Ara
Institute of Canterbury
Ara rau, taumata rau

2027

Programme Handbook

NZ2740 NZ Diploma in Wellness and Relaxation Massage (Level 5)

NZ2741 NZ Diploma in Remedial Massage (Level 6)

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Nau mai ki Ara - Welcome to Ara

Kia ora

Welcome to the Faculty of Culture and Services.

We have a long tradition of providing quality training by inspirational mentors. Our goal is to advantage you with courses that matter alongside tutors that are here to help and guide you. They are committed to your success so when you graduate, you're confident, work ready and equipped to succeed.

We work closely with our professional industry colleagues ensuring our programmes are exemplars of contemporary best practice.

Our training, along with your smile, your special attention to detail and awareness of guests and clients' needs, make your time spent here truly worthwhile. You'll be applying what you're learning to real tasks and projects in environments that mimic real workplaces preparing you for a career both nationally and internationally.

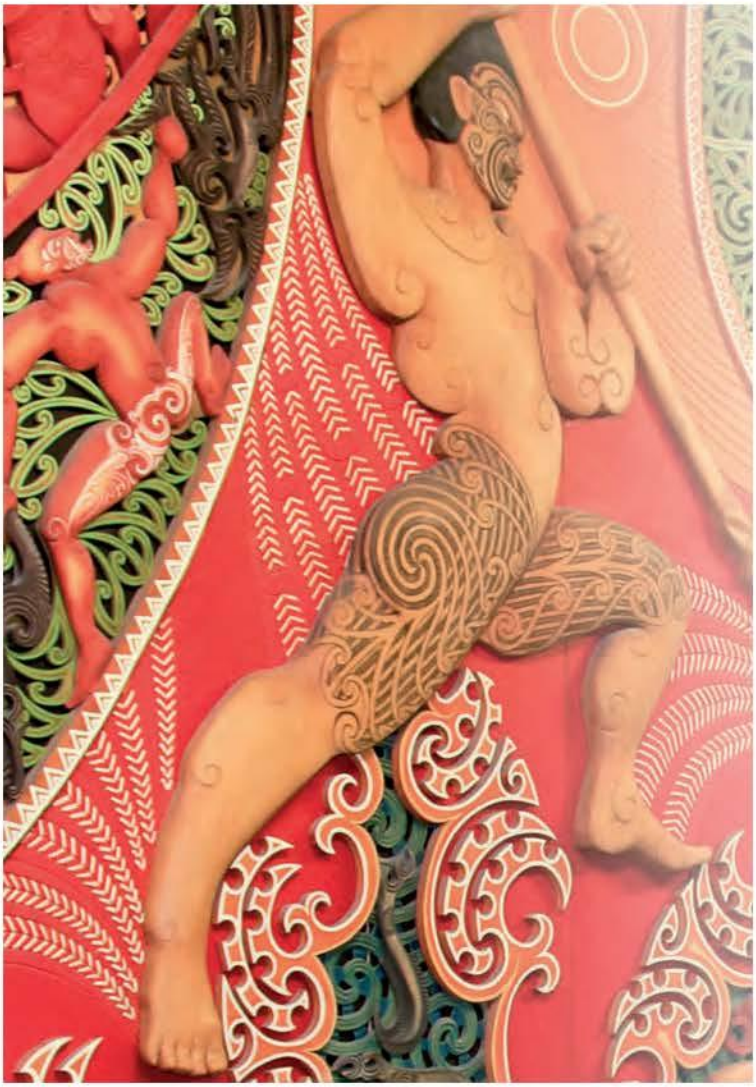
As a learner, you have access to a range of Ara facilities and services that are aimed at supporting your achievement. I encourage you to make the most of the all the opportunities offered. I am confident that your commitment to your education will result in a successful and fulfilling career.

I wish you all the best with your studies this year.

Peter Sawyer

Dean - Faculty of Culture and Services
2027

Kia rite ki te ako
Getting ready for study



Tō Rangi Tuatahi - Your First Day

Are you ready for your first day of class? Check out your start date and where you need to be.

Study Information (February start)

Enrolment Period: 16 February – 26 Novmeber 2027

NZ2470 – New Zealand Diploma in Wellness and Relaxation Massage

Level: 5, Duration: 34 weeks, Total Credits: 120

Programme orientation
Date: Monday 16 February 2027
Time: 9.00am
Venue: Paxus House, 144 High Street
Please wear tidy dress

Enrolment Period: 16 February – 26 November 2027

NZ2471 – New Zealand Diploma in Remedial Massage

Level: 6, Duration: 34 weeks, Total Credits:120

Programme orientation
Date: Monday 16 February 2027
Time: 9.00am
Venue: Paxus House, 144 High Street
Please wear tidy dress

Enrolment Information

Returning ākonga/students
Please check your timetable for your class details.

Programme Orientation

Orientation is compulsory for all learners. **International ākonga/students also need to attend an additional orientation**. You will meet kaimahi/ staff and receive important information relevant to your studies, including logging into the Ara network.

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Please feel free to contact us, if you have any queries related to the programme prior to this first session.

