

Alert Level 2 – What It Means For UCOL Students

If you will be coming onto campus, please read the Alert Level 2 Student Guide before reading this document. This Student Guide gathers all the important information around the process for coming to campus and is required reading.

We know you have a lot of questions at the moment, so we've tried to gather together as many answers as we can in one document. If you have a question that isn't answered here, send it to healthinfo@ucol.ac.nz and we will find an answer for you.

Section 1: Teaching & Classes

1. Will any classes will be taught on campus? Which ones?

Our priority for on-campus activities includes practical work, assessments, exams, and tutorials that cannot be done remotely. To support these activities, we have introduced sign-in and out processes, physical distancing requirements, and increased cleaning and hygiene practices. Each programme is being assessed to determine what needs to happen on campus. If your class is identified as needing to come to campus, you will hear from your lecturer. If you don't hear, then don't come to campus and continue learning from home.

Based on Ministry of Education advice and [Alert Level 2 details](#), this phased approach to on-campus learning gives us time to ensure everyone's safety, by managing the number of people on campus within the spaces we have.

All other learning and theory classes will continue online, as they have been, for the remainder of the semester.

2. What is being done for students who have classes that will be running on campus, but they can't attend due to a health condition which makes them more vulnerable to COVID-19?

Students who are in vulnerable situations as indicated by the Ministry of Health are encouraged to remain at home and stay safe. They will continue to be taught as much as is practicable by distance and we will work with these students on a case by case basis to develop an individual learning plan.

3. What is happening with any placements and internships that were scheduled?

We are working with placement providers to re-establish placements and internships as safely and quickly as possible. We will keep students impacted up to date as this planning progresses.

4. What is happening with any students who still do not have the means to study online?

There are a number of solutions to this that are being offered on a case by case basis. This includes offering printed workbooks, and providing advice about how to access computers and internet. Students should let their lecturers know of their situation so we can work out how best to assist. We are also working on making some UCOL computers, in a managed space, available for students to book through the Student Success team. Details will be provided shortly.

5. How does Alert Level 2 affect assessments and examinations?

As has been the case since we left our campuses, assessments can still occur. As we move into Alert Level 2 we have more flexibility to complete assessments on campus, but only if it meets the safety requirements.

6. What about Semester 2? Are term dates changing?

At this stage we are planning for Semester 2 to begin as planned. However, this will be largely dictated by the impact of the Semester 1 completions of programmes. As we progress through the COVID-19 Alert Levels we will have a clearer picture, and we will share our decisions in good time so that students can make plans. As a guide, the Programme Sustainability Policy states that we should make a decision no later than three weeks before a programme is due to start (where the students are mainly domestic). This would be late June or early July, so we have plenty of time to see where our country is sitting, and make an appropriate decision.

7. How can students catch up on things they've missed out on?

We know that COVID-19 has impacted some students' learning, either from personal issues or digital access. As discussed earlier, this would be assessed on a case by case basis, and the action required will depend on what the demand for catch up is (that is, is it one student or an entire cohort of students?). If you have any concerns, please get in touch with us, particularly your Programme Leader.

8. What will this mean for my Studylink Allowance/Living Costs/Course Fees? What if my programme has been extended, and I need to reorganise financing for that?

For any financial matters, please get in touch with Studylink directly. They can then advise you what information they need to help you. If you find that you need confirmation or further details from UCOL for this, please contact enquiry@ucol.ac.nz. Studylink have also written up a COVID-19 Studylink guide that covers a number of situations.

Section Two: Access to Campus Facilities

1. When should we plan to all come back onto campus?

Our staged approach is following the Government's advice, and we must work with the spaces that we have. The new normal will be a bit different, and as we go through the next few weeks we will get an idea of what this could look like.

You will be informed when to come back to campus by your lecturer. Please do not come to campus unless they have contacted you.

If you are coming to campus, please follow published instructions about campus access. Access points and sign in/sign out procedures are necessary in order for UCOL to follow the Government's requirements.

2. Can I hang out on campus when I'm not in class?

No one is to be on campus unless they are attending an on-site class or accessing library resources or student support services. Please do not come to campus until your classtime, and you will need to leave after class.

3. What services will students be able to access on campus? Will libraries and computer labs be open?

Most services will continue to be delivered remotely but there will be a staged return to UCOL campuses for Student Support services. The library will be open but with access restricted to meet the required health advisory. Student Success are working with the UCOL ICT team to arrange limited access to UCOL devices for general use. More information will follow.

