2021

Programme Handbook

Ara

Institute of Canterbury

Ara rau, taumata rau

NZ2992 NZ Certificate in Health & Wellbeing
(Social and Community Services) with strands in Community Facilitation, Mental Health and Addiction Support, and Social Services
Level 4

Te Hoe Ora ki Te Kei
Department of Applied Sciences and Social Practice

RĀRAKI UPOKO – CONTENTS

NAU MAI KI ARA - WELCOME TO ARA

Welcome to the Department of Applied Sciences and Social Practice and your enrolment as a student studying for New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4). We look forward to working with you to help you reach your goals and assist your gaining of higher qualifications through your study at Ara.

This student 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 in achieving your learning goals.

Ngā manaakitanga

Elizabeth Schmidt
Head of Department
Department of Applied Sciences and Social Practice
2021

COVID-19

As an Ara student we know you may have questions about how things will operate on campus as we respond to COVID-19 and remain open for learning. Full, up-to-date information is available from myara.ara.ac.nz or using the MyAra app.

KĀ RAKI WHAKAHIRAHIRA - IMPORTANT DATES

SEMESTER ONE	DATES
TERM 1	15 February 2021 – 17 April 2021
Waitangi Day	Monday 8 February
Whakatau	Monday 1 March (Christchurch) Wednesday 24 February (Timaru)
Good Friday	Friday 2 April
Easter Monday	Monday 5 April
Easter Tuesday	Tuesday 6 April
Anzac Day	Monday 26 April
TERM 2	19 April 2021 – 30 April 2021
Queen's Birthday	Monday 7 June
MID YEAR BREAK	12 July 2021 – 23 July 2021

SEMESTER TWO	DATES
TERM 3	26 July 2021 – 31 September 2021
TERM 4	18 October 2021 – 26 November 2021
South Canterbury Anniversary Day	Monday 27 September
Labour Day	Monday 25 October
Canterbury Show Day	Friday 12 November

KĀ WHAKAPĀTAKA - CONTACT DETAILS

Key Staff

Elizabeth Schmidt

Head of Department
Department of Applied Sciences and Social Practice

021 280 8273
S175 (City Campus)
Elizabeth.Schmidt@ara.ac.nz

Lynda Lawton

Manager – Social Work and Human Services

021 249 8482
Room: S173 (City Campus)
Lynda.Lawton@ara.ac.nz

Karen Cherry

Programme Leader

03 940 8312
Room: N421 (City Campus)
Karen.Cherry@ara.ac.nz

Tō akoako
Your study

TAIPITOPITO AKORAKA - PROGRAMME DETAILS

Programme Aim

The aim of this qualification is to enable graduates to gain the skills, knowledge and behaviours required to work alongside people, family and/or whānau accessing social and community services, under broad guidance within the health and wellbeing sectors.

Graduate Profile

Graduates of this qualification will be able to:

1. Engage and communicate with people, family and/or whānau accessing social and community services in a manner which respects their socio-cultural identity, experiences and self-knowledge

2. Relate the history of māori as tangata whenua and knowledge of person-whānau interconnectedness to own role in a health and wellbeing setting

3. Display self-awareness, reflective practice and personal leadership in a health and wellbeing setting

4. Actively contribute to a culture of professionalism, safety and quality in a health and wellbeing organisation

5. Relate the purpose and impact of own role to the aims of the wider health and wellbeing sector.

Graduates of the Community Facilitation strand will be able to:

6. Work alongside people, family and/or whānau in a community facilitation setting to support autonomy by using tools and strategies to identify goals, address barriers and achieve aspirations.

Graduates of the Mental Health and Addiction Support strand will be able to:

7. Work alongside people, family and/or whānau in a mental health and addiction setting to support autonomy by using tools and strategies to foster hope, support recovery and build resilience.

Graduates of the Social Services strand will be able to:

8. Work alongside people, family and/or whānau in a social service setting to support autonomy by using tools and strategies to reduce vulnerability and build resilience.

Programme Regulations

The New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) with strands in Community Facilitation, Mental Health and Addiction Support, and Social Services is a one year full time equivalent programme of study requiring the successful completion of 120 course credits.

