



## COVID-19 FAQs

### Is UCOL closed during the pandemic?

Our priority is to ensure the health and wellbeing of our UCOL community. All UCOL campuses will be closed during the four week mandated quarantine starting from Wednesday 25th March until Tuesday 28th April, though this may be extended in line with Government requirements and New Zealand's COVID-19 status.

### Do I still need to attend classes?

UCOL has implemented a number of processes to allow for distance study but these differ from programme to programme. For information on your study situation please contact your lecturer directly. You can find their email addresses in the student webmail address book. If you are having difficulty locating their email please contact [enquiry@ucol.ac.nz](mailto:enquiry@ucol.ac.nz).

### Will assessments/exams continue?

This will be on a programme by programme basis, depending on what is appropriate and possible. Please talk to your lecturer.

### Can I meet up with my classmates?

Unless you are already living with them, no. It's really crucial that we all follow the isolation rules at this time – it will save lives. You can read a good summary of what is and isn't allowed [here](#).

### How would I know if I have COVID-19?

While we are staying at home, it is expected that the numbers of cases may still grow over the next week (as people who weren't aware they had been exposed develop symptoms). Below is a chart detailing COVID-19 symptoms – if you think you might have the virus, self-isolate yourself from the rest of your household, and call the Healthline (0800 611 116).

**SYMPTOMS OF COVID-19, FLU AND COLD**

	DRY COUGH	FEVER	RUNNY NOSE	SORE THROAT	BREATH-LESSNESS	HEADACHE	BODY ACHES	SNEEZE	FATIGUE	DIARRHOEA
COVID-19										
FLU										
COLD										

FREQUENTLY   
 SOMETIMES   
 LITTLE   
 RARE   
 NOT

@SIOUXSIEW @XTOTL thespinoff.co.nz

SOURCE: WHO, CDC

CC-BY-SA

**Does UCOL provide medical care?**

UCOL does not provide medical advice. Ring the Healthline and stay at home if you are unwell.

**Will UCOL still provide Support Services and Wellbeing Support during closedown?**

Yes, UCOL considers the wellbeing and support of our students to be essential services. For the most accurate information on this, please check out what services are available to you [here](#).

**Will this affect my Studylink?**

You will continue to receive your weekly StudyLink payments if you remain enrolled. For the most accurate information on this, please contact Studylink on 0800 88 99 00 or check out their website [here](#).

**Will UCOL holidays change?**

Currently, no. Semester break will still be from 9 April as planned.

**I'm facing difficulties with food/rent – what should I do?**

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 Reggie Boulton to arrange on [r.boulton@ucol.ac.nz](mailto:r.boulton@ucol.ac.nz) or 021 669 456. 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 attached above contains information regarding how COVID-19 impacts on Studylink. Some supports to consider with Studylink include [urgent costs](#).

**Can I borrow a UCOL library laptop?**

Unfortunately we are not able to lend out UCOL's library laptops at this time.

**I have a borrowed books from the library – will I get fines?**

Please do not worry about overdue books – all return dates have been extended to accommodate the four week closure. Keep them at home with you and return them when we are open again.

**My application says I need verified documents but I cannot verify my documents during self-isolation, how do I apply?**

UCOL understands the effect the outbreak has had on applicants, in response UCOL is allowing documents in the form of unverified scans and photographs during this time. Please email these documents to [studentregistry@ucol.ac.nz](mailto:studentregistry@ucol.ac.nz).

**Will programmes still be running in semester two?**

Currently no changes have been made to our semester two programme schedules. We will review this as the COVID-19 alert levels change, and all applicants will be kept informed.

**How will I know when UCOL campuses are open again?**

We will make sure that you are kept up-to-date throughout the COVID-19 situation. We're regularly posting updates on our [COVID-19 page](#) and social media, and will email and text you as required. Focus on staying healthy, and we will keep you posted.