2024

Learner Information handbook

Your guide to how things work at Ara | Te Pūkenga

Rāraki Upoko – Contents

Kia rite ki te ako
Getting ready for study

Important Information

We recommend that you read your Learner Information handbook in conjunction with the Programme Handbook (also available on MyAra) which has more detailed information about the structure of your courses and the academic rules that apply.

Te Whakarite - Getting Set Up

My Ara

My Ara is our student portal, which provides quick and easy access to information about your study at Ara. There is a My Ara website ([MyAra](#)) as well as a downloadable app from the App Store or Google Play for mobile devices.

Familiarise yourself with MyAra and check it regularly. The first things to check out are your learner email, timetable information and Moodle access

Getting your Ara ID Card

The Ara ID card is your formal learner ID and library card. It can be used for photocopying, printing, security access and for learner discounts. Keep your Ara ID card on you at all times, as access to buildings may be restricted without your ID.

You can use your card to borrow items from the library once your course starts. It can also give you general after hours' access, i.e. computer suites, bike lock-up.

Your Ara ID card can be issued by giving your ID number (from your invoice) to:

> **Note:** You will need to get a new ID card issued for each new programme that you enrol in.

COLLECTION POINTS

City Campus	Security Office in the Atrium of the Rakaia Centre, opposite the main Library entrance, beside the lifts
Manawa Campus	Security Office in the Atrium of the Rakaia Centre, opposite the main Library entrance, beside the lifts
Woolston Campus	Security Office, located by the library in the Student Services Building
Timaru Campus	A Block, Ground Floor, next to Reception

Ashburton and Oamaru Campuses	Your photo will be taken, and we will arrange for Ara ID cards to be issued. Your tutor will usually distribute them to you

Tō ake taputapu - BYOD (Bring Your Own Device)

There are a number of computer suites available across Ara campus sites for both classroom and individual use, as well as a small number of loan laptops for use in specific learning spaces (e.g. the library at Christchurch City campus and Timaru campus). In addition, Ara strongly encourages you to bring any personal wi-fi capable device on campus to connect to our network.

Wātaka - Timetable

It is important that you check your timetable prior to the commencement of your classes. This can be done through any of the following link:

• My Ara: On the website MyAra or the My Ara app, select the Calendar and Timetable tile.

If any changes, which may have been made to your timetable, create problems for you, or you find you have a timetable clash, please contact the Programme Leader or Department administrator to discuss this.

Kā whakapātaka - Contact Details

Key Support Services

You can also contact us on our free phone number 0800 24 24 76. The last four digits of a direct dial number is usually the extension number if you are asked for that.

Location	Room	Phone	Email

Student Support

All campuses	Te Tira Toko Tauira Student Support L103		studentsupport@ara.ac.nz

Admissions and Enrolments

Note: you are welcome to visit any campus that is convenient for assistance

City Campus	Te Rito The Hub X121	0800 24 24 76	enrolmentsupport@ara.ac.nz
Manawa Campus	5th floor reception	0800 24 24 76	enrolmentsupport@ara.ac.nz
Woolston Campus	Student Services Building	940 6010	enrolmentsupport@ara.ac.nz
Timaru Campus	A136 in A Block	(03) 687 1916	enrolmentsupport@ara.ac.nz

Results

City Campus & Manawa Campus	A121	940 8283	results@ara.ac.nz

Woolston Campus	Student Services Building	940 6008	results@ara.ac.nz
Timaru Campus	A136 in A Block	(03) 687 1903	results@ara.ac.nz

Student Finance

City Campus	X110	940 8100	studentfinance@ara.ac.nz
Woolston Campus	Student Services Building	940 8476	studentfinance@ara.ac.nz

Scholarships

All campuses	Te Tira Toko Tauira Student Support L103		studentsupport@ara.ac.nz

International Advisors

All campuses	Te Rito The Hub X121		studentsupport@ara.ac.nz

Student Voice

All campuses	C135	940 8264 021 955 560	studentvoice@ara.ac.nz

Student Advisor - Wellbeing

All campuses	C135	021 2217441	Meg.Nelis@ara.ac.nz

Complaints Co-ordinator

| **All campuses** | G210 | 940 6084 | complaints@ara.ac.nz |

Student Support Advisors

Millan Gurang

Work Hours:

Monday – Friday 8am – 4pm

Email: Millan.Gurung@ara.ac.nz

Tina Kong

Work Hours:

Monday - Friday 8.00am – 4.00pm

Email: Tina.Kong@ara.ac.nz

Katie Marr

Work Hours:

Monday – Friday 8.00am – 4.30pm

Email: Katie.Marr@ara.ac.nz

Manna Yu

Work Hours:

Monday **and** Thursday, 9:30am – 4.15pm

Email: Manna.Yu@ara.ac.nz

Kara Te Karu

Work Hours:

Monday – Friday 8am – 4.30pm

Email: Kara.TeKaru@ara.ac.nz

Janice Sanft

Work Hours: Monday – Friday 8.30am – 4.30pm

Email: Janice.Sanft@ara.ac.nz
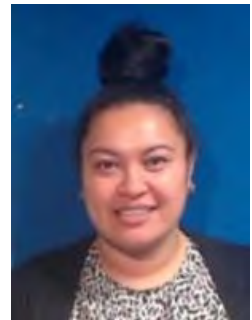
La Kidwell

Work Hours: Monday – Friday 8am – 4.30pm

Email: La.Kidwell@ara.ac.nz
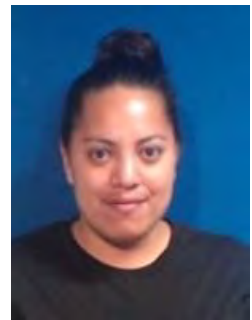
Lucy Nisbet-Smith

Work Hours: Monday – Friday 8.00am – 4pm

Email: Lucy.Nisbet-Smith@ara.ac.nz
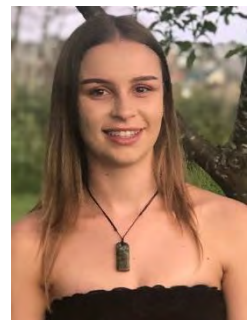
City Campus - Māori & Pacific Navigators

Emma Robertson

Work Hours:
Monday - Friday
8.30am – 4.30pm
Email: Emma.Robertson@ara.ac.nz

Trades Campus- Māori & Pacific Navigators

Presley Waretini

Work Hours:

Monday – Friday 8.30am – 4.30pm

Email: Presley.Waretini@ara.ac.nz

Diane Ryan

Work Hours:

Monday – Friday 8.00am – 4.30pm

Email: Diane.Ryan@ara.ac.nz

Fitifiti Luatua

Work Hours:

Monday - Tuesday 8am – 4pm

Email: Fitifiti.Luatua@ara.ac.nz

Erana Tairoa

Work Hours: Monday – Friday 8am – 4pm

Email: Erana.Tairoa@ara.ac.nz

Annie Barker

Work Hours:

Monday – Friday 8am – 4.30pm

Email: Annie.Barker@ara.ac.nz

Tania Hepburn

Work Hours:

Monday, Tuesday, Wednesday 8am – 4.30pm

Email: Tania.Hepburn@ara.ac.nz

Kerry McAllister

Work Hours: Wednesday, Thursday, Friday, 8am – 4.30pm

Email: Kerry.McAllister@ara.ac.nz

Ashburton Campus -Student Support

Sharon Lloyd

Work Hours:

Monday – Friday 8am – 4.30pm

Email: Sharon.Lloyd@ara.ac.nz

Oamaru Campus – Student Support

Ruth Dickson

Work Hours:

Monday – Friday

Email: Ruth.Dickson@ara.ac.nz
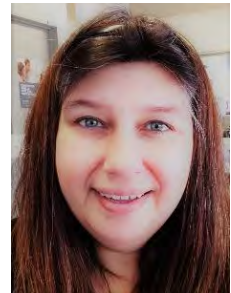
Kā Taunakitaka Mōu – Support for You

Education (Pastoral Care of Tertiary and International Learners) Code of Practice

Note: Please refer to Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021 for detailed information

The Code sets out the expectations that tertiary education organisations need to consider how their overall systems and resources support learners' wellbeing and safety. Tertiary providers will build and maintain strong relationships with learners and their interested stakeholders to identify and define the issues that are important for their communities and develop appropriate strategic goals, plans and practices around them

More information can be found on the Ministry of Education's website, https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/

Code Administrator

NZQA is responsible for monitoring and investigating tertiary education providers like Ara to ensure that we are both following the Code of Practice and taking steps to improve our performance.

Accessibility

Ara is an inclusive learning environment where you are accepted and valued, respected and able to connect with social and cultural networks that are safe and supportive.

Where you may need it, Ara provides support to enable you to access your learning by assisting you to remove barriers you may face. You can access support through Disability Services. Our aim is to provide advice and support to enable you to access life at Ara on an equitable basis with your non-disabled peers.

Ara provides accessible learning environments where you can connect with others, build relationships, support each other, and welcome your friends, families, and whānau.

