

NZCCRF

Schools User Guide

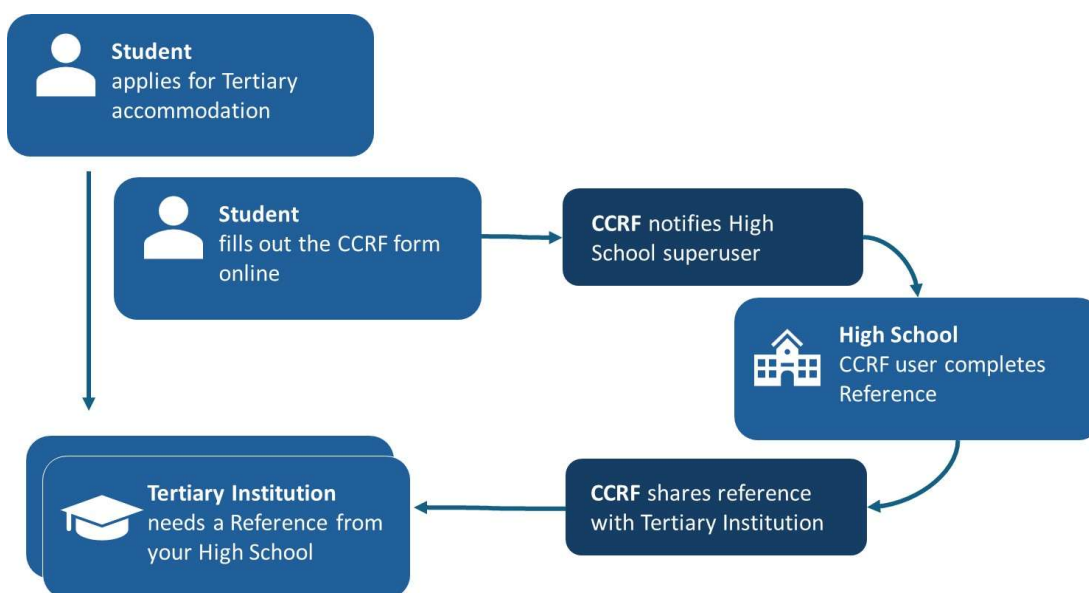
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Welcome

When a student applies for tertiary accommodation, any institution(s) where they want to stay in the **South Island** will require a reference from their school.

NZCCRF helps you and your students to efficiently provide the information Universities and Polytechnics need for student selection and placement in accommodation. Here's how it works:



About the student form

Most students will request a reference from their school by using the publicly available Student Registration for Accommodation References form at ccrf.ac.nz/students. While completing this form they also indicate through which tertiary institutions they are applying for accommodation.

When the form is submitted, NZCCRF:

- Generates a blank reference for the high school to complete
- Sends a notification email to the school's Superuser.

Ideally, **before** students complete this form, they should already have their accommodation application(s) submitted to their chosen tertiary institution(s). This is the Standard process.

Note: If an institution receives a reference relating to a student who has not yet applied for accommodation with them, they can't do anything with it. Having a loose reference hanging around also increases the possibility of mistakes happening later.

Logging in

As a school you need to login to NZCCRF to process accommodation reference requests. To login, go to ccrf.ac.nz. Enter your work email address into the box and click the "Sign in without a password" button.

Check your work inbox for an email which contains a six-digit code. Copy the code and paste it into the row of boxes provided.

Login troubleshooting

- If you don't have an NZCCRF login, contact your school's Superuser and ask them to set up a login for you.
- If you don't know who your school's Superuser is, all of the academic institutions who receive references via NZCCRF have this information. Just send one of them a request and they'll help you.
- If your school isn't registered with NZCCRF, we can help. Email us on mail@ccrf.ac.nz.

Once you're logged in, you'll see menu options you'll used the most across the top of your screen, which are:

- Manage References
- Manage Logins (Superusers only)
- Reports

Manage References tool tour

New Reference button: Use this if you have to create a reference manually, without first receiving a reference request from a student (this is the Alternate process).

