

ONBOARDING PROGRAM

JCU Families Information Session

jcu.edu.au

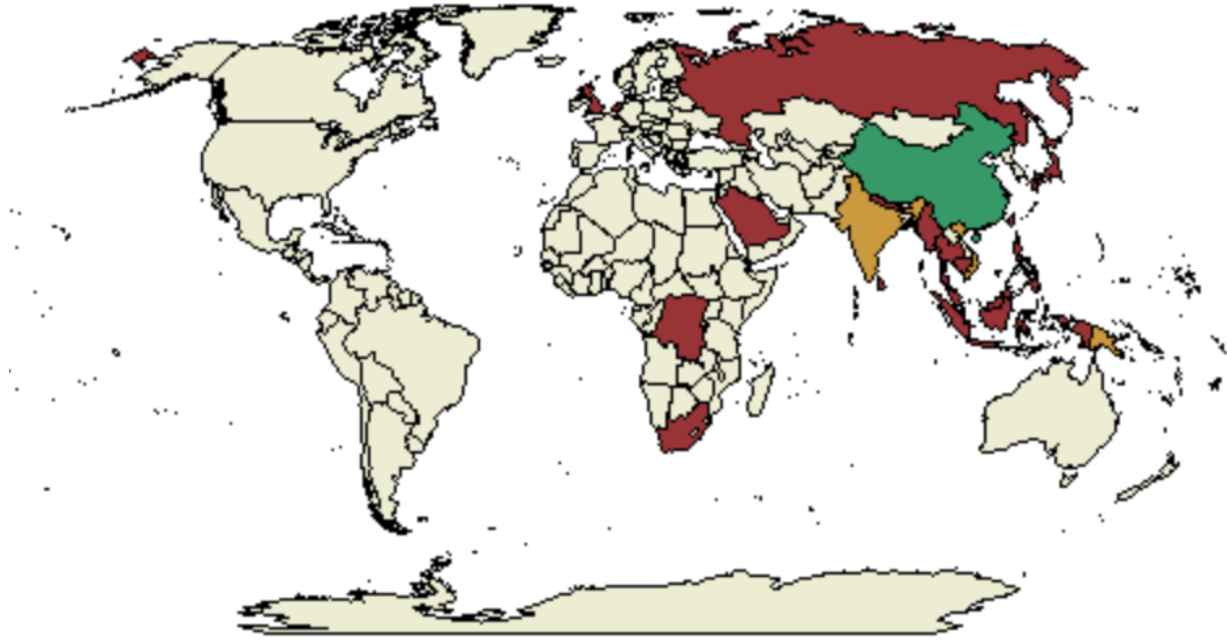


JCU Families Information Session Program

- Welcome
- Introduction to JCU Support Staff:
 - Inclusion and Wellbeing
 - Learning Centre
 - Student Centre
- Discussion and Q&A Opportunity



Welcome to JCU



JCU welcomes students from all over the globe every teaching period.

New students range in age and come from educationally and culturally diverse backgrounds.

Many of our students are the first in their family to come to University, and we are here to support them every step of the way.

