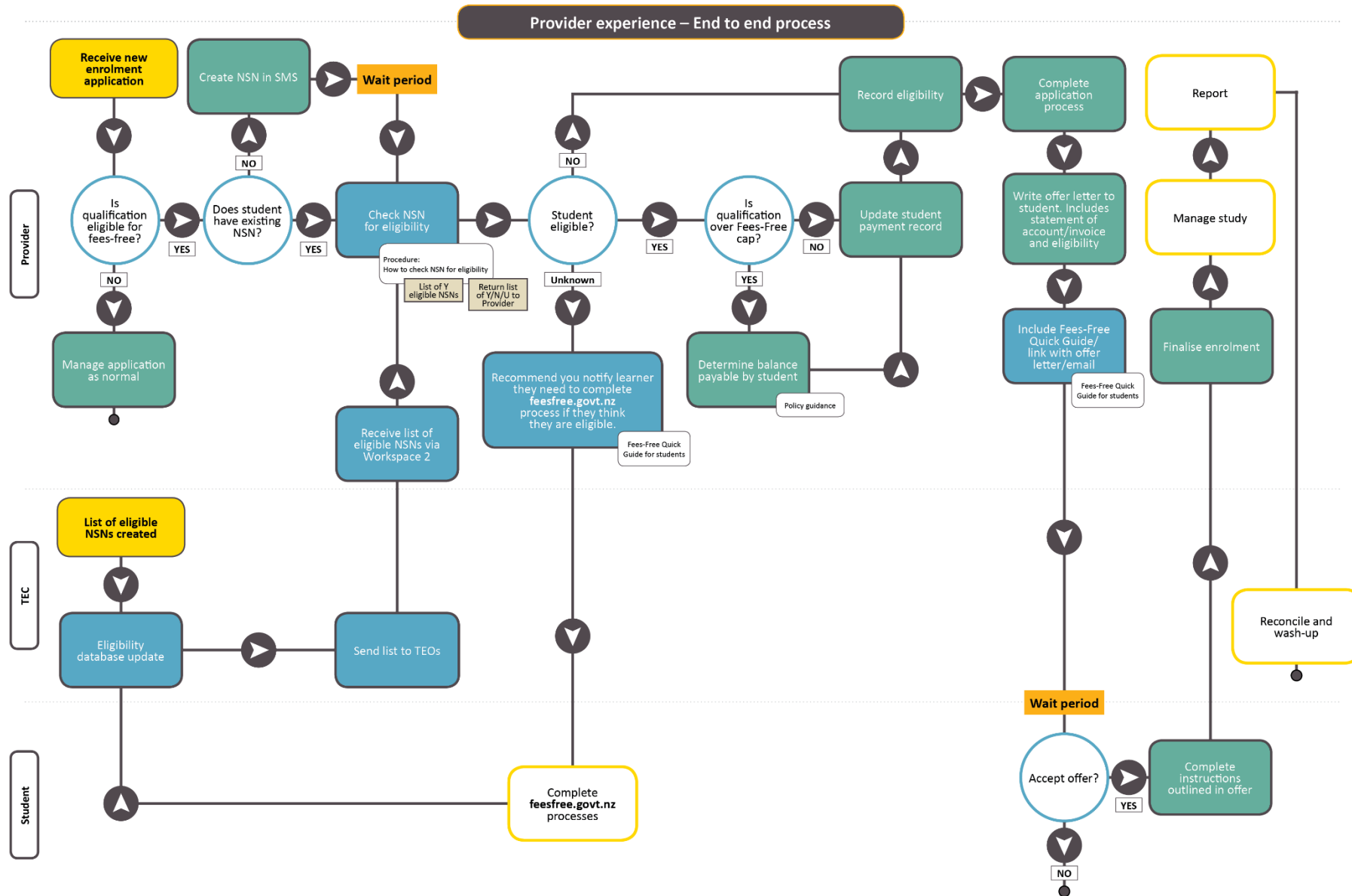
The learner experience

- TEC database checks eligibility
- Students can use website
- Majority of students have a NSN
- Otherwise they can get one
- Or self-check eligibility with online tool
- A learner can appeal decisions if they disagree



The screenshot shows the FeesFree.govt.nz website. At the top left is the 'FeesFree .GOVT.NZ' logo. At the top right is the 'Tertiary Education Commission Te Amorangi Mātauranga Matua' logo. The main heading in large yellow text reads 'Tertiary education fees free!'. Below this, it says 'Find out whether you are eligible here.' There is a form with a text input field labeled 'Enter your national student number (NSN)' and a yellow 'Check →' button. Below the input field is a link that says 'Don't know your NSN or don't have one?'. At the bottom, there is a link that says 'What is a National Student Number (NSN)?'.

The TEO experience



Fees Free implementation

Project Governance

Treasury

IR

MSD

MoE

TEC

SSC

DPMC

Steering Committee

Treasury

IR

MSD

MoE

TEC

NZQA

PMO

Programme
Management

Programme
Coordination

Risk reporting

Briefings and
instruments

Transitional

Working
Group

Business process design

SAC 3+ (TEC design)

SAC 3+ interagency
connection

Industry Training

MSD/IR design groups
located in MSD/IR

ICT

Data

Build

Support

Implementation and Change

Learner
enrolments/
eligibility checking

Payment


Audit and
Monitoring

Comms/Marketing

TEC

MoE


StudyLink




“We walked towards the risk; we embraced it and figured out how we could manage it,”

Tim Fowler
Chief Executive - Tertiary Education Commission

Continual improvement – Fees Free 2019

[Can I get fees-free?](#)[Eligibility criteria](#)[Information](#)[Contact](#)



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Check →

[Don't know your NSN? ▾](#)[Don't have an NSN >](#)

Continual improvement - Fees Free 2019

