

2021

Off-Campus Student Information Guide



JAMES COOK
UNIVERSITY
AUSTRALIA

Celebrating
50
YEARS
1970 - 2020



Ready today for tomorrow

jcu.edu.au



Welcome to James Cook University

For most of us, the thought of studying while managing competing demands of a work, family and social life can appear impossible.

This is why, regardless of where you live and what you do, we focus on providing you with an educational experience that is both flexible and convenient.

As an off-campus student you will enjoy the same access to support, resources and guidance as those studying on campus. Your study will involve access to web-based learning and teaching resources and interaction with your lecturer via LearnJCU.

JCU's Off-Campus Student Information Guide provides you with the resources to help you on your way. I also encourage you to look at GetReady4Uni, our online orientation program, to assist you in your transition to University.

All the very best for your studies. Remember, our staff are here to assist you to reach your personal academic goals during your time at JCU, and your professional goals once you graduate.

Professor Sandra Harding AO
Vice-Chancellor and President

Why JCU?

 <p>FIVE STARS FOR FULL-TIME EMPLOYMENT¹</p>	<p>TOP 250 UNIVERSITIES IN THE WORLD²</p>	 <p>FIVE STARS FOR STUDENT SUPPORT³</p>	<p><i>Celebrating</i> 50 YEARS 1970 - 2020</p>
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¹2021 Good Universities Guide. ²Times Higher Education (THE) World University Ranking 2021. ³2021 Good Universities Guide.

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

All students and staff at JCU are required to complete the **JCU Respect online module**. You will find it in LearnJCU with your other subjects.



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.

Off-Campus Student Essentials

At JCU, 'off-campus' doesn't just refer to students studying online or externally, but also includes students at our study centres (Mackay and Mount Isa) who will be accessing support services remotely. This guide will provide handy information and contacts to help you access the various resources available to you as a JCU student.

Off-campus students

If you are enrolled in an external mode of study, the majority of your course will be conducted online through LearnJCU. Lecture materials, readings and collaboration tools are all online and available wherever and whenever you wish to connect. It is important that you have a reliable internet connection and the software required to access these materials – see the IT Help section for more information.

If you are studying at one of JCU's study centres, the majority of your lectures and tutorials will be held at our specialised facilities and conducted either with on-site teaching staff, or via videoconference to our Townsville and Cairns campuses. All study centres have computer labs with printers for students to use on-site.

Visit the 'Off-Campus Students' website for more information about services available to students studying outside of Townsville and Cairns.

jcu.edu.au/off-campus-students

Student ID cards

A student identification (ID) card is a must for all students. It is proof that you are a JCU student and it will be required for anyone using the main campus facilities for exams or study. It will also provide you with access to student discounts and concessions. Some courses will also require you have a student ID card to arrange a professional placement.

Go to jcu.edu.au/student-id-card to order your card.

GetReady4Uni - Orientation Online

This online orientation website is designed to be user-friendly for new students with tips on how to succeed. It contains helpful modules about the transition into university, student wellbeing and life balance, academic skill development, support services and O Week.

jcu.edu.au/getready4uni

Costs of going to university

A must watch for all domestic students. This online presentation will help you understand the cost of your studies, payment options, how to pay, key dates and financial assistance available to you. Log onto jcu.edu.au/fees and click on 'More help' to view presentation.



Top Tips for Off-Campus Students



Plan Ahead

Go to 'The Learning Centre' online to create individualised semester and weekly study planners to manage short-, mid- and long-term tasks.



Be Prepared

Do your allocated weekly readings before watching lecture recordings to help you understand the content.



Stick to Your Plan

Once you have designed your planners, aim to stick to them. This routine will keep you on track, reduce stress levels, and make study enjoyable.



Look After Yourself

Allow yourself regular breaks for other activities like relaxing, exercising and catching up with friends and family.



Avoid Online Distractions

Only keep the JCU website open on your browser when studying to avoid online distractions.



Talk About Your Study

Explaining what you are studying to someone else can help you consolidate your learnings, so find a willing ear and talk to them about your subjects and course.



Develop Your Skills

Check out the online resources at The Learning Centre to help you develop your academic writing, maths and study skills.



Ask For Help

Your lecturers want you to succeed and can be contacted via email or phone, plus there are heaps of free support services for students too.



Connect for Success

Stay connected with peers using virtual communication and collaboration tools available to you free through your JCU account.



Don't Forget Your End Goal

If you have a clear sense of purpose about why you are at university, you will be more focused on the journey.

