



Manawatū Student Success Services During COVID-19

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

Counselling/Wellbeing Advisor one on one appointments will still be happening but by phone or Skype. If you have a Wellbeing Hub appointment scheduled, a Wellbeing Advisor will be in touch soon to discuss how it will take place. This will mean some reduced capacity but we can still arrange emergency appointments. Appointments can be made via the [online booking system](#) or via Wellbeing-Pn@ucol.ac.nz for Manawatū 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, such as how to improve time management. Just let us know your query and Diana (d.raleigh@ucol.ac.nz), Rosemary (r.odonoghue@ucol.ac.nz) or Jackie (j.buschl@ucol.ac.nz) will get back to you via phone or email.

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

Disability Support

For any questions or extra support needed at this time, please contact Disability Coordinator Shardae Pouesi on s.pouesi@ucol.ac.nz or 021 669 839.

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>

Last Updated 24 March 2020
Information for UCOL Staff and Students

<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 Reggie Boulton to arrange on 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](#).
- In Palmerston North Just Zilch has been considered as an essential service, so will be remaining open until they are no longer able to get food. They request students to check their [Facebook page](#) for updates.

If you have any questions regarding what 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.

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:

- 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

For students wishing to receive a CV review or feedback, please email your documents to employability@ucol.ac.nz for consideration.

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