

2021

# Programme Handbook



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NZ2199 New Zealand Certificate in Tourism L3  
NZ2204 New Zealand Certificate in Travel L4

Te Hoe Manaaki me kā Ratoka Ahumahi  
Department of Hospitality and Service Industries



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# NAU MAI KI ARA - WELCOME TO ARA

Kia ora

Welcome to the Department of Hospitality & Service Industries.

We have a long tradition of providing quality training by inspirational mentors. Our goal is to advantage you with courses that matter alongside tutors that are here to help and guide you. They are committed to your success so when you graduate, you're confident, work ready and equipped to succeed.

We work closely with our professional industry colleagues ensuring our programmes are exemplars of contemporary best practice.

Our training, along with your smile, your special attention to detail and awareness of guests and clients' needs, make your time spent here truly worthwhile. You'll be applying what you're learning to real tasks and projects in environments that mimic real workplaces preparing you for a career both nationally and internationally.

As a student, you have access to a range of Ara facilities and services that are aimed at supporting your achievement. I encourage you to make the most of the all the opportunities offered. I am confident that your commitment to your education will result in a successful and fulfilling career.

I wish you all the best with your studies this year.

Mandy Gould



Head of Department  
Department of Hospitality & Service Industries  
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](https://myara.ara.ac.nz) or using the MyAra app.

# KĀ RAKI WHAKAHIRAHIRA - IMPORTANT DATES

The following public holidays and events are observed by Ara in 2021

Waitangi Day	Monday 8 February
Whakatau	Monday 24 February
Good Friday	Friday 2 April
Easter Monday	Monday 5 April
Easter Tuesday	Tuesday 6 April
Anzac Day	Monday 26 April
Queen's Birthday	Monday 7 June
Course Results published	<b>Approx 2 weeks after end date of your courses or programme</b>

## SEMESTER TWO

South Canterbury Anniversary Day	Monday 27 September
Labour Day	Monday 25 October
Canterbury Show Day	Friday 12 November
Final Course Results published	<b>Approx 2 weeks after end date of your programme</b>

**Please note:** While these term dates were correct when your programme commenced, changes may have happened after the interruption caused by the lockdown. You will be directly advised of date changes for your programme. **Do not rely solely on the information provided here.**



# KĀ WHAKAPĀTAKA - CONTACT DETAILS

## Key Staff

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### **Mandy Gould**

Head of Department  
Hospitality and Service Industries

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Academic Operations Manager

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### **Rachel Marriott**

Kaupapa Māori Learner Achievement  
Mentor.

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### **Jill Goodwin**

Department Support - Christchurch

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## Teaching Staff

Name/teaching area	Room	Phone	Email
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Gene Foster	U325	940 8744	<a href="mailto:Gene.Foster@ara.ac.nz">Gene.Foster@ara.ac.nz</a>