What we'll cover

- Welcome
- Programme overview
- Course details
- Campus familiarisation
- Policies and procedures
- ICT access
- Programme handbook and timetable
- Cross Credit/Credit Transfer Advice

Bring note taking items – pens and highlighters and a padlock (there are limited lockers available)

Ara Whakatau, your official welcome

You are warmly invited to attend the official welcome to Ara for all ākonga/students, kaimahi/staff and whānau (family). The whakatau is a welcoming ceremony, similar to a pōwhiri, involving mihimihi (speeches), waiata (song) and will conclude with kai timotimo (light refreshments).

See Whakatau ~ Welcome for more details.

Logins

If you need assistance with logins etc, contact ICT ictservicedesk@ara.ac.nz or call 03 940 8800.

MyAra

With MyAra you can access everything you need in one place and with notifications to keep you updated. To access MyAra (from 21 days prior to your course beginning), you must have a current Ara network login and password (you can use Ara Self-Service Password Reset to activate your network account). When you first login to MyAra, it will prompt you to change your password. After that, it will ask you to enter more information such as your mobile phone number, personal email address or security questions. This information will be used to reset your password if you forget it.

Key information can be found on the MyAra app and website MyAra, including:

- Ākonga/student email
- Your timetable, calendar, and attendance

- Your ākonga/student portal
- Moodle (from 14 days prior to your course beginning and you cannot login to Moodle until you have changed your password)

Bring Your Own Device (BYOD)

We strongly encourage ākonga/students to bring a personal Wi-Fi capable device to connect to our network. Devices should be able to connect to the internet, run Office 365, support Teams and have a keyboard.

Timetable information

All timetables are available on MyAra.

How to find your way around

Campus maps can be found here.

Parking and bus information

Campuses (excluding Manawa) have parking available. Payment is required at City Campus. Learn more about parking and biking or find out about bus services here

If you do not intend to study with us in 2027, let us know as soon as possible so you can be withdrawn and avoid any impact on future study.

Contact Us

To contact the Admissions and Enrolments kaimahi/staff, visit 'Admissions and Enrolments' on campus:
Monday – Friday, 8am – 4.30pm
0800 24 24 76 | info@ara.ac.nz

Korerō Nui - Important Information

Programme Information Handbook

This handbook is heavy on detail and sometimes quite formal. There will be things you want to know and other things you will only refer to when something comes up.

Here are some quick highlights of what is in the following pages:

- The detail and the rules about the qualification you have enrolled in
- Ara expectations about how you will behave and what your rights are
- How Ara checks that you are a genuine student (like your attendance)
- A quick access guide to getting support
- How assessments work and the grades that are used
- The assessment regulations that could support you to pass and what forms to use (extensions, resits and more)
- Getting your results and going to graduation
- Key academic policies
- Health and safety information related to your study
- any after-hours access arrangements

Ask your kaiaoko/tutor or Operations Administrator if you need help to find the information you are looking for.

Learner Information Handbook

We recommend that you read your Programme Handbook in conjunction with the Learner Information Handbook (also available on MyAra) which has more detailed information about support and services available to learners at Ara.

Attendance

Experience has shown that if you attend regularly and participate in the class activities and assessments you are more likely to succeed. Full attendance and commitment are encouraged. You are expected to be punctual and must comply with the various behaviour and safety requirements of classrooms, workshops and labs.

For an International ākonga satisfactory progress is defined as 100% attendance and successful completion of 75% or more of your courses.

Let Ara know when you are absent from classes or if you are sick.

Contact your Kaiako/tutor or advise the Faculty by emailing HospitalityServices@ara.ac.nz

Non-Engagement

Ara has processes to deal with who formally enrol here but do not "engage" with their studies. That is, if you do not attend and/or participate and/or submit assignments and/or sit assessments or only attend briefly or spasmodically and/or do not engage significantly.

Our faculty process follows these steps if you are a no-show at the start of teaching:

1	We will attempt to contact you 3 times and if we are not successful, we will withdraw you (1) within 3 days if there is a waitlist of other learners who want to enrol, or (2) within 10% of the length of your enrolment (often 1 – 2 weeks)
2	You will receive an email, text or phone call asking why you have not been attending
3	There will be no academic or financial penalty from Ara, but you could be overpaid by StudyLink

Our faculty process follows these steps for disengaged learners:

1	The registers are checked and if your engagement and attendance is a concern, we will talk with you
2	You will receive an email or phone call asking why you have not been attending. You may receive a non-engagement letter
3	We will attempt to contact you 3 times
4	You may be placed on a Formal Academic Contract or withdrawn
5	You will receive a WD grade (after 10% of the duration of the course) or a DNC grade (after 80% of the duration of the course)

If you are struggling with attendance, we fully encourage you to talk this over as soon as possible with your kaiaoko/tutor.

Drugs and Alcohol

In line with the expectations of many workplaces, Ara has procedures to ensure the health and safety of all ākonga/students, kaimahi/staff and visitors, while undertaking Ara activities.