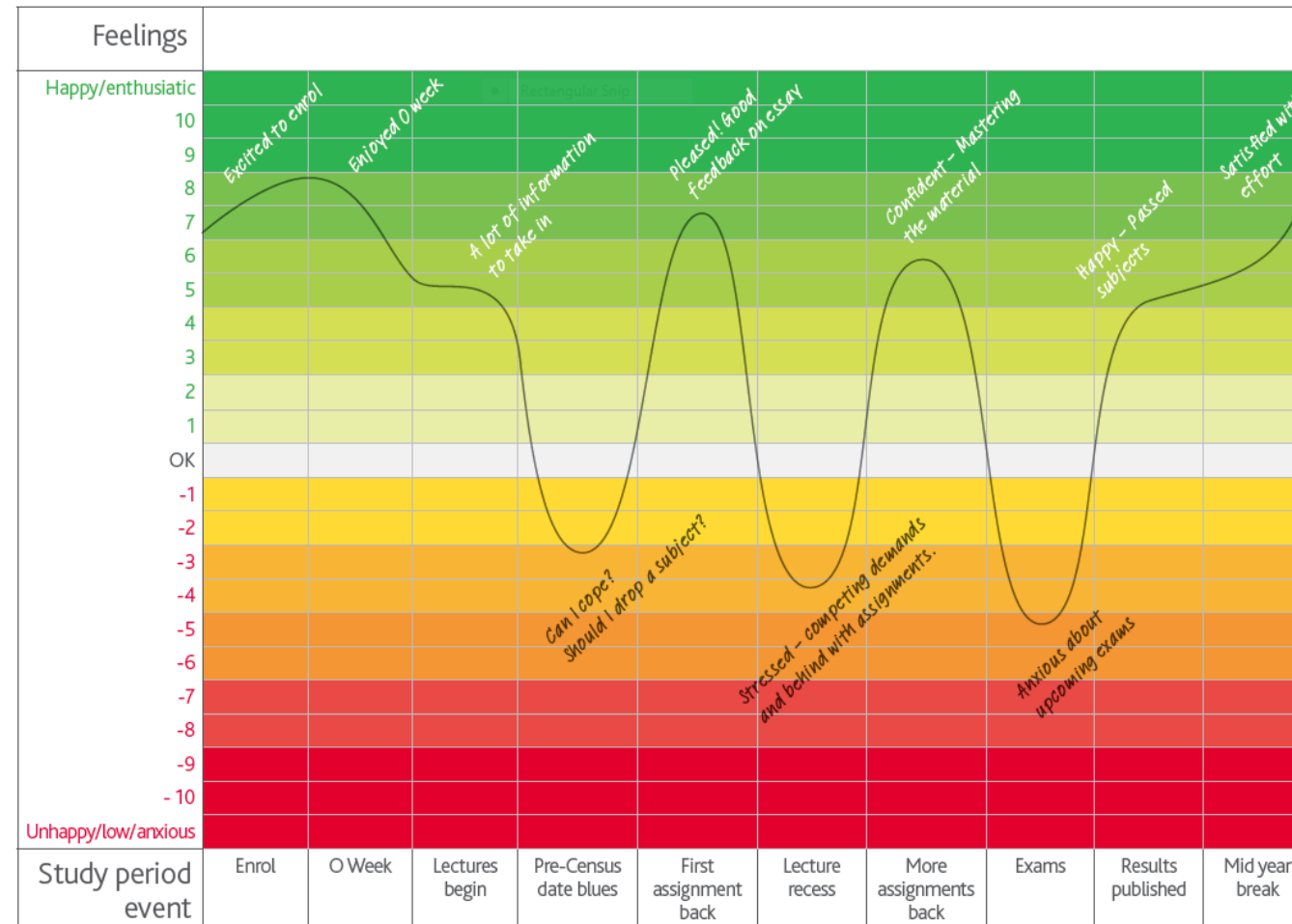
Common Misconceptions

- There are some misconceptions that students are alone in their higher education studies. This is not true.
- There is a range of free support services available to assist students throughout their academic journey.
- Our student support services at JCU are nationally award-winning.



Emotional Highs and Lows

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



Seven Steps for Success

Higher Education research shows that 98% of successful students take these **seven steps**:

1. Invest time on task
2. Balance commitments
3. Attend lectures and tutorials
4. Engage with academic technology
5. Develop a social network at University
6. Develop a sense of academic self-confidence
7. Have a clear vocational goal or purpose for studying

Tips to Thrive and Survive

Tip 1: Attend Orientation Week events, activities, workshops, College and Course Welcomes, and information sessions.

Tip 2: Ask questions and access free JCU support services, resources and tools - **smart students access support**.

Tip 3: Be a proactive 'professional in training' while a student.

