

2026 Programme Handbook

CH4064 Postgraduate Diploma in Osteopathy (Level 8)



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Nau mai ki Ara - Welcome to Ara

Welcome to the Faculty of Health, Science and Sustainability and your enrolment as a learner studying for Postgraduate Diploma in Osteopathy. We look forward to working with you to help you reach your goals and assist you in gaining higher qualifications through your study at Ara.

This programme information document is your essential guide for your study, so please read it carefully and keep it handy for future reference.

Your lecturers, tutors and support staff are approachable, friendly and committed to creating a positive, inclusive and inspiring learning environment. Please do not hesitate to ask questions or request help – we are here to support you.

Ngā manaakitanga

Michael Shone

Dean

Faculty of Health, Science and Sustainability

2026

Kia rite ki te ako Getting ready for study



Tō Rangi Tuatahi - Your First Day

Are you ready for your first day of class? Check out your start date and where you need to be.

You can also find useful information on [MyAra](#). You can also find useful information on [MyAra](#). MyAra (from 21 days prior to your course beginning), you must have a current Ara network login and password (you can use Ara Self-Service Password Reset to activate your network account).

Returning Students

Please check your [timetable](#) for your first class details.

Logins

If you need assistance with logins etc, contact ICT ictservicedesk@ara.ac.nz or call 03 940 8800.

Timetable information

All timetables are available on [MyAra](#).

How to find your way around

Campus maps can be found [here](#).

Parking and bus information

Campuses (excluding Manawa) have parking available. Payment and parking stickers may be required. Learn more about parking and biking. Or find out about bus services [here](#).

Ara Whakatau, your official welcome

You are warmly invited to attend the official welcome to Ara for all learners, staff and whānau (family). The whakatau is a welcoming ceremony, similar to a pōwhiri, involving mihi mihi (speeches), waiata (song) and will conclude with kai timotimo (light refreshments).

Click [here](#) to find out when the whakatau will be.

International learners

You will be invited to an international orientation as well as the programme orientation. You should attend both.

Korero Nui Important Information

Programme Information Handbook

This handbook is heavy on detail and sometimes quite formal. There will be things you want to know and other things you will only refer to when something comes up.

Here are some quick highlights of what is in the following pages:

- The detail and the rules about the qualification you have enrolled in
- Ara's expectations about how you will behave and what your rights are
- How Ara checks that you are a genuine student (like your attendance)
- A quick access guide to getting support
- How assessments work and the grades that are used
- The assessment regulations that could support you to pass and what forms to use (extensions, resits and more)
- Getting your results and going to graduation
- Key academic policies
- Health and safety information related to your study
- any afterhours access arrangements

Ask your tutor or Operations Administrator if you need help to find the information you are looking for.

Learner Information Handbook

We recommend that you read your Programme handbook in conjunction with the [Learner Information Handbook](#) (also available on MyAra) which has more detailed information about support and services available to learners at Ara.

Attendance

Experience has shown that if you attend regularly and participate in the class activities and assessments you are more likely to succeed. Full attendance and

commitment are encouraged. You are expected to be punctual and must comply with the various behaviour and safety requirements of classrooms, workshops and labs.

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

**Let Ara know when you are absent from classes or if you are sick.
Contact your tutor or advise the faculty by emailing
sciencesocialpractice@ara.ac.nz**

Non-Engagement

Ara has processes to deal with learners who formally enrol here but do not “engage” with their studies. That is, if you do not attend and/or participate and/or submit assignments and/or sit assessments or only attend briefly or spasmodically and/or do not engage significantly.

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

- 1 We will attempt to contact you 3 times and if we are not successful, we will withdraw you (1) within 3 days if there is a waitlist of other learners who want to enrol, or (2) within 10% of the length of your enrolment (often 1 – 2 weeks)
- 2 You will receive an email, text or phone call asking why you have not been attending
- 3 There will be no academic or financial penalty from Ara, but you could be overpaid by StudyLink

Our faculty process follows these steps for disengaged learners:

- 1 The registers are checked and if your engagement and attendance is a concern, we will talk with you
- 2 You will receive an email or phone call asking why you have not been attending. You may receive a non-engagement letter
- 3 We will attempt to contact you 3 times
- 4 You may be placed on a Formal Academic Contract or withdrawn

- 5 You will receive a WD grade (after 10% of the duration of the course) or a DNC grade (after 80% of the duration of the course)

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

Health & Safety

Please refer to the [2025-learner-information-handbook.pdf](#) for general Health and Safety information and evacuation details. In an emergency advise a staff member, and if no one is available phone 111.