Ara has **zero tolerance** for the misuse or abuse of alcohol and/or illegal/ controlled drugs, possession and/or use of illegal/controlled drugs/substances, or intoxication on all campuses/learning sites.

Many learning activities involve high-risk situations where clear thinking, decision-making, and machinery operation need to be conducted safely. These activities cannot be compromised.

You can download the policy from CPP506 Drugs & Alcohol Policy.

Artificial Intelligence (AI) Tools

When submitting work for assessment, you must adhere to Ara's Assessment and Academic Misconduct policies and not present AI such as ChatGPT as your own work. Learning Services have resources to help you learn to paraphrase or reference another person's work to avoid academic misconduct.

For more detail, please read the Kā ture me kā tikaka - Policies & Procedures section of this handbook.

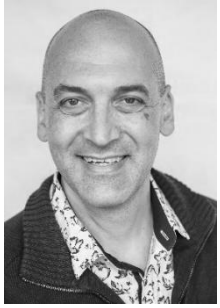
Kā Raki whakahirahira - Important Dates

SEMESTER ONE	DATES
TERM 1	**15 February – 9 April**
Whakatau	TBC
Good Friday	Friday 26 March
Easter Monday	Monday 29 March
Easter Tuesday	Tuesday 30 March
Anzac Day	Monday 27 April (Observed)
TERM 2	**27 April – 2 July**
King's Birthday	Monday 7 June
Matariki	Friday 25 June
MID YEAR BREAK	**28 June – 16 July**

SEMESTER TWO	DATES
TERM 3	**19 July – 25 September**
South Canterbury Anniversary	Monday 27 September
TERM 4	**11 October – 26 November**
Labour Day	Monday 25 October
Canterbury Anniversary	Friday 12 November

Kā whakapātaka - Contact Details

Kaimahi/Key Staff



Ryan Marshall
Portfolio Manager

(03) 940 8557
Room: U305
Ryan.Marshall@ara.ac.nz

Gretchen McKinley
Operations Administrator

Room: U301A - (Christchurch)
HospitalityServices@ara.ac.nz

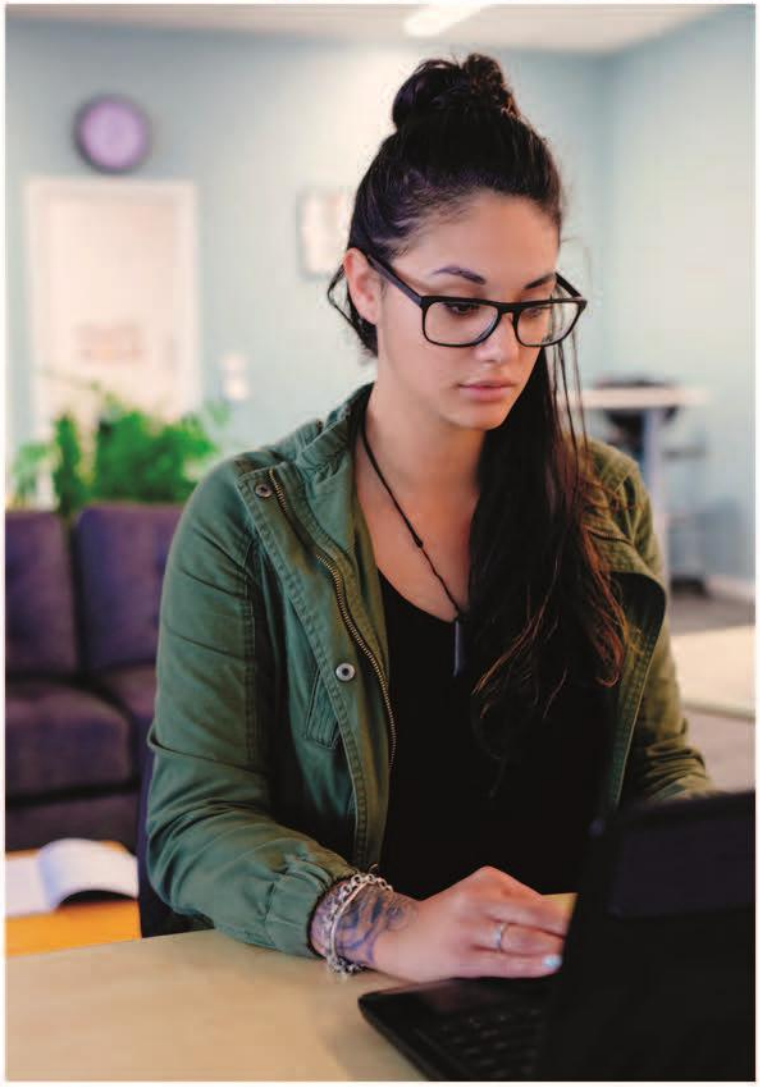
Katherine Harris
Operations Administrator