4. I need to come onto campus to use a computer. How do I get permission for this?

UCOL computers that have specialist software for particular programmes may be accessible if the Programme Leader determines this is necessary. Access to UCOL computers generally is still being assessed to see how this is best done currently. If you feel you need to use a UCOL computer, please let your lecturer know so we can determine the number of students who are in this situation.

5. Will the campus cafes be open?

The on-campus cafes will not be open immediately, so please bring your own lunch, or be prepared to leave the campus to purchase food off-site. Local cafes are open. There will be limited access to microwaves and hot/cold drinking water. You must clean up after yourself and not leave any dirty dishes or containers lying around.

6. How will UCOL collect the details of who is on campus?

The Incident Management Team have developed sign in/activity/sign out systems to meet the Government's requirements. Everyone who comes onto a UCOL campus must use these systems. Students will be directed straight to their classroom where sign-in and out occurs. Records will be kept by UCOL for auditing and contact tracing if the need arises.

7. Will people be able to use common areas such as the Manawātū and Whanganui atriums and the Wairarapa Hub?

These areas are open with limited seating, and the 1m distance rule applies.

8. Will staff and students need swipe cards and pin numbers to access the campus?

Staff and students will need to carry their swipe cards, including for identification purposes, at all times. PIN access will not be needed for Alert Level 2.

Section Three: Transport

1. If I live in one region, and need to attend practical classes in a different region, am I allowed to travel?

Yes you may. However, please take care in terms of physical distancing and hygiene if you are using public or shared forms of transport.

2. How does Level 2 affect the Horizons commuter bus services in Palmerston North and Whanganui?

Per Horizons' [website](#), more information will be coming about what Level 2 services are available. Some services will start again on Thursday, 14 May 2020. Please note seating capacity will still be limited.

- 3. How does Level 2 affect the Palmerston North to Whanganui intercampus bus?**
At this stage the inter-campus bus isn't operating. This will be re-assessed based on demand. If you want to use this service, please email Help Desk FM (Palmerston North Campus).

Section Four: Health and Hygiene

- 1. What should I do if I have cold/flu symptoms, or feel unwell?**
Do not come onto campus if you have cold or flu symptoms. Instead please tell your lecturer and contact your GP.

You need to be clear of all symptoms for 48 hours before you return to campus.
- 2. What happens if I become unwell while on campus?**
If you become unwell while you are on campus, you must inform your lecturer and go home immediately. Once home, you need to ring the MOH Healthline on 0800 358 5453, and update your lecturer on how you are and what Healthline's recommendations were.
- 3. What should I do if someone else displays symptoms, or is breaking the distancing/process rules?**
As soon as you notice someone is unwell, speak to your lecturer, or if necessary, UCOL security. They will then ask them to go home and tell them to ring the MOH Healthline.

If you see other behaviour that is not following the guidelines, please speak to the people concerned, or your lecturer/security if you are not comfortable.
- 4. What kind of cleaning is happening on the campuses?**
Cleaning services will be cleaning all areas open to staff and students as normal, with additional attention to high touch surfaces and bathroom facilities. Please do what you can to keep our facilities as clean as possible.
- 5. What will happen if there is suspected or confirmed case of COVID-19 on a UCOL campus? How quickly will it close?**
The affected person would be asked to immediately leave campus. UCOL would complete a full contact trace and declaration as per Ministry of Health requirements. We will be under the direction of the Ministry of Health if this were to happen, and would expect an immediate/same day closure of the affected campus.
- 6. Where can staff and students access hand sanitiser?**
Hand sanitiser will be available throughout the campus and within work areas. There will also be refill stations available that you are welcome to use.
- 7. Will Personal Protective Equipment (PPE) like gloves and mask be necessary?**
The majority of staff and students will not be required to wear PPE, though they can supply and wear their own as a personal choice if it makes them feel more comfortable on campus.

The exception are programmes that are 'close contact' e.g., hairdressing, beauty, etc. These programmes will operate in accordance with the public health control measures that apply to that occupation and work is progressing to firm these requirements up as soon as industry peak bodies have provided those for us.

Please refer to the specific guidelines for your programme, and staff are to work with the Incident Management Team to source the PPE that is required. Securing PPE, training to wear and dispose of it, and guidance for how to work with clients appropriately must occur before any close contact classwork.

8. What is being done to ensure staff and students on campus are safe and maintaining one metre of distance between each other?

Workspaces and classroom seating have been adjusted, and everyone is responsible for self-managing their environment to ensure this is maintained.