

# 2025 Programme Handbook

NZ2740 NZ Diploma in Wellness and Relaxation Massage (Level 5)  
NZ2741 NZ Diploma in Remedial Massage (Level 6)

Te Hoe Manaaki Tangata  
Department of Hospitality, Business and Service Industries



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# Koreru Nui - Important Information

## 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 Department by emailing [hospitalityandserviceindustries@ara.ac.nz](mailto:hospitalityandserviceindustries@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 Department 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)

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- 2** You will receive an email, text or phone call asking why you have not been attending

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- 3** There will be no academic or financial penalty from Ara, but you could be overpaid by Studylink

Our Department 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

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- 2** You will receive an email or phone call asking why you have not been attending. You may receive a non-engagement letter

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- 3** We will attempt to contact you 3 times

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- 4** You may be placed on a Formal Academic Contract or withdrawn

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- 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 tutor.**

## **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.

# Kia rite ki te ako Getting ready for study



## Nau mai ki Ara - Welcome to Ara

Kia ora

Welcome to the Department of Hospitality, Business & Service Industries.

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.

Mandy Gould



Head of Department

Department of Hospitality, Business & Service Industries

2025



# Kā Raki whakahirahira - Important Dates

## SEMESTER ONE

## DATES

### TERM 1

**17 February – 11 April**

Waitangi Day

Thursday 6 February

Whakatau

Wednesday 26 February - Christchurch

Wednesday 5 March - Timaru

Good Friday

Friday 18 April

Easter Monday

Monday 21 April

Easter Tuesday

Tuesday 22 April

Anzac Day

Friday 25 April

### TERM 2

**28 April – 27 June**

King's Birthday

Monday 2 June

Matariki

Friday 20 June

### MID YEAR BREAK

**30 June - 18 July**

## SEMESTER TWO

## DATES

### TERM 3

**21 July – 19 September**

### TERM 4

**6 October – 28 November**

South Canterbury Anniversary

Monday 22 September

Labour Day

Monday 27 October

Canterbury Anniversary

Friday 14 November

## Kā whakapātaka - Contact Details

### Key Staff

#### **Mandy Gould**

Head of Department

(03) 940 8577

027 211 1007

Room: U301B

[Mandy.Gould@ara.ac.nz](mailto:Mandy.Gould@ara.ac.nz)



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#### **Michele McConnachie**

Academic Manager

(03) 940 7604

027 357 7065

Room: PX212

[Michele.McConnachie@ara.ac.nz](mailto:Michele.McConnachie@ara.ac.nz)



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#### **Anji Glentworth**

Portfolio Coordinator

(03) 940 8611

022 016 9125

Room: PX212

[Anji.Glentworth@ara.ac.nz](mailto:Anji.Glentworth@ara.ac.nz)



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#### **Jennifer Brouwer**

Operations Manager

(03) 940 8539

Room: U307

[Jennifer.Brouwer@ara.ac.nz](mailto:Jennifer.Brouwer@ara.ac.nz)



**Katie Howie**

Disability Facilitator

021 276 2806

Room: U300

[Katie.Howie@ara.ac.nz](mailto:Katie.Howie@ara.ac.nz)



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**Jillian Goodwin**

Operations Administrator

(03) 940 8193

Room: U301A / U117A (Christchurch)

[Jillian.Goodwin@ara.ac.nz](mailto:Jillian.Goodwin@ara.ac.nz)



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**Katherine Harris**

Department Administrator - Timaru

(03) 687 1807

Room: TA208

[Katherine.Harris@ara.ac.nz](mailto:Katherine.Harris@ara.ac.nz)

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**Student Advisors (Domestic/International)**

Student Central

X Block – Madras Street Campus

TA Block – Timaru Campus

[Learnersupport@ara.ac.nz](mailto:Learnersupport@ara.ac.nz)

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## Teaching Staff

Name	Room	Email
<b>Shannon Gardener</b> Christchurch	PX214	<a href="mailto:Shannon.Gardener@ara.ac.nz">Shannon.Gardener@ara.ac.nz</a>
<b>Tracy Hutton</b> Christchurch	PX213	<a href="mailto:Tracy.Hutton@ara.ac.nz">Tracy.Hutton@ara.ac.nz</a>
<b>Maria Hyde-Smith</b> Christchurch	PX213	<a href="mailto:Maria.Hyde-Smith@ara.ac.nz">Maria.Hyde-Smith@ara.ac.nz</a>

# Tō Akoako Your study



**This section 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's 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**

**And lastly,**

**Health and safety information related to your study, and any after hours access arrangements**

# 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 Head of Department or delegate to the Hospitality and Service Industries Department Programme Group.