For more information about our **Disability Services** more information is available at [Disability Services](#)

Financial Assistance

If you are struggling to continue with your study due to unforeseen financial issues you may be able to apply for assistance. Visit us in Te Tira Toko Tauira Student Support L103 or contact us using studentsupport@ara.ac.nz to discuss your situation and find out what you could be eligible for.

As an enrolled Ara learner if you face unexpected hardship, there are several funds you can apply to which are designed to enable you to continue your current study, like the:

- Emergency Assistance Grant
- Ara Hardship Grant
- Ara Completion Grant

Also check to make sure you have applied for your full StudyLink entitlement and any scholarships at [Ara Scholarships](#)

For more information about financial assistance or budgeting, see [Financial assistance](#)

Financial Support Between Study Periods

If you have a break three weeks or longer between study, and you are not working to support yourself during this time, you may be eligible to apply for Jobseeker Support Student Hardship assistance. More information is available at [Jobseeker Support Student Hardship - StudyLink](#)

How to notify Ara of a problem or make a complaint

You may have a concern or complaint about a course, tutor, or another aspect of your programme. Ara will work with you to effectively respond to and process your complaints (including appropriate engagement with support people) and inform you on how the complaint will be handled and how it is progressing.

To make a complaint, contact the Manager, or the Head of Department. They will advise you about what to do next, the Ara policy and complaints process [Complaints](#), as well as the education quality assurance agency complaints process, the code administrator's complaints process, and the Student Dispute Resolution Scheme (financial or contractual disputes for international learners only).

Assistance is also available from the Student Advocate and the Complaints Co-ordinator.

For more information about how to make a complaint, see [Ara Policy Library](#) select **General Administration** and click on **CPP117 Raising Problems or Complaints**. You can download the form from [CPP117a-Raising-problems-or-complaints-form](#)

Learner Voice

Ara is committed to understanding and responding to diverse learner voices and wellbeing and safety needs.

Within Ara, the learner voice is a powerful tool to create change and you will have the opportunity to tell us what you think about your academic and social experience by providing feedback using:

- Student representatives
- Comment boxes
- Online feedback tools
- Focus groups
- Face-to-face testimonials
- Student Council

Everyone at Ara is seeking positive change to better support learner success and wellbeing and we need your input to make that happen.

For more information, please contact the Student Voice Co-ordinator using studentvoice@ara.ac.nz

Recognition and response to discrimination, racism, bullying and harassment (including sexual harassment)

Ara is committed to ensuring you are treated with respect and dignity in all of your dealings with us and does not condone any form of harassment or unacceptable conduct. If you are experiencing any form of behaviour that is unwanted, please let us know as soon as possible.

For more information about the available procedures to get resolution, see [Ara Policy Library](#) select **General Administration** and click on **CPP117 Raising Problems or Complaints**. You can download the form from [CPP117a-Raising-problems-or-complaints-form](#)

How to Change Your Contact Details

You are required to ensure that Ara has your current contact details. This is because important information is sent out during the year.

If you need to change your email, cell phone or postal address details at any time this should be done via the Student Portal / My Ara. [Student Portal Login](#)

How to Change Your Enrolment

If you wish to add, withdraw or change your programme of study, the first step is to talk with the tutor or Programme Leader, or the Department Support Administrator who can offer advice and assistance.

All requests for course amendments or withdrawals must be made in writing preferably on an official Enrolment Amendment form that can be obtained from the Admissions and Results team or your Department Support Administrator. All requests for course amendments and withdrawals are subject to the Terms and Conditions of Enrolment.

> **Note:** You can also send an email to your department (or intladmissions@ara.ac.nz for international students) and say which course you are withdrawing from.

Please note that changing your enrolment may affect loans and/or allowances paid by StudyLink, or eligibility for a Student Visa to study in New Zealand. This

is also the case if you decide to withdraw from the entire programme, so no matter what the reason, we strongly recommend that you discuss any changes to your enrolments with staff.

Please see your enrolment paperwork or Programme Handbook for information about dates for withdrawal without financial implications or implication for your academic record.

Privacy Guidelines

Under the Privacy Act (2020) Ara staff are unable to confirm, deny or divulge an individual's presence on campus or whereabouts. We would advise friends and family to contact you on your cell phone or at home. We can only share information related to your enrolment with your express (usually written) permission.

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

Learner Responsibilities and Rights

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

Useful Contacts:
Independent Student Advocate: Duncan Dunbar.

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

Manager, Student Life:

Email: studentvoice@ara.ac.nz

Your Responsibilities as a Learner

As a learner here, Ara expects you to:

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

Respect others
• Be sensitive to personal, social, and cultural differences.
• Respect the needs, rights, and freedoms of others.
• Help to uphold the integrity of Ara qualifications by discouraging/reporting dishonest practices.

