

2024

Programme handbook

Digital Information Certificate Programmes (Level 2 - Level 4)

Te Hoe Whakairi Kōrero
Department of Creative Arts and Digital Information



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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.

Nau mai ki Ara - Welcome to Ara

Nau mai, haere mai. Welcome to the Department of Creative Arts and Digital Information at Ara Institute of Canterbury, and to our returning learners, welcome back! We look forward to working with you over the coming semesters to help you reach your goals—gaining new knowledge, building new skills, and completing qualifications that advance your career.

This learner document is your essential 'operations manual' for this year's study, so please read it carefully and keep it handy for future reference.

As you start each new course, the tutor will give you a course descriptor and diary. This details the 'day to day' subject content, delivery, and assessment for that course. It is your responsibility to ensure that you have these outlines for each course, and that you read them thoroughly. Any questions regarding these outlines should be directed to the tutor. Understanding the expectations and assessments for each course will be vital to your success.

At Ara in general, and specifically in the programmes offered by the Department of Business and Digital Technologies, there is a valuable opportunity to mix with people from a wide range of backgrounds, cultures, and countries. We encourage you to make the most of this time to widen your experiences, networks, and understanding.

Your tutors and support staff are approachable, friendly, and committed to creating a positive, enthusiastic, and interesting learning environment. Please do not hesitate to ask questions or request help—that is why we are here.

Make the most of your time at Ara so that you achieve the best possible outcomes. We, as staff, will do all that we can to help you be successful however, it is only you who can do the learning.

Ngā mihi

2024

Kā whakapātaka - Contact Details

Key Staff

Head of Department

Creative Arts and Digital Information

Peter Nock

Academic Manager

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Peter.Nock@ara.ac.nz



Sandy Thomas

Operations Administrator

03 940 8302

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Teaching Staff

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Des Hoogervorst			Des.Hoogervorst@ara.ac.nz
Paul McIntosh			Paul.McIntosh@ara.ac.nz
Bekah Taylor			Bekah.Taylor@ara.ac.nz
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Department Links



