

2021

# Parent and Partner Information Guide



JAMES COOK  
UNIVERSITY  
AUSTRALIA

Celebrating  
**50**  
YEARS  
1970 - 2020



*Ready today for tomorrow*

[jcu.edu.au](http://jcu.edu.au)



# Welcome to James Cook University

As a parent of two daughters who have completed their university study, I understand the range of emotions that parents and partners of first-time university students can experience.

We have developed this guide to provide you with information about James Cook University (JCU), the services and support available to students and how you can help your child or partner succeed in their study goals.

JCU offers a comprehensive range of degrees and is also well positioned in the top 201-250 of the world's universities based on criteria related to teaching, research, citations, institutional income, and degree of internationalisation.\*

With JCU also retaining its five-star rating for full-time graduate employment ten years in a row, the best sustained performance in Queensland, in the Good Universities Guide 2021, your child or partner can take confidence in their choice of university.

JCU is dedicated to creating a brighter future for life in the tropics locally and world-wide through graduates and discoveries that make a difference. I am proud of the support we offer to students and encourage them to take advantage of the range of services available. As a parent or partner of first-time university students, you are a valuable part of our students' support network and I am delighted to welcome you to the JCU community.

**Professor Sandra Harding AO**  
Vice Chancellor and President

\*Times Higher Education (THE) World University Rankings 2021

**RESPECT.  
NOW.  
ALWAYS.**

James Cook University is committed to fostering a community that features, at its core, respect, inclusion and safety for all.

JCU is proud to be part of the Respect. Now. Always. campaign – a national initiative led by Universities Australia to prevent and address sexual harassment and sexual assault. Further information about JCU's commitment to the elimination of sexual harassment and sexual assault, and services and support for students can be found at [jcu.edu.au/sew](http://jcu.edu.au/sew)



## Acknowledgement

*We acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We honour the unique cultural and spiritual relationship to the land, waters and seas of First Australian peoples and their continuing and rich contribution to JCU and Australian society. We also pay respect to ancestors and Elders past, present and future.*



# Contents

Transition into university	2
University essentials	5
Tips for Parents and Partners	6
Enrolment and academic progress	8
Learning support	10
Other student support services	11
Costs and financial assistance	12
Glossary	13
Contact us	Back cover



*Celebrating*  
**50**  
YEARS  
1970 - 2020

## Why JCU?

 <b>FIVE STARS FOR FULL-TIME EMPLOYMENT<sup>1</sup></b>	<b>TOP 250</b> UNIVERSITIES IN THE WORLD <sup>2</sup>	<b>153</b> COURSES ACROSS 13 FIELDS OF STUDY	ON-CAMPUS ACCOMMODATION FOR OVER <b>1,600</b> STUDENTS
--	---	--	--

<sup>1</sup>2021 Good Universities Guide. <sup>2</sup>Times Higher Education (THE) World University Ranking 2021.

## Important dates 2021

### Teaching period 1

Orientation (O Week)	15 - 19 February
Classes	22 February - 28 May
Payment due date	15 March
Census date	25 March
Last date to withdraw without academic penalty	16 April
Lecture recess	5 - 9 April
Study vacation	31 May - 4 June
Exam period	5 - 18 June
Results published	6 July

### Teaching period 2

Orientation (O Week)	19 - 23 July
Classes	26 July - 29 October
Payment due date	16 August
Census date	26 August
Last date to withdraw without academic penalty	17 September
Lecture recess	27 September - 1 October
Study vacation	1 - 5 November
Exam period	6 - 19 November
Results published	7 December

### More information

Find more key dates and print out teaching period calendars at: [jcu.edu.au/students/important-dates](http://jcu.edu.au/students/important-dates)

# Transition into university

## A period of adjustment

The first weeks are exciting and busy. There is so much for new students to do, see, learn and remember, but there is also support to help students succeed.

University will be a very different environment for those coming from a school or workplace background. Tertiary students are adult learners and are expected to manage their study responsibilities accordingly.

## Typical university week

Student support services agree that the key to success at uni is being organised and managing time effectively. JCU recommends students allocate a minimum of 10–12 hours per week for each subject. Around 25% of their time will be spent attending face-to-face classes/webinars and the other 75% will involve independent study.

This self-directed study will include academic reading, reviewing notes, completing tutorial exercises, group study, as well as assignment and exam preparation. For a full-time student studying three or four subjects, it is a significant time commitment (36–48 hours/week).

A weekly planner and a subject assessment planner are simple tools to manage time. Students can download these templates from The Learning Centre site. It is also helpful for students to share their planners with the household, so there is a shared understanding of study commitments.

## Be prepared for highs and lows

Students can experience a wide range of feelings and moods as they progress through university. Parents and partners often experience the highs and lows alongside them. If you get to know the important dates, you can be ready for those times when extra support may be needed.

