



## **Wairarapa Student Success Services During COVID-19**

The Student Success team will still be providing care and support for UCOL students during the level 4 closure. Below is a list of essential services that are available.

### **Wairarapa Counselling**

If you have a Wellbeing Hub appointment scheduled, Julie will be in touch soon to discuss how it will take place.

It is normal to require support at times like these, so please call even if it is just to talk. We are here to support you.

One on one counselling appointments will still be happening but by phone or Skype. Julie Adam is the counsellor for Wairarapa Campus, her working days will still remain Mondays, Wednesdays and Thursdays. Appointments can be made by phone to 021 663 871, or email [j.adam@ucol.ac.nz](mailto:j.adam@ucol.ac.nz). If you are at all concerned, please get in touch.

If you need to talk to someone on Tuesday or Friday; the Palmerston North Counselling staff are on deck to help. You can email them for an appointment at [Wellbeing-Pn@ucol.ac.nz](mailto:Wellbeing-Pn@ucol.ac.nz) or use the online booking system on the [Student Intranet](#).

**Please, if you or someone you know is in an emergency situation, or is at risk, call 111.**

### **Learning Support**

All Learning Advice appointments will now be carried out online. If you require assignment or resubmission advice, please email us your:

- Assignment question/rubric
- Assignment draft
- Marker's feedback (resubmissions only)

UCOL Wairarapa students can still access Learning Hub support via email, phone call, or Skype/Zoom sessions. Please do not hesitate to contact Nigina, Monday – Friday via email [n.razzakova@ucol.ac.nz](mailto:n.razzakova@ucol.ac.nz) or on 022 068 7699

### **The Library**

Please do not worry about over-due books – all return dates have been extended to accommodate the four week closure.

As many of you know we are currently without a Librarian, but the Palmerston North Library staff are on deck to support you all as well. They can help you via email or phone with APA queries. That said, don't forget there is an [online APA guide](#) which steps you through referencing and might provide answers to those tricky questions.

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The library staff also can help with using databases. Please use our [Libcal booking system](#) or email/phone Senior Librarian Melissa Burt for an appointment. Her contact details are (06) 952 7001 ex 7061 or [m.burt@ucol.ac.nz](mailto:m.burt@ucol.ac.nz)

Remember we have a huge range of amazing resources that can help you with you learning – and they're available 24 hours a day on [our library website](#).

### **Disability Support**

For any questions or extra support needed at this time, please contact Senior Student Success Advisor Laura Bradley on [l.bradley@ucol.ac.nz](mailto:l.bradley@ucol.ac.nz) or 022 010 2813.

Here are some helpful links for students with disabilities:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-information-disabled-people-and-residential-care-providers>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-other-languages/covid-19-easy-read-information>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-other-languages/covid-19-novel-coronavirus-new-zealand-sign-language>

### **Hardship**

We know that what is occurring at the moment will have an impact on many of you. Social services will still be available:

- Work and Income will still be functioning, with students being able to get support regarding Jobseeker, food grants, rent arrears, accommodation supplement and emergency accommodation.
  - You can find more about how things change for Work and Income [here](#).
  - The website attached above contains information regarding how COVID-19 impacts on Studylink. Some supports to consider with Studylink include [urgent costs](#).

If you have any questions regarding what services you can access, please contact Senior Student Success Advisor Laura Bradley on 022 010 2813 or email [l.bradley@ucol.ac.nz](mailto:l.bradley@ucol.ac.nz).

### **Student Advocacy**

Student Advocate Rebekah O'Donoghue will be available for email questions from students - contact her via [r.j.odonoghue@ucol.ac.nz](mailto:r.j.odonoghue@ucol.ac.nz).

### **Employability Services**

All appointments are now available as phone and email conversations until further notice. Please book an appointment [here](#) if you have the ability to communicate via these methods.

The Employability Coordinator will call you at the selected time on the number provided in your booking. If you do not provide a phone number, you will be contacted via email. It would be beneficial if you have internet access at the time of this call.

[The Employability Hub](#) is also available on Moodle, access this resource for:

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- Up to date student friendly job listings
- Online tutorials
- CV & cover letter templates with an easy-to-follow guides
- Job interview skills
- Volunteer work and employment support

For students wishing to receive a CV review or feedback, please email your documents to [employability@ucol.ac.nz](mailto:employability@ucol.ac.nz) for consideration.

### **International Support**

If you are concerned or have any questions, please contact the international pastoral care team:

Cam Lock: 021 324 826

Josh Ruddock: 022 016 0162

Please keep checking your emails and keep an eye up for notices from UCOL. If you have worries, concerns or need some help, don't hesitate to get in touch with the services listed above. We are here to help!