Ara
Institute of Canterbury
Ara rau, taumata rau

2026

Programme Handbook

CH4063 Bachelor of Musculoskeletal Health (Level 7)

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Nau mai ki Ara - Welcome to Ara

Welcome to the Faculty of Health, Science and Sustainability and your enrolment as a learner studying for a Bachelor of Musculoskeletal Health. We look forward to working with you to help you reach your goals and assist you in gaining higher qualifications through your study at Ara.

This programme information document is your essential guide for your study, so please read it carefully and keep it handy for future reference.

Your lecturers, tutors and support staff are approachable, friendly and committed to creating a positive, inclusive and inspiring learning environment. Please do not hesitate to ask questions or request help – we are here to support you.

Ngā manaakitanga

Michael Shone
Dean of Faculty
Faculty of Health, Science and Sustainability
2026

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.

You can also find useful information on MyAra. 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.)

Where to come on your first day Semester 1 2026

Date: Monday 16 February 2026
Time: 9.30am-12.30pm
Venue: Room: TBC

On your first day (orientation), you will be introduced to your tutors and new classmates, be given an overview of this programme, including:

- Welcome
- Programme overview
- Course details
- Campus familiarisation
- Policies and procedures
- ICT access
- Programme handbook and timetable

Returning students
Please check your timetable for your first class details.

What you will need

Bring note taking items – pens and highlighters.

Logins

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

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 and parking stickers may be required. Learn more about parking and biking. Or find out about bus services here.

Ara Whakatau, your official welcome

You are warmly invited to attend the official welcome to Ara for all learners, 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).

Click here to find out when the whakatau will be.

Korero 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 afterhours access arrangements

Ask your 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 learner 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 tutor or advise the faculty by emailing sciencesocialpractice@ara.ac.nz

Non-Engagement

Ara has processes to deal with learners 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)

Health & Safety

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

Please refer to the 2025-learner-information-handbook.pdf for general Health and Safety information and evacuation details. In an emergency advise a staff member, and if no one is available phone 111.

Drugs and Alcohol

In line with the expectations of many workplaces, Ara has procedures to ensure the health and safety of all learners, 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 Policies.

Kā Raki whakahirahira - Important Dates

SEMESTER ONE	DATES
TERM 1	**Monday 16 February – Friday 3 April 2026**
Waitangi Day	Friday 6 February
Whakatau	Wed 4 March
Good Friday	Friday 3 April
Easter Monday	Monday 6 April
Easter Tuesday	Tuesday 7 April
Anzac Day	Observed Monday 27 April
TERM 2	**Monday 20 April – Friday 26 June 2026**
King's Birthday	Monday 1 June
Matariki	Friday 10 July
MID YEAR BREAK	**Monday 29 June 2026 – Friday 17 July 2026**
SEMESTER TWO	**DATES**
TERM 3	**Monday 20 July Friday 25 September 2026**
TERM 4	**Monday 12 October – Friday 27 November 2026**

South Canterbury Anniversary	Monday 28 September
Labour Day	Monday 26 October
Canterbury Anniversary	Friday 13 November