Top row tools:

- **Student Name:** Search for a specific student.
- **Year:** Filter by application year, which is the year the student intends to attend Tertiary Education. For example, if the reference was submitted in September 2017 its year would most likely be "2018."
- **Order By:** List sorting options.
- **Search:** Click to search for a specific student or apply your filter selection.
- **Refresh:** Reset your filter selection.

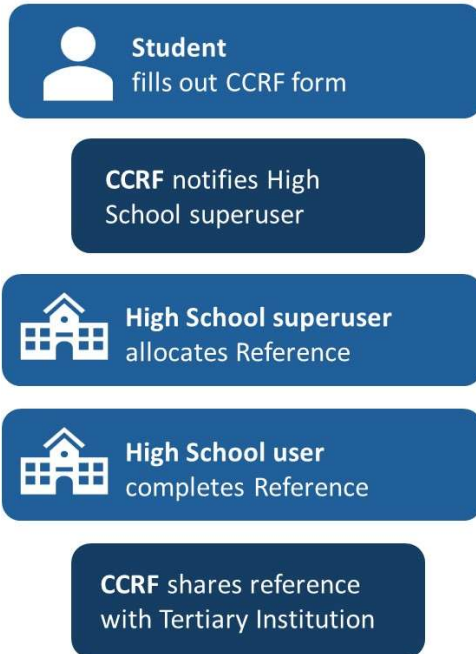
Bottom row tools:

- **Number of reports per page:** Choose how many references you want to see at a time.
- **Page navigation:** Manually enter a page you want to see or use the arrows to move between pages.

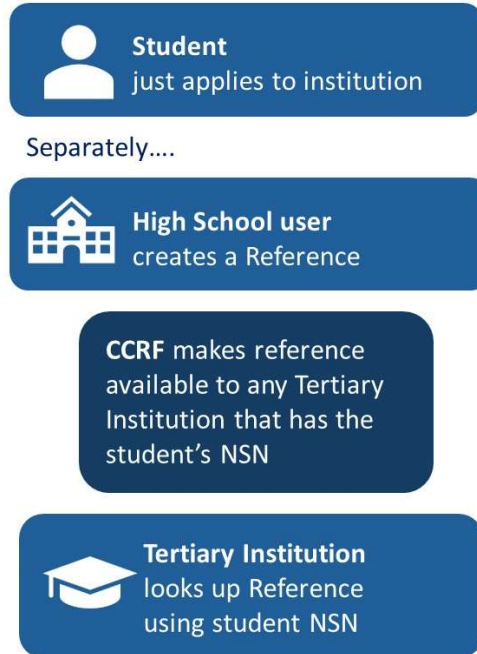
The Standard and Alternate processes

There are two ways a student can get an accommodation reference. The vast majority can be generated using the Standard Process and this is the preferred route. When circumstances require it, a reference may also be created using the Alternate Process.

Standard Process (preferred)



Alternate Process (as a last resort)



Standard process – Student fills out CCRF form

When a student submits a reference request via the student form, NZCCRF sends their school a notification email. You may receive these notification emails directly from NZCCRF, or your school's Superuser may forward them to you.

Login and Search or Filter your school's list of reference requests to find the student's reference.

Section A: Applicant Details

Please check these details carefully. Any incorrect information such as a typo, first and last names switched, or *in particular the wrong NSN* can prevent an institution from matching the reference with the student's accommodation application.

- If you accidentally alter something and want to back out without making any changes, push F5 to refresh the page.

When you're done checking Section A:

- If you made any changes, click Save & Close. NZCCRF will save your changes and take you back to the list of references. Open the reference again to continue.
- If there are no changes to save, click Next to go to Section B.