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

The maximum period of time to complete the programme is 4 years. Any extension to this period would require a written application from the Head of Department or delegate to the Department Group.

The programme comprises 70 core course credits and 50 compulsory strand course credits at Level 4.

A minimum of 200 work integrated learning hours is required.

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

A student showing insufficient academic progress will be advised in writing of the student support services available, and their academic performance (including class attendance) will be monitored by the Programme Leader. Should performance not improve, the Programme Leader will discuss with the Head of Department the benefit of placing the student on a Formal Academic Contract.

The New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) with strands in Community Facilitation, Mental Health and Addiction Support, and Social Services will be awarded to all students who successfully complete all the requirements laid down by the Department Group.

The formal document certifying the award of this qualification will display the NZQF logo and the Ara logo

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.

NZ2992 New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) with strands in Community Facilitation, Mental Health and Addiction Support, and Social Services

Leading to the award NQF 2992 Version 1

Code	Course Title	Level	Credits	Course Factor
Core				
HWCC400	Introduction to the Health and Wellbeing Sector	4	10	0.0833
HWKP400	Knowledge for Practice	4	15	0.1250
HWWP400	Working with People	4	15	0.1250
HWTM400	Te Ao Hauora Māori	4	15	0.1250
HWCI400	Contemporary Issues in Health and Wellbeing	4	15	0.1250
Total Core			**70**	**0.5833**
Total Strand Core (see below)			**50**	**0.4167**
			120	**1.0000**

Code	Course Title	Level	Credits	Course Factor
Social Services Strand				
HWSS401	Social Services Practicum A	4	20	0.1667
HWSS402	Social Services Practicum B	4	30	0.2500
Total – Social Services Strand			**50**	**0.4167**

Code	Course Title	Level	Credits	Course Factor
Community Facilitation Strand				
HWCF401	Community Facilitation Practicum A	4	20	0.1667
HWCF402	Community Facilitation Practicum B	4	30	0.2500
Total – Community Facilitation Strand			**50**	**0.4167**

Code	Course Title	Level	Credits	Course Factor
Mental Health & Addiction Support Strand				
HWMH401	Mental Health and Addiction Support Practicum A	4	20	0.1667
HWMH402	Mental Health and Addiction Support Practicum B	4	30	0.2500
Total – Mental Health & Addiction Support Strand			**50**	**0.4167**

Learning, Teaching and Assessment Approaches

This programme is underpinned by Ara design principles for good teaching practice:

1. Constructive alignment of outcomes/assessments/activities.
2. Learner-centred collaborative approaches where students construct meaning through activity and learn to develop increasing responsibility for managing their own learning.
3. Active learning promoted in participation within interactive learning environments.
4. Task and assessment design that ensures learning is authentic, engaging, sufficiently challenging and enables review and practice.
5. Strong reciprocal and respectful relationships and cooperation between staff and students and student and student (whakawhānaungatanga).

Learning, teaching and assessment approaches include:
- Activity and group discussion-based workshops
- Online activities and discussions
- Workplace centred learning activities and assessments
- Opportunities for giving and receiving feedback
- Individual and collaborative/cooperative project-based activities and assessments
- Problem solving
- Inquiry-based projects and outputs
- Reflection on learning and practice.

Flexible Delivery

All courses will include a blended learning approach where discussions, collaborative activities, review activities and preparation for upcoming sessions will take place using e-learning platforms. In the future there is the potential for fully online study.

Work Integrated Learning

This programme is designed for support services students who have access to workplace practicum experiences. Large aspects of the programme are set in an authentic work-based environment where through reflection and feedback, students will reflect on and evaluate their practice to develop self-improvement goals.

Culturally Responsive Pedagogy

Earl, Timperley and Stewart (2008) state that cultural responsiveness is a way of being and of thinking that requires educators to confront their own personal beliefs and their relationships with diverse students and communities as well as understanding socio-political histories and how these impact on teaching and learning practice. It also means changing practices to ensure that the teaching and learning process is inclusive and a positive experience. This programme will strive to implement culturally responsive pedagogy.

Literacy Skills

Literacy and numeracy skills are enhanced through embedded and contextualised learning opportunities. Reading and writing activities include report writing, reflections, mind mapping exercises and strategies for reading comprehension.