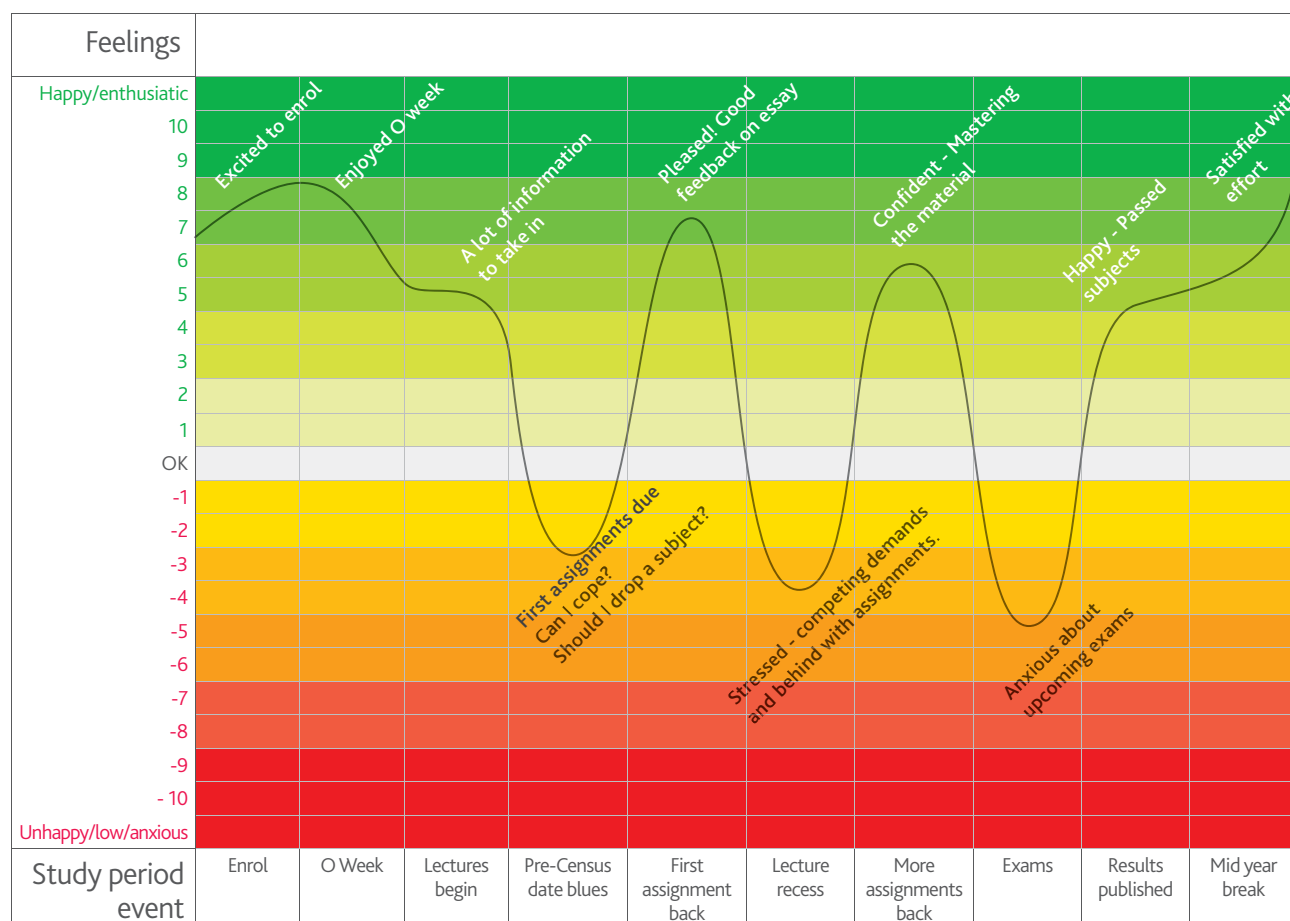
In the first weeks, students are typically happy, nervous and excited to be starting at university, and take pleasure in all the new experiences. However, within a few weeks the realities of their workload may hit home and they may feel stressed as they juggle study, work, social life and family commitments.

Around Week 5, after their first assignments are completed and feedback is received, students should access staff assistance in the areas where they need additional knowledge or support in order to succeed.

In the second half of the study period, there will be a rush of final assessments due and preparation for exams. This is a time when students can feel the intense pressure of competing deadlines and the need to revise for exams. Students commonly feel anxious around assessment periods, as shown in the graphic below.

By the end of the first teaching period, students should be gaining confidence in their academic abilities. Students who can plan for the busy times, ask for help when they need it, and maintain a balanced and healthy life will increase their chances of success and be more likely to continue their studies.

## Emotional highs and lows for a new student in their first teaching period - an example







### Some differences between high school and university

For most new university students, their last education experience was in secondary school, so it is important to understand what the differences will be in a tertiary education setting. University is an adult learning environment, so the focus is very much on the student as a client, rather than extended family members. There is also a strong emphasis on students becoming independent learners, which is detailed in the table below.

High School	University
Attendance is compulsory and classes are held five days per week	Students chose to enrol in university and class times and days vary
75% classes and 25% independent learning	25% classes and 75% independent learning
Teachers deliver content face-to-face	Lectures may be videoconferenced or delivered through online learning platforms
Teachers direct learning and remind students about study responsibilities and assessment due dates	Students are independent learners responsible for managing their study workloads and meeting assessment deadlines
Teachers approach students if they believe they need assistance	Students are expected to monitor their own progress and seek help if needed
Teachers highlight important information	Students must review course and class content and identify important concepts
Teachers will review draft versions of assignments	Lecturers do not provide feedback on drafts
Assessment is more frequent and covers smaller amounts of material	Assessment is less frequent and covers larger amounts of learning material
Parents receive biannual reports with grades from A to F, and have access to parent-teacher interviews	Results are only available to students and graded from High Distinction to Fail



### Parents and Partners of New Students website

Choosing to go to university is a big step for your child or partner, and your support can make a real difference.