Drugs and Alcohol

In line with the expectations of many workplaces, Ara has procedures to ensure the health and safety of all learners, staff and visitors, while undertaking Ara activities.

Ara has **zero tolerance** for the misuse or abuse of alcohol and/or illegal/controlled drugs, possession and/or use of illegal/controlled drugs/substances, or intoxication on all campuses/learning sites.

Many learning activities involve high-risk situations where clear thinking, decision-making, and machinery operation need to be conducted safely. These activities cannot be compromised.

You can download the policy from [CPP506 Drugs & Alcohol Policy](#).

Artificial Intelligence (AI) Tools

When submitting work for assessment, you must adhere to Ara's Assessment and Academic Misconduct policies and not present AI such as ChatGPT as your own work. Learning Services have resources to help you learn to paraphrase or reference another person's work to avoid academic misconduct.

For more detail, please read the **Kā ture me kā tikaka - Policies & Procedures** section of this handbook [Policies](#).

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.

Kā Raki whakahirahira - Important Dates

SEMESTER ONE

DATES

TERM 1	Monday 16 February – Friday 3 April
Waitangi Day	Friday 6 February
Whakatau	Wednesday 4 March
Good Friday	Friday 3 April
Easter Monday	Monday 6 April
Easter Tuesday	Tuesday 7 April
Anzac Day	Observed Monday 27 April
TERM 2	Friday 20 April – Friday 26 June
King's Birthday	Monday 1 June
Matariki	Friday 10 July
MID YEAR BREAK	Monday 29 June – Friday 17 July

SEMESTER TWO

DATES

TERM 3	Monday 20 July – Friday 25 September
TERM 4	Monday 12 October – Friday 27 November
South Canterbury Anniversary	Monday 28 September
Labour Day	Monday 26 October
Canterbury Anniversary	Friday 13 November

Kā whakapātaka - Contact Details

Key Staff

Philippa Meek

Portfolio Manager

Room: S175

Philippa.Meek@ara.ac.nz



Emma Fairs

Programme Leader

021 819 982

Room: O314

Emma.Fairs@ara.ac.nz



Teaching Staff

Name	Room	Phone	Email
Emma Fairs	O314	021 819 982	Emma.Fairs@ara.ac.nz
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David Farrelly	O313	N/A	David.Farrelly@ara.ac.nz

Tō Akoako Your study



Taipitopito akoraka - Programme Details

The PGDip Osteopathy is the final year of the qualification needed to gain eligibility to apply for registration to practice as an Osteopath with the Osteopathic Council New Zealand. The PGDip Osteopathy qualification has been developed with best practice approaches in clinical education and ensuring that graduates are equipped to meet the current and future healthcare needs of the New Zealand population.

Programme Aim

The Postgraduate Diploma is aimed at ākonga who have completed the Bachelor of Musculoskeletal Health and will:

- Ensure graduates are competent to apply for registration with the Osteopathic Council of New Zealand to meet the needs of local communities in the provision of primary healthcare.
- Ensure graduates are competent to work in osteopathic practice in New Zealand and understand their limitations and scope of practice boundaries.
- Enable graduates to enhance the osteopathic profession through an understanding of the need to partner with tangata whenua and tangata Tiriti and demonstrate a commitment to meeting these responsibilities.

Graduate Profile

On the completion of the Postgraduate Diploma in Osteopathy graduates will be eligible to apply for Registration in the General Osteopathy scope of practice and have an appropriate foundation for further education in the vocational and extended OCNZ Scopes of Practice.