The embedding of literacy and numeracy activities will enhance both employability and life skills. These skills will be linked to workplace requirements such as administering medication, support with budgeting, note taking, and incident documentation.

Information literacy skills form the basis of lifelong learning and is defined as the ability to "*recognise when information is needed and have the ability to locate, evaluate and use effectively the needed information*". As a skill integral to the health and wellbeing workforce, these skills will be scaffolded throughout many facets of the qualification including learning tasks and assessments.

Health and wellbeing graduates need to be skilled communicators with the ability to work in complex interpersonal environments. The curriculum includes the development of skills and strategies for effective personal communication and scaffolds to more complex skills such as conflict resolution and skills for managing challenging behaviour.

Sustainability
Students are encouraged to think broadly about sustainability in terms of enhancing and maintaining individuals, communities and society's wellbeing. The underpinning philosophy is aligned with United Nations sustainability goals of fighting inequality and injustice. Students will be exposed to sustainability ideas and application of models including hope, recovery principles, and ecological models at individual, community and societal levels.

Learning Communities and Universal Design for Learning
Developing classes as learning communities is a deliberate vision and act by tutors to enhance opportunities for learning for all students. It acknowledges how the socio-cultural world of the learner can enhance and create rich learning opportunities for all learners.   Universal design for Learning (UDL) is a model which is implemented within and complements the goals of a learning community.   UDL provides flexibility in the ways information is presented, in the ways students respond or demonstrate knowledge and skills, and in the ways students are engaged. It has the potential to reduce barriers in instruction, provides appropriate accommodations, supports, and challenges, while maintains high achievement expectations for all students, including students with disabilities and students who have limited English proficiency.

Teaching Facilities and Physical Resources
Classes are delivered onsite at the Christchurch city and at the South Canterbury campuses and other learning environments and workplaces as required.
All teaching rooms have inbuilt AV technology, wireless broadband. Ara has an on-going commitment to web based learning. All resources delivering such learning are managed via a set of ICT standards that align with AS/NZS ISO/IEC 27001: 2006, for Information Security Management and are audited annually by Audit New Zealand.

These standards include
- access control,
- operations management,
- information systems management and maintenance,
- physical and environmental security.

Our Access to Your Work

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

KĀ TAUNAKITAKA MŌU – SUPPORT FOR YOU

Education (Pastoral Care of Domestic Tertiary Students) Code of Practice

The Code sets out the approach to the welfare, safety and wellbeing and pastoral care of domestic tertiary students.

The interim Code from 2020 outlines a general duty of pastoral care that Ara, as a tertiary education provider has for domestic tertiary students. It also has specific requirements for providers that offer student accommodation. More information can be found on the Ministry of Education's website including a Questions and Answer section.

Attendance

Experience has shown that if you attend regularly and participate in the class activities and formative assessments you are more likely to succeed. Full attendance and commitment is 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 student satisfactory progress is defined as 100% attendance and successful completion of 75% or more of your courses.
How to tell Ara When You're Absent

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

- If you will be absent or sick from class, contact your tutor or the department support administrator on (03) 940 8132 and include which course/s you will be absent for.

Non-Engagement

Ara has processes to deal with students 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.

To meet the expectations of the Tertiary Education Commission (TEC) who fund Ara, we are required to notify such students and withdraw them from the course or programme if they are not genuinely pursuing their studies.

Our Department process follows these steps:

1. The registers are checked and if your engagement and attendance is a concern we move to step 2

2. The tutor will talk with you, or they will ask the Department Support Administrator to contact you

3. You will receive an email or phone call asking why you have not been attending

4. You may receive a non-engagement letter

5. You may be placed on a Formal Academic Contract or withdrawn.

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

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.

Presenting Your Work

Your tutors will let you know if they have guidelines for presenting your assessments. Use a computer to create your assessments.

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 Programme Leader.

Assignment Cover Sheet

The standard Department of Applied Sciences and Social Practice Assignment Cover Sheet is available to all students via Moodle (http://moodle.ara.ac.nz/login/index.php)

Marked assignments and portfolios may be collected on dates identified by the Course Leader or returned either electronically or by mail. Any uncollected work will be kept for the remainder of the semester, plus one subsequent semester, and will then be destroyed.