At JCU, we understand that helping your child or partner transition to university is easier with the right information. With this in mind, we have developed a webpage for parents and partners which provides additional advice to help you support your family member starting uni.

[jcu.edu.au/parents-and-partners](http://jcu.edu.au/parents-and-partners)





## Student profile

*Madilyn Beplate,  
Bachelor of Arts - Journalism and Political Studies*

I graduated high school in 2015 and started university the following year. I initially enrolled in a Bachelor of Law, but ended up changing my course several times. I eventually found my niche studying a Bachelor of Arts and am now happy in the direction I'm taking.

It's important to know that you aren't constricted in your learning at JCU and it's never too late to change your career path. When studying for your subjects, it's important to put all your effort into the lectures, tutorials and readings – this makes it so much easier and stress-free when assessment and exams come around.

If you are struggling to keep up with the workload or are unsure of how to approach certain assignments, JCU offers a lot of resources to help you. Don't be afraid to ask for help and it's best to ask early to avoid wasting precious time.

## Parent profile

*Kathryn Beplate*

Starting university has been a challenging, but extremely rewarding endeavour for my daughter Madilyn. I am extremely proud of her ability to successfully complete university subjects while working and balancing daily life.

Orientation Week is very helpful for students as they are exposed to the many services and resources available at the university, which help to ease them into university life.

Some advice I would give to parents is to regularly communicate with your child and encourage them to share their successes and challenges with you. I would encourage students to become active members of the university community. This active participation can bring many rewards, including getting to meet new people and developing valuable support networks.

Madi has learnt much in her first years at uni - I am confident she now has the skills and determination to achieve her goals.

# University essentials

## Getting to know the basics

### Orientation – why your student should attend

The JCU Orientation Program runs over a six-week period with activities commencing the week before Orientation Week (O Week) and finishing in Week 4. It is important that students attend orientation activities as research shows that JCU students have a 23% increase in retention rates if they participate in these transition activities.

[jcu.edu.au/getready4uni](http://jcu.edu.au/getready4uni)

### Academic calendar

The teaching year at JCU is divided into two main periods: Teaching Period 1 (first half of the year) and Teaching Period 2 (second half of the year). Each main teaching period has a 13-week study period, plus there are also shorter block/intensive study periods at JCU. See key dates for each teaching period, and print out a calendar for reference at:

[jcu.edu.au/students/important-dates](http://jcu.edu.au/students/important-dates)

### Timetables and Class Registrations

The JCU lecture timetable site helps students plan their on-campus classes. Students also need to register for their classes through eStudent.

[timetable.jcu.edu.au](http://timetable.jcu.edu.au)  
[jcu.edu.au/eStudent](http://jcu.edu.au/eStudent)

### University Classes

**Lectures** are presentations that deliver facts and concepts that students need to know for their subject. They run for one or two hours and may be in lecture theatres, smaller rooms, via videoconference or viewed online. The Learning Centre has online resources to help your student get the most out of classes.

[jcu.edu.au/learning-centre](http://jcu.edu.au/learning-centre)

**Tutorials** or 'tutes' are interactive sessions and usually take place in smaller discussion rooms and with smaller groups than a lecture. Tutors will facilitate discussions about weekly readings and students may also have weekly exercises and/or presentations to prepare. Preparing for tutorials is essential and should be part of your weekly planner.

**Practicals** or 'pracs' are similar to tutorials but involve practical applications of lecture content, and usually take place in dedicated laboratories and studios with instructors. Some subjects include a field trip component of a single day or a week away from campus. These excursions allow students to test their skills in real-life settings. They involve transport, food and accommodation, so may incur additional charges.



### Online study – a flexible option

A growing number of subjects and courses at JCU are also available via online study, which gives flexibility for students to schedule around work, family or other commitments. Students studying on campus in Townsville or Cairns may be able to study a mix of online and on-campus subjects depending on the course.

### The Subject Outline

The Subject Outline, available online via LearnJCU, is a key document that informs students about what to expect in the subject, what assessment tasks are involved, the assessment criteria, deadlines, textbooks and contact details for their lecturer. It is available a week before teaching commences through LearnJCU.

### Academic integrity

Academic integrity is the commitment to act ethically, with honesty, respect and fairness in creating and communicating information in an academic environment. This is done through acknowledging the work of others, creating authentic individual assessment, and applying the correct academic referencing style for each subject or discipline. Academic staff use assessment design and technological tools to detect academic misconduct. The Learning Centre and the Library offer online modules and workshops about academic integrity, in particular, referencing and academic writing.

[jcu.edu.au/students/learning-centre/academic-integrity](http://jcu.edu.au/students/learning-centre/academic-integrity)

### Rights and responsibilities

The JCU Student Code of Conduct promotes mutual respect and fairness, ensuring a safe and inclusive learning and research environment. The Code sets out the obligations expected from students of JCU in terms of conduct and respecting the rights of others.

[jcu.edu.au/policy/student-services/student-code-of-conduct](http://jcu.edu.au/policy/student-services/student-code-of-conduct)



"My advice to new students is to attend O Week and talk to people! Make the effort to get to know other students in your course. They are going to be there if you need help, and some will become good friends too."