www.facebook.com/groups/473315692736262/

Important Dates

SEMESTER ONE

DATES

TERM 1

19 February – 12 April

Waitangi Day

Tuesday 6 February

Whakatau

TBC

Good Friday

Friday 29 March

Easter Monday

Monday 1 April

Easter Tuesday

Tuesday 2 April

Anzac Day

Thursday 25 April

TERM 2

29 April – 27 June

King's Birthday

Monday 3 June

Matariki

Friday 28 June

MID YEAR BREAK

28 June – 19 July

SEMESTER TWO

DATES

TERM 3

22 July – 27 September

TERM 4

14 October – 29 November

South Canterbury Anniversary

Monday 23 September

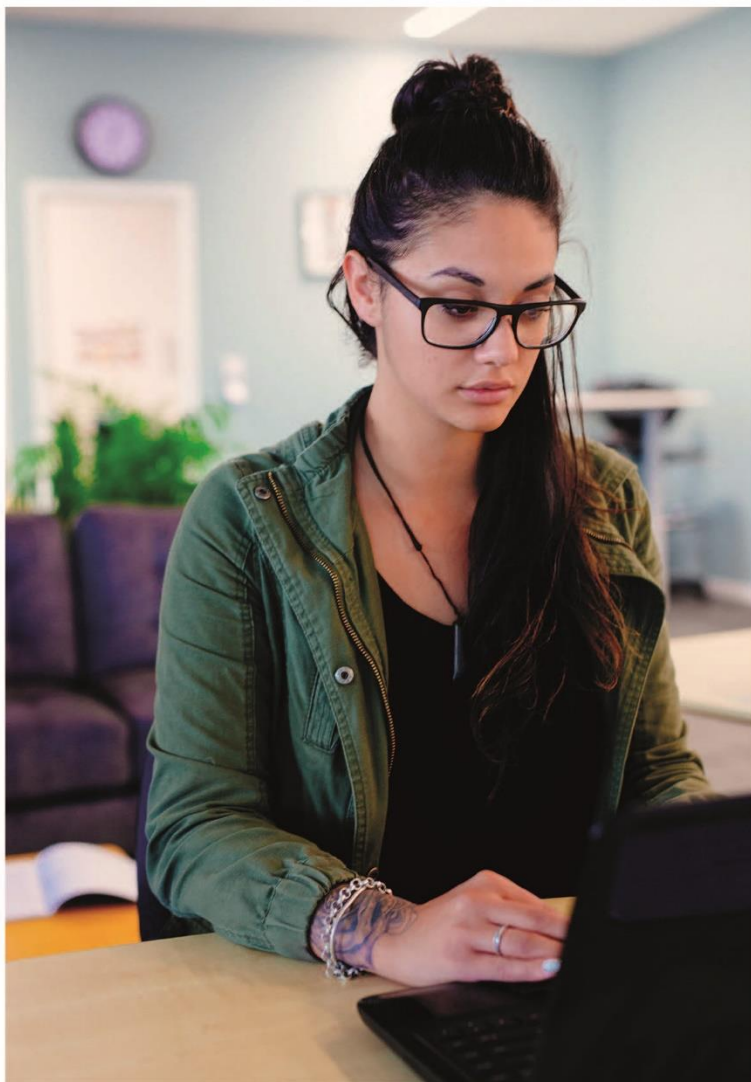
Labour Day

Monday 28 October

Canterbury Anniversary

Friday 15 November

Tō akoako Your study



Taipitopito akoraka - Programme Details

NZ Certificate in Computing (Intermediate User) L3

This programme is offered by blended delivery in Christchurch, Timaru, and Online via eCampus (Online).

Programme Aim

To provide learners with the knowledge and skills to use a range of common digital tools and technologies, to produce and process information, and operate effectively with skills that meet standard professional conventions both in New Zealand-Aotearoa and internationally.

Graduate Profile

Graduates of this programme will be able to:

- Use a wide range of features, functions and settings of common digital devices, software, and techniques to search, combine and manipulate data to create, access, organise, present and store information and data.
- Investigate, plan, design and create solutions to meet the requirements of a specified brief.
- Identify risks and meet compliance requirements when using digital tools and digitally stored and transmitted information and explain procedures and implement solutions to meet security requirements in an organisation context.
- Consistently apply appropriate ethics, standards, principles, and practices to comply with legal and organisational requirements.
- Apply communication principles to effectively collaborate with others in a digital environment.
- Use a variety of digital devices to transfer data across multiple platforms.
- Trouble-shoot and fix a range of common hardware and software problems.

Profile Regulations

The New Zealand Certificate in Computing (Intermediate User) (Level 3) is a six-month full time equivalent programme of study requiring the successful completion of 60 compulsory 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 three years. Any extension to this period would require a written application from the Head of Department or delegate to the Department Group Meeting.

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

A learner showing insufficient academic progress will be interviewed by the branch Team leader and advised of the student support services available, and their academic performance (including class attendance) will be monitored by the branch Team Leader in conjunction with the Academic Team Leader. Should performance not improve, the Academic Team Leader will discuss with the Manager, Campus Connect the benefit of placing the learner on a Formal Academic Contract.

The New Zealand Certificate in Computing (Intermediate User) (Level 3) will be awarded to all learners who successfully complete all the requirements laid down by the Department of Business and Digital Technologies and approved by the Academic Board.

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

Programme Matrix

Code	Course Title	Level	Credits	Notional Learning Hours
ITTL300	Operating in a Digital Environment	3	10	100
ITTL310	Spreadsheets and Databases	3	10	100
ITTL320	Web fundamentals	3	10	100
ITTL330	Presenting in a Digital Environment	3	10	100
ITTL340	Going Mobile	3	10	100
ITTL350	Online Etiquette and Ethics	3	10	100
Totals			60	600

Kā tika me kā kaweka o te tauira - Learner Responsibilities and Rights

Learner Responsibilities and Rights

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

Useful Contacts:

Independent Student Advocate: Duncan Dunbar.

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

Manager, Student Life:

Email: studentvoice@ara.ac.nz

Your Responsibilities as a Learner

As a learner here, Ara expects you to:

Behave safely

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

Drugs and Alcohol

This policy details the actions to be taken to prevent the health, safety and wellbeing of our community being adversely affected by the misuse of drugs and/or alcohol. It also details the consequences where failure to comply occurs. You can download the policy from [CPP506 Drugs & Alcohol Policy](#)

Kā Taunakitaka Mōu – Support for You

Attendance

Experience has shown that if you attend regularly and participate in the class activities and formative assessments you are more likely to succeed. To this end, 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. Development of employment skills and philosophy is enhanced by interaction in classrooms and appropriate industry-based environments. As well, the development of a work ethic which values full attendance and punctuality is an important employment related skill that you should aim to establish.