(03) 687 1807
Room: Student Central (Timaru)
Katherine.harris@ara.ac.nz

Teaching Staff

Name	Room	Email
Bridgette Barwood Christchurch	PX213	bridgette.barwood@ara.ac.nz
Shannon Gardener Christchurch	PX214	Shannon.Gardener@ara.ac.nz
Tracy Hutton Christchurch	PX213	Tracy.Hutton@ara.ac.nz
Maria Hyde-Smith Christchurch	PX213	Maria.Hyde-Smith@ara.ac.nz

Tō Akoako
Your study



Taipitopito akoraka - Programme Details

NZ2470 – New Zealand Diploma in Wellness and Relaxation Massage (Level 5)

Programme Aim

The aim of this programme is to enable graduates to provide wellness and relaxation massage services in a broad range of wellness and relaxation massage settings, or to progress on to further study in the New Zealand Diploma in Remedial Massage (Level 6). It is targeted at those wishing to work in the health sector industry and massage therapy profession. It will produce graduates with the knowledge, skills and attributes to work independently within the Massage New Zealand Scope of Practice Wellness and Relaxation Massage, communicating with and referring to remedial massage therapists, allied health professionals, and wellness and medical professionals as needed.

Graduate Profile

Graduates will be able to:

- Implement professional and ethical standards through effective client relationship skills to offer inclusive, culturally responsive, person-centred, safe practice.
- Apply knowledge of anatomy and physiology (human functioning) relevant to wellness and relaxation massage to meet client needs.
- Apply knowledge of wellness and relaxation massage and other methods within breadth of practice to develop and manage client specific session plans.
- Perform wellness and relaxation massage and other methods within the breadth of practice to meet client specific session plans.
- Apply a range of self-management and client service knowledge and skills to meet wellness and relaxation massage client and industry requirements.

Programme Regulations

- The New Zealand Diploma in Wellness and Relaxation Massage (Level 5) is a one-year full time equivalent programme of study requiring the successful completion of 120 compulsory course credits at level 5.

- The maximum period of time to complete the programme is 6 years. Any extension to this period would require a written application from the Portfolio Manager or delegate to the Faculty of Culture and Services Programme Group.
- A minimum of 50 work integrated learning hours is required.

Programme Matrix

Use the following table as a guide to the courses in your programme. You can find out how many credits each course is worth, and how many credits and courses you need to do to complete your study.

Code	Course Title	WIL*	Level	Credits	Course Factor
Compulsory					
REHB5601	Massage Theory to Practice	6.25	5	15	0.1250
REHB5602	Wellness Dimensions and Client-Centred Care	6.25	5	15	0.1250
REHB5603	Musculoskeletal Surface Anatomy	6.25	5	15	0.1250
REHB5604	Human Anatomy and Physiology	6.25	5	15	0.1250
REHB5605	Sports Massage	6.25	5	15	0.1250
REHB5606	Te Hihiri	6.25	5	15	0.1250
REHB5607	The Professional Practitioner	6.25	5	15	0.1250
REHB5608	Relaxation and Wellness Massage Clinical Practice	6.25	5	15	0.1250
Total		**50**		**120**	**1.0000**

*Work integrated learning

NZ2471 – New Zealand Diploma in Remedial Massage (Level 6)

Programme Aim

The aim of this programme is to enable graduates to provide remedial massage services in a broad range of remedial massage settings, or to progress on to further study for a higher-level qualification in massage therapy, such as the Bachelor of Therapeutic and Sports Massage. It is targeted at those wishing to work in the health sector industry and massage therapy profession. It will produce graduates with the knowledge, skills and attributes to work independently within the Massage New Zealand Scope of Practice Remedial Massage, communicating with and referring to remedial massage therapists, allied health professionals, and wellness and medical professionals as needed.

Graduate Profile

Graduates will be able to:

- Provide inclusive, culturally responsive, person-centred, safe practice using client-centred therapeutic relationship skills and meeting professional and ethical standards.
- Analyse and apply anatomy and physiology knowledge relevant to remedial massage to meet client specific needs.
- Evaluate, select and apply remedial massage protocols within scope of practice to solve client specific issues.
- Evaluate, select and apply a range of self-management and client service knowledge and skills to meet remedial massage client and industry requirements.

Programme Regulations

- The New Zealand Diploma in Remedial Massage (Level 6) is a one-year full-time equivalent programme of study requiring the successful completion of 120 compulsory course credits at level 6.
- The maximum period of time to complete the programme is 6 years. Any extension to this period would require a written application from the Portfolio Manager or delegate to the Faculty of Culture and Services Programme Group.

- A minimum of 100 work integrated learning hours is required.

Programme Matrix

Use the following table as a guide to the courses in your programme. You can find out how many credits each course is worth, and how many credits and courses you need to do to complete your study.

Code	Course Title	WIL*	Level	Credits	Course Factor
Compulsory					
REHB6601	Functional Assessment and Clinical Reasoning	12.5	6	15	0.1250
REHB6602	Advanced Techniques 1	12.5	6	15	0.1250
REHB6603	Pathology for Massage Therapy	12.5	6	15	0.1250
REHB6604	Clinical Practice 1	12.5	6	15	0.1250
REHB6605	Massage for Physical Performance	12.5	6	15	0.1250
REHB6606	Advanced Techniques 2	12.5	6	15	0.1250
REHB6607	Research for Massage Practitioners	12.5	6	15	0.1250
REHB6608	Clinical Practice 2	12.5	6	15	0.1250
Total		**100**		**120**	**1.0000**

*Work integrated learning

Our Access to Your Work

We may contact you to discuss the right to copy, reproduce, and use your learner work for promotional and education purposes for Ara.