Kā Whakapātaka - Contact Details

Key Staff

Philippa Meek

Portfolio Manager

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Philippa,Meek@ara.ac.nz

Emma Fairs

Programme Leader

021 819 982
Room: O314
Emma.Fairs@ara.ac.nz

Teaching Staff

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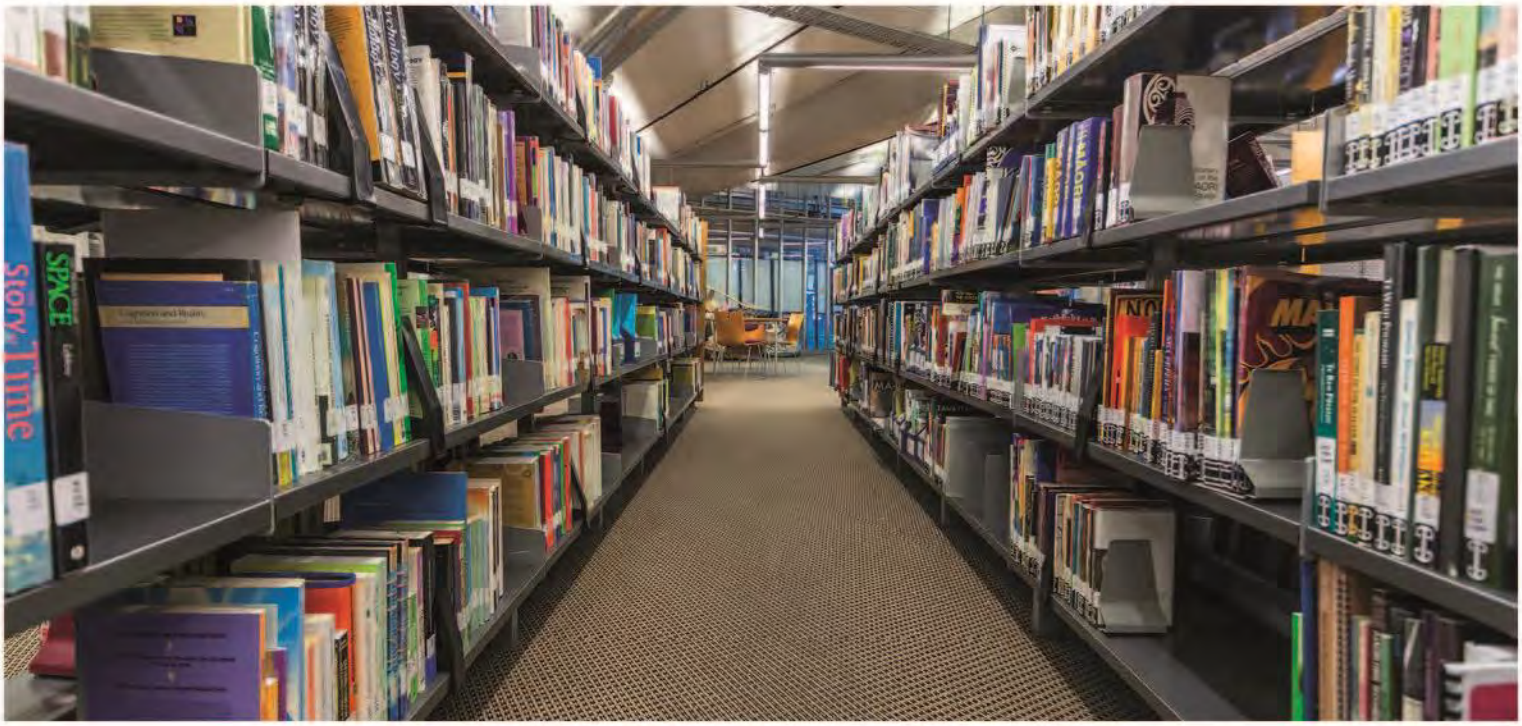
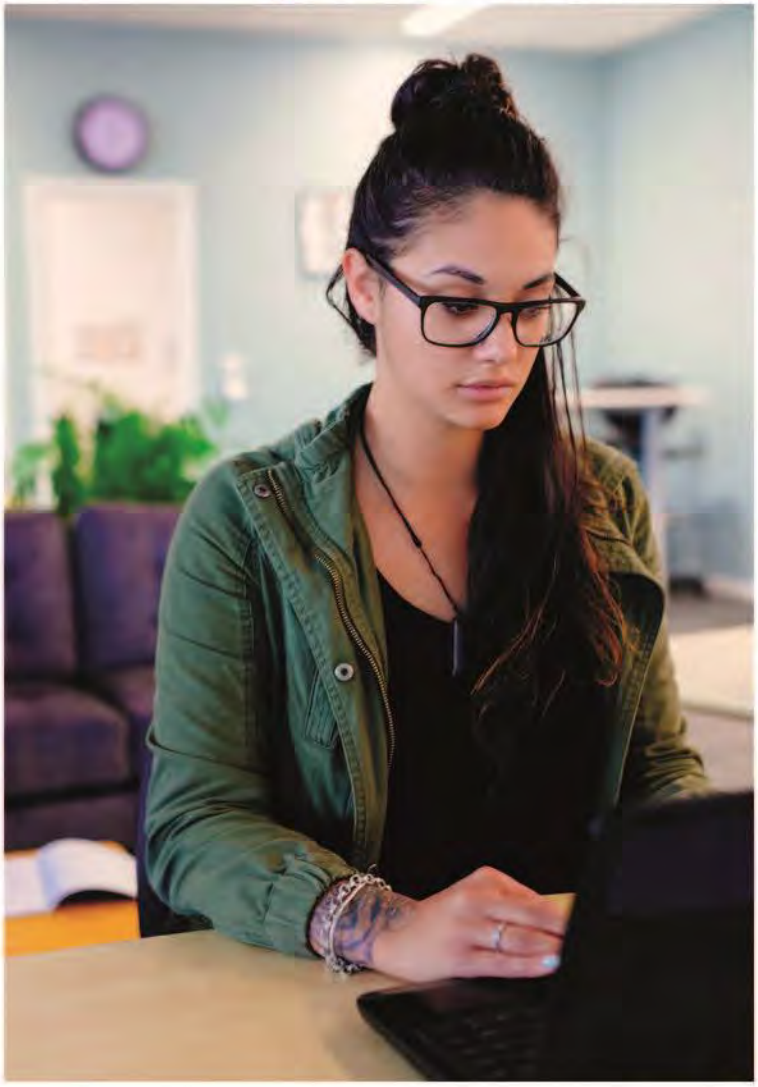
Tō Akoako
Your study





Taipitopito akoraka - Programme Details

Programme Aim

The degree will:

- Enable graduates to gain the discipline knowledge, skills and attitudes required for employment in the health sector.
- Enable graduates to understand the responsibilities of te Tiriti o Waitangi and demonstrate a commitment to meeting these responsibilities in health practice
- Provide graduates of the Bachelor of Musculoskeletal Health with a pathway into the Postgraduate Diploma in Osteopathy (both qualifications are required to apply for registration with the Osteopathic Council of New Zealand).

