

2027

Programme Handbook

G07011 CELTA Certificate in English Language Teaching to Speakers of Other Languages (Level 5)



Rāraki Upoko – Contents

Nau mai ki Ara - Welcome to Ara.....	3
Korero Nui - Important Information	7
Learner Information Handbook	7
Attendance.....	7
Non-Engagement	8
Drugs and Alcohol.....	9
Artificial Intelligence (AI) Tools	9
Kā Raki whakahirahira - Important Dates.....	10
Kā whakapātaka - Contact Details	12
Taipitopito akoraka - Programme Details	14
Mahere Ako- Programme Structure	15
Kā tika me kā kaweka o te tauira - Learner Responsibilities and Rights	16
Kā Taunakitaka Mōu – Support for You	16
Kā Aromatawai - Assessments.....	17
Academic Integrity	18
Grades.....	19
Kā tikaka aromatawai - Assessment Regulations.....	22
Regulations Flowchart	22
Which form do I use?	22
Other regulations	24
Extensions.....	24
Resits or resubmission of assessment tasks	24
Supported assessment	24
Credit Recognition.....	24
Alternative Assessments	25
Reconsideration of Assessment Decisions	25
Reconsideration of a Course Final Grade	25
Appeal of Reconsideration Decision	25
Kā putaka me te Whakapōtaetaka - Results & Graduation	27
Accessing Your Results	27
Academic Transcripts.....	27
Access to marked assessments	27

Receiving Your Qualification	28
Graduation	28
Kā ture me kā tikaka - Policies & Procedures.....	29
Academic Policies	29
Academic Support and Progression.....	29
Formal Academic Contract	29
Academic Misconduct.....	30
Plagiarism	30
Use of Artificial Intelligence (AI) Tools	30
Cheating	30
Dishonest Academic Practice.....	31
Educative Processes.....	31
Penalties.....	31
Learner Behaviour Management	31
Probation	32
Exclusion	32
Suspension	32
Cancellation of Enrolment.....	32
Refusal of Future Enrolment.....	33
Copyright and Ara Learners	33
Health and Safety	36

Nau mai ki Ara - Welcome to Ara

Welcome to the Faculty of Culture and Services and your enrolment as a learner studying for the CELTA qualification. We look forward to working with you to help you reach your goals and assist you to gain higher qualifications.

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

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

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

Good luck!

Heather Knox

Manager | Business & English Portfolio

Te Waka Aronui | Faculty of Culture & Services

September 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.

Enrolment Information

Study Information if you start in November 2026 part-time

G07011a Principles and Practice of English Language Teaching to Adults

Level: 5 Total Credits: 30

Duration: 15 weeks

Enrolment period:
07 November 2026 –
11 February 2027

Study Information if you start in November 2027 part-time

G07011a Principles and Practice of English Language Teaching to Adults

Level: 5 Total Credits: 30

Duration: 15 weeks

Enrolment period:
06 November 2027 –
10 February 2028

Study Information if you start in June full-time

G07011a Principles and Practice of English Language Teaching to Adults

Level: 5 Total Credits: 30

Duration: 4 weeks

Enrolment period:
18 June – 16 July 2027

Study Information if you start in July online part-time

G07011a Principles and Practice of English Language Teaching to Adults

Level: 5 Total Credits: 30

Duration: 15 weeks

Enrolment period:
05 July – 15 October 2027



Programme orientation / New student welcomes

For each of the programme intakes listed beforehand, your first day of course will incorporate your programme orientation / new student welcome. We will contact you closer to the time to confirm details.

On your first day, you will be introduced to your tutors and classmates, and be given an overview of this programme, including:

- Welcome
- Programme overview
- Course details
- Campus familiarisation
- Policies and procedures
- ICT access
- Student & Programme handbooks
- Timetables

Bring note taking items – such as paper, pens and highlighters.

Programme Orientation

Orientation is compulsory for all learners.

International learners also need to attend an additional orientation.

Please feel free to contact us if you have any queries related to the programme prior to this first session.

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 (speeches), waiata (song) and will conclude with kai timotimo (light refreshments).

See [Whakatau ~ Welcome](#) for more details.

Logins

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

MyAra

With MyAra you can access everything you need in one place and with notifications to keep you updated. To access 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). When you first login to MyAra, it will prompt you to change your password. After that, it will ask you to enter more information such as your mobile phone number, personal email address or security questions. This information will be used to reset your password if you forget it.