Tip 4: Celebrate and enjoy the challenging and rewarding time ahead.



ONBOARDING PROGRAM

Student Services and Support Directorate



Free Student Support Services Available

Counselling

Careers

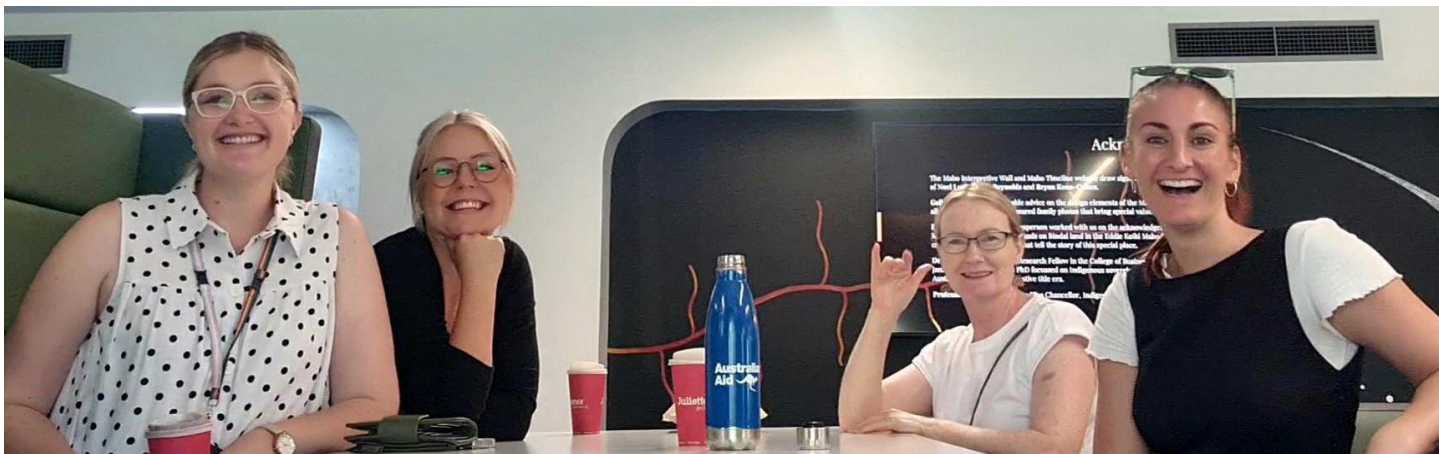
AccessAbility

Student Success Officers



JCU Counselling

- Multidisciplinary team of mental health professionals with backgrounds in Psychology, Social Work and Occupational Therapy
- Free and confidential service for all enrolled students
- Appointment-based system with face-to-face or telehealth (phone or Zoom) options available
- JCU Urgent Mental Health Support Line accessible via phone or text



JCU Counselling Services

Online Resources

- Information sheets addressing a range of concerns available on our website

Supporting Documentation

- Provision of Counsellor's Certificates to support student applications for special consideration

Please note: Supporting documentation is only available for students with a history of engagement with our service or for those who can clearly demonstrate extenuating circumstances.



How to Reach Us

All appointment requests need to be submitted via our online form available on our webpage.

If making an appointment on behalf of a student, please ensure the student is aware of, and consenting to, the referral.

If seeking advice on how to support a student, please note we can only provide general advice unless consent has been obtained from the student.

Request an appointment:



Webpage: jcu.edu.au/student-equity-and-wellbeing

Contact us via:



Phone: 1800 246 446



Email: studentwellbeing@jcu.edu.au

JCU Careers and Employability

Career Planning

- Exploring possible careers and course outcomes
- Choosing a major
- Rethinking career plans or course selection
- Strategies to build employability while studying



JCU Careers and Employability

Employment Support

- Job seeking and networking strategies
- Part-time, internship and graduate applications
- Interview preparation

NOAH ANDERSON
Kwinna QLD 0413 579 821 | noah.anderson@my.jcu.edu.au | www.linkedin.com/in/noah1.anderson

PROFILE
Final year Bachelor of Business student majoring in Human Resources, with experience in recruitment, onboarding and employee engagement. Committed to fostering an inclusive, high-performing workplace culture. Passionate about using HR strategies to support staff wellbeing and organisational growth. Eager to apply strong interpersonal, analytical and administrative skills in a dynamic team environment while continuing to grow professionally.