Academic Success

Acquiring the skills you need to successfully complete your studies will take commitment and planning. This may take a little time to achieve, but help and support is never far away.

JCU Library

JCU Library is an essential academic and student service with print and digital collections that students can borrow or access online 24/7. Off-campus library services are available if you reside in Australia and live further than 50 kilometres from either the JCU Townsville or Cairns campuses. Use One Search to find and access books, eBooks, eJournal articles, as well as streaming media and more. You can borrow library books using the online request form which includes a free, post-paid bag to return materials. You can also request scanned copies of journal articles and book chapters.

The library service also offers a live **Chat with a Librarian** during library opening hours (including nights and weekends). You will find a 'Chat' button on many library webpages. Staff can help with locating scholarly information for assignments and referencing.

Online **Library Guides** provide key resources for your subjects and contact details for your Liaison Librarian who will help you improve your research skills. Your Library Guide, including the Writing Guide and the Referencing Guide are designed to help you succeed as a student. Search or browse our guides from the library website.

The **InfoSkills Toolkit** is an interactive learning tool developed by the JCU Library team specifically for you. It introduces researching, referencing and assignment writing skills to help you on your JCU journey: libguides.jcu.edu.au/infoskills

Make sure you explore the **Library Channel** where you can watch informative videos and play interactive games on topics such as Top Library Tips, Off-Campus Library Services, Evaluating Information Sources, Searching the Literature, and more. Check it out at libguides.jcu.edu.au/library-channel.



The Learning Centre

The Learning Centre is able to assist you to unlock your potential and maximise your academic success by providing advice and assistance with all aspects of studying at university. The Learning Centre also provides a range of self-help online workbooks that you can download and work through, such as Academic Writing, Maths Refresher, Basic Statistics and Active Learning - jcu.edu.au/students/learning-centre/downloads.

Download the **Weekly and Semester Study Planners** under the 'Getting Started' tab on The Learning Centre website to help you manage your time and commitments while you study. There is also a link here to the JCU Academic Calendars so you can keep track of important dates such as study dates, census dates, payment due dates, last date to withdraw without academic penalty and exam dates.

You can contact The Learning Centre for advice and remote assistance via the Online Contact Form under the 'Contact Us' section. Make sure you select your study centre location or 'external student', and provide as much detail in your enquiry as possible so that staff can tailor their response to your specific needs.

JCU students also have access to **Studiosity** - a free, after hours, online learning advice service. Studiosity can be accessed through LearnJCU.

Learning Online

The Learning Centre have designed a dedicated website to bring a range of information, tools and resources together to help you succeed in the online learning environment. Find out how to prepare for online exams, stay motivated, manage your time, wellbeing, and stay connected when studying.

jcu.edu.au/learning-online

First Year Experience Coordinators

Every course at JCU has a designated First Year Experience Coordinator who is an academic staff member that teaches commencing students and understand the challenges that new students often face when transitioning into university. These coordinators can help provide advice about your course, support service referrals, and strategies for success in your studies.

Search **First Year Experience Coordinators** on the JCU website.

College Student Support Officers

College Student Support Officer (SSO) provides confidential, personalised advice, advocacy and support referrals to first year students. They work with students to help them achieve their educational goals and to succeed at university, by offering timely information and support when it's needed. Contact details for your College can be found under the Student Support Officers link on the Student Support page.

jcu.edu.au/support

Exams & Assessment

Your assessments may include online discussion board posts, assignments and online exams, but sometimes physical exams are conducted in a location close to the student. Your assessment will vary for each subject and will be listed in your Subject Outline on LearnJCU.

Exams

If exams form part of your assessment, you may have assessments under exam conditions or final exams, which may be online or at an allocated venue near you. The Subject Outline of your chosen course will provide all the detail you need.

Personal timetables that detail dates, times and venues will be available in your Student App/**Students Online** when the final timetable is released. Refer to back cover for main exam period dates.

NB exams for some subjects may fall outside the main exam period.



Double check your exam timetable and venue at least one week before the exam.

Flexible Delivery Exams Officer

☎ 07 4781 6212

✉ exams@jcu.edu.au

🌐 jcu.edu.au/students/exams-and-results

Exam Preparation

Visit The Learning Centre's website under the 'Exams' link to find tips on how to prepare for online exams, different exam questions, and how to minimise exam stress and more.

jcu.edu.au/students/learning-centre/exams



Academic Integrity

Academic integrity is the commitment to act ethically, with honesty, respect, and fairness in creating and communicating information in an academic environment. It is a fundamental principle in Australian universities, and new students must learn to show respect and act ethically towards fellow learners and scholars. 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.