Key information can be found on the MyAra app and website [MyAra](#), including:

- Learner email
- Your timetable, calendar, and attendance

- Your learner portal
- Moodle (from 14 days prior to your course beginning and you cannot login to Moodle until you have changed your password)

Bring Your Own Device (BYOD)

We strongly encourage learners to bring a personal Wi-Fi capable device to connect to our network. Devices should be able to connect to the internet, run Office 365, support Teams and have a keyboard.

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.

If you do not intend to study with us, let us know as soon as possible so you can be withdrawn and avoid any impact on future study.

Contact Us

To contact the Admissions and Enrolments staff, visit 'Admissions and Enrolments' on campus:
Monday – Friday, 8am – 4.30pm
0800 24 24 76 | info@ara.ac.nz

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 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 after-hours access arrangements

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

Learner Information Handbook

We recommend that you read this 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
schoolofenglish@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.

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 work generated by 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.

Kā Raki whakahirahira - Important Dates

O=online, S = part time, FT = full time

INTAKE	ENROLMENT DATES
26-T4-S	07 November 2026 – 11 February 2027
27-T2-FT	18 June – 16 July 2027
27-T3-O	05 July – 15 October 2027
27-T4-S	06 November 2027 – 10 February 2028
Ara & PUBLIC HOLIDAYS	2026 DATES
Canterbury Anniversary	Friday 13 November
END OF YEAR BREAK	18 December 2026 – 08 January 2027
* Your course restarts	* Tuesday 05 January
Christmas Day	Friday 25 December
Boxing Day Observed	Monday 28 December
Ara & PUBLIC HOLIDAYS	2027 DATES
New Year's Day	Friday 01 January
Day after New Year's Day Observed	Monday 04 January
Waitangi Day Observed	Monday 08 February

Good Friday	Friday 26 March
Easter Monday	Monday 29 March
Easter Tuesday	Tuesday 30 March
Anzac Day Observed	Monday 26 April
King's Birthday	Monday 07 June
Matariki	Friday 25 June
MID YEAR BREAK	28 June – 16 July
South Canterbury Anniversary	Monday 27 September
Labour Day	Monday 25 October
Canterbury Anniversary	Friday 12 November
END OF YEAR BREAK	17 December 2027 – 07 January 2028
* Your course restarts	* Thursday 06 January
Christmas Day Observed	Monday 27 December
Boxing Day Observed	Tuesday 28 December
Ara & PUBLIC HOLIDAYS	2027 DATES
New Year's Day Observed	Monday 03 January 2028
Day after New Year's Day Observed	Tuesday 04 January 2028
Waitangi Day Observed	Monday 07 February 2028

Kā whakapātaka - Contact Details

Key Staff

Heather Knox

Portfolio Manager

Phone: (03) 940 8742

Room: A109

Heather.Knox@ara.ac.nz



Kaye Woodward

Programme Leader

Phone: (03) 940 8719

Room: A104

Kaye.Woodward@ara.ac.nz



Geraldine Paquier

Operations Administrator

Phone: (03) 940 7546

Room: A120 / TV105

Geraldine.Paquier@ara.ac.nz



Teaching Staff

Name	Room	Phone	Email
Kaye Woodward	A104	940 8719	Kaye.Woodward@ara.ac.nz
Julie van Dyk	A104	940 8296	Julie.vanDyk@ara.ac.nz
Denise Jaeger	A105	940 8508	Denise.Jaeger@ara.ac.nz
Richard Swanson	A105	940 8190	Richard.Swanson@ara.ac.nz

Tō Akoako

Your study



Taipitopito akoraka - Programme Details

Programme Aim

CELTA is governed by Cambridge English in the United Kingdom and follows the Communicative Language Teaching approach. It is the internationally accepted qualification required by most institutions and language schools, both in New Zealand and overseas.

Graduate Profile

On successful completion of this qualification, learners will have the ability to demonstrate an understanding and application of the key principles and practices of effective English language teaching to adults including:

- ELT terminology
- Lesson planning
- Roles of teachers and learners
- Systems in English
- Teaching delivery

Programme Regulations

On successful completion of 30 credits in the course CELT500, learners gain the short award Principles and Practice of English Language Teaching to Adults and the University of Cambridge CELTA Certificate.

One credit is equivalent to approximately 10 hours of learner learning, including scheduled class time, other directed activities and self-directed study time as defined by the New Zealand Qualifications Authority (NZQA).