EDUCATION
Bachelor of Business (Human Resources) James Cook University 2023 – Present
Expected completion date: November 2025
GPA: 5.7 (scale 1-7, 7 being highest)
Distinctions in Change Management, Business Negotiation, Managing a Global Workforce, Employment Relations.

PROFESSIONAL EXPERIENCE
HR Dynamics, Townsville Aug 2025
JCU Work Integrated Learning Program (120 hours)

- Supported recruitment processes including screening resumes, and scheduling and coordinating interviews.
- Assisted with onboarding processes including employment contracts, payroll documentation and orientation sessions.
- Maintained HR databases and updated employee records using BambooHR.
- Responded to employee enquiries regarding leave entitlements and HR policies.
- Analyzed employee satisfaction surveys and drafted a report synthesizing results.

Shadowed Senior HR Consultants in client meetings to observe strategic HR advice delivery.

EMPLOYMENT HISTORY
Service Supervisor Fairfield Central (Part-time)
Point-of-sale service delivery and resolve customer issues efficiently, contributing to a 23% rise in formal customer complaints in 2024.
New team members in company procedures and customer service protocols.
Nov 2022 – Present

Team Member (Casual)
Excellent customer service in a high-volume environment.
With training new staff in sales and inventory software, and WHS protocols.
Stock audits and processed weekly product orders.
Nov 2020 – Mar 2022

VOLUNTEERING
Trustville
Business students transitioning to university life by leading campus orientations and to promote academic confidence through effective study strategies, time management, and exam preparation.
That fostered a sense of belonging by helping students build peer connections.
Feb 2024 – Nov 2024

SKILLS
Microsoft Office (Word, Excel, PowerPoint, Outlook)
BambooHR
VLOOKUP
PowerPoint, Outlook
You have gained that are relevant to the jobs you're applying for.