Observe Ara rules
- Behave appropriately for a tertiary education environment.
- Genuinely attempt to meet all course requirements including financial obligations.
- Comply with visa requirements.
- Be honest when completing assignments/other assessments.
- Comply with requirements of programme handbooks.
- Follow Ara policies and regulations (refer: https://www.ara.ac.nz/about-us/policies).

Your Rights as a Learner

Ara will protect your right to fairness. You have a right to:

Fairness
- Open and accurate information.
- Fair evaluation and assessment.
- Have any problems handled as quickly as is practical and consistent with 'natural justice'.
- Personal privacy.
- Support, representation, and advocacy.

Ara Respects your right to:
- Academic freedom, defined as 'freedom, within the law, to question and test received wisdom, to put forward new ideas and to state controversial or unpopular opinions.' (Education and Training Act 2020)
- Freedom from any form of harassment, bullying, or unjust discrimination.
- Respect for personal, social, and cultural differences.
- Representation in the development, implementation, and review of policies.

Ara will protect your right to Standards:
- Study programmes that meet internal and external standards for approval and registration.
- To have competent and effective teachers.
- Appropriate support services delivered in a professional manner.
- Facilities and resources that meet or exceed Health & Safety legislation.

Concerns / Complaints:
Your rights will be upheld by Ara management. If you think they have been infringed, in the first instance please contact your course tutor. If it is not appropriate to contact your tutor regarding your complaint, or the matter has

not been resolved, please contact your Head of Department/Programme Manager or Student Advocate and/or the Student Life Team

Unacceptable Behaviour for Learners, or Visitors at Ara

The following are examples of behaviour which are not acceptable for anyone (learners, or visitors), at Ara or involved in Ara related activities:

- Breaking any NZ law (e.g., assault, theft).
- Any form of cheating (including plagiarism and other dishonest practices).
- Misuse of technology, software, hardware, or communication systems provided by Ara (refer Ara Code of Conduct for ICT Users in particular).
- Any form of harassment, bullying, or unjust discrimination including social media.
- Unacceptable sexual behaviour (e.g., sexual harassment, accessing pornography/other restricted material).
- Misuse of alcohol, drugs or other substances affecting behaviour, health, or safety.
- Smoking (including vaping) on Ara campuses. (Ara is a smoke free campus).
- Violence or threats of violence.
- Vandalism or other abuse of facilities and buildings.
- Disruptive behaviour in class (e.g., arriving late, use of any electronic device, interfering with the learning of other individuals).
- Inductions (informal) are not permitted at Ōtautahi House or on other Ara premises and are strongly and expressly discouraged by Ara.
- The above is not an exhaustive list of unacceptable behaviours. Where appropriate, Ara reserves the right to contact or report to external authorities.

Academic staff have the responsibility to maintain a safe and effective learning environment.

They may ask you to leave the class if your behaviour indicates limited ability to be safe, disturbance to others learning, or puts others at risk.

Ara takes this code of conduct seriously. Your marks, reports, and references may include an assessment of your behaviour, as well as your educational achievement. Serious infringement may lead to probation, suspension, or cancellation of a current enrolment and/or refusal of a future enrolment (see

relevant policies). This may be referred to an appropriate external authority e.g., NZ Police

Learner Behaviour in class / classroom maintenance

Be respectful of other learners and the classroom environment, following classroom specific rules and requirements. To avoid any distractions, you must ensure any electronic device you have on you/with you is diverted, not set to ring, or switched off. Both staff and students have a responsibility to ensure this happens

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.

Dress code

There is no written dress code, but you are expected to attend classes dressed in a way which is generally acceptable. However, you're expected to be "dressed for the occasion" when going on a site visit or undertaking a Cooperative Education Project. You may be prevented from going on site visits if the staff member is of the opinion that you're not dressed for the occasion. In specific courses, a "dress code" and standard is required. These will be detailed in the Programme Handbook and Course Outline.

Drugs and Alcohol

This policy details the actions to be taken to prevent the health, safety and wellbeing of our community being adversely affected by the misuse of drugs and/or alcohol. It also details the consequences where failure to comply occurs.

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

Kā tū whare me kā rauemi
Facilities and resources

Te whakamahi rorohiko me te ipuraki o Ara - Using Ara Computers and the Internet

Using Ara Computers

There are many computers around Ara for learner use. It is free to use Ara email, the intranet, and internet, but your use is monitored. If you have any problems, please contact the ICT Service Desk. After-hours access to a variety of computer labs is possible using your Ara ID card as swipe access at the door, which can be encoded by Security.

You are given a login username and password once you are enrolled and can use these to log in to any computer on campus. Login for the first time using the password provided in your enrolment letter, then select Ctrl+Alt+Del to create your password.