Kate Gunzberg

Bachelor of Speech Pathology



# Tips for Parents and Partners

*Commencing university is an exciting, but challenging time for students and their families. However, there is a lot you can do to make this transition period easier for new students*



## Plan for success

Encourage your student to attend all classes and create a weekly and semester study plan to reduce stress and stay on track. Remind your student to ask questions, especially in the first few weeks.



## Celebrate achievements

Acknowledging success is important. Celebrating small achievements and milestones throughout the study year will help students maintain a positive attitude and lift levels of motivation ahead of their next academic challenge.



## Promote participation

Meeting new people – students, academics and other JCU staff – will help your student develop valuable support networks and a sense of belonging. These contacts can be helpful when challenges arise.



## Keep in touch

If your student lives away from home, make regular contact to show your support and plan a visit as homesickness is common in first year. Ask about their studies, how they are feeling, and what you can do to help, such as offering to proofread assignments.



## Encourage discussion

Becoming familiar with the course, campus and university terminology can help open communication channels. Chat about what your student is looking forward to with their studies, any concerns they may have, and how you can help them.



## Study space

It's important to have a quiet place with good lighting and a comfortable chair, where a student can regularly study without having to pack up whenever they need a break. The JCU Library is also open seven days a week during teaching periods.



## Foster independence

Self-directed learning and help-seeking behaviours are critical skills for students to develop in order to be successful. Be a sounding board for your student and let them know they have your support, even if they decide to change direction with their course of study.



## Living away from home

Check that they have a Medicare card, a Tax File Number, Healthcare card, personal bank account, and relevant phone apps for maps and public transport. A driver's license and a certified copy of their birth certificate are also useful as extra ID.



## Maintain a positive attitude

It is common for students to worry about making new friends, the difficulty of their course, or their ability to get everything done and succeed. Providing a positive, encouraging outlook can be really helpful to support students through challenging periods.



## Support success

JCU has a range of free services available to support student success and wellbeing. Academic support, counselling, disability, careers and mentoring services are available. Smart Students Seek Support, so please encourage students to connect with the relevant support services as early as possible to avoid stress.



## Be flexible

There are times in the academic calendar when students really need to devote more time to their studies, especially during pressure points when assignments are due and during exam periods. You can assist by trying to arrange family holidays and gatherings to coincide with 'quiet' times in the academic year, so students don't have to miss out on important events.



## Transition challenges

Even high-achieving students can face challenges: forming new social networks, financial pressures, maintaining health and wellbeing, becoming independent learners or relocating. Success at university involves maintaining a balance between academic study and personal wellbeing. Encourage a healthy routine with regular study breaks, sleep, exercise and healthy eating.





## Partner profile

### *Nick Roberts*

Jane returned to study her Bachelor of Nursing Science as a mature-age student to upgrade her qualifications from an Endorsed Enrolled Nurse. Having the flexibility to study part-time was really important to us as it has allowed Jane to balance study and family life.

Jane has always supported me to pursue my career goals and when she decided to return to study I wanted to support her in this journey. Although we have always taken a shared role in parenting our boys, when Jane began studying we did need to learn to prioritise our family time and social activities.

From my experience there is more than one way to successfully complete your studies and maintain a family life balance. Providing Jane with the support she requires to complete her studies, and at a pace suitable for her to meet her personal expectations and goals, has led to the best outcomes for us personally and as a family.



## Student profile

### *Jane Roberts, Bachelor of Nursing Science*

Studying an undergraduate degree as a mature age student can be quite challenging and a big commitment. Nick's continued support has helped me balance family life, study, and work.

When I experience the emotional lows that study can bring at certain times during the semester, Nick is always there to reassure me and to keep striving to achieve the best that I can be. He has supported me to make the most of my university experience when I have chosen to volunteer as a Nursing Student Mentor, and taking on casual work opportunities around campus, like being a PASS Leader for Nursing.

I encourage all new students to be engaged with their learning and make the most out of their own journey through university. I would also encourage students to attend O Week, make new friends and access the free support services JCU has to offer.



# Enrolment and academic progress

## Key responsibilities

A student's enrolment is a legal contract with the University. Managing their enrolment includes choosing appropriate subjects for their course, registering for classes, finalising enrolments and paying any fees by payment due dates.

### Enrolment

Sorting out enrolment can take time, especially if a course has many subject choices. Students check and manage their enrolment using JCU's online portal eStudent. If they have questions, they can contact the Student Centre. They can research and plan their subject choices using the Course Enrolment Planners online at:

[jcu.edu.au/course-enrolment-planners](http://jcu.edu.au/course-enrolment-planners)

Privacy laws prevent parents and partners from accessing a student's exam results, contact details, financial information or enrolment details, even if the student is below 18 years of age or you are paying their fees.

### Academic progression

Students must achieve minimum academic standards for each stage of their course. Achieving satisfactory academic progress is important as it shows a student is meeting the learning objectives for their course, progressing with their studies, and will meet the requirements for graduate professions. If they don't meet the minimum academic standards, JCU will contact them and they will need to respond.

### Marks and results

Students view their marks for assignments online using LearnJCU. Final results for each subject are available approximately three weeks after the end of the teaching period in eStudent. Final results for a subject are explained in the table below (note percentages shown are recommended only).