PROFESSIONAL DEVELOPMENT
Virtual Conference
Workshops, or contributions.
2025

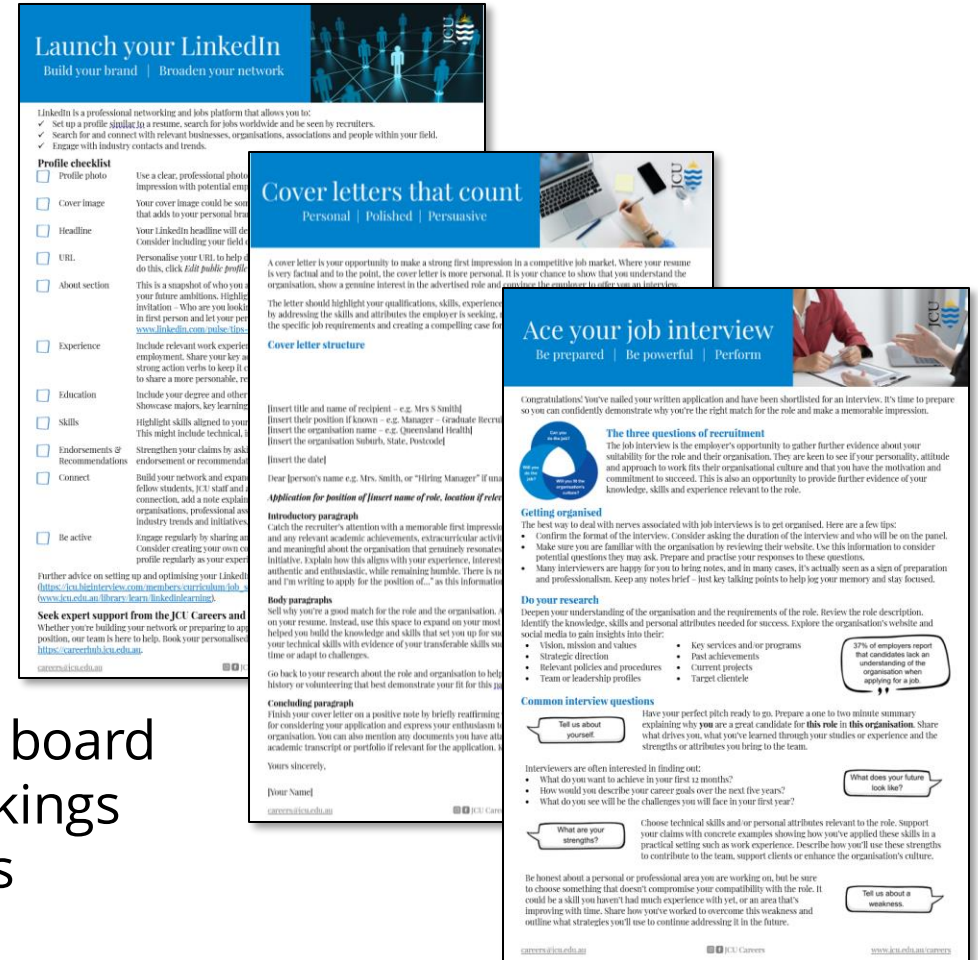
MEMBERSHIPS
In Resources Institute Society
2024 – Present
2023 – Present