Visiting the MyAra website

You'll use My Ara [MyAra](#) frequently while you're studying at Ara. It's where you go to access Moodle, the Student Portal and your learner email.

Using your Learner Email Account

As an Ara learner you get a free email account. It will be used to communicate with you while you are a learner. You can access this anywhere, anytime. Your email address is your network username (which is alphanumeric, i.e., abc123) followed by @arastudent.ac.nz, for example: **username@arastudent.ac.nz**

Click on the **Mail** tile on My Ara to access your email or access your learner email on your own device using the following link: [MyAra](#)

> **Note**: We recommend you forward your student email messages to your personal email account. You can set up **Forwarding** from the **Settings** menu. We do not want you to be disadvantaged in any way if you do not read emails sent to your student email address

Using the Student Portal

The Ara Student Portal is the place where you will find all your learner related information including your enrolments, timetable and academic results. You can also update your address and contact details when they change. To access the portal, click on **Student Portal** in My Ara.

Your username is your first name, then a full stop, then your family name e.g. Joe.Bloggs. Click on retrieve your password and enter your birth date with no gaps or dashes e.g. **01071996**. You will receive an email (to the address you gave when you enrolled) with your password. Enter the password and click **Login.** You can change your password on the **Details** page.

Using Moodle

You can use Moodle to find information about your classes, submit assessments electronically, and view resources your tutor has uploaded. Before you login to Moodle using your own device, you will need to login using a campus computer. For more information about using Moodle, contact your tutor.

How to log in

Use the steps below to log into Moodle:

1.   To access Moodle click on **Moodle** on Courses & Moodle in My Ara or use the following link: [Ara Moodle: Log in to the site](#)
2.   When prompted to login, which you can do 21 days prior to your courses starting, use your standard Ara username and password. If you have any issues logging in you can contact the ICT Service Desk.
3.   You can change the password when you have logged in.

Once logged in you should see a menu containing links to the courses you are currently enrolled in. If any courses are missing this could be because your tutor has not yet granted access to the page, in this case ask your tutor when you go to your first class, alternatively it may mean your enrolment is still being processed. When you finish your course you retain access to the course page for approximately 14 days.

Wi-Fi Access

Free wi-fi is freely available for learners and staff using your everyday Ara username and password. Connecting is usually as simple as connecting to wi-fi at home.

Our updated Ara Wi-Fi Connector app is available from Google play store.

We strongly suggest you use the new version to configure the Wi-Fi connection on your device to ensure maximum security and avoid fake 'ARA WIFI' connections.

Our version is easily identifiable by the inclusion of the "View Password" button (As seen below).

Microsoft Office 365

What is it?

A set of popular Microsoft productivity tools provided to you free of charge for the duration of your studies. Saving you over $100 worth of software!

What can I get from Office 365?

Office Suite	Download the latest version of Microsoft Office (PC, Mac or Mobile) on up to five of your personal devices for free.
Outlook Online	Your learner email account, receive notifications from Moodle and important messages from Ara.
OneDrive for Business	Store your work (up to 1tb) in the cloud, share it with your classmates and collaborate online - anywhere, anytime.

How do I Access it?

Access via your learner email using the **Mail** tile at My Ara– or go direct to https://outlook.com/arastudent.ac.nz

Login using your learner email address – e.g. **abc123@arastudent.ac.nz** and your everyday Computer/Moodle password.

For more information visit My Ara where more information about ICT Services can be found under **Personal Support/ICT Service Desk**.

Code of Conduct for ICT Users

Ara has a Code of Conduct that provides guidance on the proper and allowance use of the Ara ICT resources.

For details on regulations regarding access to computers please read the Ara Code of Conduct for ICT Users which is available with other policy documents on the Ara website. Use the computers, intranet and internet responsibly.

Contacting the Service Desk

Report any computer or printer problems immediately to the ICT Service Desk. If the problem is significant, tell a tutor about it. Each computer suite on campus has a telephone hotline to the ICT Service Desk.

Contact details

Phone	940 8800 (or extension 8800) or 0800 24 24 76
Email	ICTServiceDesk@ara.ac.nz
Visit	T Block (City Campus) or TL Block (Timaru Campus)
Hours	**Monday - Thursday:** 8:00am to 5:00pm. Limited support from 5:00pm to 8:00pm in the City Campus Library **Friday**: 8:00 am to 5:00 pm (with a break between 10:30am and 12:00pm for staff meeting)

Backing up Your Work

Back up all your important work and assessments onto portable media or email a copy to yourself.

