



## International Students FAQs

Dear students, we have been getting a few questions and concerns. We've prepared the below to help answer your queries. If you have further questions please send them through to [internationalsupport@ucol.ac.nz](mailto:internationalsupport@ucol.ac.nz)

### **What if I need help while I am in lock down?**

The UCOL team will be checking in with you over the next four weeks to ensure that you are okay, and to see if there is anything you need. Please can you make sure that you have updated your contact details in Student Web Services. If there is anything you need please contact [internationalsupport@ucol.ac.nz](mailto:internationalsupport@ucol.ac.nz) or if an emergency use the 24 hour support number 021 242 7625.

### **I am feeling quite anxious during this time – who can help me?**

Lots of people are feeling anxious at the moment, and it's very understandable. Our Student Success team are still available for counselling, and you can make an appointment through our [online booking system](#). You can also free text or call 1737 (New Zealand's mental health talkline), or check out [www.anxiety.co.nz](http://www.anxiety.co.nz) for some helpful resources.

### **Am I able to work when in lockdown?**

If your visa enables you to work, then you may continue to work - provided your employer is able to continue to operate, is an essential skill, or can be undertaken online. However, to do this, employers will need to email [internationalsupport@ucol.ac.nz](mailto:internationalsupport@ucol.ac.nz) to receive a letter of permission.

It has been agreed that international students who have work rights, will be given permission to work full-time. This permission will be until the 28 April 2020, where it will then be evaluated. UCOL requires you to take all necessary precautions during this time, and employers will have to ensure that their employees' health and safety needs are addressed.

### **Does my insurance cover Covid-19 treatment or costs arising from self isolation?**

The insurance that is provided via UCOL with JLT does cover you for any medical expenses related to Covid-19. As with all treatments you will need confirmation of your treatment to claim - please ensure that you have all your details available.

### **What will happen to my visa if my class is postponed by the current situation?**

Immigration New Zealand have confirmed that holders of a work, student, visitor, limited or interim visa with an expiry date of 2 April to 9 July 2020 inclusive who are in New Zealand on 2 April 2020 will have their visas automatically extended to 25 September 2020. Confirmation of extensions will be emailed to all visa holders. If your visa expires before the 1st April 2020 you will need to apply directly for a new visa – in this case, please contact [internationalstudent@ucol.ac.nz](mailto:internationalstudent@ucol.ac.nz).

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Information for UCOL International Students

**I am currently in New Zealand can I apply for a new visa for next semester?**

Please see above, your visa may have been automatically extended. However, if you need to make any other changes to your visa i.e. programme is different, you will need to advise Immigration New Zealand and request a variation. If this is the case please contact [internationalstudent@ucol.ac.nz](mailto:internationalstudent@ucol.ac.nz) and we can support you.

**What happens to courses that cannot be taught online (Nursing placement, Carpentry etc.) if UCOL turn to online learning?**

UCOL will try on online delivery for as many programmes as possible. If this isn't possible for your programme, our aim will be to develop an individual learning plan to help you to complete your qualification in due course.

**I have got an offer for Aug CAP. If I need to change my intake to next intake, my CAP letter will be expired. Do I need to apply for new CAP letter?**

We are following up with the New Zealand Nursing Council on this issue and will be able to confirm early next week.