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

Who to inform Ara when you're absent

Let your tutor know as soon as possible by email or in person if you will not be in class. You can also notify the department of your absence by emailing computing@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.

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

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

1. The tutor will contact you, or they will ask the Department Administrator to contact you
2. You will receive an email, text or phone call asking why you have not been attending
3. 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)
4. There will be no academic or financial penalty from Ara but you could be overpaid by Studylink if you have received payment for a period you did not attend

Our Department process follows these steps **for disengaged learners**:

5. The registers are checked and if your engagement and attendance is a concern, we move to step 2
6. The tutor will talk with you, or they will ask the Department Administrator to contact you
7. You will receive an email or phone call asking why you have not been attending.

8. You may receive a non-engagement letter
9. We will attempt to contact you 3 times
10. You may be placed on a Formal Academic Contract or withdrawn
11. You will receive a W or 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.

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
Department Staff	This team are your first port of call for issues impacting your ability to study	Tutor Programme Leader Programme Manager Head of Department	
Student Reps	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	Student Voice
Student Services	Ara offers a wide range of student services	Student Advisors Health Centre Student Voice	Student Support

Support Area	Details	People	Links
Te Pae Ora	A wellbeing hub for ākonga		Te Pae Ora Te Pūkenga
Independent Student Advocate	Student Advocacy is available to assist you if you are facing difficulties within or beyond Ara that could affect your study	Duncan Dunbar 027 273 6246 Duncan.Dunbar@ara.ac.nz X106 (Rakaia Centre)	Student Advocacy
Complaints Process	Ara has a process to support you and respond if you have a concern or complaint about a course, tutor, or another aspect of your programme	Complaints Co-ordinator	CPP117-Raising-problems-or-complaints CPP117a-Raising-problems-or-complaints-form
Safeplace	Safeplace is the tool we use to report risks, accidents and other incidents	Safety & Wellbeing Co-ordinator Safety & Wellbeing Business Partner	SafePlace FAQ for Learners
Important Policies	All Ara Corporate and Academic Policies can be found at Ara Policy Library		Student Rights and Responsibilities Addressing Bullying, Harassment and Discrimination

Assessments - Kā Aromatawai

Assessment Information

At the start of each course, you will be given access to a **Course Outline** that will give you details on:

- The number, type, and due dates for all assessments, including tests and assignments
- The weighting of each assessment in your course that contributes to your final grade, if applicable.

Before each assessment, you will be given an **assessment brief** that will give you details on:

- 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 tutor for each course will explain the contents of the course work. If at any point your tutor or Programme Leader is concerned about your progress, they will let you know.

Academic Integrity

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

You are required to:

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

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

By enrolling at Te Pūkenga, ākonga 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.

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 official cover sheet is available on your course pages in Moodle.

Drop Boxes

The drop box is located in the annex hallway of N Block.

Note: Ara uses, as part of its assessment processes, electronic plagiarism detection. On occasion, you will be required to submit assessments for scanning. You must retain electronic copies of assessments 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, aerostats', 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