Graduates of this qualification will be able to:

- Critically reflect on the responsibilities of te Tiriti o Waitangi by demonstrating cultural responsiveness and a commitment to the provision of equitable culturally responsive health care practices (Domain 1).
- Apply OCNZ competencies to practice meeting the professional standards required for registration pathways and regulated health practice in Aotearoa NZ. (Domain 1,2,3,4,5).
- Critically examine osteopathic practice, maintaining professional competence, and uphold the principles of health education, disease prevention, and rehabilitation. (Domain 1, 3, 4)

- Operate within the scope of osteopathic practice, integrating and adapting evidence-informed osteopathic clinical science knowledge, skills, techniques and reasoning to person-centred care (Domain 1, 3).
- Critically reflect and take action to practice in an inclusive, person-centred partnership that enhances mana, promotes cultural responsiveness, and respect diversity, ensuring effective engagement with patients and their whānau (Domain 2).
- Critically reflect on and articulate evidence informed osteopathic philosophy, a professional ethos and rationale for osteopathic practice (Domain 3, 5).

Employment pathways

Graduates may seek employment in the following fields:

- Osteopathic Clinical Practice
- Osteopathic Educator
- Rehabilitation Services
- Healthcare Management and Policy

Education pathways

Graduates may seek entry into the following:

- Master of Health Science (Ara, AUT)
- Master of Health Sciences (University of Canterbury, University of Auckland)
- Master of Health Sciences (MHealSc) endorsed in Musculoskeletal Management (University of Otago)
- Master of Health Sciences (MHealSc) endorsed in Pain and Pain Management (University of Otago)
- Master of Health Practice in Child Health (AUT)
- Master of Health Practice in Acupuncture (AUT)
- Postgraduate Diploma in Health Science in Acupuncture (AUT)
- Postgraduate Diploma in Health Sciences (University of Canterbury)
- Postgraduate Diploma in Applied Health Sciences (Wellness and Rehabilitation) (SIT) 2 © Ara Institute of Canterbury Ltd CH4064 Postgraduate Diploma in Osteopathy
- Postgraduate Certificate in Health Science in Child Health (AUT)
- Postgraduate Certificate or Diploma in Health Science in Child Health (AUT)
- Postgraduate Certificate or Diploma in Health Science in Older Adult: Health and Wellness (AUT)
- Postgraduate Certificate or Diploma in Health Sciences endorsed in Musculoskeletal Management (University of Otago)

- Postgraduate Certificate or Diploma in Health Sciences endorsed in Pain and Pain Management (University of Otago)

Programme Regulations

- The Postgraduate Diploma in Osteopathy is a one-year full time equivalent programme of study requiring the successful completion of 120 course credits.
- Applications for entry to the programme are evaluated against the stated entry and selection criteria, published annually on the Ara website and in programme brochures.
- The maximum period of time to complete the programme is two years. Any extension to this period would require a written application from the Portfolio Manager or delegate to the Nursing, Midwifery and Allied Health Board of Studies for consideration.
- The programme comprises 120 compulsory course credits at Level 8.
- A minimum of 555 clinical practice hours is required.
- All relevant credits from other approved programmes will be considered for credit recognition (cross credits, credit transfers and recognition of prior learning) according to Ara standard policy and procedure. Refer Section 7.3 below for a summary.
- A learner showing insufficient academic progress will be advised in writing of the student support services available, and their academic performance (including class attendance) will be monitored by the Programme Leader. Should performance not improve, the Programme Leader will discuss with the Portfolio Manager the benefit of placing the learner on a Formal Academic Contract according to Ara standard policy and procedures.
- Learners must demonstrate clinical competence in the Competencies for the Osteopathic Council of New Zealand Scope of Practice. This is achieved through a minimum of clinical practice hours in clinical placements. Learners may only enrol in a clinical course (OSTE803, OSTE804, OSTE805) twice. Learners must attend at least the minimum number of clinical hours for each clinical course.
- The Postgraduate Diploma in Osteopathy will be awarded to all learners who successfully complete all the requirements laid down by the Faculty of Health, Science and Sustainability and approved by the Academic Board.
- On successful completion of all Ara requirements, and other requirements as specified by the Osteopathic Council of New Zealand (OCNZ), learners are eligible to apply to the OCNZ for registration to practice as an Osteopath. The learner must pay the registration fee set by OCNZ.

Mahere Ako - Programme Structure

Programme Matrix

The Postgraduate Diploma in Osteopathy has two related bodies of knowledge or components which underpin the structure of the programme and work together to meet the graduate profile outcomes.