Result	Guide to final marks for a subject
HD = Pass with High Distinction	85–100%
D = Pass with Distinction	75–84%
C = Pass with Credit	65–74%
P = Pass	50–64%
N = Fail	<50%
X = Fail	Did not sit for exam or did not complete at least 80% of assessment.

### Failing a subject

Nobody likes to fail, but it's not the end of the world! If your student fails a subject, they can access a range of support options. These may include skill development workshops and online modules with The Learning Centre's team or support from other areas. They may need to re-take the subject (if it is a core subject) or take another subject of equal value to complete their degree.

### Changing course

A large percentage of students change their course or major/s in their first year. This is usually an informed decision after studying several subjects. Try and be supportive and respect their decision and encourage them to see a Career Counsellor to discuss graduate career options in their proposed new field.

Many new students can feel overwhelmed. Encourage your student to stick with it and to speak with JCU staff about their concerns as soon as possible. Their lecturer or tutor should be the first person they speak to. The JCU Counselling and Wellbeing Service have qualified staff who can help students cope with the stresses of study and life.

Options include reducing their study load (number of subjects) or changing a course or major. Another option is to apply to take a 'leave of absence' from their course for up to a year. This allows time off to explore other options while their university place is reserved for them. They should discuss these options with an enrolment officer at the Student Centre before taking any action.

If a student decides to withdraw from their course or drop a subject, it's very important they do this before the census date for their subject/study period. These deadlines are listed online at:

[jcu.edu.au/students/important-dates](http://jcu.edu.au/students/important-dates)

Students are required to pay fees for subject/s they have not formally withdrawn from on or before the census date. This applies even if they do not complete the subject. Additionally, they will have 'fail' recorded on their academic transcript if they do not withdraw before the academic penalty date.





## First In Family

At JCU, we have a high percentage of students who are the first in their family to come to university. We understand that the transition into university can be exciting as well as stressful for these students and their families as they embark into unknown territory. JCU successfully navigates thousands of new students through this transition process every year as part of orientation, but each student is unique and requires different support at different times to be successful. We have a motto that 'smart students access support' and we encourage new students to know the support services and proactively access them early to support their success.

### ► Study load – full-time or part-time

The number of subjects that your student enrolls in each teaching period is their 'study load'. Generally a subject is worth 3 credit points. A full-time study load is an enrolment of 18 to 24 credit points (or six to eight subjects) in one academic year. A part-time study load is an enrolment of fewer than 18 credit points (less than six subjects) in an academic year. If your student decides to reduce their study load and change to part-time (particularly if less than 3 subjects in a teaching period), this may affect any government payments or scholarships they receive. They should seek advice from Student Centre staff about course progression and contact Centrelink regarding possible impacts on their benefits.

### Balancing work and study

Many students combine work and study. Good time management skills are the key to making it work. They need to plan ahead for assignments and exams. In addition, timetables for lectures and tutorials change with each new study period, so they may need flexibility from their employer. We advise full-time students to do a maximum of 15 hours of paid work per week.

Work experience – either paid or as a volunteer – provides many benefits to students by:

- building confidence
- helping to develop basic or specialist work skills
- providing experiences to help them make career decisions
- broadening their networks
- providing employer references and experience for their graduate resumé.

### JCU Global Experience Program

Students can select from a range of programs: study on exchange at one of our 60 partner universities, study at our JCU campus in Singapore, or undertake a short study tour or placement overseas. While overseas, students will remain enrolled at JCU and receive credit towards their degree. Australian Government loans and scholarships can assist with travel expenses.

[jcu.edu.au/globalexperience](http://jcu.edu.au/globalexperience)

### Successful Students...

- Are genuinely interested in their area of study.
- Attend lectures and tutorials.
- Are resilient and work through challenges.
- Recognise that university is not just about study and develop a social network on campus.
- Have the self-discipline to prioritise study.
- Complete assignments by the due dates.
- Know how and where to find help.
- Have a clear vocational goal or reason to study.
- Develop a sense of academic self confidence.



# Learning Support

## *Finding help and improving study skills*

There are excellent resources available to prepare for study and to improve writing, maths, research, English language, critical reading, examination and organisational skills.

### Orientation

During Orientation there are a number of course activities, skill development workshops and social activities to help students settle in and succeed at JCU. View the Orientation Program online at:

[jcu.edu.au/getready4uni](http://jcu.edu.au/getready4uni)

### The Learning Centre

The Learning Centre is a specialist unit of highly trained educators that works to help all JCU students develop their academic, study and organisational skills through engagement with:

1. Online resources
2. Short courses; offered free at the start of each semester
3. Peer Advice Desk; online chat service
4. Studiosity; an after hours online service
5. Learning Advisor consultations

For further information visit:

[jcu.edu.au/learning-centre](http://jcu.edu.au/learning-centre)

### Talk to academic staff

One-on-one time spent with lecturers and tutors can be invaluable. Consultation times – when students can speak to a lecturer one-on-one – are usually shown in the Subject Outline and on the lecturer's door. Students can also email a lecturer with questions. New students are encouraged to seek out their sessional tutors for advice and clarification about assessment tasks.



### LearnJCU

LearnJCU is JCU's online learning and teaching space with almost everything students need for their subjects, including subject outlines, lecture recordings, assessments, readings, discussion boards, and online classrooms.