- Exclusive JCU jobs board
- Appointment bookings
- Event registrations

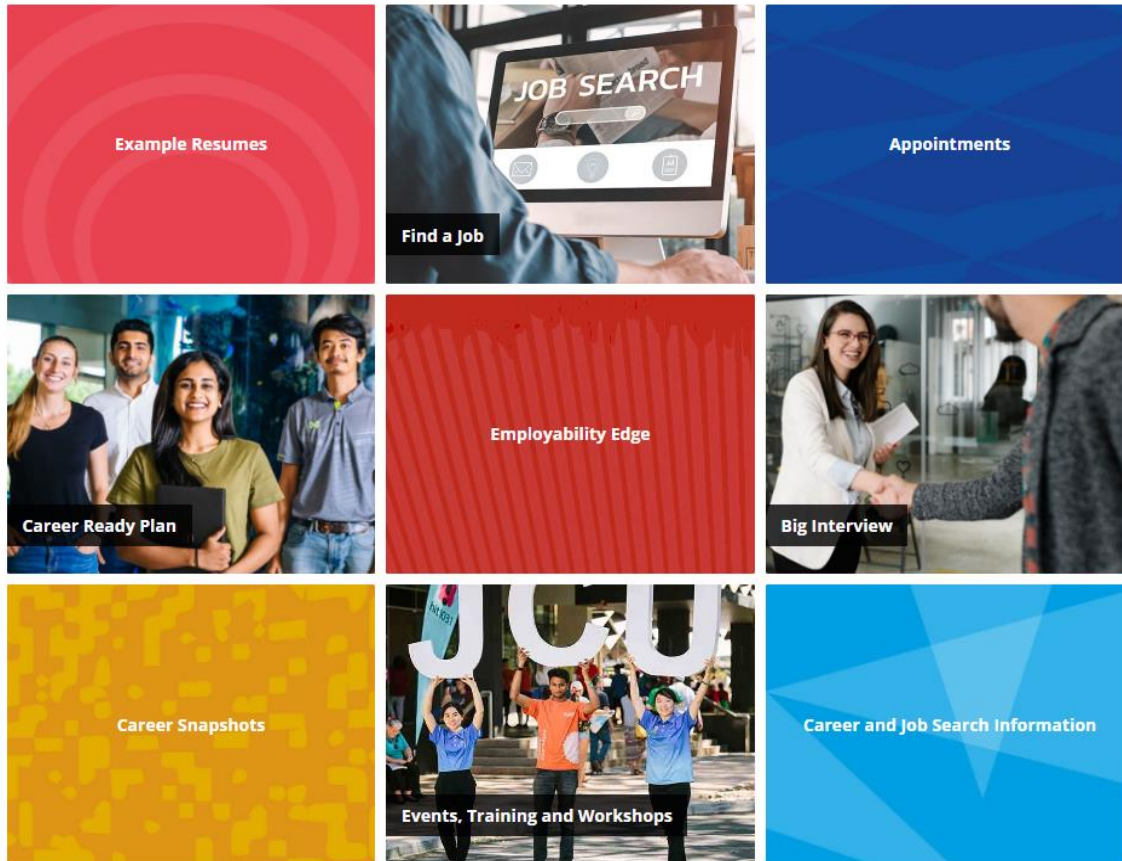


- Recorded mock interview practice
- Training modules
- AI resume feedback



JCU Careers and Employability Services

Scan the QR Code



- Book appointments
- CareerHub job board
- Course-specific resumes and career snapshots
- Interview training program
- Career development self-help modules
- Career Ready Plan

For more information, visit our webpage: jcu.edu.au/careers.

What is AccessAbility Services?

We are a free and confidential support service for all registered JCU students who identify as having a short- or long-term disability, injury, illness or health condition.

Students who are neurodivergent or who have a mental health condition may benefit from support.

We provide **information and practical advice about the support available at JCU** and ensure access to appropriate, reasonable adjustments and services.

Students are required to **provide documentation** about their disability or health condition from their health professional.

Access to assistive equipment, technology and software, adjusted exam conditions, mobility aids, adjustments are available for placements and assessments.



AccessAbility Advisors

Townsville and Cairns based staff support students across all campuses and modes.

Contact us via:



Phone: 1800 246 446



Email: accessability@jcu.edu.au

Advisors:

Grace James (Townsville)

Kerri Player (Townsville)

Summer Gambie (Townsville)

Adan Mendiolea (Townsville)

Melanie Meehan (Townsville)

Karina Stevenson (Cairns)

How to Register with AccessAbility

Visit the webpage



1. Visit our webpage:
jcu.edu.au/student-equity-and-wellbeing/accessability-at-jcu
2. Click the blue 'Register with AccessAbility NOW' button.

Register with AccessAbility NOW

3. Fill out and submit the form.



Student Success Officers

- Service undergraduate and post-graduate courses
- Supporting students' study progress during the study period, including:
 - Assessing personal challenges and developing a plan with the student to overcome them
 - Providing referrals to appropriate specialist services at JCU and in the community
 - Helping with JCU policies and administrative tasks relevant to study or assessment



Contact us via:

✉ Email: studentsuccess@jcu.edu.au

ONBOARDING PROGRAM

Learning Centre

jcu.edu.au



The Period of Adjustment

A diverse population

Implications?

Without the support of a cohort of familiar people in a school or staff room, some new students take time to settle down, meet people and feel like they belong.

A new academic culture

Implications?

Some new students underestimate the time commitment study requires, subconsciously wait to be told what to do, and don't seek help until late in the study period.

How can you support your student?

Be a non-judgmental cheerleader

- Demonstrate interest in what they are learning: ask questions about weekly topics, class activities that day, and what their assignments are about.
- Provide a dedicated study space (or encourage them to use the library if your home is too small).
- Remind your high achieving family member that it is not unusual for grades to seem lower than hoped for while they adjust.
- Encourage attendance at orientation and JCU social activities: research shows the more engaged they are, the higher their satisfaction and resilience.

Encourage their learning autonomy

- Encourage them to make study plans.
- Encourage them to ask questions: if they don't understand something, the chances are that other students don't as well.
- Encourage them to use **learning support services**.