Postgraduate Diploma in Osteopathy (Level 8) Structure

Code	Course Title	Level	Credits	Course Factor
Clinical Practice				
OSTE811	Clinical Practice	8	30	0.2500
OSTE812	Advanced Osteopathic Care 1	8	15	0.1250
OSTE813	Pain Management	8	15	0.1250
OSTE814	Neurophysiology of Pain	8	15	0.1250
OSTE815	Biomechanics and Rehabilitation	8	15	0.1250
OSTE816	Advanced Osteopathic Care 2	8	15	0.1250
OSTE817	Preparation for Professional Practice	8	15	0.1250
Total			120	1.0000

Definitions

Clinical practice: applied knowledge which specifically relates to osteopathy and clinical competence. It includes conceptualisation of health and disease through an osteopathic philosophical lens, the diagnostic competencies required for primary care, and situates practice within a broad holistic bio-psycho-social and environmental context.

Professional/sociocultural studies: This body of knowledge recognises the biopsychosocial -cultural determinants of health, and ensures that graduates will be person-centred, culturally safe, primary care osteopathic practitioners. This knowledge is interdisciplinary in its nature and acknowledges the societal and cultural influences health and healthcare; an important component.

Clinical Practice

RIME (**R**eporting, **I**nterpreting, **M**anaging, **E**ducating) is the model the programme uses to scaffold and give coherence to the acquisition of clinical reasoning skills throughout the PGDip Osteopathy. The scaffolding of practical clinical skills through the PGDip Osteopathy is based on the 'Dreyfus Model of Skill Acquisition' and has been used in a similar way to the RIME model to scaffold. As learners' progress through the PGDip Osteopathy, they will engage in learning tasks which will move them from the advanced beginner to competence and towards proficiency stages of the model. The on-going development of psychomotor skills learnt at the undergraduate level, and the learning of new psychomotor skills, will occur within the clinical practice tutorials.

RIME and Dreyfus are complementary models. They are particularly well suited as approaches to developing learning and assessment strategies for competencies in complex, procedurally enacted practices such as osteopathy.

Clinical Skill Development

The PGDip Osteopathy learners will build on their undergraduate learning, using experience and reflection as a metacognitive tool for learning including the ability to solve complex problems essential for work in the osteopathic workplace. This will encourage the further development of critical reflection, inquiry and problem-solving skills and specialist knowledge in professional contexts.

In the PGDip Osteopathy there are three courses containing clinical hours, totalling 555 hours of clinically based learning over the course of the programme. All clinical activities occur under the supervision of Ara clinical supervisors. Most clinical hours occur in the onsite Ara Osteopathic Clinic, with some also occurring at offsite clinics. During Clinical practice learners will critically analyse and reflect on ethical, legal and morally complex dilemmas of practice. Learners will assume greater responsibility for case management with a strong emphasis on reflection. They will be required to demonstrate a clear transition for learner to beginning practitioner.

Osteopaths on the Ara staff team will coordinate placements in the Ara Osteopathic Clinic. They will be registered osteopaths whose role is to provide learners with relevant and appropriate pastoral and academic support.

Ara will ensure that the Ara Osteopathic Clinic will meet the following criteria:

- Organisational capability to provide on job learning opportunities and mentoring for the learners relevant to the learning outcomes and competencies to be covered in the practice experience
- The organisation's equipment, facilities, workplace health and safety standards, the nature of work available and its suitability to meet the learning requirements of the learners

Included within the philosophy of clinical placement experience is the recognition that the learner will perform ethically, as identified by the OCNZ, and meets the requirements of relevant legislation. This can be found here:

<https://www.osteopathiccouncil.org.nz/code-of-ethics>

Absence

If a learner finds that they will be either late for, or unable to attend clinical experience for any reason, the Clinical Lead and Clinic Co-ordinator **must** be contacted.

Removal from Clinical Practice

If a lecturer considers a learner is behaving in a manner which is detrimental to the patient's wellbeing, the lecturer may remove the learner from the clinical area, and the learner may be suspended by the Portfolio Manager of Health, Science and Sustainability pending a decision regarding cancellation of enrolment. Learners who are deemed unsafe to practice will be independently assessed to determine the validity of the judgement. Based on the results of this assessment the learner may be removed from the clinic. A remedial programme may be developed in consultation with the Clinical Co-ordinator. On completion of the remedial programme, Ara and the clinic will reassess the learner before they recommence clinical practice to ensure that their level of performance is satisfactory for safe practice.