Kā tika me kā kaweka o te tauira - Ākonga/StudentResponsibilities and Rights

Ākonga/Student Responsibilities and Rights

The Ara community consists of a diverse range of people and cultures, and we respect all members of our community. Our aim is to have a community where learners respect themselves and others, a community where healthy social interactions and academic pursuits are expected. To create and maintain the best possible teaching and learning environment, you are protected by basic rights and are expected to respect the rights and responsibilities of others.

These can be viewed in the Learner Information Handbook.

Kā Taunakitaka Mōu – Support for You

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice sets out the expectations that tertiary education organisations need to consider how their overall systems and resources support a`akonga/students' wellbeing and safety.

For more detailed information on the code, and support areas listed below, please refer to the Learner Information Handbook.

Kā Aromatawai - Assessments

Assessment Information

At the start of each course, you will be given a **Course Outline.** Before each assessment you will be given an **assessment brief.** They will show:

The number, type, and due dates for all assessments, including tests and assignments, and will give you details on:

- The weighting of each assessment in your course that contributes to your final grade, if applicable.
- The assessment policy for resits, second results and alternative assessments, if they are different from the policies in this document.
- The time frame for getting your marked assessments back from tutors, if they are different from those stated in this document.
- The penalties for handing assessments in late, if they are different from those stated in this document. These may be different for each course.

If you do not receive this information, talk to the course kaiaoko/tutor or Academic Manager.

Assessment Types

Formative assessment	Verbal and written feedback that takes place throughout classes and the programme.
Summative assessment	Assessments throughout the year that are based on learning outcomes for the course and determine how well you have achieved each outcome. You are given grades and written feedback. These assessments may include practical tests and projects.

The contents of the course work will be explained by the tutor for each course. If at any point your tutor or Academic Manager is concerned about your progress, they will let you know.

Academic Integrity

Ara requires learners to be honest and act with integrity in their learning and assessments.

You are required to:

- present your own original work for assessment
- acknowledge contributions from other sources by using the referencing format required for the programme (failure to do this correctly may be regarded as plagiarism); this includes direct copying, paraphrasing, summarising, and the rearranging of, another person's words or idea/s
- not cheat in tests or examinations
- ensure you follow all instructions and the correct procedures (e.g., no use of mobile phones or personal electronic devices)
- not enter into any agreements with other learners to collude on assignments
- collaborate only as permitted
- not over- or misrepresent the individual contributions of members of any group assignment
- not knowingly help others to cheat
- not present another person's assessment as your own (this includes purchased assessments) j
- not act or behave in a way that prevents others from completing their assessments
- keep written and electronic work secure to prevent others from accessing and copying work. (2)

Any exceptions to the above are clearly stated in the information and requirements for the course.

By enrolling at Ara, you agree to your work being reviewed by various means to confirm an assessment is your own work. This includes the use of similarity detection software.

Any breaches of academic integrity follow the process set out in the academic integrity procedures. For more detailed information, please refer to the Academic Integrity Policy.

Submitting Your Work

Your tutor will let you know how to submit your work. You may be required to submit your work manually or electronically. If you submit your work electronically, keep a copy until your official results are published at the end of the semester. If you have any questions, contact your Academic Manager.

Note: Ara uses as part of its assessment processes electronic plagiarism detection. You will, from time to time, be required to submit assessments for scanning. Electronic copies of assessments must be retained by you until the official results are published after the end of semester or year.

Quality Assurance

Your assessments and exam scripts may be used for internal and external moderation, monitoring, programme reviews, aegrotats, and the resolution of academic appeals and complaints. This helps Ara meet internal and external academic quality assurance requirements. If your assessments are used this way, before they are used, any information that could reasonably be expected to identify you will be removed.

The Grade Scale

The various assessments within a course will be combined according to the weightings shown in the course descriptor, and a grade for the course as a whole will be assigned from the table shown below. A "C-" grade and above represents a pass for the course.

The following grade scale (G29AA) will be used for all courses on the programmes unless advised otherwise in the course descriptor:

Marked Grades

Grade	Mark range	Pass or fail
A+	90-100	Pass
A	85-89	Pass
A-	80-84	Pass
B+	75-79	Pass
B	70-74	Pass
B-	65-69	Pass
C+	60-64	Pass
C	55-59	Pass
C-	50-54	Pass
D	40-49	Fail
E	0-39	Fail

Other Grades

Other grades that may be awarded for particular circumstances in achievement-based courses include:

Course result	Grade	Description
Pass	Pass	Awarded pass and no appropriate grade can be awarded
Fail	Fail	Not passed and no appropriate grade can be awarded
Forced Fail	FF	Forced Fail due to not attaining mandatory minimums
Credit Transfer	CT	Course credit awarded by credit transfer
Cross Credit	CC	Course credit awarded by cross credit
Recognition of Prior Learning	P	Course credit awarded by Recognition of Prior Learning
Advanced Standing	ADV	Course credit awarded by Advanced Standing
Did not complete	DNC	Did not complete course requirements
Withdrawn	W	Formal withdrawal within the non-academic penalty period
Aegrotat	AEG	Awarded pass following consideration of impaired performance / aegrotat application. Where a grade is able to be determined AEG (Grade) will be recorded.
Restricted pass	RP	Where a course was narrowly failed (45-49%) and is compensated by overall good performance in the relevant subject. It cannot be used to meet pre-requisite requirements
Conceded Pass	CON	Where there is considerable evidence that marginal failure (45-49%) in one course is compensated by good overall performance.

	Only one conceded pass may be granted to a learner towards a particular qualification
Conditional Pass CP	Where a course was narrowly failed (45-49%) and an agreed portion of work or assessment is to be completed.

Kā tikaka aromatawai - Assessment Regulations

Extensions

If you anticipate difficulty in submitting assessments by the due time and date you may be able to request an extension.

For information about how to apply for an extension of time, see Assessment Policy - scroll down and find **3.14 Extensions**. You can download the form from Application for Extension of Time.

Late Submissions

Other than approved extensions, late submissions will have 10% deducted for each day (or part thereof) of lateness up to a maximum of five days after it was due.

Note: If an assessment is submitted more than five days after it was due, it will not be marked unless special circumstances are approved by the Portfolio Manager.

Unless approved, we will not accept the assessment and a Not Passed (NP) or equivalent failing grade will be assigned.

Resits or resubmission of assessment tasks

If you have submitted and failed an assessment task you may be able to apply for a resubmission resit. **The maximum mark available for any resubmission of an assessment task shall be the minimum pass.**

For information about how to apply for a resit or resubmission, see Assessment Policy - scroll down and find **3.15 Resits and Resubmissions**. You can download the form from Application for Resit or Resubmission.

Second Results (course level)

If you receive a fail grade in a course, you may be able to apply for a reassessment of the course.

For information about how to apply for a second result, see Assessment Policy - scroll down and find **3.16 Second Results.** You can download the form from Application for Second Result**.**

Assessment in Te Reo Māori

You can request to have your assessments conducted in Te Reo Māori, except where the task requires English language or other language capability. Other exceptions may apply.

For information about how to apply for assessment in Māori see Assessment Policy - scroll down and find **3.4 Assessment in Te Reo Māori.**

Marks Carried Forward

You may be able to apply to carry marks forward for completed assessments to the next available occurrence of the course and not redo those assessments.

For information about how to apply for marks carried forward, see Assessment Policy - scroll down and find **3.18 Marks Carried Forward.** You can download the form from Marks Carried Forward Application form.

Supported Assessment

You may be able to apply for special assistance in order to undertake an assessment.

For more information about how to apply for additional assessment arrangements for disabled learners, see Assessment Policy - scroll down and find **3.19 Procedures for additional assessment arrangements for disabled learners.**

Recognising Prior Knowledge and Skills

If you believe that a qualification, course or unit standard you have previously completed a recognised educational institution, or work/life experience, may be relevant to the qualification you are studying, you could apply for recognition of your prior knowledge and skills.

The previous grade is carried forward for any Cross Credit or Credit Transfer, and the Pass (P) grade given where a standard grade cannot be stated.

For information about how to apply for credit recognition, see Credit Recognition You can download the form from Credit Recognition Application.

Alternative Arrangements

If you are unable to sit a test or exam on the scheduled date, or complete an assessment on the due date, you may be able to apply for an alternative assessment.

For information about how to apply for an alternative assessment see Assessment Policy - scroll down and find **3.13 Alternative Assessment Arrangements.** You can download the form from Application for Alternative Time for Test / Exam.

Aegrotat

You may be able to apply for an aegrotat when illness, injury, bereavement, childbirth, or other unforeseen critical circumstances occur on or immediately prior to the day of assessment and prevent you from attending the assessment or seriously impair your performance during the assessment itself.

For information about these regulations, see Aegrotat Pass Regulations You can download the form from Aegrotat Application and the Practitioner Statement form from Aegrotat Practitioner Statement.

Reconsideration of Assessment Decisions

If you have reason to believe that the mark for a particular assessment is incorrect you may be able to apply for a reconsideration.

For information about challenging academic decisions (reconsideration), see Challenging Academic Decisions (Reconsideration) Assessment Policy - scroll down and find **3.20 Reconsiderations and Appeals.** You can also refer to Reconsiderations and Appeals

Reconsideration of a Course Final Grade

If you have reason to believe that the grade for a particular assessment is incorrect you may be able to apply for a reconsideration.

For information about challenging academic decisions (reconsideration), see Challenging Academic Decisions (Reconsideration) Assessment Policy - scroll down and find **3.20 Reconsiderations and Appeals.** You can also refer to Reconsiderations and Appeals

Appeal of Reconsideration Decision

If you consider that the outcome of the reconsideration process is incorrect or unfair, or a reconsideration is not available, you may appeal against the final grade awarded.

