

Questions and Answers about Ara Operations at Alert Level 2

updated Wednesday 13 May

GENERAL QUESTIONS

Q. What date will Ara be open from?

All Ara sites will be open from Monday 18 May, with controlled access to all Ara buildings. Student groups and classes will return to site over several weeks and we will let you know who is returning each week.

Colleagues in most support roles will continue to work remotely right now, unless they have been asked to be on site by their manager. A plan for progressively returning to campus based activities for individuals or teams in support roles should be agreed with the appropriate Level 300 manager.

Under Level 2, we need to be able to identify who is on a site at all times, so Ara sites will initially be open only to colleagues and students and not the general public. This will be reviewed weekly.

Q: What times will Ara sites be open?

With the exception of timetabled evening and weekend classes, Ara sites will only be open from 7:00am to 6.00pm from Monday to Friday.

Q. Can I simply come back to Ara from next Monday?

Not quite. We need to be aware of who is on campus and all colleagues will need to view a short health and safety induction before coming to an Ara campus.

Your manager or tutor will be in touch with you to talk about how and when we'd like you to transition back - this will be a process that will continue over a few weeks for colleagues involved in teaching and some support colleagues.

All buildings will be subject to 'controlled access'. Students are encouraged to only attend timetabled teaching in designated class spaces and not to congregate on campus.

Q. When we say Ara is 'open' does this mean all services for colleagues and students will be available? Will anything remain closed?

Not all facilities and services on Ara sites will be open from next Monday. Where they are, we'll have appropriate health and safety measures in place. Please be aware it may take longer, or require people to follow different processes, to access facilities.

These facilities will be open as follows, with weekly reviews of access status:

- Ara's Early Learning Centre is open
- The Heath Centre will open once the flu vaccine becomes available.

- Ara's student accommodation (Ōtautahi House) will open from Monday 18 May. Early access will be available on 17 May to enable returning students to move in. Visitor access will be strictly controlled.
- The Career Centre Hub, Recreation Centre, Bookshop and Campus cafés remain closed and will not open before the week beginning 25 May at the earliest
- The Library will open from Monday 18 May for book withdrawals, returns and scheduled appointments with learning advisors. It won't be available as a drop-in study space.
- Student Central will open from Monday 18 May for scheduled appointments only
- Student Finance and Admissions will operation from Monday 25 May for customer-facing functions
- Computer labs will open from 18 May for supervised learning and teaching during the week only
- The Madras campus Atrium, Woolston Student Hub and Timaru ground floor A block will have front-line Admissions colleagues able to provide support and guidance where required.

Q. What is Ara doing to ensure we are complying with government instructions for distancing?

We have a Health and Safety Plan in place and are following health and safety guidelines which are intended as a reminders to all colleagues and students about physical distancing. Essentially, this means:

1. for people you work/study with and where contact tracing and hygiene measures are in place – a **1m distance encouraged where possible**.
2. For people you do not know and in places where there is not contact tracing and hygiene measures – maintain a 2m distance at all times. Everyone must remember to stick to very high standards of personal hygiene, including regular handwashing and covering coughs and sneezes.

There will also be suitable signage, some obvious physical markings and barriers in place to ensure physical distancing is maintained, particularly in smaller indoor spaces. Appropriate PPE will be used for close contact activities such as hairdressing, osteopathy, and beauty therapy.

With health, safety and wellbeing being top of mind Ara has determined a range of procedures that all colleagues and students are expected to follow if they are returning to a campus site. Those procedures can be found in the health and safety induction material

Q. What is Ara doing to ensure we are complying with Government instructions about contact tracing if required?

We are using several ways to determine who is on each site, at what time and what contacts they have had. These include:

- All colleagues are provided with access to a contact tracing system, which they will be required to complete each time they are on an Ara site.
- Ara is also using details from access cards and logging in to Ara technology
- All classes will be keeping attendance registers
- Everyone who accesses central services and locations will be asked to provide their details when they enter.

Any detail collected will only be used for the purpose of complying with required contact tracking. All personal details will be kept confidential and will be discarded when no longer required.

Q. What additional activity is happening to ensure increased hygiene standards are being met?

We have completed a deep clean of all Ara sites while in lock-down and will continue to clean with increased frequency across all our sites, including stair rails, door handles, button exits, air conditioning units, keyboards and mice.

We are also limiting the number of colleagues who will be onsite to reduce the need for movement-related cleaning.

In line with government requirements, we'll also be providing sanitisers across our sites for you to use whenever you like, especially in communal, or 'hot-desk' style as well as all lecture theatres and other areas.

Q. Will all courses move back to being on-site immediately, or will some continue with distance delivery?

We will gradually move a number of Ara courses back onsite in the coming weeks. We do have some courses which don't require any onsite, face-to-face activity and these will continue with remote delivery until the end of the semester. Programme Leaders for all the courses will share the details with you as they become available.

Q. What will happen if the Government announces a move back to Alert Level 3 or 4?

The Government has indicated that we need to be able to transition back to Alert Level 3 or 4 within 24 hours, so we'll need to keep all of our higher-level interventions in place so we can quickly make the return if it's necessary.