Confidentiality

All learners are required to sign the non-disclosure of patient information form at the commencement of the clinical programme.

Learners are reminded that they shall not disclose patient information to any person who is not:

- (a) either employed by the authority controlling the organisation or institution in which they undertake professional practice as part of their osteopathic education, and is in the proper course of their duty, or
- (b) approved by the appropriate authority to provide tuition in osteopathic studies at Ara and is in the proper course of their work as a lecturer, or
- (c) enrolled by Ara as a learner in the Postgraduate Diploma in Osteopathy programme, and for whom it is appropriate to have access to the information in the proper course of their role as a learner, for example, as part of their course/programme work/learning, or disclose
- (d) any information concerning the condition, treatment or circumstances, or history of any patient, or any knowledge or information concerning the business, affairs, property or other activities of the controlling authority which has come to their knowledge in the course of their training.

Breaches of confidentiality are viewed seriously and bring into question the learner's awareness of professional responsibilities and commitment to the programme. Proven breach of confidentiality will result in immediate dismissal from the clinical centre and consideration of cancellation of enrolment.

Uniform and Standards of Presentation

The uniform to be worn in the clinical placements is:

Designated tunic: Orders taken first semester of programme.

- **Formal black skirt, shorts, trousers or culottes:** The learner may choose any style; however a reasonable dress standard is required. Casual clothing, for example, jeans and sports shorts, is inappropriate and considered to reflect poorly on the learner's professional attitudes.
- **Shoes:** should be comfortable, and with closed-in toes. Sandals, high heels, etc., do not comply with occupational health and safety standards.
- **Hair:** Long hair must be tied back or in such a way that it prevents cross infection, i.e., cannot fall forward into the face of a patient, brush a wound or touch bedding. Hairstyle and colour must contribute to a professional appearance.
- **Jewellery:** No jewellery may be worn apart from:
 - one plain ring (e.g., wedding ring). Ornate rings should not be worn because of the danger of micro-organisms which could be present in this type of ring
 - earrings – one to two small studs per ear
 - watch – if worn, must be removed when giving direct care to the patient
- **Body piercings and tattoos:** Facial piercing limited to two studs per ear. No other facial piercing is permitted. Piercings on other parts of body must not be visible. Tattoos that are visible should be discussed with the clinical co-ordinator.
- **Nails:** Should be kept short to minimise cross-infection and avoid skin damage to client. Nail polish, if used, must be clear. Acrylic or false nails are not acceptable.

Mobile phones: Cell phones cannot be used in the diagnostic work areas. The learner may access their phones when on breaks.

Our Access to Your Work

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

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

Learner Responsibilities and Rights

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

Useful Contacts:

Independent Student Advocate: Duncan Dunbar.

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

Student Voice Co-ordinator:

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, work experience, 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.

Kā Taunakitaka Mōu – Support for You

Quick reference – Where to find help if you have feedback or want to raise an issue

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice sets out the expectations that tertiary education organisations need to consider how their overall systems and resources support learners' wellbeing and safety.

For more detailed information on the code, and support areas listed below, please refer to the [Learner Information Handbook](#) on MyAra

Support Area	Details	People	Links
Faculty 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 faculty 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
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	Duncan Dunbar 027 273 6246 Duncan.Dunbar@ara.ac.nz X106 (Rakaia Centre)	Student Advocacy

Support Area	Details	People	Links
Complaints Process	that could affect your study		
	Ara has a process to support you and respond if you have a concern or complaint about a course, tutor, or another aspect of your programme	Complaints Co-ordinator	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

Kā Aromatawai - Assessments

Assessment Information

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

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

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

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

Assessment Types

Formative assessment	Verbal and written feedback that takes place throughout classes and the programme.
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Summative assessment	Assessments throughout the year that are based on learning outcomes for the course and determine how well you have achieved each outcome. You are given grades and written feedback. These assessments may include practical tests and projects.
-----------------------------	--

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

Academic Integrity

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

You are required to:

- present your own original work for assessment
- acknowledge contributions from other sources by using the referencing format required for the programme (failure to do this correctly may be regarded as plagiarism); this includes direct copying, paraphrasing, summarising, and the rearranging of, another person's words or idea/s
- not cheat in tests or examinations
- ensure you follow all instructions and the correct procedures (e.g., no use of mobile phones or personal electronic devices)
- not enter into any agreements with other learners to collude on assignments
- collaborate only as permitted
- not over- or misrepresent the individual contributions of members of any group assignment
- not knowingly help others to cheat
- not present another person's assessment as your own (this includes purchased assessments)
- 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 Ara, you agree to your work being reviewed by various means to confirm an assessment is your own work. This includes the use of similarity detection software.