For information about challenging academic decisions (reconsideration), see Assessment Policy - scroll down and find **3.20 Reconsiderations and Appeals**. You can also refer to Reconsiderations and Appeals.

Conceded Pass

You may qualify for a conceded pass if you marginally fail a course.

For information about conceded passes, see Assessment Policy - scroll down and find **3.17 Conceded Pass.**

Kā putaka me te Whakapōtaetaka - Results & Graduation

Accessing Your Results

Results of individual assessments will be made available to you within ten (10) working days of your assessment due date.

These results may be returned to you in class or online. Final grades for each course will be available online within fifteen (15) working days of the end date of the course and accessible through My Ara at MyAra or through the My Ara app.

Any results displayed publicly will use unique identifiers such as student ID numbers, not student names.

Academic Transcripts

If you require your results to be printed, visit Central Academic Records (CAR) in A121 or email academic.records@ara.ac.nz to request a transcript.

Access to Marked Assessments

You are entitled to access your written work submitted for assessment.

Where assessed work is to be returned, time limits for collection will be advised by the faculty.

You may view copies of your examinations, but these are retained by Ara. Any time or access limitations will be advised by the faculty.

Please note that in order to meet internal and external academic quality assurance requirements, learner assessments and examination scripts may be used for the purposes of:

- internal and external moderation
- programme review
- aegrotats (if available)
- resolution of academic appeals and complaints

Assessments used for these purposes will have information, which could reasonably be expected to identify the individual removed before they are copied and used.

Receiving Your Qualification

Once you have successfully completed your approved programme of study you will receive a notification advising you that your certificate is ready and will be posted to you.

Note: Please make sure your address details are up to date when you finish studying. Advise Academic Records if you are updating your address details after you receive the notification, so the correct address is used.

Graduation

We hold several graduation ceremonies.

If you're eligible to graduate, you'll receive a communication from Ara advising you of this. You'll need to complete the online graduation form, by the date indicated, to register for your ceremony.

Note: If you believe you are entitled to graduate and do not hear from Ara please contact the Operations Administrator or Academic Records.

For all information on graduation, including dates, please see Graduation.

Kā ture me kā tikaka - Policies & Procedures

Academic Policies

All policies are accessible on the Ara website All policies are accessible on the Ara website Ara Policy Library. Ara provides a student advocacy service.

It is well known that people learn better when they work together, and this is encouraged, but when it comes to assessment, collaboration (working together) is not permitted unless it is a formal part of the assignment set by the tutor(s). Each learner is also responsible for making sure his/her work is not able to be copied by others. Sharing or comparing tests, exams and assessments is prohibited and, if detected, will be treated as "academic misconduct".

Academic Support and Progression

Support is available if you, as a learner, are having difficulty meeting academic standards or you seek guidance, assistance or support with study related matters.

If you are not achieving satisfactorily, you will receive specifically targeted advice and assistance at an early stage.

Academic staff members will work with you if you are not meeting academic standards to document and implement a plan. This will include identifying and monitoring goals, expected academic progress, timelines and support.

If satisfactory progress is not made then you will be invited to meet with the Portfolio Manager or his/her delegate, who will explain the circumstances, discuss the consequences, and give you the opportunity to present your view of events leading up to the meeting. Depending on the outcome of the meeting, a Formal Academic Contract may be entered into.

Formal Academic Contract

If your progress as an ākonga/student in a current course is still considered by tutors to not be satisfactory you will be invited to a meeting and advised in writing by the Portfolio Manager or delegate.

The Formal Academic Contract will record the deficiencies or concerns, the progress which must be met, any assistance available, the time within which progress or change must be demonstrated, and the method and criteria by which such progress or change will be measured.

For more information about Academic Support and Progression, see Academic Support and Progression - scroll down and find **3.3 Formal Academic Contract.**

Academic Misconduct

Cheating, plagiarism and other dishonest academic practices have serious consequences in this programme and if you fail to meet academic standards you, as a learner, may be subject to educative processes or penalties.

Plagiarism

Copying, taking or using someone else's work or ideas and presenting them as if they were your own original work or thought, without clear acknowledgement of the actual source.

Use of Artificial Intelligence (AI) Tools

Generative Artificial Intelligence (AI) services such as ChatGPT can be used for learning. When submitting work for assessment, you must adhere to Ara's Assessment and Academic Misconduct policies. In relation to AI, this means;

- you must not present any output from any AI services as your own work in your assessment.
- you must use your own words.
- if you paraphrase or quote from a source such as a textbook, website and AI service, you must reference correctly.

If you submit an assessment using content copied directly from an AI service without acknowledgement, it is a form of academic misconduct.

Cheating

Acting deceitfully or dishonestly to gain academic recognition or an academic result. Examples include copying answers from another person's work, taking useful information secretly into a test or exam, improperly accessing information about questions and/or answers, arranging for someone else to produce an assignment or to sit a test or exam.