The course runs part time, face-to-face for 11 weeks-or blended delivery for 15 weeks.

Applications for entry to the course are evaluated against the stated entry criteria and selection criteria. Entry is governed by the entry regulations set by Cambridge English.

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
*CELT500	Principles and Practice of English Language Teaching to Adults	5	30	0.2500
Programme Totals			30	0.2500

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.

These can be viewed in the [Learner Information Handbook](#).

Kā Taunakitaka Mōu – Support for You

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](#).

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 schedule**. 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 Programme Leader.

Assessment Types

Formative assessment	Verbal and written feedback that takes place throughout classes and the course.
-----------------------------	---

Summative assessment	Assessments throughout the course that are based on learning outcomes/criteria and determine how well you have achieved each outcome/criterion. You are given grades and written feedback. These assessments include teaching practice and written assignments.
-----------------------------	---

The contents of the course work will be explained by the tutor for each course. You will have two face-to-face tutorials with your tutor to give you feedback on your progress. 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 mis-represent 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, ākonga agree to your work being reviewed by various means to confirm an assessment is your own work. This includes the use of similarity detection software.

Any breaches of academic integrity follow the process set out in the academic integrity procedures.

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.

Quality Assurance

Your assessments and exam scripts may be used for internal and external moderation, monitoring, programme reviews, 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.

Grades

Pass A

Candidates' planning and teaching show excellent understanding of English language learning and teaching processes.

- Candidates can plan effectively with minimal guidance. They can analyse target language thoroughly and select highly appropriate resources and tasks for successful language and language skills development.
- Candidates can deliver effective language and skills lessons, using a variety of classroom teaching techniques successfully.
- Candidates show very good awareness of learners and can respond so that learners benefit from the lessons.
- Candidates can reflect on key strengths and weaknesses and can consistently use these reflections to develop their teaching skills.

All CELTA assessment criteria are achieved and most are well achieved.

CELTA requirements for written work are met.

Pass B

Candidates' planning and teaching show good understanding of English language learning and teaching processes.

- Candidates can plan effectively with some guidance. They can analyse target language well and select appropriate resources and tasks for successful language and language skills development.

- Candidates can deliver effective language and skills lessons, using a variety of classroom teaching techniques successfully.
- Candidates show good awareness of learners and can respond so that learners benefit from the lessons.
- Candidates can reflect on key strengths and weaknesses and can generally use these reflections to develop their teaching skills.

All CELTA assessment criteria are achieved and some are well achieved.

CELTA requirements for written work are met. **Pass**

Candidates' planning and teaching show satisfactory understanding of English language learning and teaching processes.

- Candidates can plan effectively with guidance. They can analyse target language adequately and generally select appropriate resources and tasks for successful language and language skills development.
- Candidates can deliver satisfactory language and skills lessons, using a variety of classroom teaching techniques with a degree of success.
- Candidates show some awareness of learners and some ability to respond so that learners benefit from the lessons.
- Candidates can reflect on some key strengths and weaknesses and generally use these reflections to develop their teaching skills.

All CELTA assessment criteria are achieved. Some may be less well achieved.

CELTA requirements for written work are met.

Fail

Candidates' planning and teaching show minimal understanding of English language learning and teaching processes.

Candidates' performance does not match all of the Pass descriptors.

Some CELTA assessment criteria are not achieved and/or CELTA requirements for written work are not met.

CELTA written work requirements

In the case of a candidate who fails a single written assignment, the centre may recommend a final Pass grade. There must, however, be sufficient evidence of the candidate's ability to meet the assessment criteria for the assignment in:

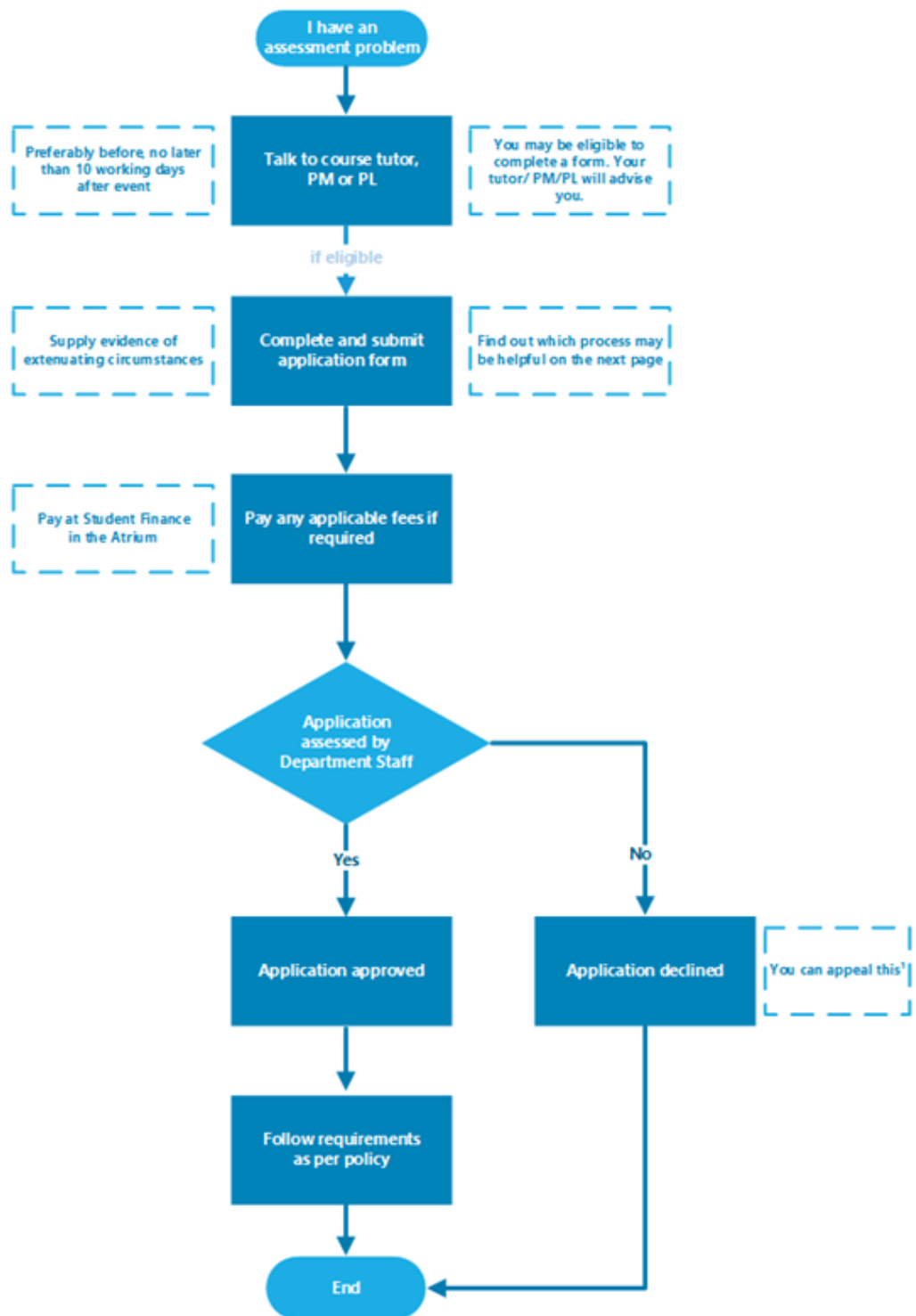
- the candidate's record of teaching practice and/or in the candidate's written work as a whole.

Where a Pass is recommended on this basis, the details should be documented by the assessor in the course report. Candidates in this category are not eligible for the award of Pass A.

Candidates who fail more than one assignment are not eligible for a Pass.