The opposite of this is academic misconduct. This includes plagiarism, collusion, and cheating, which attract serious penalties. 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

Submitting Assignments

Assignment submission procedures are set on a subject-by-subject basis, so you will need to check the instructions in your Subject Outline for each subject. Most written assignments require a standard cover sheet and to be submitted via SafeAssign in LearnJCU. Other subjects may also require a submission via email to your lecturer.



Make sure your assignment is in an acceptable file type such as Word and saved in A4 format. Include your name, student ID and subject code and any attachments required. Keep a copy of all work you submit in case the file is misplaced or corrupted.

Marks and Results

You can view your 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



Bianca Rogers

Bachelor of Education -
External

"What inspired me to study Early Childhood Education was my dance career. Working with young children, teaching them how to dance and instructing them really captured my love of teaching. At JCU I was able to study externally, which fit perfectly into my lifestyle, as I needed to work full-time and I had a young son at the time. Being able to study online in the comfort of my own home outside of work hours was a great, flexible way to study.

The advice that I would offer to future students or people wanting to study at JCU would be to go for it! My mantra that I kept on my wall which helped me to keep going was 'Stay strong. Stay positive. Stay focused'. Whilst studying, I appreciated the support that I got from other students and lecturers. Sometimes it may feel like you are alone, but the help is there if you need it and that's what I loved about my course and JCU."

Phoebe Ryder

Bachelor of Nursing Science -
JCU Mount Isa

"My decision to study Nursing Science at the JCU Mt Isa Study Centre was easy as it allowed me to stay in my hometown surrounded by a strong support network of family and friends. I had also seen first-hand the positive impact of the JCU Centre for Rural and Remote Health on outback communities in my region, and was keen to be a part of this work through further education.

Studying at the Mount Isa Study Centre has been amazing. The smaller cohort sizes allows for more one-on-one teaching and greater exposure to practical learning. It also means we are a close-knit group who support each other to overcome any challenges we face along the way.

My advice to new students would be to use all the free resources and services that are made available to you. Sometimes things can get overwhelming, but JCU has the support programs in place to help you succeed."



Student Support at JCU

Sometimes achieving success is knowing when and how to access support. JCU offers a wide range of free services to support you in the transition to university and throughout your studies, and it's important to remember that these services are available wherever you are.

AccessAbility Services

Whether you have a permanent disability or a temporary injury or condition which is affecting your study, AccessAbility Services aims to take a holistic approach to your life, taking into consideration the impact of health on your studies.

☎ 07 4781 4711
✉ studentwellbeing@jcu.edu.au
🌐 jcu.edu.au/sew

Careers and Employability

Our friendly staff can help you with career decision making and action plans, graduate information, job search strategies, job application checking and LinkedIn profile development. Our website has lots of helpful resources and programs you can access to help improve your graduate employment prospects. Phone appointments available.

☎ 07 4781 4711
✉ careers@jcu.edu.au
🌐 jcu.edu.au/careers

Counselling & Wellbeing

JCU's counselling service provides free, professional, confidential and responsive services to help you manage personal issues that could impact on your studies at JCU. Bookings are essential and appointments are available by phone or online.

☎ 07 4781 4711
✉ studentwellbeing@jcu.edu.au
🌐 jcu.edu.au/sew

Indigenous Education and Research Centre

The Centre's staff are here to support you through your journey at university and into a professional career. Indigenous Student Support Staff will help you to develop time management strategies, gain access to free tutoring and help with assignments and exam preparation.

☎ 07 4781 4676
✉ IERC@jcu.edu.au
🌐 jcu.edu.au/ierc

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 for all sorts of issues varying from academic through to welfare. The Student Advocacy Officers offer free, independent and confidential advice that is available to all JCU students.

☎ 1800 330 021
✉ studentassociation@jcu.edu.au
🌐 jcusa.edu.au

Library

JCU Library is here to teach students skills in assignment research, including referencing. We also provide access to print and online information resources. Get in touch on our Chat service or contact us at:

☎ 07 4781 6870
✉ library@jcu-au.libanswers.com
🌐 jcu.edu.au/library

Student Centre

The Student Centre is your one-stop shop for general enquiries including enrolment, fees, student loans, scholarships, course and subject information, timetable issues and much more.