Q. What happens if I'm not comfortable coming back to campus when the Alert Level changes?

We understand the moving to Alert Level 2 is a significant shift, with lots of different things that we'll all need to prepare for and adjust to, depending what's been happening in your personal bubbles. If you have any concerns, please have a talk with your tutor, manager, People and Culture Business Partner or another Ara Leader with whom you work closely.

Q. What will happen if I travelled home to a location outside Canterbury and need time to return to the region?

As part of the transition back to Alert Level 2, there will be time allowances made for those who need to travel. If timing or logistics are likely to be challenging, please have a conversation about this with your manager or tutor as early as you can.

Q. What shall I do if I feel unwell?

Please don't come to any campus while you are not feeling well or are experiencing any other signs you might not be in full health. You should always follow the advice of a trusted medical professional or ask to be tested if your symptoms meet the criteria.

Q: Can we use the lifts?

Lifts are only to be used for disabled access or to transport/move goods.

FOR COLLEAGUES

Q: Am I to return to work at a campus site on Monday 18 May?

If you're not required for on-campus course delivery, support or services, you should continue to work at home under Alert Level 2. Your manager will work with you to plan your transition back to campus in a way that works best with your personal requirements and those specific to your role.

Q: What if I need to get prepared before Monday?

Swipe-card access to campuses will be available for you from Thursday 14 May, but only at the direction of your own Level 300 manager. Independent access is not permitted.

Q: How do I manage contact tracing for myself and students?

You must use the Ara Contact Tracker when you arrive at or leave campus. We will be asking students to do similar. We will share more details on easy access to the application this week for colleagues and students.

You are also required to track your daily interactions with other colleagues while on campus.

Q. What happens if some students are not comfortable being back in class?

It will take some time to transition students back on-site, particularly if they have others in their bubble they need to manage transitions for or if they're travelling from outside Canterbury. If you are working with a student you are particularly concerned about, please put them in touch with Duncan Dunbar at Student Advocacy and Support on (03) 940 8518 or at:

duncan.dunbar@actionworks.org.nz

Q: How do I manage the Alert Level 2 Health and Safety requirements when I'm teaching?

Health & Safety Induction checklists, along with student communications, are being developed and will be communicated this week. These must be referenced at the commencement of every facilitated teaching and learning event.

Should a case be discovered on one of our campuses, a shutdown period (determined by the medical officer of health) will be required – either in part or for the whole of a campus.

Appropriate PPE must be used for close contact activities such as hairdressing, osteopathy, and beauty therapy. This will also be the case if you're working in our Health Centre. Please discuss and coordinate your requirements with Ara Facilities Management and the Manager - Health and Safety.

Please remember to stay away from campuses if you're unwell or displaying any symptoms of COVID-19.

Q: What do I do if I'm in the 'vulnerable persons' category?

If this is the case, you may choose not to return to campuses under Alert Level 2 – however, this should be discussed and agreed with your manager in consultation with your P&C Business Partner.

Q: What other Ara services will be returning to campuses?

The Ara Facilities Management Team, the Health, Safety and Wellbeing Team, and the ICT Division will be returning to sites to help with resumption of campus-based activities, including setting up ICT equipment as it is returned, managing cleaning activities where required and maintaining approved, appropriate health, safety and wellbeing measures.

Q. Will we revert to the weekly timetables we were using on-site before we switched to distance delivery?

We are trying to make minimal changes to timetables when courses return onsite. If your course is easily able to transition back to the regular onsite timetable, please expect this to happen. If you changed something significant when moving to online delivery and need to look at timetable changes to support this, please work with your department management team.

Q. Are we actively recruiting for the second semester?

Yes, absolutely, with all the usual marketing and engagement activity in place. We are however managing on-site tours and public enquiries a little differently to ensure we align with Government requirements for Alert Level 2.

Q. Are there any changes to term dates or other calendar activities being considered?

At this stage the term dates and planned calendar activities won't be changing.

Q: Can I start travelling in my professional capacity?

Travelling between regions where it is deemed essential and approved by the appropriate DCE, is permitted under Alert Level 2. Otherwise, alternative methods of communicating or moving resources around must be used (e.g. video conferencing or couriered deliveries).

Q. What do I do if I have a question not answered here?

You can talk with your manager or email communications@ara.ac.nz with your question. The IMT team will release several sets of questions and answers to ensure we share as much detail as possible.

FOR STUDENTS

Q. Will there be an option to continue studying remotely if my course content is suitable?

Some courses are able to continue with distance delivery. Where this applies, your tutor will let you know. If your course does return to campus, for some or all of the time, you will be expected to attend the classes in person.

Q. What should I do if I need to travel back to Canterbury to return to study in the classroom?

Please begin to make plans to travel back to Canterbury from Thursday onwards. If your travel arrangements are going to impact your attendance or studies, please let your tutor know with as much notice as you can give.

Q: What should I do if one of my classmates seems sick?

In the first instance, if you feel that another student is unwell and should be at home, approach your tutor and ask for their input. They'll be able to have a private chat with that learner and assess the situation.

Q: If I've got a work placement lined up, can I proceed with it?

Workplace-based learning, that is on-site or face-to-face, can now proceed, if all of the appropriate health and safety arrangements are made with both yourself and employers.

Q. Who do I talk to if I feel that distancing measures are not being observed correctly?

Your tutor is probably the best person to talk with in the first instance. If you remain concerned, you can email info@ara.ac.nz.