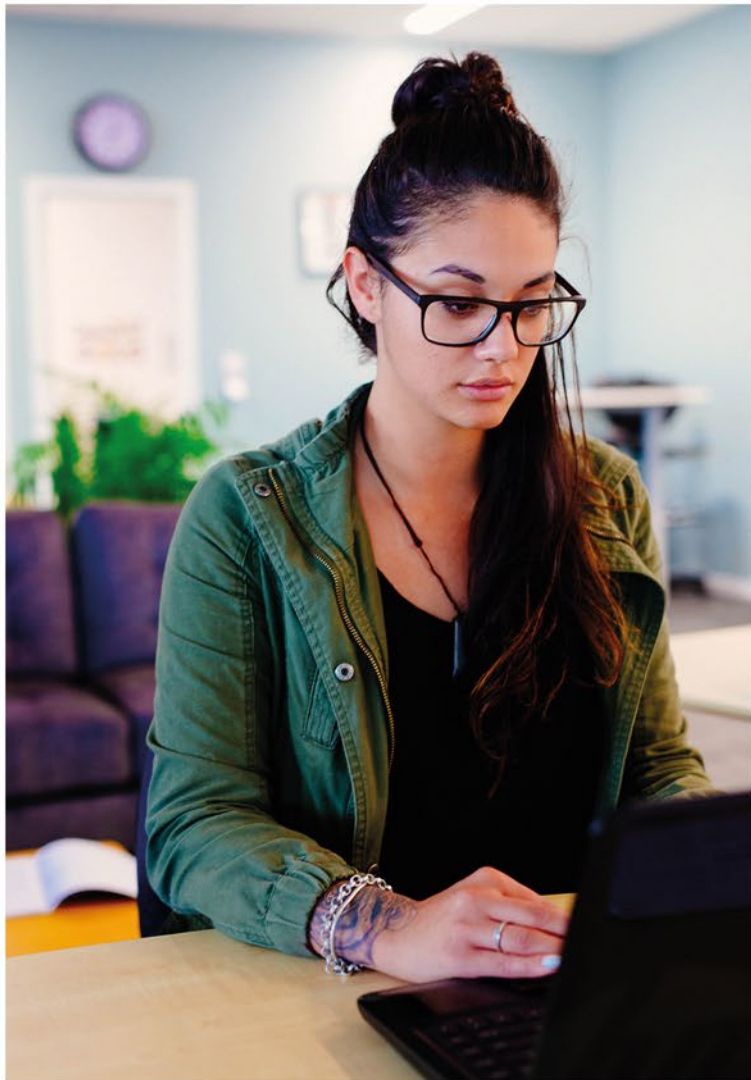
## Department Links



<https://www.facebook.com/AraHospandService/>



# Tō akoako Your study





# TAIPITOPITO AKORAKA - PROGRAMME DETAILS

## NZ2199 – New Zealand Certificate in Tourism – Level 3

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### Programme Aim

The aim of this programme is to enable students to gain the required knowledge, skills and attributes so they can make effective contributions to the travel and tourism industry.

### Graduate Profile

Graduates of this qualification will be able to:

- Implement basic customer service skills, applying appropriate communication, literacy, and numeracy skills, to enhance the visitor experience
- Apply workplace practices required of an aviation, tourism or travel workplace including teamwork, timeliness, and compliance with relevant Acts and health and safety legislation.
- Apply knowledge of major New Zealand tourism destinations in terms of characteristics relevant to visitors to enhance the visitor experience
- Recognise the importance of the tourism and travel industry to the New Zealand economy, including the structure and operations of the New Zealand inbound and outbound tourism and travel industries to demonstrate an understanding of the context they work within.

### Programme Regulations

The New Zealand Certificate in Tourism (Level 3) with Tourism and Travel Strand is a six months full time equivalent programme of study requiring the successful completion of 60 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 2 years. Any extension to this period would require a written application from the Head of Department or delegate to the Hospitality & Service Industries Department Group.

The programme comprises 60 compulsory course credits at level 3.

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

The New Zealand Certificate in Tourism (Level 3) with strand in Tourism and Travel will be awarded to all students who successfully complete all the requirements laid down by the Department of Hospitality & Service Industries and approved by the Academic Board.

The certificate awarded for this qualification will include the logos of NZQF, Service IQ and Ara.

## MAHERE AKO- PROGRAMME STRUCTURE

### Programme Matrix

Use the following table as a guide to the courses in your programme. You can find out how many credits each course is worth, and how many credits and courses you need to do to complete your study.

Code	Course Title	Level	Credits	Course Factor
<b>Compulsory</b>				
TOSD300	New Zealand Travel and Tourism Industry	3	15	0.1250
TODK300	Destination New Zealand	3	15	0.1250
TOCS300	Customer Service and Sales	3	15	0.1250
TOWP300	Workplace Practices	3	15	0.1250
<b>Total</b>			<b>60</b>	<b>0.5000</b>

# NZ2204 – New Zealand Certificate in Travel – Level 4

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## Programme Aim

The aim of this programme is to enable students to gain the required knowledge, skills, and attributes so they can make effective contributions to the travel and tourism industry.

## Graduate Profile

Graduates of this qualification will be able to:

- Deliver customer service, product advice, and sales in a travel industry context, applying accurate communication, literacy, numeracy and problem solving skills, to grow and maintain customer relationships
- Apply workplace practices required of the travel industry including: self-management, teamwork, and compliance with relevant Acts and legislation
- Apply detailed knowledge of specific travel regions, and a broad operational knowledge of world geography in terms of characteristics relevant to customer's needs
- Identify and utilise travel business operational systems and processes that enable the delivery of a quality customer experience and contribute to overall business effectiveness.

## Programme Regulations

The New Zealand Certificate in Travel (Level 4) is a six months full time equivalent programme of study requiring the successful completion of 60 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 2 years. Any extension to this period would require a written application from the Head of Department or delegate to the Academic Board.

The programme comprises 60 compulsory course credits at level 4.

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

The New Zealand Certificate in Travel (Level 4) Travel will be awarded to all students who successfully complete all the requirements laid down by the Department of Hospitality & Service Industries and approved by the Academic Board.

The certificate awarded for this qualification will include the logos of NZQF, Service IQ and Ara.