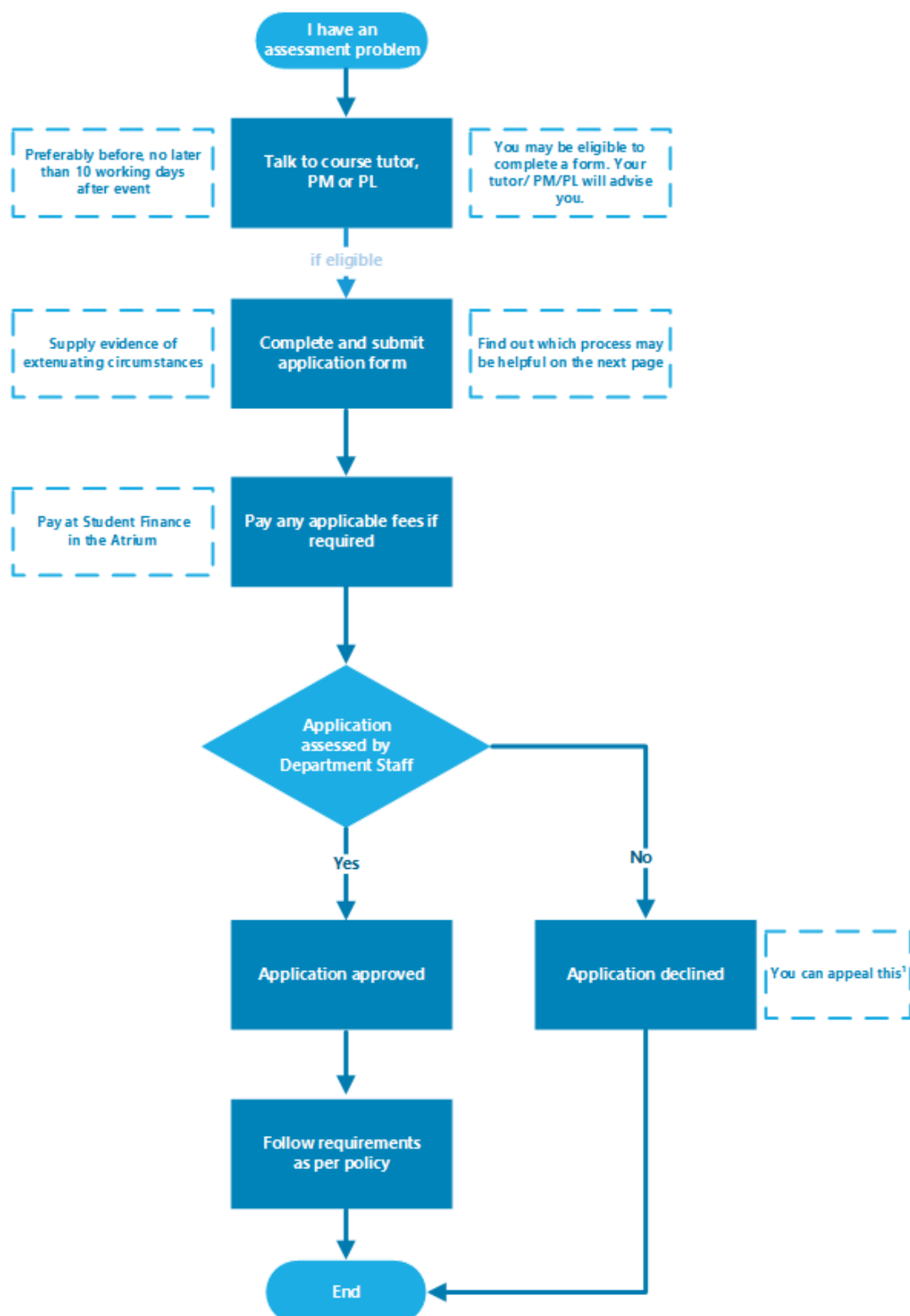
Other Grades

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

Course result	Grade	Description
Pass	Pass	Awarded pass and no appropriate grade can be awarded
Fail	Fail	Not passed and no appropriate grade can be awarded
Credit Transfer	CT	Course credit awarded by credit transfer
Cross Credit	CC	Course credit awarded by cross credit
Recognition of Prior Learning	P	Course credit awarded by Recognition of Prior Learning
Did not complete	DNC	Did not complete course requirements
Withdrawn	W	Formal withdrawal within the non-academic penalty period
Aegrotat	AEG	Awarded pass following consideration of impaired performance / aegrotat application. Where a grade is able to be determined AEG (Grade) will be recorded.
Restricted pass	RP	Where a course was narrowly failed (45-49%) and is compensated by overall good performance in the relevant subject. It cannot be used to meet pre-requisite requirements
Conceded Pass	CON	Where there is considerable evidence that marginal failure (45-49%) in one course is compensated by good overall performance. Only one conceded pass may be granted to a learner towards a particular qualification
Conditional Pass	CP	Where a course was narrowly failed (45-49%) and an agreed portion of work or assessment is to be completed.