Section B: Referee Comments

Reference comments for the student include:

1. A brief statement and a 1-5 rating for five questions.
2. Any concerns or special requirements relating to the student of which institutions should be aware. This helps them provide the right support and care to students as they transition into tertiary accommodation.
3. The student's anticipated outcome for their final year of secondary school: Choose the qualification they are working towards (e.g. NCEA, IB or CIE) and pick from the pre-defined options provided for that qualification. *Do not provide anticipated outcomes for more than one qualification.*
4. The student's overall suitability for tertiary accommodation. If 'Other' is selected a mandatory comments box will appear.
5. General comments: Any additional information you would like the institution to know about the student.

When you've finished entering reference comments, click *Save & Close*.

Note 1: Any data you enter will autosave after approximately five minutes. However, we still recommend you use *Save & Close* whenever you stop working on an incomplete reference.

Note 2: All Section B text fields accept a maximum of 500 characters. If you go over the limit you'll see an error message as below.

The screenshot shows a portion of a web form. At the top, there is a dropdown menu with 'Average' selected. Below it is a text input field labeled 'Academic ability:' containing the word 'Ability'. To the right of this field is a dropdown menu with '1 = Outstanding' selected. Below these is a bolded section header: '2. Concerns / special needs that we should be aware of so that appropriate support can be provided? (e.g. health problems, anxiety, depression, home situation, disability, eating disorders)'. Underneath is a large text area with a scrollbar, containing the placeholder text 'These are the concerns' repeated five times. A yellow error message box with a left-pointing arrow is positioned to the right of the text area, stating 'Please enter at max 500 characters.' Below this is another bolded section header: '3. Anticipated overall outcome for Year 13 study in NCEA Level 3 or other qualifications (New Zealand schools only)'. Underneath is a dropdown menu labeled 'Qualification Type:' with 'NCEA' selected.

Section C: Institutions

This is a read-only list of institutions who need to access the reference.

- If a student wants to add an institution they can do this at any time via the student form.
- If an institution receives an accommodation application from a student but is NOT listed in Section C of their reference, the institution can still access the student's reference. The student's accommodation application will contain the student's NSN. The institution can search for the NSN to find the reference.

Save & Close versus Submit

Once a reference has been submitted it becomes Read Only. Therefore, you should only click Submit when you're sure everything is correct and complete.

- When a reference is incomplete, click Save & Close so you can come back and edit more later.
- When a reference is complete, click Submit and the student's selected institutions will be notified.

Note: All "Initially submitted" dates are stored but only the first goes into the reference PDF.

Imagine a student who asks for references to be sent to institutions A and B on 2 June. On 15 July the same student updates their accommodation request and asks for a reference to be sent to institution C.

Both of these submission dates are stored in NZCCRF. However, the **PDF** of the reference that NZCCRF generates for institutions will only show the initial submission date, in this case 2 June.

	Phone:	(04) 474 1335
	Email:	blau@newlands.school.nz
	Initially submitted:	02-06-2026
<small>ntial to those concerned with considering applications for the type of accommodation specified by the applicant and will not be used for any other purpose. The Official Information Act 1982 and the Privacy Act 2020 provide</small>		

Alternate process – School user manual reference

It's almost always best to have students fill out the Student Form so their name and other personal details match their accommodation application. However, sometimes there'll be a reason why you need to do this part for them.

Important: NZCCRF will not let you create two references with the same Applicant Details.

Before you create a reference manually, please search your school's list of references in case one already exists for the student in question.

When you're sure a manual reference is appropriate, login and click the 'New Reference' button at top left of the Manage References screen.

Note: When you create a new reference manually, you become responsible for collecting evidence of the student's permission to give the confidential reference, as per the disclaimer on the Student Form.

- **Section A:** Make sure you enter all of the details, *including the student's correct NSN*. Then click the Save & Close button *before you do anything else*.
- **Section B:** Fill in the referee comments. Then click the Save & Close button before you do anything else.
- **Section C:** Leave this blank. Just click Submit to send the reference.