Any breaches of academic integrity follow the process set out in the academic integrity procedures. For more detailed information, please refer to the [Academic Integrity Policy](#).

Submitting Your Work

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

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 tutor.

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

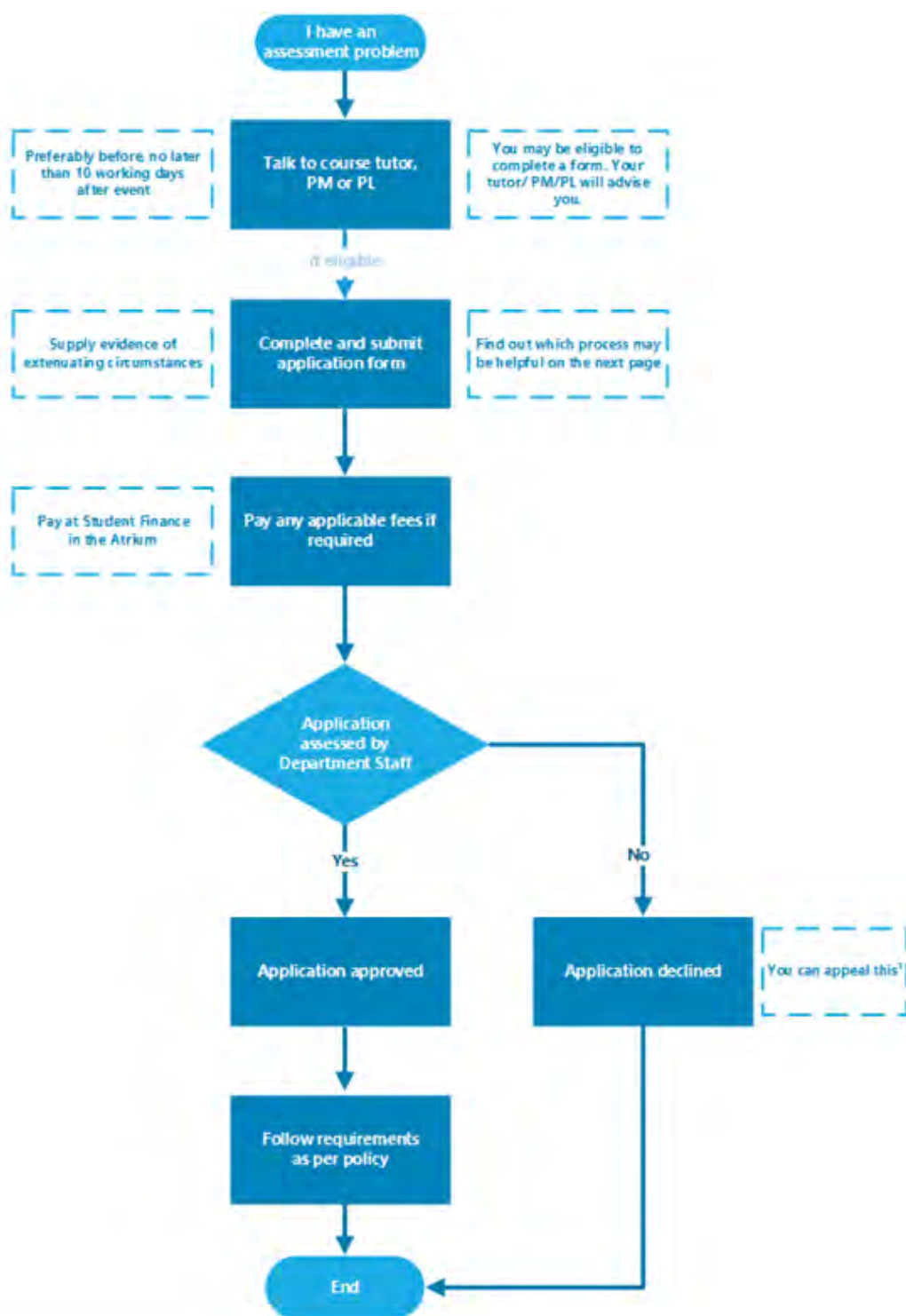
Other grades that may be awarded for particular circumstances in achievement based courses include:

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	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	<p>Awarded pass following consideration of impaired performance / aegrotat application.</p> <p>Where a grade is able to be determined AEG (Grade) will be recorded.</p>
Restricted pass	RP	<p>Where a course was narrowly failed (45-49%) and is compensated by overall good performance in the relevant subject.</p> <p>It cannot be used to meet pre-requisite requirements</p>

Conceded Pass	CON	<p>Where there is considerable evidence that marginal failure (45-49%) in one course is compensated by good overall performance.</p> <p>Only one conceded pass may be granted to a learner towards a particular qualification</p>
Conditional Pass	CP	<p>Where a course was narrowly failed (45-49%) and an agreed portion of work or assessment is to be completed.</p>

Kā tikaka aromatawai - Assessment Regulations

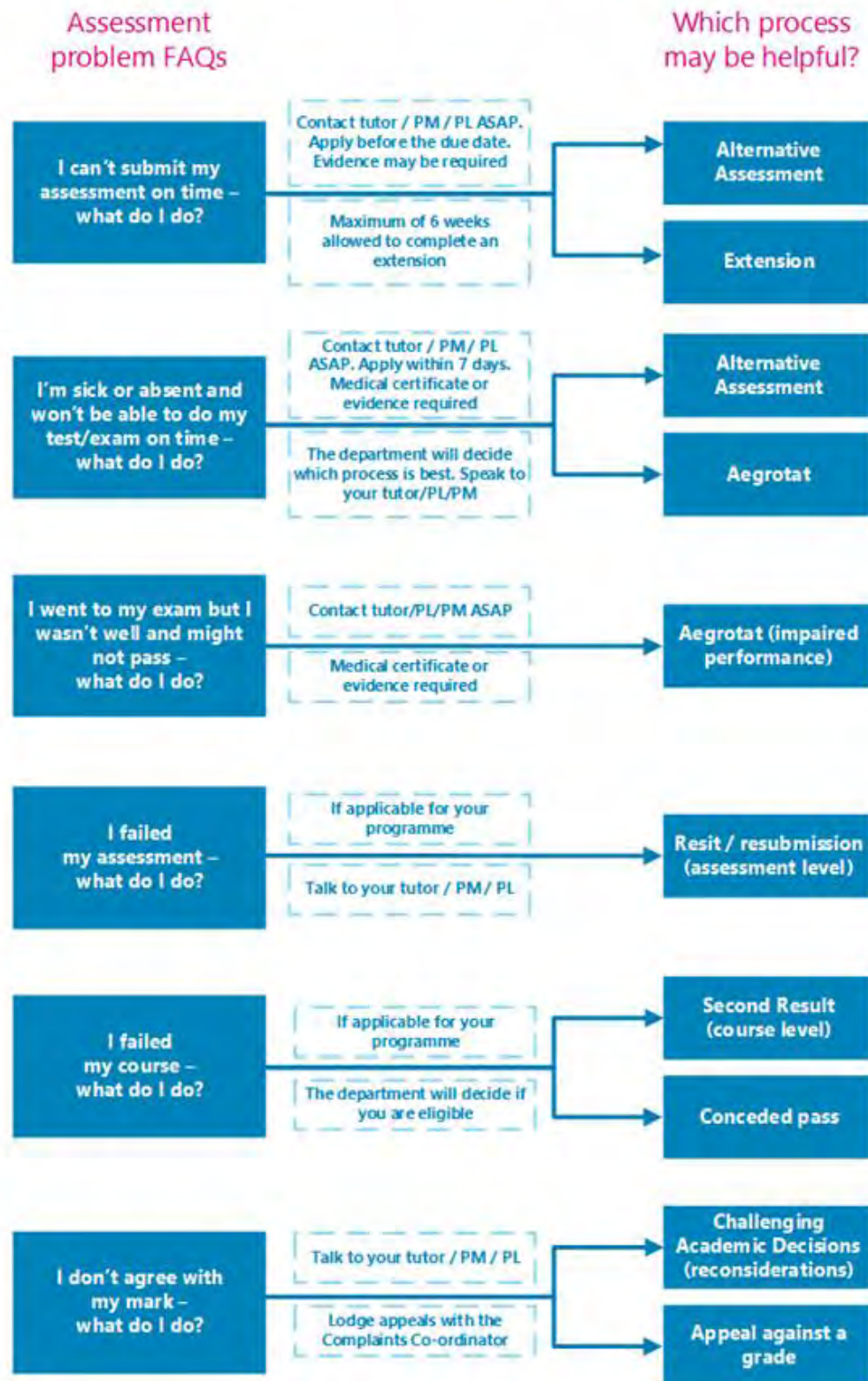
Regulations Flowchart



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

Which form do I use?

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



Extensions

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

For information about how to apply for an extension of time, see [Assessment Policy](#) - scroll down and find **3.14 Extensions**. You can download the form from [Application for Extension of Time](#).

Resits or resubmission of assessment tasks

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

You are eligible for a maximum of two resits over the programme on failed assessment results between 40% and 49%.

Resits are not available for OSTE803, OSTE804 and OSTE805.

For information about how to apply for a resit or resubmission, see [Assessment Policy](#) - scroll down and find **3.15 Resits and Resubmissions**. You can download the form from [Application for Resit or Resubmission](#).

Second Results (course level)

If you receive a fail grade in a course, you may be able to apply for a reassessment of the course.

In this programme if you gain a fail grade in a course with a mark of 40% or more, you will be provided with one opportunity to undertake a reassessment of the course on the recommendation of the Portfolio Manager or delegate.

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**.

Aegrotat

Aegrotats are not available in this programme.

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](#).

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](#).

Kā putaka me te Whakapōtaetaka - Results & Graduation

Accessing Your Results

Results of individual assessments will be made available to you within ten (10) 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 learner ID numbers, not learner names.

Note: 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 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 Faculty 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 Portfolio Manager 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 Portfolio Manager 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.