Assessment Regulations - Kā tikaka aromatawai

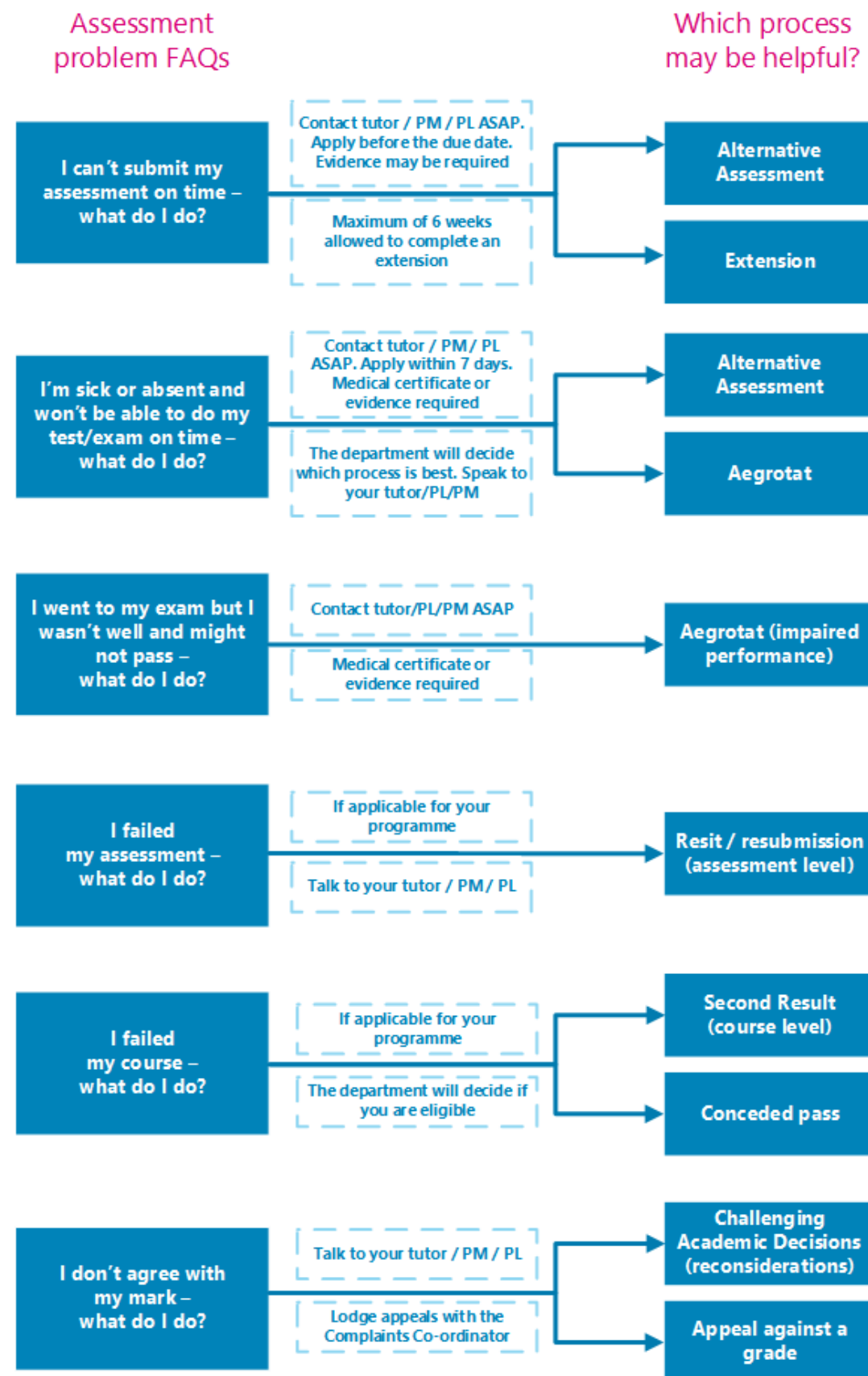
Regulations Flowchart



¹The 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](#)

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.

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 of 40% or more overall in a course you may be offered the opportunity for a reassessment of the course.

Second results are not available in the NZ Certificate in Information Technology Essentials.

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 at 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 from the **Student Portal** at accessible through [MyAra](#) 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 learners as soon as possible.

Academic Transcripts

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

Access to marked assessments

You are entitled to access to 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 [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 Lead or nominee.

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

When a cancellation is being considered, the 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 Lead or by his or her nominee under specific delegation.

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

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

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

For more information about Exclusion, including Appeal Rights and Other Rights, 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.

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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 - Facilities

Department related Health and Safety

Ara Institute of Canterbury is committed to providing a healthy and safe work environment at all of its physical locations and during any Ara activities.