Dishonest Academic Practice

Any other act or omission that contravenes Ara academic requirements of a programme or course.

Educative Processes

These are actions designed to assist you, as a learner, in understanding the expected standards and skills needed to succeed and may include:

- a facilitated discussion with an appropriate kaimahi/staff member
- a formal contract with Learning Services or other appropriate kaimahi/ staff member for skills development including specific learning outcomes and timeframes
- additional work may be required
- a formal written warning may be given, or marks deducted.

Penalties

These are actions designed to deter misconduct and/or deal with the consequences of it in a fair and appropriate way and may include:

- a decision not to mark or assess the work or record a mark/grade
- formally recorded fail / zero for the work concerned which remains on your academic record
- cancellation of credit already awarded if the academic misconduct is admitted/ established after assessments have been completed and recorded
- formal notice indicating 'Intentional Plagiarism' (or other misconduct) placed on academic record for a specified period of time
- formal written warning
- probation or suspension from the programme or other penalty.

Probation

If your behaviour, as a learner, is unacceptable and of concern to staff or other learners, you will be advised of this in writing by the Portfolio Manager. This written warning is known as probation.

The written advice must briefly record the deficiencies or concerns, the progress or standards of behaviour which must be met, any assistance available, the time within which progress or change must be demonstrated, and the method and criteria by which such progress or change will be measured.

The progress or change required should be reasonable and the criteria for assessing whether the progress or change has been achieved should be easily understood and capable of being clearly demonstrated.

The written advice must include the warning that failure to make progress or achieve change may lead to suspension and/or cancellation of current enrolment(s) and/or refusal of future enrolment(s).

These requirements are known as the "terms and conditions of probation".

For more information about probation, see Probation - scroll down and find **3.4 Probation.**

Exclusion

An exclusion may apply to one or more specified courses, a whole programme, or all enrolment at Ara. An exclusion may also apply to one or more specified services or facilities.

Suspension

Suspension is a short-term exclusion and is the formal process by which you, as a learner, are temporarily prohibited from attending classes in one or more courses and/or is refused access to one or more services/facilities provided by Ara. In serious circumstances a Trespass Notice may also be issued.

Cancellation of Enrolment

Ara may cancel your enrolment as a learner on any of the Education Act (1989) grounds:

- The person is not of good character.
- The person has been guilty of misconduct or a breach of discipline.
- The person is enrolled for full-time instruction in another institution or in a school.
- The person has made insufficient progress in the person's study or training after a reasonable trial at the institution or at another institution.

The decision to cancel or refuse an enrolment may be made only by the Operations Leader or nominee.

Failure to meet the terms and conditions of Academic Contract and/or probation may lead to exclusion.

When a cancellation is being considered, the Portfolio Manager must invite you to an interview.

Refusal of Future Enrolment

Any person may, for good reason and on good evidence, be refused enrolment at Ara generally or in a particular programme or course only by the Operations Leader or by his or her nominee under specific delegation.

Enrolment may be refused on any of the Education Act (1989) grounds.

Failure to meet the terms and conditions of probation may lead to exclusion.

The Portfolio Manager must forward a recommendation to the Operations Leader that the person's application(s) to enrol be refused. The recommendation must state which of the Education Act (1989) grounds is the basis of the recommendation and must include the supporting evidence.

For more information about Exclusion, including Appeal Rights and Other Rights, see Exclusion - scroll down and find **3.4 Refusal of Enrolment**.

Copyright and Ara Ākonga/Student

Copyright legislation exists to protect copyright owners from unauthorised copying of their work (literary, dramatic, musical and artistic) and provides them with exclusive rights to how their work is used.

During your study with us we will endeavour to educate you on copyright use, including referencing, approved copying, and proper use of electronic material and downloadable music.

Infringement of copyright regulations may result in civil or criminal prosecution against you, as the learner, and/or Ara. Infringement by you, as a learner, may also be considered academic misconduct and result in penalties.

For more information about Copyright, see Copyright.

Kā tū whare me kā rauemi
Facilities and resources

Kā tū whare - Facilities

Faculty-related Health and Safety

Please refer to the Learner Information Handbook for general Health and Safety information and evacuation details. In an emergency advise a kaimahi/staff member, and if no one is available phone 111.

Refer to your kaioko/tutors and laboratory managers for instructions and specific Health & Safety information related to laboratory and field activities.

Kā rauemi - Resources

Noticeboards

City Campus	Ākonga/student information, including employment opportunities, will be posted on the noticeboards in Paxus House and/or in clinic rooms

Lockers

There are a limited amount of lockers available in the classroom that are shared with other users daily.

Disclaimer:

All care and attention have been given to ensure the information in this document is accurate at the time of publishing. Ara does not take responsibility for any loss or harm incurred as a result of reliance upon any information which is incorrect or out of date. This document was last updated on 8 October 2026.

Want to find out more?

For details and information about making the most of your study at Ara, visit **www.myara.ac.nz** or get the **downloadable app.**

Get in touch of you have any questions: **0800 24 24 76 | info@ara.ac.nz**