[jcu.edu.au/learn](http://jcu.edu.au/learn)

### Library and Information services

The JCU Library is an essential academic and student service with print and digital collections that students can borrow or access online 24x7. Open seven days a week during teaching periods, the libraries in Townsville and Cairns provide inviting learning environments and facilities where students can start the research process, study individually and in groups, and complete assignments with access to computers, printers, wifi and other resources.

Library services include:

- Online information resources and learning tools for subjects via Library Guides.
- Librarians providing expert help with locating information for assignments and referencing via workshops, and online interactive modules.
- Students can connect face-to-face in our libraries, via our 'Chat with a Librarian' service, 'Got a Question' service, and via phone.

Parents and partners are welcome to visit the library in person or online:

[jcu.edu.au/library](http://jcu.edu.au/library)

### Student Mentors

Our award-winning Student Mentor Program links new students with Student Mentors who are experienced students in the same course. New students connect with their mentors in O Week. Mentors are trained volunteers who remember what it's like to be a new student and are there to help.

[jcu.edu.au/mentors](http://jcu.edu.au/mentors)

### Indigenous Tutorial Assistance

The Indigenous Education and Research Centre has dedicated Indigenous Academic Support Advisors who coordinate individual tutorial assistance for students to assist them with their studies and improve their academic outcomes. Tutoring is available free to all Australian Aboriginal and Torres Strait Islander students at JCU.

[jcu.edu.au/ierc](http://jcu.edu.au/ierc)

# Other student support services

*A helping hand is never far away*

Successful students know how and where to find help. Our student support services are free and available to all students, whether on campus, at remote study centres or studying off campus.

## Student Centre

JCU Student Centre is your number one point of contact if you have any enquiries. They can also assist with general information about enrolments, courses, fees, scholarships, timetables, class registrations, exams, and support service. See back cover for contact details.

## Indigenous Education and Research Centre

The Indigenous Education and Research Centre is a leader in providing Indigenous education and engagement through successful and sustainable programs and services. Our Student Support Advisors have an in-depth understanding of the challenges faced by Australian Aboriginal and Torres Strait Islander students and are here to help students succeed in their studies by providing academic and pastoral support.

[jcu.edu.au/ierc](http://jcu.edu.au/ierc)



## Accommodation Service

The JCU Accommodation Service is a resource available to all JCU students seeking assistance with housing requirements. Accommodation Services can help with on or off campus, short or long term, living arrangements.

[jcu.edu.au/accommodation](http://jcu.edu.au/accommodation)

## AccessAbility Services

This is a confidential support service to assist students who identify as having a temporary or permanent disability, injury, illness or health condition that may impact on their studies.

[jcu.edu.au/sew](http://jcu.edu.au/sew)

## Counselling and Wellbeing Service

Counsellors offer counselling sessions on campus, by phone, or Zoom about issues that could impact on a student's studies.

[jcu.edu.au/sew](http://jcu.edu.au/sew)

## Multifaith Chaplaincy

JCU has a Multifaith Chaplaincy that works with local faith communities to support students.

[jcu.edu.au/sew](http://jcu.edu.au/sew)

## Student feedback and complaints

JCU's Student Complaints and Quality Improvement Unit deals with informal and formal complaints and appeals from students.

[jcu.edu.au/students/feedback-and-complaints](http://jcu.edu.au/students/feedback-and-complaints)

## International Student Support

Dedicated support staff provide International Students with helpful information, advice and referral services as well as facilitating a special orientation for new students on arrival.

[jcu.edu.au/international-students](http://jcu.edu.au/international-students)

## JCU Student Association

The JCU Student Association (JCUSA) is run by elected students for students. JCUSA's focus is on bringing quality support and services, while making the university experience exciting, engaging and fun. The Student Advocacy Officers offer free, independent and confidential advice that is available to all JCU students.

[jcusa.edu.au](http://jcusa.edu.au)

## Careers and Employability Service

Our Careers and Employability team help with career planning, job search and application support, plus have great online resources. Students can find casual employment, volunteer opportunities or graduate positions on CareerHub.

[jcu.edu.au/careers](http://jcu.edu.au/careers)

## Transport

Find out about parking on campus, bicycle travel, bus timetables, public transport costs and concessions at:

[jcu.edu.au/student-life](http://jcu.edu.au/student-life)



"My advice for being successful is to be organised, driven, and passionate about what you are studying. It is also important to build social support networks, keep up-to-date with lectures, and allocate time for study, exercise, family/friends and self-care. JCU is very supportive and staff understand the stresses involved with study, so if you do find yourself struggling or behind, there are lots of support services available to access."

*Annaliese Giger*

*Bachelor of Medicine, Bachelor of Surgery*



# Costs and financial assistance

## *Plan for the cost of study*

### University fees and charges

It is important to be aware of the fees and charges your student is responsible for, and if they can defer payments with a HELP loan or need to pay fees upfront. Fees and charges depend on citizenship and enrolment. Along with subject fees, students are also liable for the Student Services and Amenities (SSA) Fee per subject.

The Australian Government encourages study overseas for 6 to 12 months and offers OS-HELP loans to help with travel costs. View fee information online at: [jcu.edu.au/fees](http://jcu.edu.au/fees)

### Payment due dates and census dates

Students who are required to pay their fees up front must do so by the payment due dates. Another important date is the 'census date'. This is when a student's enrolment must be finalised. See key dates explained online at:

[jcu.edu.au/students/important-dates](http://jcu.edu.au/students/important-dates)

### Other study expenses

Other costs include textbooks, stationery and copying and printing charges. Students may also need equipment such as uniforms, lab coats or calculators. Textbooks can be costly and students should review the costs of study materials as soon as subject information is available. Textbooks may be available as e-books, second-hand or from the library.