# MAHERE AKO- PROGRAMME STRUCTURE

## Programme Matrix

Use the following table as a guide to the courses in your programme. You can find out how many credits each course is worth, and how many credits and courses you need to do to complete your study.

Code	Course Title	Level	Credits	Course Factor
<b>Compulsory</b>				
TOBS400	Travel Operations and Business Systems	4	15	0.1250
TOSE400	Service Experience and Familiarisation	4	15	0.1250
TOTP400	Travel Regions and Products	4	15	0.1250
TOCR400	Customer Service and Relationships	4	15	0.1250
<b>Total</b>			<b>60</b>	<b>0.5000</b>

## 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 from class, contact your tutor and advise the Department by emailing [TravelandTourism@ara.ac.nz](mailto:TravelandTourism@ara.ac.nz) before you go away.
- If you are sick, contact the Department by emailing [TravelandTourism@ara.ac.nz](mailto:TravelandTourism@ara.ac.nz) or your tutor.

## 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 Academic Manager.

## KĀ AROMATAWAI - ASSESSMENTS

### Assessment Information

At the start of each course, you will be given a **Course Outline**. Before each assessment you will be given an **assessment brief**. They will show:

The number, type, and due dates for all assessments, including tests and assignments, and will give you details on:

- The weighting of each assessment in your course that contributes to your final grade, if applicable.
- The assessment policy for resits, second results and alternative assessments, if they are different from the policies in this document.
- The time frame for getting your marked assessments back from tutors, if they are different from those stated in this document.
- The penalties for handing assessments in late, if they are different from those stated in this document. These may be different for each course.

If you do not receive this information, talk to the course tutor or Academic Manager.

## Assessment Types

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<b>Formative assessment</b>	Verbal and written feedback that takes place throughout classes and the programme.
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<b>Summative assessment</b>	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.
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The contents of the course work will be explained by the tutor for each course. If at any point your tutor or Academic Manager is concerned about your progress, they will let you know.

## 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 Academic Manager.

**Note:** Ara uses as part of its assessment processes electronic plagiarism detection. You will, from time to time, be required to submit assessments for scanning. Electronic copies of assessments must be retained by you until the official results are published after the end of semester or year.

## Quality Assurance

Your assessments and exam scripts may be used for internal and external moderation, monitoring, programme reviews, aegrotats, and the resolution of academic appeals and complaints. This helps Ara meet internal and external academic quality assurance requirements. If your assessments are used this way, before they are used, any information that could reasonably be expected to identify you will be removed.

## The Grade Scale

The various assessments within a course will be combined according to the weightings shown in the course descriptor, and a grade for the course as a whole will be assigned from the table shown below. A "C-" grade and above represents a pass for the course.

The following grade scale (G29aa) will be used for all courses on the programmes unless advised otherwise in the course descriptor:

