



## Whanganui 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, including the Wellbeing Hub, Learning Hub, international support, disability support, hardship and employability services.

### Wellbeing Hub

The Wellbeing Advisor will be providing support by phone. Contact Lola Hiroti for an appointment time by text or phone 0212410052. Appointments can also be made via the online booking system <https://ucol.libcal.com/appointments> – just select Whanganui campus. If you are at all concerned, please get in touch. For emergency situations where someone is at risk, please call 111.

### Learning Hub

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)

We will also continue to offer other learning advice. Just let us know your query and Sam ([s.jones@ucol.ac.nz](mailto:s.jones@ucol.ac.nz)) or Claire ([c.wickham@ucol.ac.nz](mailto:c.wickham@ucol.ac.nz)) will get back to you via phone, email or Skype.

### Disability Support

For any questions or extra support needed at this time, please contact Disability Support Liaison Coordinator Tamsin Eggleton via email ([t.eggleton@ucol.ac.nz](mailto:t.eggleton@ucol.ac.nz)) or phone/text 022 100 5625.

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. Our foodbank services will be available as an email or phone request and a non-contact drop off can be arranged. Please contact Student Life Coordinator Elise Goodge to arrange, via email ([e.goodge@ucol.ac.nz](mailto:e.goodge@ucol.ac.nz))

Last Updated 24 March 2020  
Information for UCOL Staff and Students

or phone/text 022 658 3292. This service is available to all UCOL students who are facing genuine hardship.

Other social services will still be available. They are:

- 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 linked 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 the services you can access, 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 online at <https://ucol.libcal.com/appointments>.

Employability Coordinator Ty Weeks ([t.weeks@ucol.ac.nz](mailto:t.weeks@ucol.ac.nz)) or Student Success Advisor Nicola Gower-James ([n.gower-james@ucol.ac.nz](mailto:n.gower-james@ucol.ac.nz)) will contact you. For students wishing to receive a CV review or feedback, please email your documents to Ty or Nicola.

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

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

### **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

We request students keep checking for notices from UCOL. We may provide further information of services available as we hear back from them.