Assessments - Marking

Student's assessment work is not necessarily marked by the course lecturer. Full time, part time and casual staff may be markers. The Ara course leader is responsible for moderation of assessments to ensure there is consistency in the application of marking criteria by all those involved in marking a particular assessment.

Written assessments

Students will be given a word limit for written assignments (for example 1000 words). If a student submits an assignment that has a word count over 10% of the required

word limit, for example, over 1,100 words as per the example above, a penalty of 5% (of the final mark) will be deducted.

There is no penalty if below the word count, for example, 800 words as per the example above, as either the student has provided a very concise assignment or there is insufficient detail to obtain a pass mark.

If a student submits a written assignment that exceeds the designated word limit by more than 20% (for example over 1,200 words as per the example above), the assignment will be returned to the student for editing. It will then be treated as late and subject to the penalties for a late submission (10% of the final mark deducted per day per assessment, up to a maximum of 50%). If the assessment is more than 5 days late, it will not be marked.

Role plays and Presentations

Students will be given a time limit for role plays and presentations (for example 15 minutes). If a student submits a role play video/presentation that is over 10% of the time limit, for example, 1.5 minutes (16.5 minutes in total) as per the example above, a penalty of 5% (of the final mark) will be deducted. If they are over 20% of the time limit, for example 18 minutes as per the example above, the student will be deducted 10% of the final mark, and the marker will stop marking.

Assessment Time Limit	10% excess	20% excess
15 minutes	16.5 minutes	18 minutes
20 minutes	22 minutes	24 minutes
30 minutes	33 minutes	36 minutes
45 minutes	49.5 minutes	54 minutes
60 minutes	66 minutes	72 minutes

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

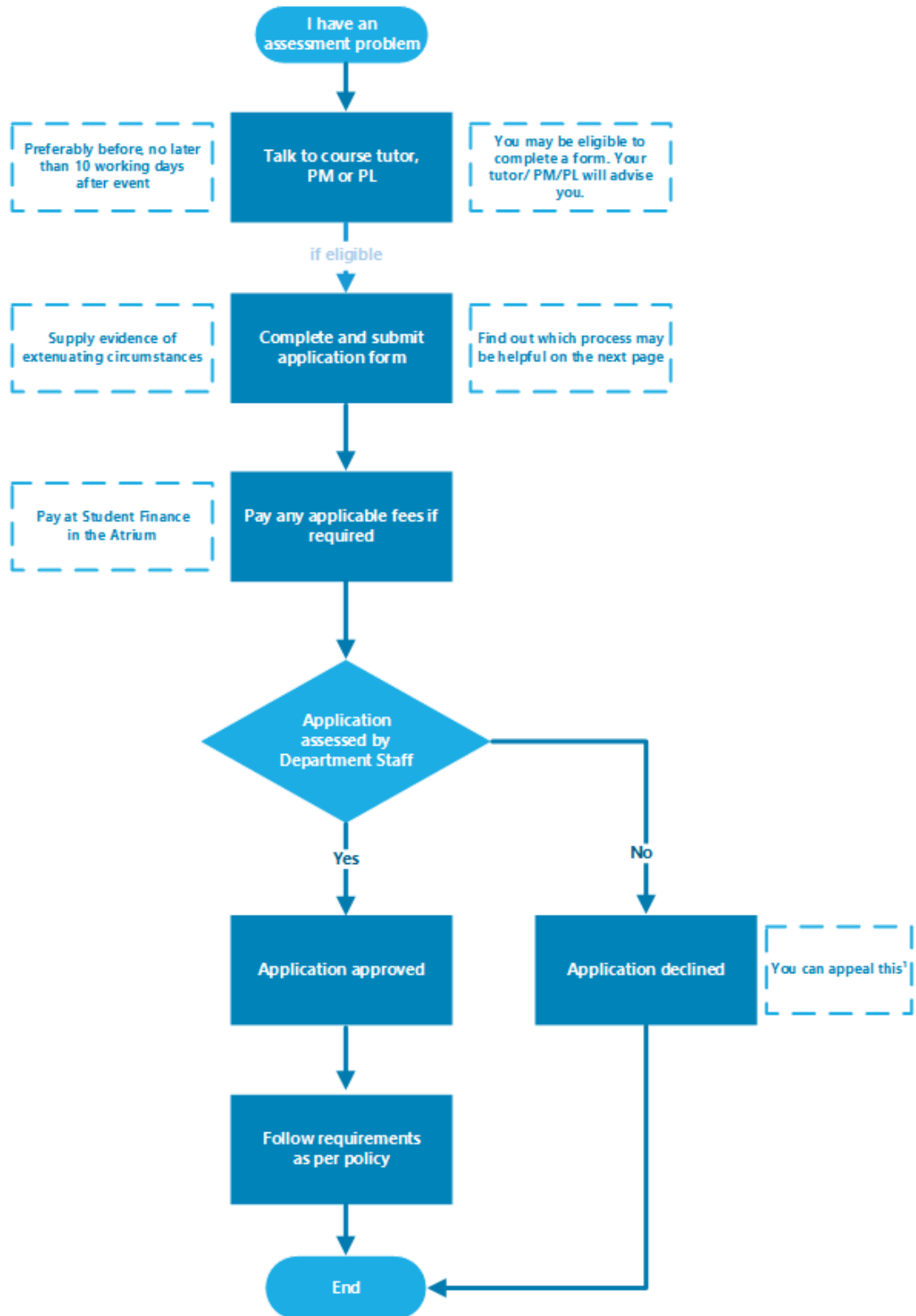| Grade	Mark range	Pass or fail
A+	90-100	Pass
A	85-89	Pass
A-	80-84	Pass
B+	75-79	Pass
B	70-74	Pass
B-	65-69	Pass
C+	60-64	Pass
C	55-59	Pass
C-	50-54	Pass
D	40-49	Fail
E	0-39	Fail