The degree is aimed at school leavers and those who have an interest in musculoskeletal health and are wishing to advance to the PGDipO (note that completion of the bachelor's degree alone will not allow graduates to advance to registration as an osteopath). The graduate profile below describes what graduates will be able to do on completion of the degree.

Graduate Profile

Graduates of the Bachelor of Musculoskeletal Health will be able to:
Refer to the Graduate Profile Map in Appendix 1.4.

- Enact the responsibilities of tangata whenua and tangata Tiriti under te Tiriti o Waitangi by demonstrating cultural responsiveness and a commitment to the provision of equitable culturally responsive health care practices (Domain 1)
- Integrate bioscientific and socio-cultural knowledge to inform clinical decision-making and practice (Domain 2,3)
- Critically evaluate and apply interdisciplinary research findings to inform musculoskeletal healthcare practices (Domain 3)
- Exhibit self-management and apply independent and collaborative approaches, grounded in professional knowledge, skills and attitudes to work effectively (Domain 5).
- Critically reflect on osteopathic philosophy, learning and practice, to promote professional growth, enhance employability, and support readiness for postgraduate study (Domain 3, 5).

- Demonstrate a commitment towards patient trust, confidentiality, dignity, safety, quality and person -centred care in an appropriate setting (Domain 4).

Employment pathway

Graduates may seek employment in the following fields:
Nonregulated areas of healthcare and management such as:

- Exercise prescription consultant/technician (e.g.: cardiac physiologist/technician, rehabilitation assistant)
- Corporate health and wellness
- Aged and residential care
- Health promotion/public health
- Government health agencies
- Green prescription physical health advisor
- Insurance case management
- ACC case management
- Healthcare administration and management
- Clinical research assistant
- Health related sales
- Animal osteopathy (such as equine or canine osteopathy

Education pathways

Graduates may seek entry into the following:

- Postgraduate Diploma in Osteopathy (Ara)
- Master of Health Science (Ara)
- Master of Nursing (University of Canterbury)

Programme Regulations

CH4063 Bachelor of Musculoskeletal Health

The Bachelor of Musculoskeletal Health is a 3-year full time equivalent programme of study requiring the successful completion of 360 course credits.

Applications for entry to the programme are evaluated against the stated entry criteria, published annually on the Ara website and in programme brochures.

The maximum period of time to complete the programme is six years. Any extension to this period would require a written application to the Faculty Dean or delegate for consideration. Any ākonga who has had more than 12 months

break in study may be required to take a challenge test to determine currency of clinical skills and may require remedial work prior to recommencing clinical courses. The challenge test will be appropriate to the academic level at which the ākonga took a break from study.

The programme comprises 360 compulsory course credits, with a minimum of 120 credits at Level 7.

A minimum of 475 hours of clinical learning experience hours is required for completion of the programme.

All relevant credits from other approved programmes will be considered for credit recognition (cross credits, credit transfers and recognition of prior learning) according to Ara standard policy and procedure. Refer Section 8.3 below for a summary.

Ākonga showing insufficient academic progress will be advised in writing of ākonga support services available, and their academic performance (including class attendance) will be monitored by the faculty. Should performance not improve, the Programme Leaders will discuss with the Faculty Dean the benefit of placing the ākonga on a Formal Academic Contract according to Ara standard policy and procedures.

Ākonga may only enrol in a clinical practice course (BMSH611, BMSH612, BMSH711, BMSH714, BMSH716) twice. Ākonga must attend at least the minimum number of clinical hours for each clinical course. Final clinical exams for all clinical courses (BMSH611, BMSH612, BMSH711, BMSH714, BMSH716) can only be taken after the required number of clinical hours are completed.

The Bachelor of Musculoskeletal Health will be awarded to all ākonga who successfully complete all the requirements laid down by the Faculty of Health, Science and Sustainability and approved by the Academic Committee.

Mahere Ako - Programme Structure

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	Level	Credits	Course Factor
Year 1				
BMSH511	Clinical Anatomy 1	5	15	0.1250
BMSH512	Physiology	5	15	0.1250
BMSH513	Introduction to Osteopathic Practice	5	15	0.1250
BMSH514	Introduction to Healthcare Practice	5	15	0.1250
BMSH515	Clinical Anatomy 2	5	15	0.1250
BMSH516	Introduction to Osteopathy	5	15	0.1250
BMSH517	Osteopathic Care 1	5	15	0.1250
BNIR518	Wanaka Hauora	5	15	0.1250
Total			**120**	**1.0000**