### Marked Grades

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



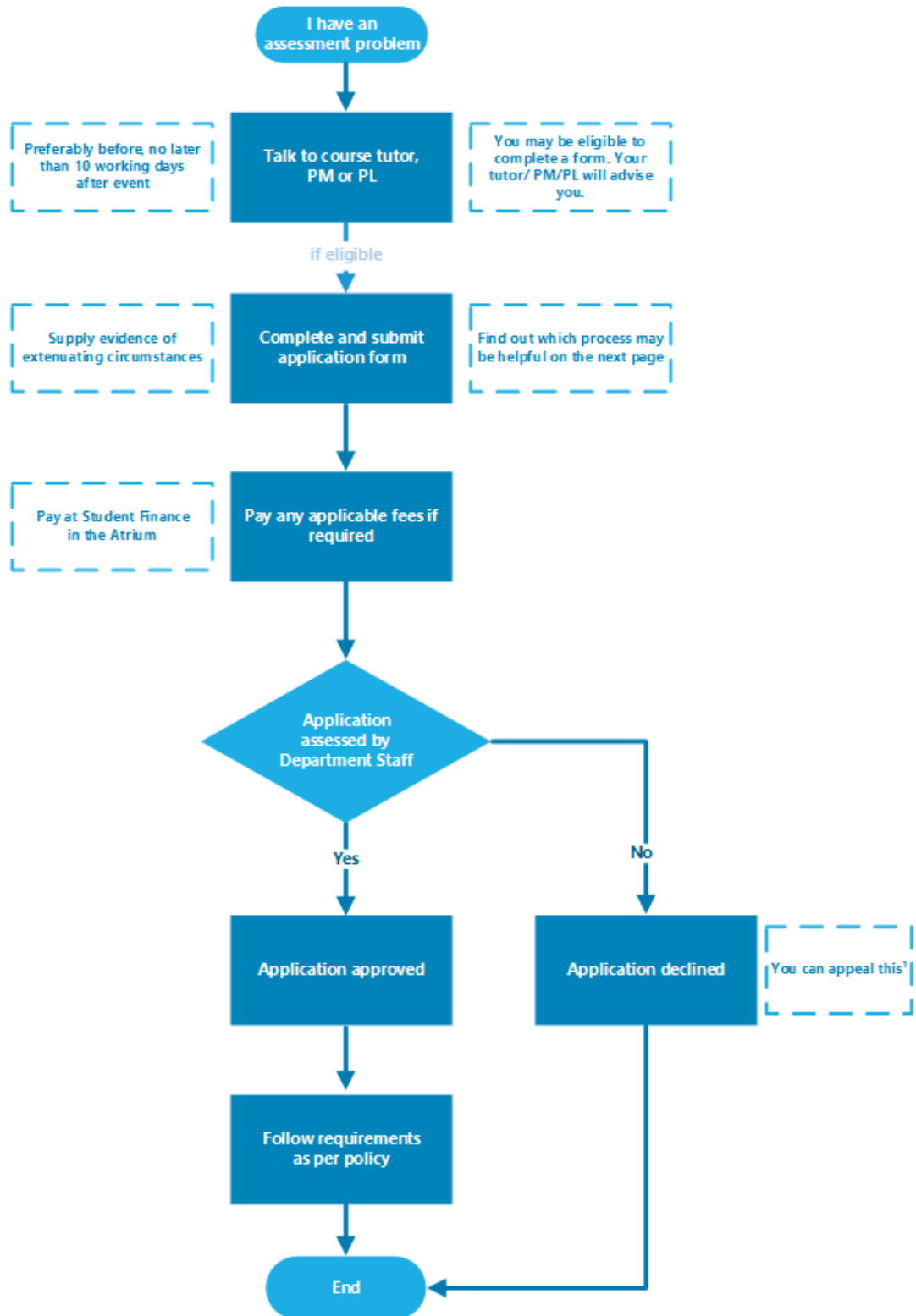
## Other Grades

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

Course result	Grade	Description
Pass	Pass	Awarded pass and no appropriate grade can be awarded
Fail	Fail	Not passed and no appropriate grade can be awarded
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