Printing Services

To print from the Ara printers or use the photocopiers, you will need to add money to your Ara ID card. For more information visit My Ara where more information about Print Balance can be found under ICT Services. You can also top up at Student Finance.

Top tips for **cyber security**

Ara Institute of Canterbury
Ara rau, taumata rau

certnz

Online security is becoming more important than ever. While there's no bulletproof way to prevent a cyber attack, here are some easy tips to help you keep your personal information safe and secure.

Back up your data

Using an external hard drive or a cloud-based service, copy your data to another separate location so you can retrieve it if necessary.

Keep your operating system up to date

Updates often fix vulnerabilities that attackers can find and use to access your system. It's an effective way to help keep them out.

Install antivirus software

Free online antivirus software can be fake. Purchase antivirus software from a reputable company and run it regularly.

Choose unique passwords

Create unique passwords for each account – that way if an attacker gets hold of one of your passwords, they can't get access to all of your other accounts.

Set up two-factor authentication (2FA)

CODE 12324

Choose to get a code sent to another device like your phone when logging in online – it helps stop hackers getting into your accounts.

Use creative recovery answers
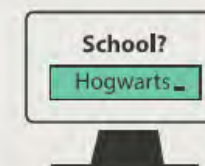
School?
Hogwarts

Common security answers like your pets name or your school can be easy for an attacker to find out. Choose novel answers that aren't necessarily real.

Be cautious of free WiFi networks

Free Wifi

Be careful using free Wifi and hot spots - they are untrusted networks so others could see what you are doing.

Be smart with social media

What you post on social media can give cyber criminals information that they can use against you. Set your privacy so only friends and family can see your details.

Don't give out personal info

BANK #

Legitimate-looking emails are very clever at trying to trick us into giving away personal or financial information. Stop and check if you know who the email is from.

Check bank statements regularly

Bank statement
—$17070

Keeping an eye on your bank statements could be the first tip-off that someone has accessed your accounts. Ring your bank immediately if you see something suspicious.

Get a regular credit check

Credit Check Report

An annual credit check will alert you if someone else is using your details to get loans or credit.

Kā tū whare - Facilities

Safety at Ara

Our mission is to ensure you, our colleagues and visitors are always safe.

We cannot do it alone, so with your support, the knowledge you bring and the industry knowledge you gain through learning, we embrace your contributions.

At Ara, the Health and Safety responsibilities include:

- Report to your tutor, or using the SafePlace app, as soon as possible:
    - all uncontrolled risks that you encounter
    - accidents and other incidents which have or could have resulted in harm
- Participate in investigations as requested
- Follow all instructions related to evacuations during fire or any emergency or closure of Ara facilities
- Use personal protective equipment/clothing provided
- Undertake training (including inductions) provided by Ara
- Ensure early reporting of any symptoms or concerns that may arise from activities undertaken, as early intervention may be a key factor
- Ensure you are not under the influence of drugs or alcohol

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

Your co-operation will assist us achieve this by:
- Observing safe practices, rules and instructions
- Observing the 10km speed limit on all Ara campuses which also applies to bicycles, scooters and skateboards (electric or human powered). Please show consideration to other users of multi-use pathways and always give way to pedestrians.
- Storing bicycles in outside stands provided, not within Ara buildings (unless a specific storage area has been provided)
- Not smoking, or vaping, on Campus
- Complying with legislative requirements and good industry practice
- **Under no circumstances are learners or visitors to bring any real or imitation weapons, illegal substances, or dangerous hazardous substances onto any Ara campus.**

For more information about Health and Safety, see CPP501-Health-and-safety

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

We encourage you to report 'near miss' incidents to the Department so we can minimise potential harm and inform changes that reduce risks.