Code	Course Title	Level	Credits	Course Factor
Year 2				
BMSH611	Clinical Practice 1	6	15	0.1250
BMSH612	Clinical Assessment Skills	6	15	0.1250
BMSH613	Osteopathic Care 2	6	30	0.2500
BMSH614	Clinical Anatomy 3	6	15	0.1250
BMSH615	Pathophysiology 1	6	15	0.1250
BMSH616	Clinical Neurology	6	15	0.1250
BMSH617	Pathophysiology 2	6	15	0.1250
Total			**120**	**1.0000**
Year 3				
BMSH711	Osteopathic Care 3	7	30	0.2500
BMSH712	Child Health & Development	7	15	0.1250
BMSH713	General Medicine 1	7	15	0.1250
BMSH714	Clinical Practice 2	7	15	0.1250
BMSH715	Evidence for Health Care Practice	7	15	0.1250
BMSH716	Clinical Practice 3	7	15	0.1250
BMSH717	General Medicine 2	7	15	0.1250
Total			**120**	**1.0000**
Programme Totals (Years 1, 2, & 4)			**360**	**3.000**

Transition Arrangements

All new ākonga enrolling from Semester 1 2026 will enrol in the new version of the programme.

Current ākonga will not have the option to transition to the revised programme, they are required to complete the programme according to the regulations that existed at the time of enrolment (last date for completion is the end of 2029). After that date individual learning plans will be developed where the learning and assessment will be in the context of the new courses. During the transition phase Ara will offer current courses to current ākonga, and new courses to new ākonga. Current courses will not be offered to new ākonga.

Clinical Practice

A core component of the programme is facilitating the learners' application of the curriculum to authentic clinical practice environments. The purpose of this approach is to support learners to develop the thinking processes to enable them to apply and integrate academic skills, theoretical knowledge and practical learning into the clinical environment. Clinical Practice also prepare learners for the reality of the workplace. In the BMSkH work integrated learning is called clinical practice.

Clinical practice opportunities in the BMSkH will comprise of a range of experiences based on a continuum from class based simulated activities, to experience in the Ara learning facility; the onsite Ara Osteopathic Clinic. These opportunities include:

- Clinical experiences in Ara specialist courses
- Clinical practice in the Ara Osteopathic Clinic
- Clinical observations in the industry
- Industry based projects and reports
- Applied projects and simulations

The clinical practice courses fully replicate the work environment and most occur in the Ara Osteopathic Clinic. These clinical practices integrate course learning and practical applications, promoting learner independences as a learner. Learners will take responsibility for identifying the learning to be done and what the curriculum will consist of.

Clinical Skill Development

The RIME model of learning clinical decision-making, the Dreyfus Model of Skill Acquisition and the manual therapy courses set the foundation and provide a coherent scaffolding for the learners' clinical practices throughout the degree.

In year one the learners will have 40 hours observing clinical practice in osteopathic clinics as an introduction to clinical practice.

The clinical practice course in year two is the learners' first 'hands on' authentic clinical experience. They will have 120 hours of highly supervised experience with clients in the Ara Osteopathic Clinic. Learners will develop their abilities to collect, analyse and report on clinically important information from a patient. They will also apply and appraise novice level soft tissue manipulation, joint motion testing and articulation skills.

By the end of year three learners will have had 485 hours of clinical experience and are able to use experience and reflection as a metacognitive tool to solve clinical problems. This learning will encourage the further development of critical reflection, inquiry, problem solving skills and specialist knowledge in professional contexts, preparing learners for work in the musculoskeletal health care, allied health care industries and future study in osteopathy.

Clinical Curriculum

Osteopathic clinical practice takes place in a highly specialised environment. The clinical work integrated learning represents a significant part of the programme.

Clinical tuition is resourced, delivered, assessed and developed under the Faculty of Health, Science and Sustainability, in the Ara onsite Osteopathic clinic and at satellite off-site clinics working in co-operation with Ara clinical staff.

The clinical component has been integrated into three years of progressive clinical experience with well-defined competency levels and statements of measurable attainment. Learners are expected to successfully and consistently demonstrate the application of these competency levels over the full range of clinical examinations.
As a prerequisite for continuation into the following year, learners will have successfully acquired the full range of clinical and associated capabilities that the programme requires for the previous year.

Included within the philosophy of clinical placement experience is the recognition that the learner will perform ethically, as identified by the OCNZ, and meets the requirements of relevant legislation. This can be found here:

https://www.osteopathiccouncil.org.nz/code-of-ethics

Progression is dependent on satisfactory academic performance in the assessments before placement. Future progression depends on passing the previous year's clinical and academic components in the programme.

This will ensure practice is safe and lines of accountability are followed and make it possible to identify and address potential concerns or issues that may arise.

Clinical Practice

Absence

If a learner finds that they will be either late for, or unable to attend clinical experience for any reason, the Clinic Lead and Clinic Co-ordinator **must** be contacted.

Removal from Clinical Practice

If a Clinical staff member considers a learner is behaving in a manner which is detrimental to the patient's wellbeing, the staff member may remove the learner from the clinical area, and the learner may be suspended by the Head of Faculty of Health, Science and Sustainability pending a decision regarding cancellation of enrolment. Learners who are deemed unsafe to practice will be independently assessed to determine the validity of the judgement. Based on the results of this assessment the learner may be removed from the clinical centre. A remedial programme may be developed in consultation with the Clinic Lead.