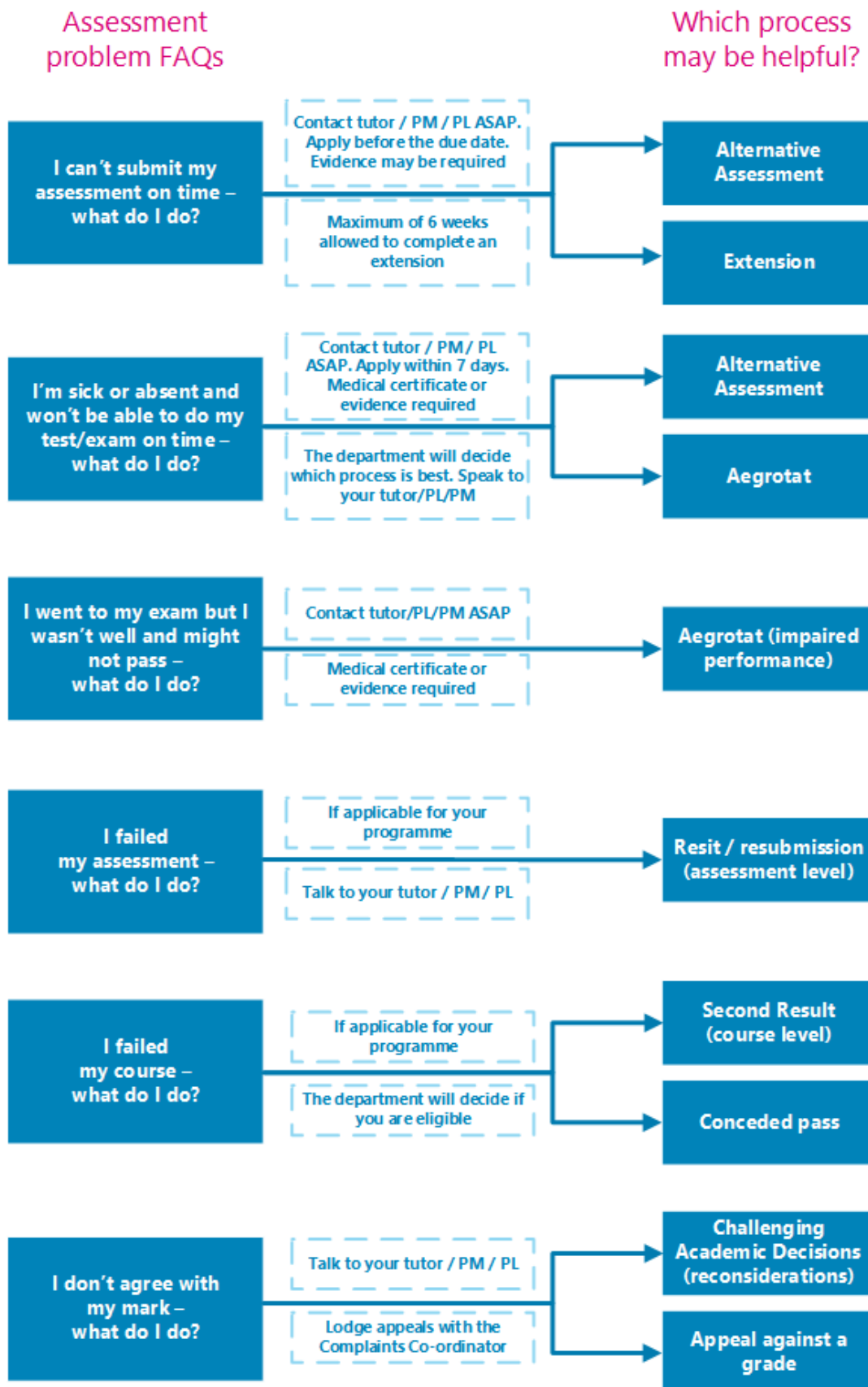
## Regulations Flowchart



<sup>1</sup>The student lodges the appeal in writing with the Complaints Co-ordinator with a copy to the Head of Department

## Which form do I use?

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



## Extensions

If you anticipate difficulty in submitting assessments by the due time and date you may be able to request an extension.

For information about how to apply for an extension of time, see [www.ara.ac.nz/about-us/policies/](http://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/](http://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/](http://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/](http://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/](http://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/](http://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/](http://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/](http://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](http://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](http://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](http://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](http://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](http://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](mailto: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.

New Zealand Certificate in Tourism Level 3 is not eligible to attend the graduation ceremony.

Students that successfully pass the New Zealand Certificate in Tourism Level 3 will receive a text message from Central Academic Records advising their qualification is about to be posted to their address. It is your responsibility to ensure your contact details are updated and correct.

NZ2204 - New Zealand Certificate in Travel Level 4 is eligible for the graduation ceremony.

**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](http://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](http://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](http://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](http://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](http://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](http://www.ara.ac.nz/about-us/policies) select General Academic Policies and click on **APP302 Copyright**.

# KĀ TŪ WHARE - FACILITIES

## 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
- Storing bicycles in outside stands provided, not within Ara buildings (unless a specific storage area has been provided)
- Complying with legislative requirements and good industry practice
- **Under no circumstances are students to bring any real or imitation weapons, illegal substances, or dangerous hazardous substances onto any Ara campus**

**Note:** If you are here 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 or Timaru - 0800 347 787

For more information about Health and Safety, see <http://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.



## 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. Some areas have specific Health and Safety requirements. Your tutors will tell you about these.

For further details, you can select Emergency Procedures in My Ara under Student Admin/Safety

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### Emergency Telephone Numbers

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**Police, fire, or ambulance**      Dial 9999 from any Ara phone.

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**After hours**      Dial 1-111 from any Ara phone.

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### Non-emergency assistance

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**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.

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**Timaru**      Call the Facilities Officer on 027 210 0390 or during the day staff at reception may be able to help you.

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## 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)	

1. All persons must immediately leave the building using the most direct safe route. Students 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:

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

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<b>City Campus</b>	Security Office in the Atrium of the Rakaia Centre opposite the library entrance, beside the lifts
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<b>Timaru Campus</b>	Facilities, C Block, ground floor (east end) or call 027 210 0390
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## Notice Boards

Notice Boards are located outside room N206. These display key information such as employment opportunities.

## Lockers

Lockers are available to store your equipment in. You are responsible for securing them and maintaining them in a clean and hygienic state at all times. At the end of the year all lockers must be emptied for annual repairs. Any product left in them will be kept by the Department for a limited time.

### 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 28 January 2021.



Institute of Canterbury

Ara rau, taumata rau

Ara is proud to be a smokefree institute

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