Introducing our SafePlace system

During your time is it's important you know how to access and use SafePlace! It's the tool we use to keep us all happy and healthy at Ara.
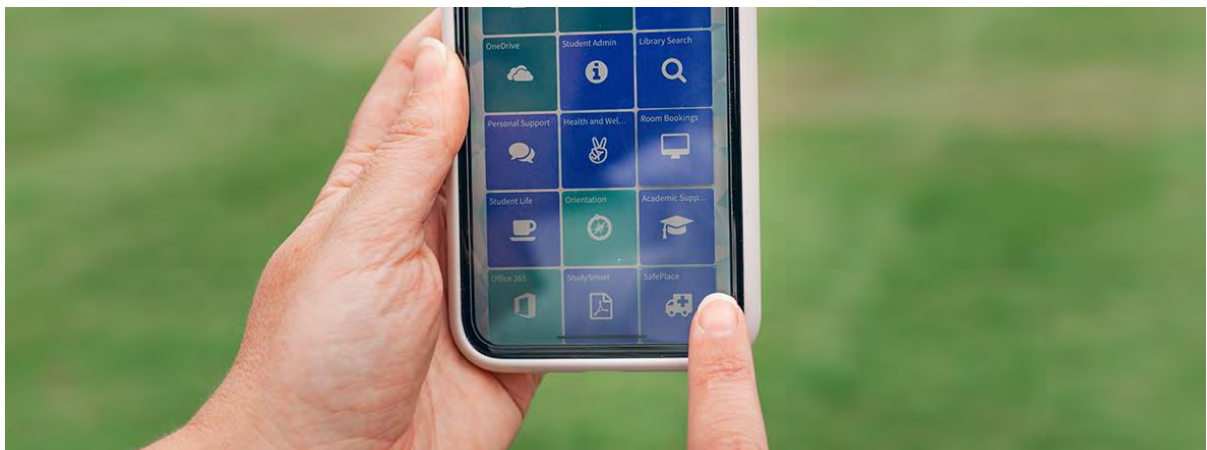
Seen something broken on campus? Someone's injured? Feeling unsafe? Report it on SafePlace!

Here's how it works: you see something, you report it, someone follows it up and the problem gets fixed. Check our video on MyAra to get more info.

Real change happens when real people get involved- so report early and often!

Video: How to Use SafePlace for Students - YouTube

FAQs - the ones we've shared here: [SafePlace](#)

Emergency Procedures

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

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

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

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

Emergency Telephone Numbers

Police, fire, or ambulance anytime	Dial 111 from any Ara phone.

Non-emergency assistance

Christchurch	Dial 940 8076 for Security (or extension 8076). If Security do not answer the phone in the

	office, it will transfer to a cell phone wherever they are on campus.
Timaru, Oamaru, Ashburton	Call the Facilities Officer on 027 210 0390 or during the day staff at reception may be able to help you.

What to do in an Emergency

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

City Campus	Madras Street Carpark OR Barbadoes Street Carpark OR grassed area of the North Green (beyond the basketball court)
Manawa Campus	Riverside on the riverbank
Woolston Campus	Outside the Student Services Building (Ensors Rd side)
Southern Campuses	**Timaru**: Outside North Haven Childcare Centre on Arthur Street or the grass field to the west of Godley Block **Oamaru**: France Street grass area **Ashburton**: Front carpark (Alford Forest Road)

1. All persons must immediately leave the building using the most direct safe route. Learners who would normally use the lifts to reach the ground floor and need assistance during an evacuation for accessibility/disability reasons should wait beside the lift and assistance will be provided as part of our standard evacuation plan. You can talk to Department staff in advance of any drill or evacuation to understand what this means for you

2. Go to the designated assembly point.

3. Staff and any wardens must ensure that all visitors are moved to a safe area and then on to the assembly point.

4. You must check in with a warden at the assembly point before leaving the site or returning to a building.

Safety Guidelines in an evacuation:

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

Using Ara Facilities

Please follow the guidelines below when you use the spaces.

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

Lost Property and Theft

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

Lost Property Collection points:

City Campus	Security Office in the Atrium of the Rakaia Centre opposite the library entrance, beside the lifts
Manawa Campus	Reception on the 5th floor
Woolston Campus	Welcome Desk in the Student Services Building

Timaru Campus	Facilities, C Block, ground floor (east end) or call 027 210 0390
Ashburton Campus	Reception
Oamaru Campus	Reception

City Campus
130 Madras Street

Departments

Applied Sciences and Social Practice	S
Ara Connect (Computing For Free)	X
Art and Design	D
Beauty Therapy	PX, JX
Business	A
Cookery and Bakery	U
Creative Industries	D
Computing	S
Early Childhood Education	N
Engineering and Architectural Studies	K
English Language	A
Enterprise & Digital Innovation	A
Fashion	C
Hospitality and Tourism	U
Hairdressing and Barbering	PX
Music Arts	JZ
NASDA (National Academy of Singing and Dramatic Arts)	E
Next Step Centre for Women	W
New Zealand Broadcasting School	TV, P
Outdoor Education	HS
Photography	D
Supported Learning (Workskills)	W
Te Puna Wānaka (Māori and Pacific Studies, Japanese)	TM
Teacher Education	A

Services & Facilities

Academic Records	A
Admissions and Enrolments	X
Career Centre	X
Centre of Assessment for Prior Learning (CAPL)	A
Childcare Facilities	CH
Citizens Advice Bureau	HS
Disability Services	L
English Exam Centre	A
Gym	W
Health Centre	W
Information Desk	X
International Student Advisors	X
ICT Helpdesk	T
Learning Self Access Centre (LSAC)	L
Learning Services	L
Library	L
Osteopathic Clinic	O
Printery	T
Scholarships Office	X
Security (ID cards, lost and found)	X
Student Accommodation (Ōtautahi House)	OH, OEDT
The Zone	W
Visions on Campus Restaurant	U