A minimum of 50 work integrated learning hours is required.

## Programme Matrix

Code	Course Title	WIL*	Level	Credits	Course Factor
<b>Compulsory</b>					
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
<b>Total</b>		<b>50</b>		<b>120</b>	<b>1.0000</b>

\*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 Head of Department or delegate to the Hospitality and Service Industries Department Programme Group.

A minimum of 100 work integrated learning hours is required.

Programme Matrix

Code	Course Title	WIL*	Level	Credits	Course Factor
<b>Compulsory</b>					
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
<b>Total</b>	<b>100</b>		<b>120</b>	<b>1.0000</b>

\*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 - 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](mailto:duncan.dunbar@ara.ac.nz) | Mobile: 027 273 6246

Student Life Team Leader: Meg Nelis

Email: [studentvoice@ara.ac.nz](mailto: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 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: <https://www.ara.ac.nz/about-us/policies>).

## **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 Head of Department/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

## **Dress Code**

There is no written dress code, but you are expected to attend classes dressed in a way which is generally acceptable. However, you're expected to be "dressed for the occasion" when going on a site visit or undertaking a Cooperative Education Project. You may be prevented from going on site visits if the staff member is of the opinion that you're not dressed for the occasion. In specific courses, a "dress code" and standard is required. These will be detailed in the Programme Handbook and Course Outline.

## 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
<b>Department Staff</b>	This team are your first port of call for issues impacting your ability to study	Tutor Programme Leader Programme Manager Head of Department	
<b>Student Reps</b>	Student reps are invited to attend student rep meetings within your department where they can raise issues on your behalf	Student Voice Posters of your student reps are displayed in your department	<a href="#">Student Voice</a>
<b>Student Services</b>	Ara offers a wide range of student services	Student Advisors Health Centre Student Voice	<a href="#">Student Support</a>
<b>Te Pae Ora</b>	A wellbeing hub for ākonga		<a href="#">Te Pae Ora   Te Pūkenga</a>
<b>Independent Student Advocate</b>	Student Advocacy is available to assist you if you are facing difficulties within or beyond Ara	Duncan Dunbar 027 273 6246 <a href="mailto:Duncan.Dunbar@ara.ac.nz">Duncan.Dunbar@ara.ac.nz</a> X106 (Rakaia Centre)	<a href="#">Student Advocacy</a>

Support Area	Details	People	Links
<b>Complaints Process</b>	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	<a href="#">CPP117-Raising-problems-or-complaints</a> <a href="#">CPP117a-Raising-problems-or-complaints-form</a>
<b>SafePlace</b>	SafePlace is the tool we use to report risks, accidents and other incidents	Safety & Wellbeing Co-ordinator Safety & Wellbeing Business Partner	<a href="#">SafePlace FAQ for Learners</a>
<b>Important Policies</b>	All Ara Corporate and Academic Policies can be found at <a href="#">Ara Policy Library</a>		<a href="#">Student Rights and Responsibilities</a> <a href="#">Addressing Bullying, Harassment and Discrimination</a>



# 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 Academic Manager.

## Assessment Types

**Formative assessment** Verbal and written feedback that takes place throughout classes and the programme.

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**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

