

## COVID-19: Hardship Assistance FAQs

### **I received an email about this fund. Can I apply?**

Yes! All eligible students for this funding were notified and encouraged to apply. However, students' should only apply if they were in hardship during the lockdown period, not just because they received the email.

*Please note this funding is not available to international students due to pre-set guidelines from the NZ government.*

### **My classmate sent me an email. Why didn't I get the email?**

As per Tertiary Education Commission guidelines only specific students were identified as eligible according to their enrolment details. For eligibility information, [please read the COVID-19: Hardship Assistance PDF](#).

### **It's my first semester at Unitec am I eligible?**

Students new to Unitec in the second semester are only eligible if they were studying at another tertiary provider in semester 1 2020. You will need to provide evidence of this study.

### **I'm not sure what evidence to provide?**

You'll need to provide the below information that supports/confirms that your financial situation has been impacted by COVID-19:

- Official full bank statement (from all your bank accounts)
- Letter from employer
- Any other evidence

### **I'm struggling financially. Can I apply?**

If you can show your financial situation has been impacted by COVID-19 and you are in financial hardship you may be eligible for this fund.

If you're not eligible you may be eligible for our standard student financial assistance. To apply for this please make an appointment with our [Student Support Advisors](#).

**Who can I contact to discuss my application?**

Please email [studentsupport@unitec.ac.nz](mailto:studentsupport@unitec.ac.nz)

**How long does it take to get a response?**

It varies. Once we receive an application, it goes through the selection panel we notify you once they have reached an outcome. Length of time it takes to receive an outcome relies on the application being complete, with adequate supporting evidence to confirm your situation of being in financial hardship.

Payment is then made soon after the assessment has been completed, and approved, by the HAFL panel.

**Will my information remain confidential?**

Yes! All details remain fully confidential with the HAFL panel.