Kā tikaka aromatawai - Assessment Regulations

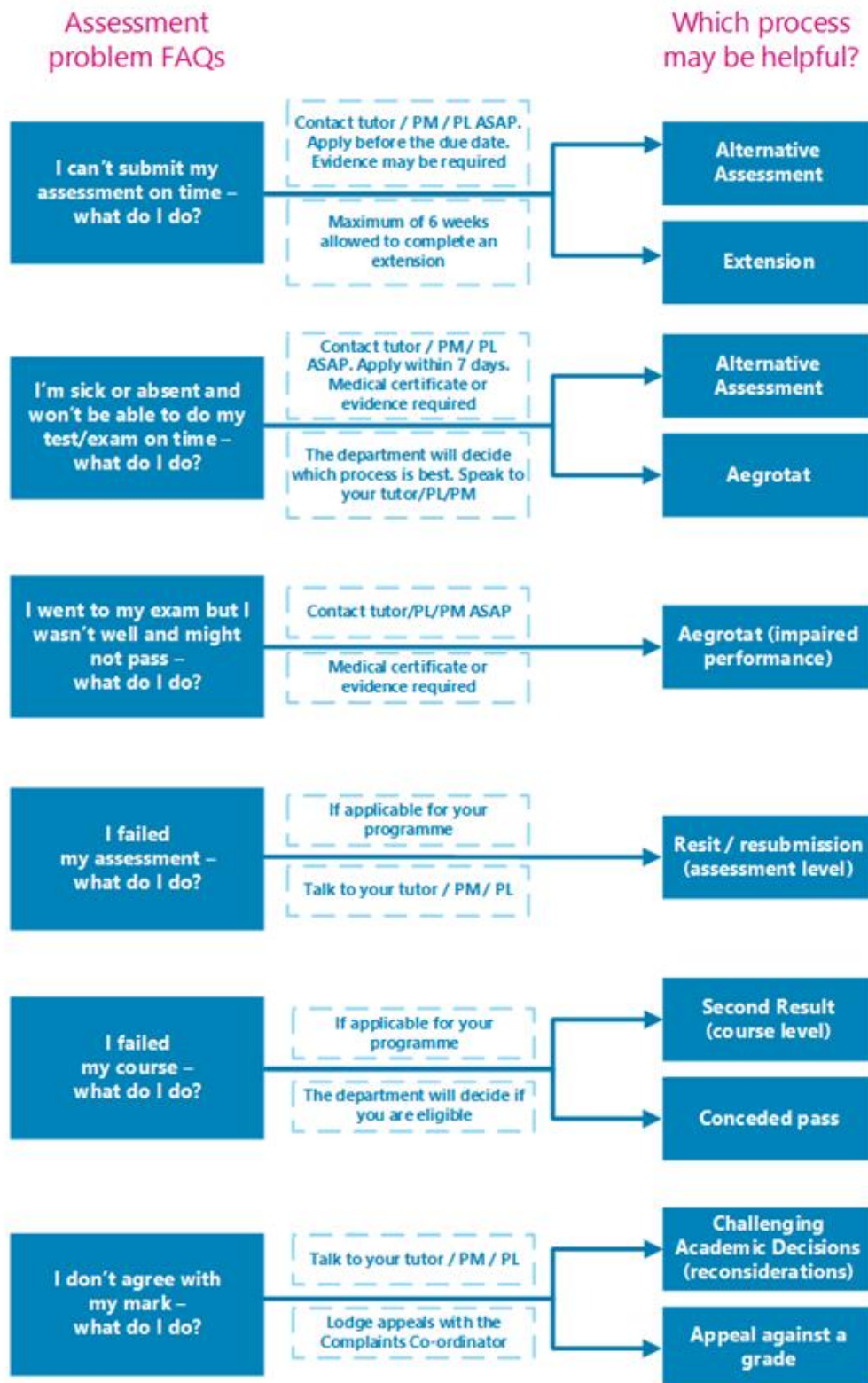
Regulations Flowchart



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

Which form do I use?

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



Other regulations

100% attendance is compulsory in CELT500 in order to pass the course. For all other courses students are expected to attend as many classes as possible.

Extensions

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

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

Resits or resubmission of assessment tasks

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

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](#).

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**.

Credit Recognition

If you believe that a 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 credit recognition.

For information about how to apply for credit recognition, see [Credit Recognition](#). You can download the form from [Credit Recognition Application](#).

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 [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 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 [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 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](#).

Appeal of Reconsideration Decision

If you consider that the outcome of the reconsideration process is incorrect or unfair, or a reconsideration is not available, you may appeal against the final grade awarded.

For information about challenging academic decisions (reconsideration), see [Assessment Policy](#) - scroll down and find **3.20 Reconsiderations and Appeals**. You can also refer to [Reconsiderations and Appeals](#).

Conceded Pass

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

For information about conceded passes, see [Assessment Policy](#) - scroll down and find **3.17 Conceded Pass**.

Kā putaka me te Whakapōtaetaka - Results & Graduation

Accessing Your Results

Results of individual assessments will be made available to you within 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 and accessible through [MyAra](#) or through the My Ara app.

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

Note: 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 Academic Records 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 faculty.

You may view copies of your examinations, but these are retained by Ara. Any time or access limitations will be advised by the faculty.

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 Operations 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, [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 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 is a form of academic misconduct.

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 is a form of academic misconduct. 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 Portfolio Manager. 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 Dean 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 make a recommendation to the Dean 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

Health and 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.

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 6 October 2026.