☎ 1800 246 446
✉ enquiries@jcu.edu.au
✉ enrolmenthelp@jcu.edu.au
🌐 jcu.edu.au/contacts

Student Mentor Program

Our award-winning Student Mentor Program links new students with experienced, trained students in the same course of study as you. They volunteer their time to support new students through their first study period and settle into university life.

✉ offcampus-studentmentors@jcu.edu.au
🌐 jcu.edu.au/mentors

The Learning Centre

Your one-stop-shop for academic assistance. See our website for advice about any aspect of university study - from getting organised to assignment help. Students can also use our 'Contact Us' form on the website to ask a question.

✉ learning@jcu.edu.au
🌐 jcu.edu.au/learning-centre



Ask Us provides answers to commonly asked questions at any time of the day or night. These answers are designed especially to help future and current students.

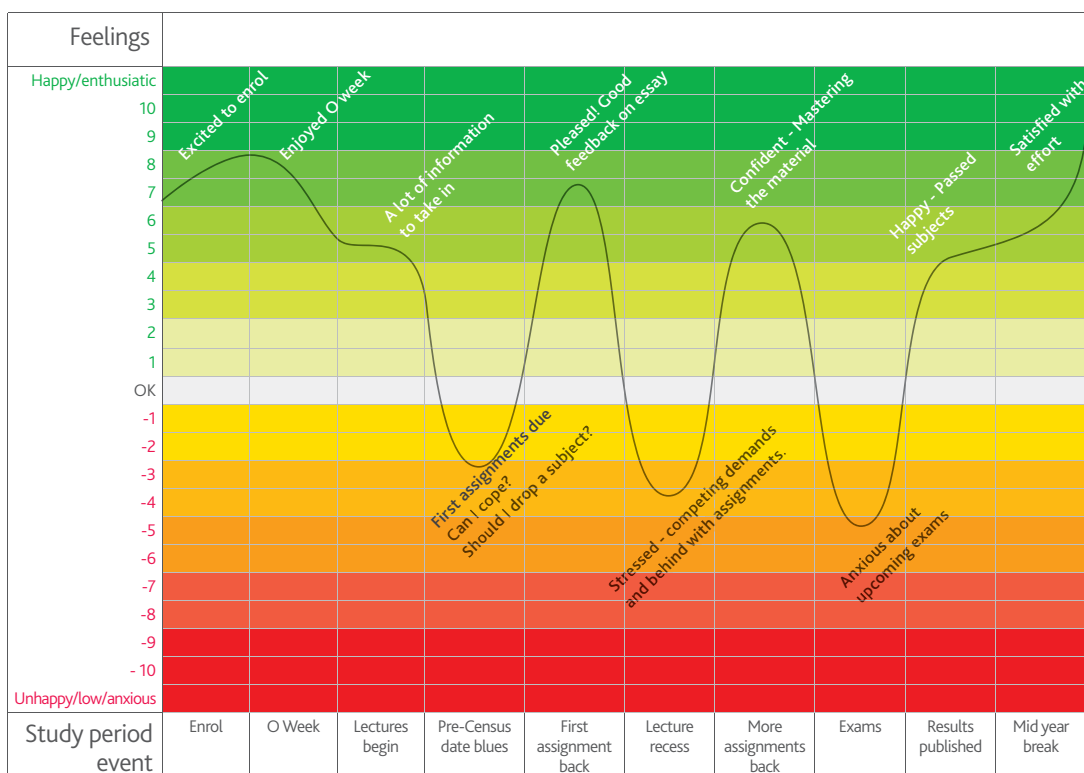
🌐 jcu.custhelp.com

Stay and Succeed

Commencing university is an exciting time and students commonly feel happy and enthusiastic about their decision to study a chosen field. Your first study period at university will be a stimulating experience, but it is also an especially busy time as you learn about the university environment, academic expectations, learning technologies, where to go for help, as well as your course content. These new and exciting challenges can cause students to feel anxious and unsure at various

times, particularly around assessment periods. As shown in the graphic below, students can feel like they are on an emotional roller coaster in their first study period at university, which is 100% normal. The good news is that there are a lot of free support services and online resources to help you smoothly navigate your transition into university and help you succeed. Remember to always ask questions and seek help early if you need it – that is the true key to success at university.

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



Phoebe Brennan

Bachelor of Nursing Science -
JCU Mackay

“James Cook University has provided me with the unique opportunity to be able to study my area of interest in my hometown. This meant that I didn’t have to do a costly relocation in order to receive the same amazing experience as students who attend the main JCU campuses.