Learner Behaviour Management

If you are identified as a learner who displays unacceptable behaviour the faculty will monitor your progress and provide support at the earliest stage. This may include referral to Student Support Services to ensure additional support is provided to you.

If you do not respond you may be placed on a behaviour improvement plan This will include identifying, documenting, implementing, and monitoring goals, expected behavioural progress, timelines, and support. If you do not meet the outcomes outlined in the behaviour management plan, you may be moved to probation.

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 Portfolio Manager 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 Portfolio Manager 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.

For more information about Copyright, see [Copyright](#).

Kā tū whare me kā rauemi

Facilities and resources



Kā tū whare – Facilities

Faculty related Health & Safety

Please refer to the [Learner Information Handbook](#) for general Health and Safety information and evacuation details. In an emergency advise a staff member, and if no one is available phone 111.

- Students have access to O block, 7 days a week 6.00am – 11.00pm (after 11.00pm and before 6.00am swipe access cards will not work). Entry is via the airbridge on level two, after-hours access through level one will set off the building alarm.

After hours access requires the students inform security with a phone call to 027 540 8076 – this is critical for health and safety reasons.

- Student can use the manual therapy room to practise but cannot bring members of the public onto the premises.
- Students cannot practise techniques beyond their educational scope at any given time.
- Students cannot use the clinic for any reason after hours or during school hours.
- Students must keep the environment safe and adhere to Ara's student code of conduct.
- Eating in the clinic and manual therapy room is not allowed.

For practical classes:

- Students should store their belongings in the dedicated area provided.
- All used towels/cloths should be put away in the dedicated basket at the end of each class.
- All plinths that have been used must be wiped down ready for the next class.
- The MT room should be left tidy and clean after class.
- All students should wear a black top, black shorts and appropriate undergarments for practical classes.

Disclaimer:

All care and attention have 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 20 January 2026.



Want to find out more?

For details and information about making the most of your study at Ara, visit **www.myara.ac.nz** or get the **downloadable app**.

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