Although there are computer labs around the campuses and in the library, students need their own computer or tablet to access study materials, library resources and other online resources and to participate in discussion boards and other digital assessments. Whilst they are studying, students can access some free software from JCU.

Some subjects include a professional placement that may be in another town, which will have a financial impact and students will need to plan for these course requirements.

### Scholarships

There are many scholarships available to undergraduate and postgraduate students. Programs such as the JCU Access Fund and Indigenous Commonwealth Scholarships help students from low-income families and those from remote areas who need financial assistance to get started at university. To view the list of scholarships, visit:

[jcu.edu.au/scholarships](http://jcu.edu.au/scholarships)

### Government assistance

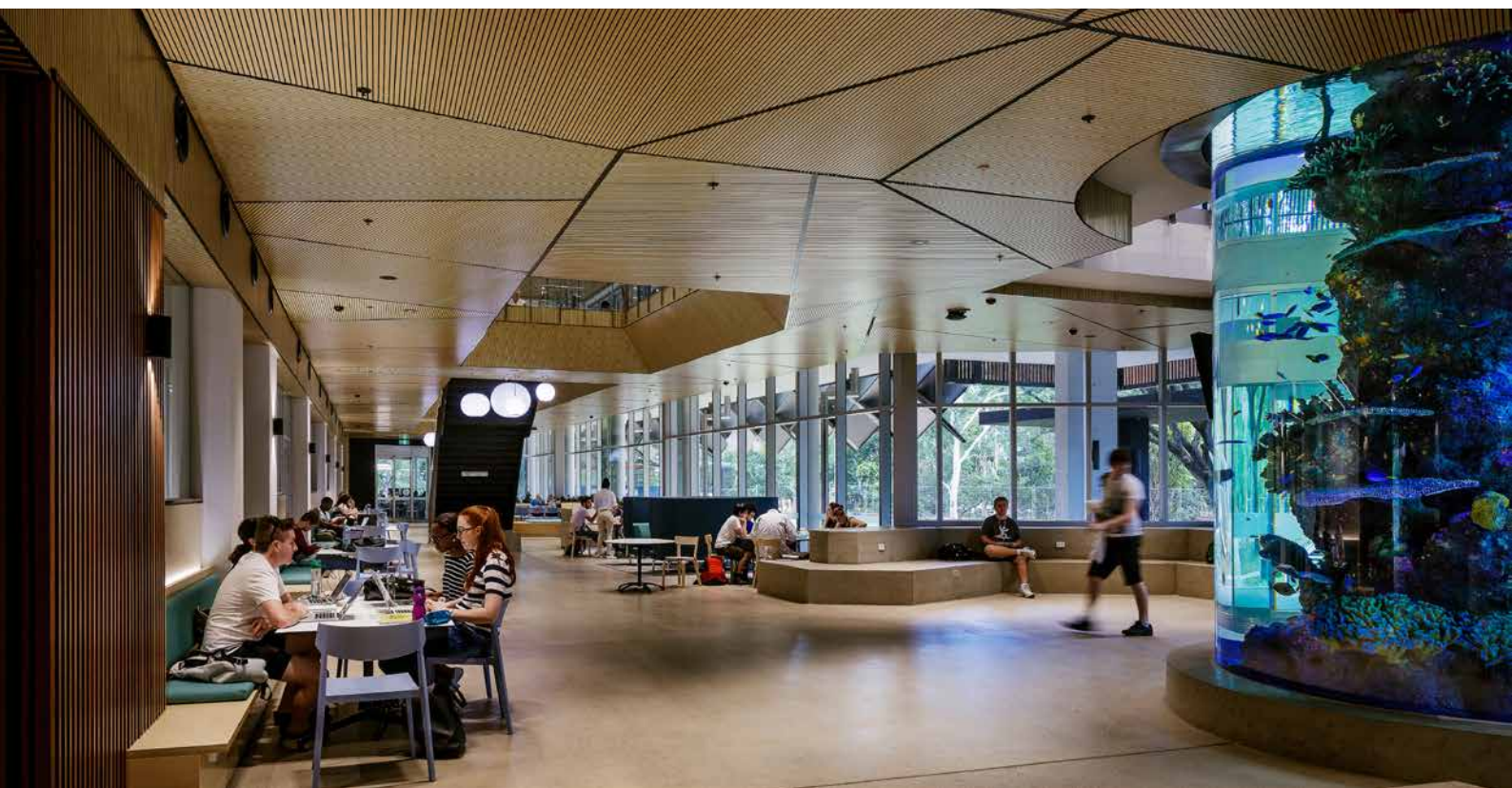
The Department of Human Services administers student income support programs such as ABSTUDY, Austudy, Youth Allowance and Pensioner Education Supplement. Financial assistance may also be available through Rent Assistance and Fares Allowance.

### Other financial support

Student discounts are available for many services and items. Make sure your student asks for student discounts – whether they are buying a movie ticket or purchasing software or computers online.