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	RPL	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 student 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

I have an assessment problem

Preferably before, no later than 10 working days after event → **Talk to course tutor, PM or PL** ← You may be eligible to complete a form. Your tutor/ PM/PL will advise you.

if eligible

Supply evidence of extenuating circumstances → **Complete and submit application form** ← Find out which process may be helpful on the next page

Pay at Student Finance in the Atrium → **Pay any applicable fees if required**

Application assessed by Department Staff

Yes → **Application approved**

No → **Application declined** — You can appeal this[1]
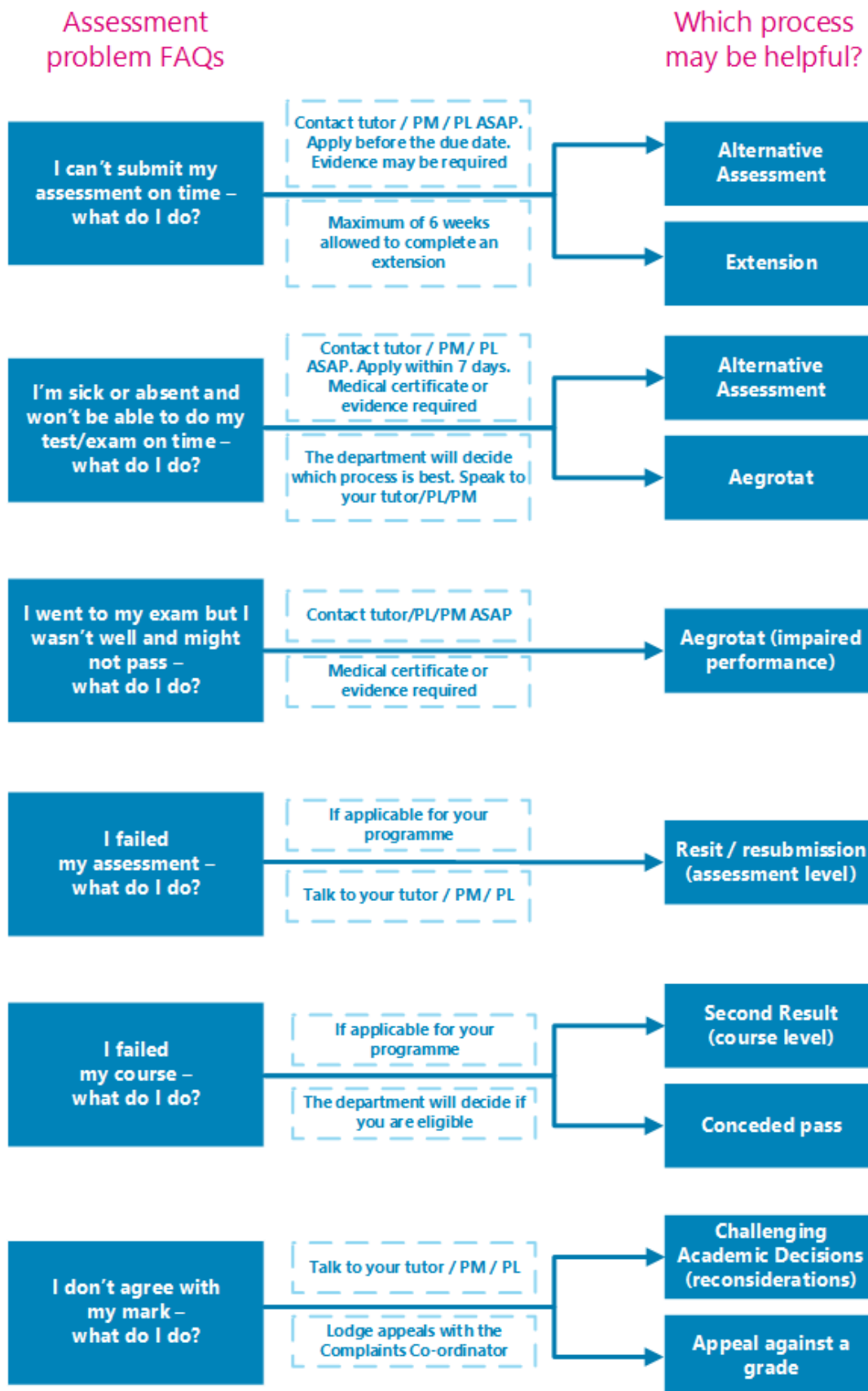
Follow requirements as per policy

End

[1] 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

Assessment problem FAQs

Which process may be helpful?

I can't submit my assessment on time – what do I do?

Contact tutor / PM / PL ASAP. Apply before the due date. Evidence may be required

Maximum of 6 weeks allowed to complete an extension

→ **Alternative Assessment**

→ **Extension**

I'm sick or absent and won't be able to do my test/exam on time – what do I do?

Contact tutor / PM / PL ASAP. Apply within 7 days. Medical certificate or evidence required

The department will decide which process is best. Speak to your tutor/PL/PM

→ **Alternative Assessment**

→ **Aegrotat**

I went to my exam but I wasn't well and might not pass – what do I do?

Contact tutor/PL/PM ASAP

Medical certificate or evidence required

→ **Aegrotat (impaired performance)**

I failed my assessment – what do I do?

If applicable for your programme

Talk to your tutor / PM / PL

→ **Resit / resubmission (assessment level)**

I failed my course – what do I do?

If applicable for your programme

The department will decide if you are eligible

→ **Second Result (course level)**

→ **Conceded pass**

I don't agree with my mark – what do I do?

Talk to your tutor / PM / PL

Lodge appeals with the Complaints Co-ordinator

→ **Challenging Academic Decisions (reconsiderations)**

→ **Appeal against a grade**

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 www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP505 Assessment 3.14 Extensions**. You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505m-extension-of-time-application.pdf

Resubmission/Resits (assessment level)

If you have submitted and failed an assessment task you may be able to apply for a resubmission resit

For information about how to apply for a resit or resubmission, see www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP505 Assessment 3.15 Resits and Resubmissions.** You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505k-resit-or-resubmission-appl.pdf

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 www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP505 Assessment 3.16 Second Results**. You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505l-second-result-application.pdf

Assessment in Te Reo Māori

You can request to have your assessments conducted in Te Reo Māori, except where the task requires English language capability.