Your co-operation will assist us achieve this by:

- Reporting without delay any work-related accidents and incidents which involve injury or may have led to significant injury
- Observing safe practices, rules and instructions
- Using protective equipment/clothing provided
- Undertaking necessary training provided by Ara, and advising us if you have additional training needs.
- Immediately reporting any hazards that have or may lead to injury, illness or danger
- Following all instructions related to evacuations during fire or any civil emergency or closure of Ara
- Complying with legislative requirements and good industry practice.

For more information about Health and Safety, see www.ara.ac.nz/about-us/policies select Health and Safety and click on **CPP501 Health and Safety**.

Every Department has a first aid kit and staff trained in first aid. If you are off site as part of your programme, your tutor will carry an appropriate first aid kit.

We encourage you to report 'near miss' incidents to Department staff as Ara is keen to minimise hazards on campus and will use this information to inform changes that reduce risks.

Note: If you are at Ara late or at weekends, we strongly suggest that you are not working alone – coordinate with a classmate.

If you are concerned ring Security on: **Christchurch** - 027 540 8076

Emergency Procedures

We have taken every measure to provide a safe environment for you, but it is still important to be aware of your surroundings and know what to do in an emergency.

Every room has an emergency procedure notice on display detailing response to a fire, earthquake or ringing alarms (like the one following):



If you require assistance during an evacuation, tell your tutors. The computer suites, workshops, studios, and laboratories have specific Health and Safety requirements. Your tutors will tell you about these before you start practical work in these rooms.

For further details, you can select Emergency Procedures in My Ara under Wellbeing/Safety/Emergency Procedures.

Emergency Telephone Numbers

Police, fire, or ambulance	Dial 9999 from any Ara phone.
After hours	Dial 1-111 from any Ara phone.

Non-emergency assistance

Christchurch	Dial 940 8076 for Security (or extension 8076). If Security do not answer the phone in the office, it will transfer to a cell phone wherever they are on campus.
Timaru, Oamaru, Ashburton	Call the Facilities Officer on 027 210 0390 or during the day staff at reception may be able to help you.

What to do in an Emergency

During an emergency, alarm bells will sound throughout the building.
Emergency Assembly Points are located at:

City Campus	Southern Campuses
Madras Street Carpark	Outside North Haven Childcare Centre on Arthur Street
Barbadoes Street Carpark	The grass field to the west of Godley Block
Grassed area of the North Green (beyond the basketball court)	Front carpark (Alford Forest Road)
France Street grass area	

1. All persons must immediately leave the building using the most direct safe route. Learners who would normally use the lifts to reach the ground floor and need assistance during an evacuation for accessibility/disability reasons should wait beside the lift and assistance will be provided as part of our standard evacuation plan. You can talk to Department staff in advance of any drill or evacuation to understand what this means for you.
2. Go to the designated assembly point.
3. Staff and any wardens must ensure that all visitors are moved to a safe area and then on to the assembly point.
4. You must check in with a warden at the assembly point before leaving the site or returning to a building.

Safety Guidelines in an evacuation:

Lifts	Keep out of the lifts. Use the stairs to exit the building.
Technical equipment	If it is safe to do so switch off all non-essential equipment to reduce potential electrical hazards.
Lights	Turn on, or leave on, all building lights. It improves visibility for anyone who has to enter the building after it has been evacuated.

Smoke stop doors

Close smoke stop doors behind you as you leave.

Using Ara Facilities

Please follow the guidelines below when you use the spaces.

- Keep the furniture and equipment in good condition.
- Clean up your personal and shared workspaces.
- Do not drink alcohol, smoke, or take drugs (other than those prescribed by a medical practitioner).

Lost Property and Theft

Due to the high amount of 'traffic' using Ara buildings it is unsafe to leave personal belongings in any unsupervised rooms. For your own security please keep valuables with you at all times. If you find any lost property, please take or report it to:

Lost Property Collection points:

City Campus	Security Office in the Atrium of the Rakaia Centre opposite the library entrance, beside the lifts
Timaru Campus	Facilities, C Block, ground floor (east end) or call 027 210 0390
Ashburton Campus	Reception
Oamaru Campus	Reception.

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 19 December 2023.



Want to find out more?

For details of all courses, including full entry criteria and how to apply, visit ara.ac.nz/search
Get in touch if you have any questions: **0800 24 24 76** | info@ara.ac.nz