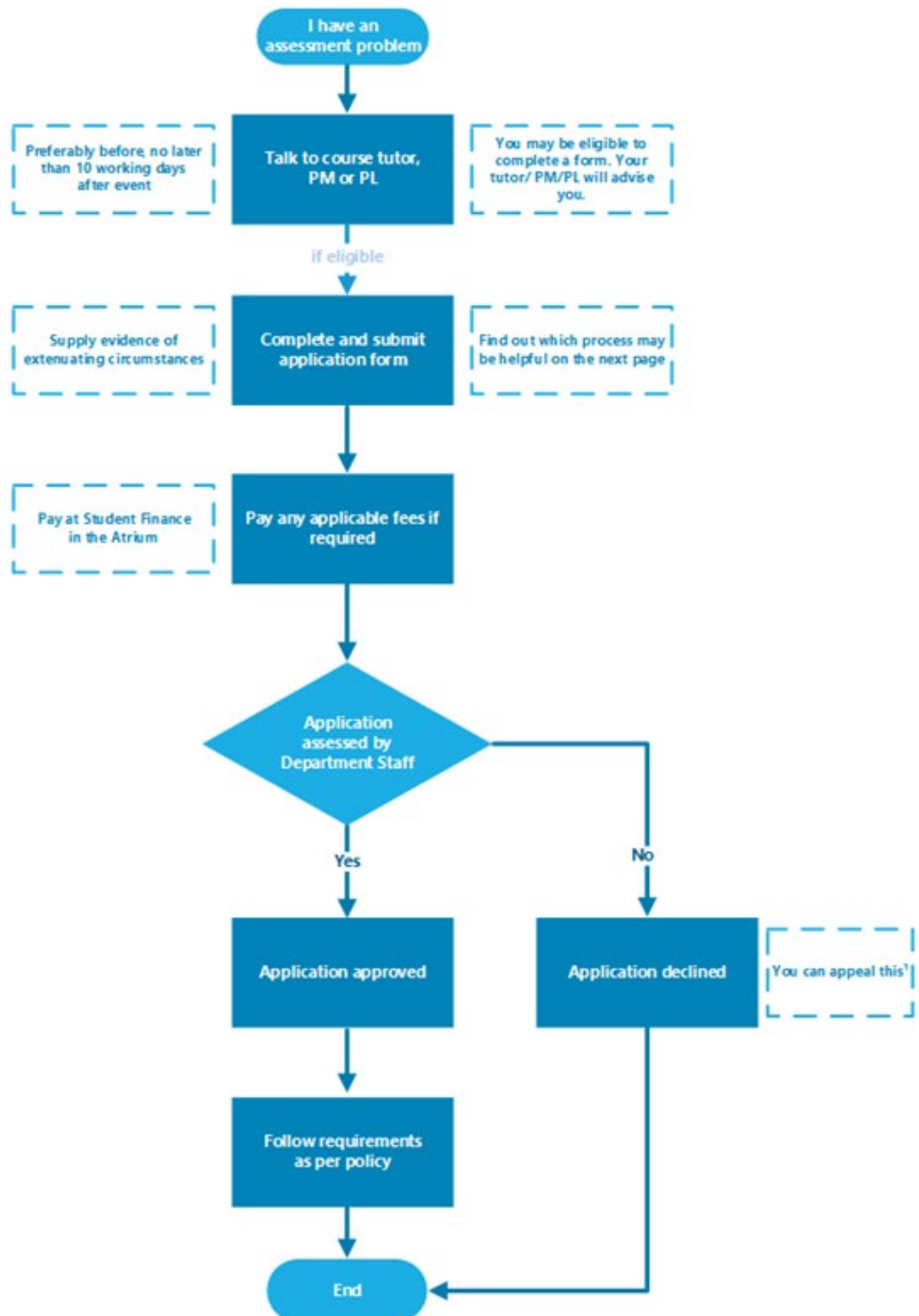
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Conditional Pass CP