### Budgets

Preparing a budget is important for couples and families who may be dropping a wage or for school leavers managing money for the first time. Discuss costs and income together to ensure everyone has a clear understanding of their financial position and can manage their finances. Compiling a budget helps students understand how much they need for essential items like accommodation, living expenses, textbooks and petrol/travel. It can also help to factor in high cost periods and financial emergencies that take place throughout the year. You can help your student manage their finances by discussing ways they can minimise costs and providing strategies for dealing with financial problems.





# Glossary

## Common terms at JCU

<b>Advanced standing</b>	Students with previous qualifications or relevant work experience may be able to apply for Advanced Standing (credit) towards their JCU degree.
<b>Bachelor degree</b>	A first-level degree, taking a minimum of three years. Abbreviated to, for example, BA (Bachelor of Arts); BSc (Bachelor of Science).
<b>Block mode subjects</b>	Subjects taught over an intensive short period, often during university holidays or over weekends.
<b>Census date</b>	Enrolment is considered to be finalised on a subject's census date. It is the last date to withdraw from subjects to avoid fee liability. If payment, or arrangements to defer payment (if eligible), are not made by census your enrolment may be cancelled.
<b>Commonwealth Supported Place</b>	The Australian Government pays part of the course fees, and the student pays a student contribution, which they can defer using HECS-HELP if they are eligible.
<b>Course Enrolment Planner</b>	An online resource that helps students plan and select subjects for their course.
<b>Diploma of Higher Education</b>	A one-year course (or two years, part-time) designed to help people who may not meet the academic requirements for entry into a Bachelor degree course.
<b>eStudent</b>	An online system where students manage their personal details, enrolment, class registration, payments and more.
<b>HECS-HELP</b>	A loan program to help eligible Commonwealth supported students to pay their student contribution amounts.
<b>Honours</b>	A Bachelor degree with Honours involves additional study and a research thesis. Graduates have advanced knowledge and skills for professional or highly skilled work and/or further learning.
<b>International exchange</b>	Local students can study overseas as part of their JCU degree with one of JCU's partner universities. Students can participate in an exchange or short-term program, or in an inter-campus mobility program to the JCU Singapore campus.
<b>Joint degree</b>	A combined degree in two areas that can take 4-5 years to complete full-time. Graduates earn two degrees, for example, Bachelor of Arts-Bachelor of Laws.
<b>LearnJCU</b>	JCU's online learning environment to access subject outlines, assessment results, announcements, discussion boards, weekly study materials and more.
<b>Lecture recess</b>	A week long period within a teaching period when there are no lectures. This time is often used to complete assignments or study for exams.
<b>Major</b>	A specialist strand within a course. For example, Bachelor of Business (Accounting)
<b>Online learning</b>	Some JCU subjects and courses are available entirely online, using electronic media.
<b>OS-HELP</b>	An Australian government loan used to help undergraduate students undertake part of their course of study overseas.
<b>Payment due date</b>	The date that students ineligible for a HELP loan or who choose to pay subject fees and Student Services and Amenities fees up front must make payment to avoid enrolment restrictions.
<b>Placements</b>	Some courses (including Education, Social Work and Nursing) require students to undertake regular professional/practical placements in the workplace. Students can have costs associated with placements.
<b>Postgraduate</b>	A postgraduate student is studying for a higher-level degree which may be research-based or may lead to professional qualifications after a general degree. Examples include a Masters, Doctorate (PhD) or Graduate Diploma.
<b>Student contribution</b>	The amount a Commonwealth supported student is required to pay for a subject. The amount will vary depending on where it falls in the Australian Government's student contribution amount bands.
<b>Student Services and Amenities (SSA) Fee</b>	Payable by all students at JCU. Income from the SSA Fee is used to provide student support services and facilities. Eligible students can defer the fee with a government SA-HELP loan.
<b>Study load</b>	The number of subjects/credit points in a student's annual enrolment. A full time load is 18-24 credit points per year (most subjects are worth 3 credit points, which equates to six to eight subjects per year for a full-time load).
<b>Study period</b>	A study period has a start and end date, payment due date, census date, last date to add or substitute subjects without prior approval of the subject coordinator, date for withdrawal without academic penalty, and date for release of subject results. There are many shorter block study periods throughout the year.
<b>Teaching period</b>	The academic year is divided into two teaching periods: Teaching Period 1 is the first six months of the year and Teaching Period 2 is the second six months of the year. A teaching period contains several study periods.
<b>Undergraduate</b>	An undergraduate student is one who is studying at university at Bachelor degree or Diploma level.
<b>Vice Chancellor</b>	The Chief Executive Officer of the University.

# Contact us

JCU Student Centre is your number one point of contact for help with enrolment, subjects, fees, support services, scholarships, exams and more.

Townsville: 07 4781 5255

Cairns: 07 4232 1000

Freecall (within Australia): 1800 246 446

Email: [enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)

## Ask Us

Find answers to common questions

[jcu.custhelp.com](http://jcu.custhelp.com)

Ask Us

Your questions answered

 [jamescookuniversity](https://www.facebook.com/jamescookuniversity)

 [jamescookuniversity](https://www.instagram.com/jamescookuniversity)

 [@jcu](https://twitter.com/jcu)

 [jculife.tumblr.com](http://jculife.tumblr.com)

 [jculife](https://www.snapchat.com/add/jculife)

 [James Cook University](https://www.linkedin.com/company/james-cook-university)

 [James Cook University](https://www.youtube.com/channel/UCv33333333333333333333)