Update a submitted reference

When a reference is submitted it becomes Read Only so no further changes are possible. If you need to correct any details on a reference after submission:

- Take a precautionary copy of the data in the reference so you don't have to start again from scratch.
- Email mail@ccrf.ac.nz and ask for the reference to be unlocked so you can update it and submit again.

Important: Once the updated reference is submitted, make sure you contact all institutions that received the outdated reference and prompt them to use the updated reference instead.

Reports

The reports section provides a detailed list of all your school's submitted references. You can:

- Search for a student by name
- Filter by year or institution
- Export search results to an Excel spreadsheet.

'Reference already exists' error

NZCCRF won't let you create two references with the same Applicant Details. If you're seeing this error, it means NZCCRF thinks you're trying to do that.

- Before you create a reference manually, please search the school's list of references to make sure nothing already exists for the student in question.

For these and other reasons, we strongly recommend students request the reference themselves via ccrf.ac.nz/students.

Note: If you have an issue you can't resolve, please email us at mail@ccrf.ac.nz.

Tips for the busiest time of the year

The bulk of accommodation applications arrive August through October each year. This means the weeks leading up to the 1 October cut-off date are hectic. Here's what we've learned.

Watch for last minute and late submissions: Keep an eye out for last-minute emails from late or leave-it-to-the-last-minute students. Be mindful of any students you know who need to request a reference but haven't done it yet.

Arrange cover for leave or absence: Are you going on leave? Please find someone to look after your NZCCRF work while you're away. If required, ask your Superuser to create them a user login and/or give them the access level they need.

Are you moving to a new role? Please let NZCCRF know so we can find someone to take your place.

If your work isn't covered while you're away, parents and students get Out-of-Office emails. Then they make phone calls and send emails, which creates extra work for the people who have to manage these enquiries.

For Superusers – User management

NZCCRF functionality supports multiple users per school. One staff member holds a Superuser account and is responsible to manage additional users.

Access levels

The access each NZCCRF user has and what they can do are controlled by user access levels. There are three, as follows.

SchoolEntry: The user can fill out reference information and click Save & Close but not submit references. Another user with greater access can submit their references.

SchoolSubmit: The user can do everything except manage other users.

School Superuser: There is one Superuser per school. Logged in Superusers can see a 'Manage Logins' link in their top menu and can:

- Do all reference-related tasks
- Add users
- Delete users
- Set access levels on other user accounts
- Transfer Superuser access to another person (see Make Superuser below).

The Superuser also receives an email when a student completes the Student Registration form.

Add new user

Click the New User button.

As you fill in the user's details, understand that these show as the referee contact details on references submitted by this user.

Select the appropriate permission level for the user.

Click Save.

NZCCRF will send the new user their password in an email.

Delete user

When a person leaves your school or no longer requires access to NZCCRF, go to Manage Logins.

Find the person's user account, click the Delete User button and then click OK to confirm.

If the same person require access again later you can't bring their old login and password back. Just add them again as a new user.

Make Superuser

If the person who will be Superuser after you *already has* an NZCCRF login, go to Manage Logins, select their user and click Make Superuser.

If the person who will be Superuser after you *doesn't have* an NZCCRF login, create a New User and click Make Superuser.

Once this person has Superuser access they can downgrade your access or delete your user account.

Contacts

Please direct all NZCCRF enquiries to mail@ccrf.ac.nz.

If you have questions about accommodation or an application process, contact the individual tertiary institution directly at the email address specified below:

- The University of Otago: accommodation@otago.ac.nz
- University of Canterbury: accommodation@canterbury.ac.nz
- Lincoln University: accomm@lincoln.ac.nz
- Otago Polytechnic (Salmond College): accommodation@otago.ac.nz
- Otago Polytechnic (Student Village): accommodation@op.ac.nz
- Ara Institute of Canterbury info@ara.ac.nz