For information about how to apply for assessment in Māori see www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP505 Assessment 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 www.ara.ac.nz/about-us/policies/ select **General Academic Policies and click on APP505 Assessment 3.18 Marks Carried Forward**. You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505h-marks-carried-forward-form.pdf

Additional assessment arrangements for students with particular needs

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 students, see www.ara.ac.nz/about-us/policies/ select General Academic Policies and click on **APP505 Assessment 3.19 Procedures for additional assessment arrangements for disabled students.**

Credit Recognition

If you believe that a 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 credit recognition.

For information about how to apply for credit recognition, see www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP507 Credit Recognition**. You can download the form from https://www.ara.ac.nz/siteassets/documents---home/study/credit-recognition--capl-packs/app507a-credit-recognition-application.pdf

Alternative Assessments

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 www.ara.ac.nz/about-us/policies/ select **General Academic Policies** and click on **APP505 Assessment 3.13 Alternative Assessment Arrangements**. You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505b-alternate-exam-time-application.pdf

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 www.ara.ac.nz/about-us/policies select **General Academic Policies** and click on **APP510 Aegrotat Pass Regulations.** You can download the form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app510b-aegrotat-application.pdf and the Practitioner Statement form from https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app510c-aegrotat-practitioner-stmt.pdf

Challenging Academic Decisions (Reconsideration)

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

For information about challenging academic decisions (reconsideration), see www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP505 Assessment** 3.20 Reconsiderations and Appeals. You can also refer to https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505c-reconsiderations-and-appeals-flowchart.pdf

Appeal against a Grade

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 www.ara.ac.nz/about-us/policies select **General Academic Policies** and click on **APP505 Assessment 3.20 Reconsiderations and Appeals**. You can also refer to https://www.ara.ac.nz/siteassets/documents---home/about-us/policies/general-academic-policies/app505c-reconsiderations-and-appeals-flowchart.pdf

Conceded Pass

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

For information about conceded passes, see www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP505 Assessment 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 from the Student Portal at accessible through My Ara at myara.ara.ac.nz or through the My Ara app.

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

Note that 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 students as soon as possible.

Academic Transcripts

If you require your results to be printed, visit Central Academic Records (CAR) in N215 or email academic.records@ara.ac.nz to request a transcript.

Exam Scripts and Assessments

Your Department will have a process to make assessments, and marked scripts for those courses with major final exams, available for you to check after results are published (specific dates will be advertised to students at the end of each semester). During that time, you may request copies, and you may request remarking and/or reconsideration of your assessment. Original assessments and scripts may be destroyed one year following the completion of the assessment.

> **Note**: Resits must be applied for within 5 days of the date your results are published on the Student Portal. If you take away an original examination script you forgo the right to apply for a recount or remark of the script or an appeal against the grade, so please check the marks you have been allocated and if you have any concerns please speak to your tutor immediately.

Please note that in order to meet internal and external academic quality assurance requirements, student 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.

Graduating From Your Programme

Graduation ceremonies are held twice a year for Christchurch campuses in Spring (1 ceremony) and Autumn (2 ceremonies on the same day) and once a year in February for Southern campuses

Once you have successfully completed your approved programme of study you will receive an email if you are eligible to graduate in person. If you wish to attend graduation in person you need to complete the online form, by the date indicated, to confirm your place at graduation.

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

For all information on graduation, including dates, please see www.ara.ac.nz/explore-ara/graduation

KĀ TURE ME KĀ TIKAKA - POLICIES & PROCEDURES

Academic Policies

All policies are accessible on the Ara website www.ara.ac.nz/about-us/policies 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 student 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 student, 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 student in a current course is still considered by tutors to not be satisfactory you will be invited to a meeting and advised in writing by the 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 www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP511 Academic Support and Progression.**

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 student, 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.

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 student, 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 student, is unacceptable and of concern to staff or other students, 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 www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP506 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 student, 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 student 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 Chief Executive 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 Chief Executive 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 Chief Executive 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 www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP512 Exclusion Policy**.

Copyright and Ara Students

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 student, and/or Ara. Infringement by you, as a student, may also be considered academic misconduct and result in penalties.

For more information about Copyright, see www.ara.ac.nz/about-us/policies select General Academic Policies and click on **APP302 Copyright**

Ara is proud to be a smokefree institute

PO Box 540, Christchurch 8140, New Zealand
Telephone 0800 24 24 76   ı   Facsimile +64 3 366 6544

www.ara.ac.nz