JCU Mackay Study Centre is a special campus that helps students in many ways – it has smaller class groups, easy access to resources, and never ending support from passionate academic staff. JCU has provided me with an exceptional education and specialised support throughout my degree, but especially in my first year when I was new to study. I have also appreciated on-campus events such as RUOK? Day, which has strengthened relationships between students and staff and increased my sense of belonging to this learning community.

I am so glad that I chose the JCU Mackay campus to complete my degree as I have made so many new special friendships along the way - this has made my university experience even more fulfilling.”

Student Portals and Computers

Information Communications Technology (ICT) is essential for teaching, learning and research at JCU. As a student at JCU, you have an online account that provides access to facilities, systems, resources, and support to keep you connected while you study at JCU.

JCU App

The **JCU App** provides students with easy, personalised access to the digital services you need for study and support. It offers single sign on access to all your JCU systems and applications.

LearnJCU

LearnJCU is the online teaching and learning space for almost everything to do with your subject/s, including subject outlines, assessment information, staff contact details, subject readings, lecture materials and collaboration tools.

Your subject lecturer will make the subject outline and information available online in LearnJCU before the study period starts. Learning materials and reading requirements are available via your subject site unless specified. The Subject Outline (available on LearnJCU) is the essential reference guide about your subject.

eStudent

eStudent is where you manage your enrolment, submit forms (HECS-HELP), view and pay your fees, view your results, update your personal details and more. Staff at the Student Centre can help you with any questions about using eStudent. Use your JCU username and password to log on.

StudentsOnline

StudentsOnline is where you access your lecture and exam timetables. You can also make credit card payments for your CopyPrint account, if you're using printers on the main campuses. Log in with your JCU username and password.

JCU Library

JCU Library is your first point of contact for assistance with library and basic IT questions. Staff can help connect your laptop and mobile devices to wireless and printing (when you are on campus). Connect with us via our 'Chat with a Librarian' service, via phone or by using our 'Got a Question' form. Follow the links from the Library website.

Student Email

When you accept your offer from JCU, you will receive a user name and password. Once your acceptance has been processed, you will be officially admitted to your course and an email address will be created. You will then have to change your password. Keep a note of your user name, password and email address, as you need these for key online services including LearnJCU, Library lending, StudentsOnline, eStudent and email communication.

Your **JCU email account** is your primary source of communication. Check it regularly for official communication regarding your enrolment, fees or academic progression. When communicating with JCU, use your JCU email address as this provides proof of your identity. Log in with your email address and JCU password.



Your email address format is:

firstname.lastname@my.jcu.edu.au

Numerals may be added after your name

IT Help Desk

The **IT Help Desk** provides students with the first point of contact for all ICT services offered at JCU, including general IT enquiries, account access issues and fault reporting. Certain software is available free for students, including Microsoft Office. Download via **portal.office.com**. Visit their website for more information and click on the Student IT Essentials: **jcu.edu.au/ict**.

Computer labs on campus

There are **computer labs** in the libraries and around the main campuses, some are open 24 hours and with printing facilities. You need your JCU ID card for swipe-entry access and your JCU username and password to log on the computers. To print, add credit to your account via CopyPrint at StudentsOnline or by accessing the pay stations located in the Library.

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-  jamescookuniversity
-  @jcu
-  jculife.tumblr.com
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New Student Checklist

The first month of university can be a particularly challenging period to navigate, so we have created the New Students Checklist to help guide you through.

BEFORE O WEEK

- Visit jcu.edu.au/new-students to finalise your enrolment at JCU - contact enrolmenthelp@jcu.edu.au if you require assistance.
- Verify your 'Current Enrolment' is correct in eStudent under 'My Study Plans' – jcu.edu.au/eStudent.
- Check if you are eligible for a HELP-Loan and please complete the Commonwealth Assistance forms by Payment Due Date - jcu.edu.au/students/fees-and-financial-support/defer-your-fees.
- Study Centre Students – Register for classes (tutorials and workshops) in eStudent under 'My Timetable' to create your personalised timetable – please note that some subjects have automatically allocated classes – jcu.edu.au/eStudent.
- Order your Student ID Card – jcu.edu.au/student-id-card.
- Kickstart your studies with The Learning Centre website. Check out the information under the Getting Started button - jcu.edu.au/learning-centre.
- Log into your JCU student email account and read your emails and online Student Bulletins.
- Investigate scholarship options at JCU and check to see if you are eligible to apply – jcu.edu.au/scholarships.