On completion of the remedial programme, Ara and the clinical centre will reassess the learner before they recommence clinical practice to ensure that their level of performance is satisfactory for safe practice.

Confidentiality

All learners are required to sign the non-disclosure of patient information form at the commencement of the clinical programme.

Learners are reminded that they shall not disclose patient information to any person who is not:

(a) either employed by the authority controlling the organisation or institution in which they undertake professional practice as part of their osteopathic education, and is in the proper course of their duty, or

(b) approved by the appropriate authority to provide tuition in osteopathic studies at Ara and is in the proper course of their work as a lecturer, or

(c) enrolled by Ara as a learner in the Bachelor of Musculoskeletal Health programme, and for whom it is appropriate to have access to the information in the proper course of their role as a learner, for example, as part of their course/programme work/learning, or disclose

(d) any information concerning the condition, treatment or circumstances, or history of any patient, or any knowledge or information concerning the business, affairs, property or other activities of the controlling

authority which has come to their knowledge in the course of their training.

Breaches of confidentiality are viewed seriously and bring into question the learner's awareness of professional responsibilities and commitment to the programme. Proven breach of confidentiality will result in immediate dismissal from the clinical centre and consideration of cancellation of enrolment.

Uniform and Standards of Presentation

The uniform to be worn in the clinical placements is:

- **Designated tunic:** Orders taken first semester of programme.
- **Formal black skirt, shorts, trousers or culottes**: The learner may choose any style, however a reasonable dress standard is required. Casual clothing, for example, jeans and sports shorts, are inappropriate and considered to reflect poorly on the learner's professional attitudes.
- **Shoes:** should be comfortable, and with closed-in toes. Sandals, high heels, etc., do not comply with occupational health and safety standards.
- **Name badges** will be provided by Ara and must be worn, in a clearly and easily visible manner, at all times in the clinical placement.
- **Hair:** Long hair must be tied back or in such a way that it prevents cross infection, i.e., cannot fall forward into the face of a patient, brush a wound or touch bedding. Hairstyle and colour must contribute to a professional appearance.
- **Jewellery:** No jewellery may be worn apart from:
    - one plain ring (e.g., wedding ring). Ornate rings should not be worn because of the danger of micro-organisms which could be present in this type of ring.
    - earrings – one to two small studs per ear.
    - watch – if worn, must be removed when giving direct care to the patient.

- **Body piercings and tattoos:** Facial piercing limited to two studs per ear. No other facial piercing is permitted. Piercings on other parts of body must not be visible. Tattoos that are visible should be discussed with the clinical co-ordinator.
- **Nails:** Should be kept short to minimise cross-infection and avoid skin damage to client. Nail polish, if used, must be clear. Acrylic or false nails are not acceptable.
- **Mobile phones:** Cell phones cannot be used in the diagnostic work areas. The learner may access their phones when on breaks.

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 - Learner Responsibilities and Rights

Learner 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.

Useful Contacts:

Independent Student Advocate: Duncan Dunbar.

Email: duncan.dunbar@ara.ac.nz | Mobile: 027 273 6246

Student Voice Co-ordinator:

Email: studentvoice@ara.ac.nz

Your Responsibilities as a Learner

As a learner here, Ara expects you to:

Behave safely

- Take care when using equipment and facilities.
- Wear suitable clothing.
- Follow health and safety guidelines and instructions.
- Not endanger yourself or others.
- Follow relevant professional guidelines.
- Ensure you are not intoxicated or under the influence of drugs on Ara premises or when involved in Ara related activities both formal and informal, with your programme, field trips, internships, work experience, etc.

Respect others

- Be sensitive to personal, social, and cultural differences.
- Respect the needs, rights, and freedoms of others.
- Help to uphold the integrity of Ara qualifications by discouraging/reporting dishonest practices.

Observe Ara rules

- Behave appropriately for a tertiary education environment.
- Genuinely attempt to meet all course requirements including financial obligations.
- Comply with visa requirements.
- Be honest when completing assignments/other assessments.
- Comply with requirements of programme handbooks.
- Follow Ara policies and regulations (refer Ara Policy Library)

Your Rights as a Learner

Ara will protect your right to fairness. You have a right to:

Fairness

- Open and accurate information.
- Fair evaluation and assessment.
- Have any problems handled as quickly as is practical and consistent with 'natural justice'.
- Personal privacy.
- Support, representation, and advocacy.

Ara Respects your right to:

- Academic freedom, defined as 'freedom, within the law, to question and test received wisdom, to put forward new ideas and to state controversial or unpopular opinions.' (Education and Training Act 2020)
- Freedom from any form of harassment, bullying, or unjust discrimination.
- Respect for personal, social, and cultural differences.
- Representation in the development, implementation, and review of policies.