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

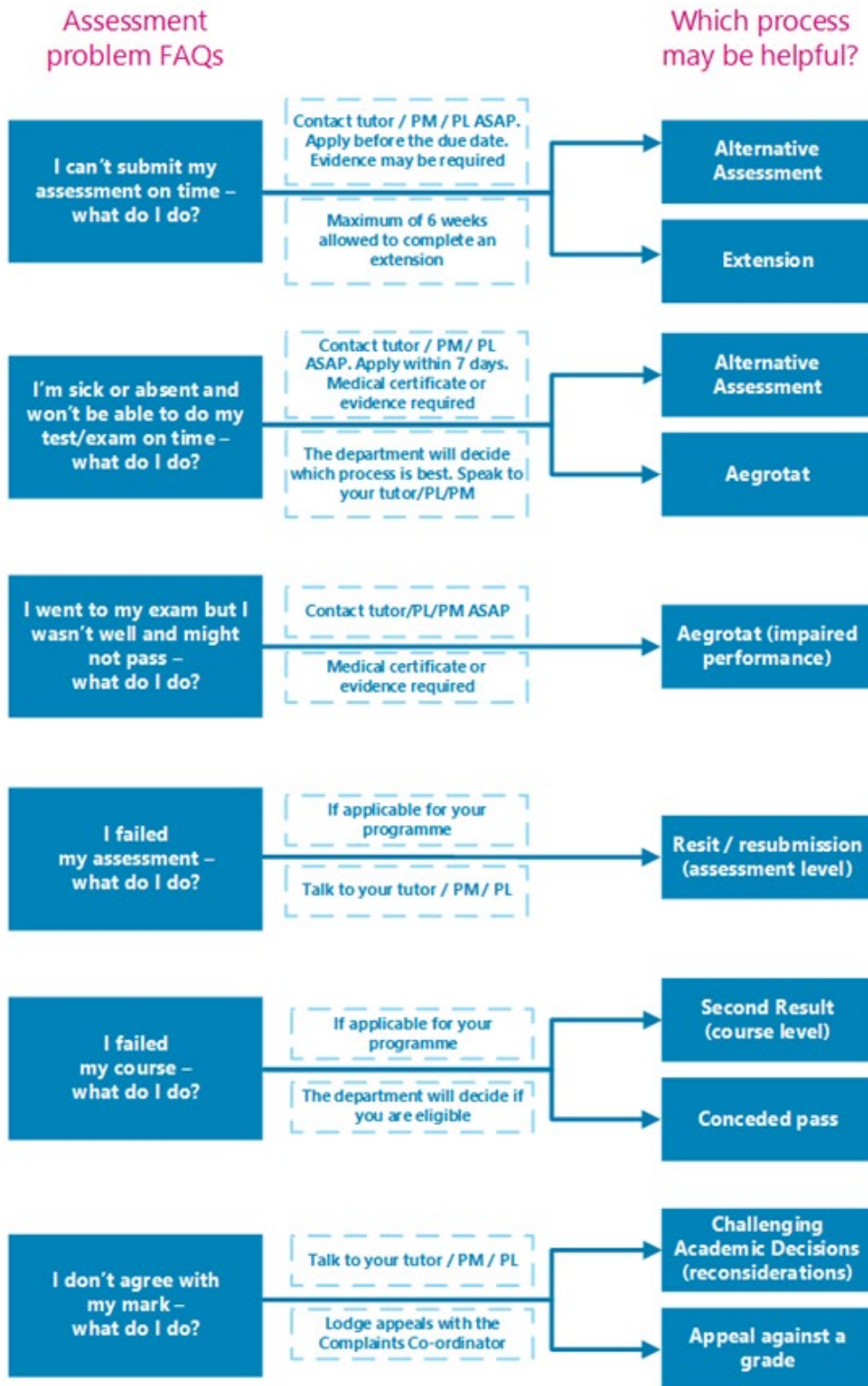
## Regulations Flowchart



\*The student lodges the appeal in writing with the Complaints Co-ordinator with a copy to the Head of Department

# Which form do I use?

*\* Always speak to your tutor, Programme Manager (PM) or Programme Leader (PL) to see if you are eligible*





## 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. **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 HoD.**

**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 fifteen (15) 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](mailto: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 department.

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

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 Department 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 Head of Department 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 Head of Department 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 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.

## 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 Head of Department. 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 Head of Department 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 Head of Department 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 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

### Department 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 staff member, and if no one is available phone 111.

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

## Kā rauemi - Resources

### Noticeboards

**City Campus**      Learner 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 on a daily basis.

**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 18 December 2024.



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## Want to find out more?

For details and information about making the most of your study at Ara, visit [www.myara.ac.nz](http://www.myara.ac.nz) or get the **downloadable app**.

Get in touch if you have any questions: **0800 24 24 76** | [info@ara.ac.nz](mailto:info@ara.ac.nz)