DURING O WEEK

- Attend Orientation Week information sessions and activities, and work through the jcu.edu.au/getready4uni modules online.
- Go to 'My Finances' in **eStudent** to review your fees, charges, due dates and deferral options. Check your fees are listed in Deferrable Transactions in eStudent if deferring payments to a HELP loan.
- Log onto LearnJCU to find out information from your lecturers about your subjects, including text book lists, assessment topics, deadlines and grading information – jcu.edu.au/learn.
- Find out about **Student IT Essentials** at JCU. Learn about JCU free software (Office 365), email, wireless networks and more.
- Become part of our **virtual communities** through Facebook, Twitter, Instagram, LinkedIn and more!
- Register for AccessAbility Services if you have a disability, health condition or injury that might impact your studies - jcu.edu.au/accessability.
- Familiarise yourself with the free student services at JCU – Student Centre, Library, Counselling, Student Wellbeing, AccessAbility Services, Careers and Employability, Learning Advisors and Student Mentors – jcu.edu.au/support.
- Ask for help – if you have any queries access 'Ask Us' on the JCU website to find out answers to commonly asked questions, contact Infohelp for technology assistance, or contact the Student Centre for help - jcu.custhelp.com. Contact the **IT Help Desk** for technology assistance, or contact the **Student Centre** for general enquiries.

AFTER O WEEK

- Download the Week 1 to Week 4 checklist at the GetReady4Uni website to help you stay on track and succeed in your studies jcu.edu.au/getready4uni.

Glossary

Common terms at JCU

Advanced standing	Students with previous qualifications or relevant work experience may be able to apply for Advanced Standing (credit) towards their JCU degree.
Bachelor degree	A first-level degree, taking a minimum of three years. Abbreviated to, for example, BA (Bachelor of Arts); BSc (Bachelor of Science).
Block mode subjects	Subjects taught over an intensive short period, often during university holidays or over weekends.
Census date	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.
Commonwealth Supported Place	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.
Course Enrolment Planner	An online resource that helps students plan and select subjects for their course.
Diploma of Higher Education	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.
eStudent	An online system where students manage their personal details, enrolment, class registration, payments and more.
HECS-HELP	A loan program to help eligible Commonwealth supported students to pay their student contribution amounts.
Honours	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.
International exchange	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.
Joint degree	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.
LearnJCU	JCU's online learning environment to access subject outlines, assessment results, announcements, discussion boards, weekly study materials and more.
Lecture recess	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.
Major	A specialist strand within a course. For example, Bachelor of Business (Accounting)
Online learning	Some JCU subjects and courses are available entirely online, using electronic media.
OS-HELP	An Australian government loan used to help undergraduate students undertake part of their course of study overseas.
Payment due date	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.
Placements	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.
Postgraduate	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.
Student contribution	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.
Student Services and Amenities (SSA) Fee	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.
Study load	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).
Study period	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.
Teaching period	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.
Undergraduate	An undergraduate student is one who is studying at university at Bachelor degree or Diploma level.
Vice Chancellor	The Chief Executive Officer of the University.

Find out more about how your Student Services and Amenities Fee contributions are improving support services and facilities at JCU - Search 'SSA Fee'.

Supported by your
SSA Fee
Building a better student experience

Important dates 2021

Teaching Period 1

Orientation (O Week)	15 - 19 February
Classes	22 February - 28 May
Census date	25 March
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
Census date	26 August
Lecture recess	27 September - 1 October
Study vacation	1 - 5 November
Exam period	6 - 19 November
Results published	7 December

Important Note

Certain courses have different important dates from those above - make sure you check your subject guides in LearnJCU.

Find more important dates, including other study periods, payment due dates, and public holidays, plus print out teaching period calendars at: jcu.edu.au/students/important-dates

JCU Code of Conduct

JCU values its students and places them at the heart of the University. 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. There are also a range of student polices related to your rights and responsibilities, including exam and fee policies, student forms as well as the Student Contract which details the terms and conditions you agreed to when you accepted your offer at JCU.

jcu.edu.au/policy/student-services/student-code-of-conduct

Other policies outlining your rights and responsibilities include the JCU Student Contract and JCU Student Charter can be found in the Student Support drop-down menus.

jcu.edu.au/students/support/student-support

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CRICOS Provider Code: 00117J

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