Ara will protect your right to Standards:

- Study programmes that meet internal and external standards for approval and registration.
- To have competent and effective teachers.
- Appropriate support services delivered in a professional manner.
- Facilities and resources that meet or exceed Health & Safety legislation.

Concerns / Complaints:

Your rights will be upheld by Ara management. If you think they have been infringed, in the first instance please contact your course tutor. If it is not appropriate to contact your tutor regarding your complaint, or the matter has not been resolved, please contact your Portfolio Manager/Programme Manager or Student Advocate and/or the Student Life Team

Unacceptable Behaviour for Learners, or Visitors at Ara

The following are examples of behaviour which are not acceptable for anyone (learners, or visitors), at Ara or involved in Ara related activities:

- Breaking any NZ law (e.g., assault, theft).
- Any form of cheating (including plagiarism and other dishonest practices).
- Misuse of technology, software, hardware, or communication systems provided by Ara (refer Ara Code of Conduct for ICT Users in particular).
- Any form of harassment, bullying, or unjust discrimination including social media.
- Unacceptable sexual behaviour (e.g., sexual harassment, accessing pornography/other restricted material).
- Misuse of alcohol, drugs or other substances affecting behaviour, health, or safety.
- Smoking (including vaping) on Ara campuses. (Ara is a smoke free campus).
- Violence or threats of violence.
- Vandalism or other abuse of facilities and buildings.
- Disruptive behaviour in class (e.g., arriving late, use of any electronic device, interfering with the learning of other individuals).
- Inductions (informal) are not permitted at Ōtautahi House or on other Ara premises and are strongly and expressly discouraged by Ara.
- The above is not an exhaustive list of unacceptable behaviours. Where appropriate, Ara reserves the right to contact or report to external authorities.

Academic staff have the responsibility to maintain a safe and effective learning environment.

They may ask you to leave the class if your behaviour indicates limited ability to be safe, disturbance to others learning, or puts others at risk.

Ara takes this code of conduct seriously. Your marks, reports, and references may include an assessment of your behaviour, as well as your educational achievement. Serious infringement may lead to probation, suspension, or cancellation of a current enrolment and/or refusal of a future enrolment (see relevant policies). This may be referred to an appropriate external authority e.g., NZ Police.

Learner Behaviour in Class / Classroom Maintenance

Be respectful of other learners and the classroom environment, following classroom specific rules and requirements. To avoid any distractions, you must ensure any electronic device you have on you/with you is diverted, not set to ring, or switched off. Both staff and students have a responsibility to ensure this happens.

Kā Taunakitaka Mōu – Support for You

Quick reference – Where to find help if you have feedback or want to raise an issue

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 learners' wellbeing and safety.

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

Support Area	Details	People	Links
Faculty Staff	This team are your first port of call for issues impacting your ability to study	Tutor Programme Leader Programme Manager Portfolio Manager	
Student Reps	Student reps are invited to attend student rep meetings within your faculty where they can raise issues on your behalf	Student Voice Posters of your student reps are displayed in your faculty	Student Voice
Student Services	Ara offers a wide range of student services	Student Advisors Health Centre Student Voice	Student Support
Te Pae Ora	A wellbeing hub for ākonga		Te Pae Ora | Te Pūkenga
Independent Student Advocate	Student Advocacy is available to assist you if you are facing difficulties within or beyond Ara	Duncan Dunbar 027 273 6246 Duncan.Dunbar@ara.ac.nz X106 (Rakaia Centre)	Student Advocacy

Support Area	Details	People	Links
Complaints Process	that could affect your study Ara has a process to support you and respond if you have a concern or complaint about a course, tutor, or another aspect of your programme	Complaints Co-ordinator	CPP117-Raising-problems-or-complaints CPP117a-Raising-problems-or-complaints-form
Safeplace	Safeplace is the tool we use to report risks, accidents and other incidents	Safety & Wellbeing Co-ordinator Safety & Wellbeing Business Partner	SafePlace FAQ for Learners
Important Policies	All Ara Corporate and Academic Policies can be found at Ara Policy Library		Student Rights and Responsibilities Addressing Bullying, Harassment and Discrimination

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 tutor or Manager/Programme Leader.

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 Programme Leader 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)
- 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.

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 tutors will let you know if they have guidelines for presenting your assessments and how to submit your work. Use a computer to create your assessments.

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 tutor.