Administration & Support Divisions

Academic Division	A
Custodians	FM
Engagement (Youth & Community, Business Development)	G
Executive	G
Facilities Management	FM
Finance	G
Health & Safety Manager	G
People & Culture	G
International	G
Inwards Goods	FM
Marketing	G
Research	A
Student Voice	C
Student Advisor, Wellbeing	C
Student Events	C

Venues

DL Block Lecture Theatre	DL
Imagitech Theatre	A
Plains FM	P
Rakaia Centre	X
Student Lounge	C
Visions on Campus Restaurant	U
Whareora	W

KEY

- Admissions & Enrolments, Information Desk
- Accessible Carpark/Building
- Student Carpark
- Staff Carpark
- Covered Secure Cycle Compound
- Motorcycle park
- AED (Defibrillators)
- Health Centre
- Bus Stop*
- Café
- Evacuation Points
- Accessible Entrance
- Lift

*Please check with Metroinfo for the latest bus information.

Ph 03 940 8000 | 0800 24 24 76

ara.ac.nz

Manawa campus
cnr. Antigua street & Tuam Street

Dedicated to health education, Manawa is where Ara | Te Pūkenga nursing, midwifery and medical imaging students are based. The building is located west of the city centre, close to Christchurch Public Hospital. It's on several bus routes and just a short walk from shops, cafes, parks and other attractions in the CBD.

Levels

G floor	Main entrance, library, student common area, cafe, teaching space, quiet rooms
Level 1	Teaching spaces, IT suites, quiet room, kitchenette
Level 2	Simulation centre
Level 3	Teaching spaces, breakout rooms, kitchenette
Level 4	University of Canterbury and CDHB open plan offices, staff room, kitchen
Level 5	Reception, open areas for collaboration between health education partners, breakout rooms, meeting rooms, kitchenette
Level 6	Currently unoccupied

Ph 03 940 8000 | 0800 24 24 76

ara.ac.nz

Woolston Campus
Ensors Road

V Electrical Trades
Furniture
Joinery / Carpentry
Tutor offices
Administration offices
Outdoor Education store

VE Plumbing
Welding
Fabrication
Automotive engineering
Auto electrical
Manufacturing
Auto body
Collision repair
Automotive refinishing
Painting
Decorating

VF Ara Connect
Admissions and Enrolments
Café
Library
Student Services

VP Drainlaying barn
Plumbing barn

VO Lines area

VC Carpentry barn

VT Timber store

VS Generic class rooms

KEY

Admissions & Enrolments, Information Desk
Motorcycle park
Accessible Carpark
AED (Defibrillators)
P Student/Staff Carpark
Café
P Visitor Carpark
E Evacuation Points
P Fleet Carpark
Lift
P Corporate Carpark
*Please check with Metroinfo for the latest bus information.
Accessible Entrance

Timaru Campus
32 Arthur Street

NORTH ST

TX
TZ
TT
TM
TJ
TI
TG
TH
TF
TE
TC
TL
TS
TD
TA
BLUE STONE HOUSE

THEODOSIA ST, STATE HIGHWAY ONE

BANK ST

GREY ROAD

ARTHUR ST

X MAIN ENTRANCE

Computer Services	**TA**	Campus Café	**TE**	
International		Beauty Therapy	**TF**	
Laboratory		Hairdressing		
Library		Climbing Wall	**TG**	
Starz Restaurant		Computer Suites		
Student Central		Gymnasium		
Nursing		After Hours Study Space		
Ara Connect		Te Whare Poutama	**TH**	
Business Development & Engagement		Confucius Institute Resource Centre	**TI**	
Enrolment Support	**TC**	Construction	**TJ**	
Commercial Kitchen		ICT Help Desk	**TL**	
Electrical Lab		Virtual Classroom		
Facilities		Automotive	**TM**	
Primary ITO		Automotive	**TX**	
Art	**TC**	Literacy Aotearoa	**TS**	
Engineering				
Early Childhood				

KEY

- (i) Admissions & Enrolments, Information Desk
- ♿ Accessible Carpark
- (P) Carpark
- AED (Defibrillators)
- Café
- X Restaurant
- (E) Evacuation Points
- ▲ Accessible Entrance
- ☾ Night Entrance
- State Highway One
- Lift

Ashburton Campus

37 Alford
Forest Road,
Allenton,
Ashburton

Oamaru Campus

44 Humber St,
Oamaru