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

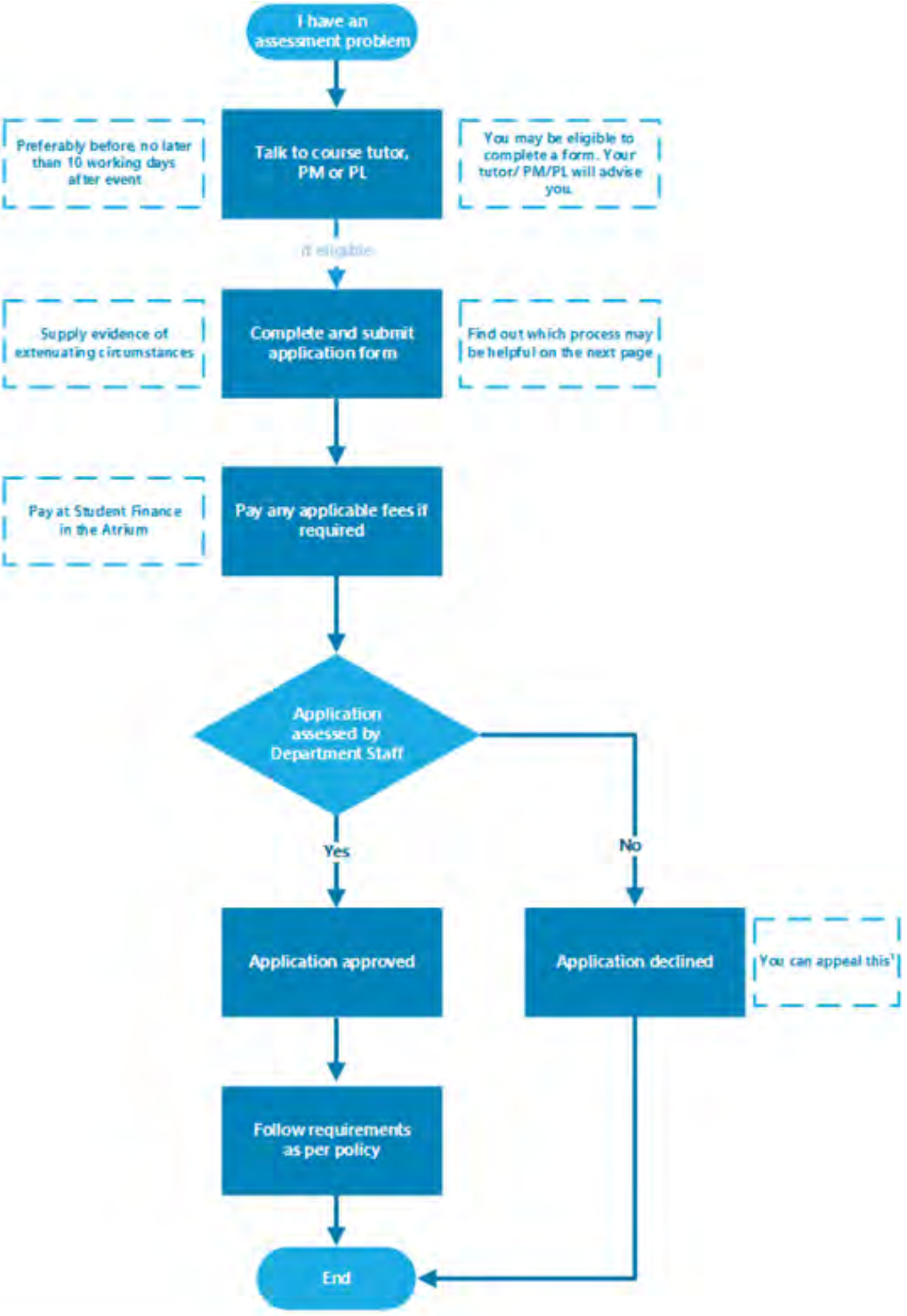
Other grades that may be awarded for particular circumstances in achievement based courses include:

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
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
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

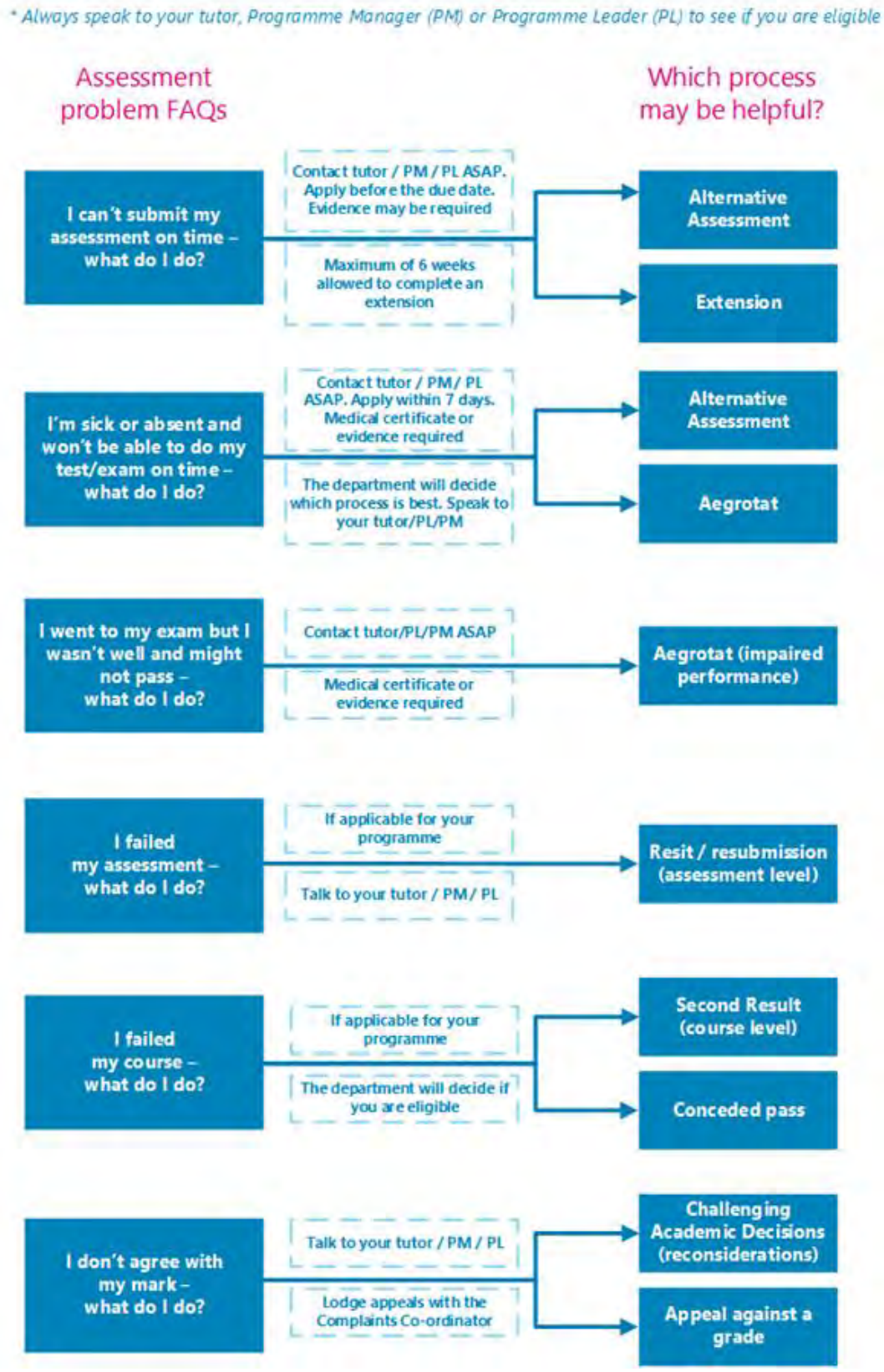
Conditional Pass	CP	Where a course was narrowly failed (45-49%) and an agreed portion of work or assessment is to be completed.

Kā tikaka aromatawai - Assessment Regulations

Regulations Flowchart



Which form do I use?



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.

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

In this programme one resit or resubmission per course is allowed on failed results. A maximum of two resits or resubmissions may be used per semester in year one. In years two and three a maximum of one resit or resubmission can be used per semester.
Resits are not available for BMSH602, BMSH704 and BMSH705.

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

Aegrotats are not available in this programme.

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 from the Student Portal at accessible through MyAra or through the My Ara app.

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

Note: Staff members are under no obligation to advise you of your final grade for a course. After you have completed all the assessments in a course, we ask that you allow the staff time to complete the marking. At the end of semester staff members are under great pressure to submit final results to Academic Records so that they can be processed and then made available to all learners as soon as possible.

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 Faculty 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 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 a learner 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.

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 staff member
- a formal contract with Learning Services or other appropriate 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.

Dishonest Academic Practice

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

Learner Behaviour Management

If you are identified as a learner who displays unacceptable behaviour the faculty will monitor your progress and provide support at the earliest stage. This may include referral to Student Support Services to ensure additional support is provided to you.

If you do not respond you may be placed on a behaviour improvement plan This will include identifying, documenting, implementing, and monitoring goals, expected behavioural progress, timelines, and support. If you do not meet the outcomes outlined in the behaviour management plan, you may be moved to probation.

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 Lead 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 Lead 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 Lead 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, Exclusion - scroll down and find **3.4 Refusal of Enrolment**.

Copyright and Ara Learners

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 & Safety

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

- Students have access to O block, 7 days a week 6.00am – 11.00pm (after 11.00pm and before 6.00am swipe access cards will not work). Entry is via the airbridge on level two, after-hours access through level one will set of the building alarm.
  After-hours access requires the students inform security with a phone call to 027 540 8076 – this is critical for health and safety reasons.
- Student can use the manual therapy room to practise but cannot bring members of the public onto the premises.
- Students cannot practise techniques beyond their educational scope at any given time.
- Students cannot use the clinic for any reason after hours or during school hours.
- Students must keep the environment safe and adhere to Ara's student code of conduct.
- Eating in the clinic and manual therapy room is not allowed.

For practical classes:

- Students should store their belongings in the dedicated area provided.
- All used towels/cloths should put away in the dedicated basket at the end of each class.
- All plinths that have been used must be wiped down ready for the next class.
- The MT room should be left tidy and clean after class.
- All students should wear a black top, black short and appropriate undergarments for practical classes.

Disclaimer:

All care and attention has 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 9 February 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**