The Learning Centre
UNLOCK YOUR POTENTIAL

Study Planning
Assessment Planning
Online Resources
Workshops
Studiosity
PASS
Student Mentors
Learning Advisors

JCU Learning Advisors

Learning Advisors can help your student to:

- plan study time
- learn stress management strategies
- understand subject outlines
- understand assignment requirements
- plan and structure an assignment
- develop academic reading and research skills
- work on writing and building arguments
- develop editing and proofreading skills
- develop numeracy skills (maths and statistics)
- prepare for exams
- understand Academic Integrity expectations and ethical, effective uses of GenAI
- understand lecturer and tutor expectations and feedback.



Tell your student to search JCU Learning Centre.

ONBOARDING PROGRAM

Where to find Help



Student Centre

Some general enquiries we receive:

- Student ID cards
- Enrolment help
- Course and subject advice
- Fees and financial information/support
- Student loans
- Exams
- Timetables
- Student payments
- Scholarship information
- Support services
- Graduation

Privacy Laws

The student is our sole client, and we respect and maintain their privacy in accordance with the Information Privacy Act 2009 (Qld).

Due to privacy laws, parents, guardians, and partners do not have access to a student's personal details, exam results, current contact details, financial information and enrolment details.

You are, however, encouraged to seek general information and advice from the University.

Contact us via:



Phone: 1800 246 446

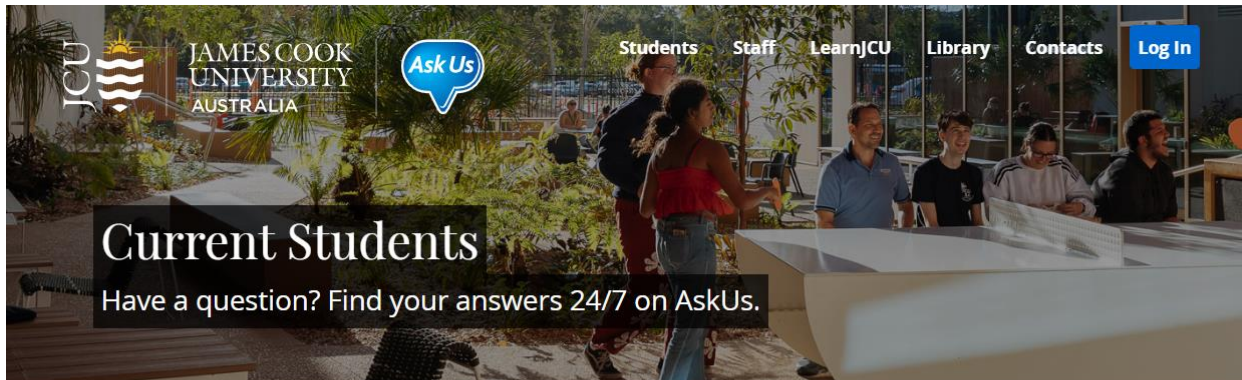


Email: enquiries@jcu.edu.au



Website: jcu.edu.au

Ask Us



Ask Us provides online answers to commonly asked questions 24/7.

Check out the list of commonly asked questions at jcu.custhelp.com.

Current Students

Future Students

Answers

Search Tips

Book a call

Contact Us

Enter your search here...

Search Tips

Popular Answers

What is a co-requisite?
Co-requisites are two or more subjects that must be undertaken in the same Study Period. You must enrol in co-requisite subjects at the same time - you cannot enrol in one without the other...

What is a supplementary exam?
A supplementary exam is an additional exam that may be approved for a student in the following circumstances: A student who has come close to passing a subject and meets the relevant College...

What is a calendar year and what is an academic year?
A Calendar year ranges from 1 January through to 31 December. An Academic year is comprised of two Teaching Periods, January to June, and July to December. Each Teaching Period includes the main...



ONBOARDING PROGRAM

Fees and Scholarships

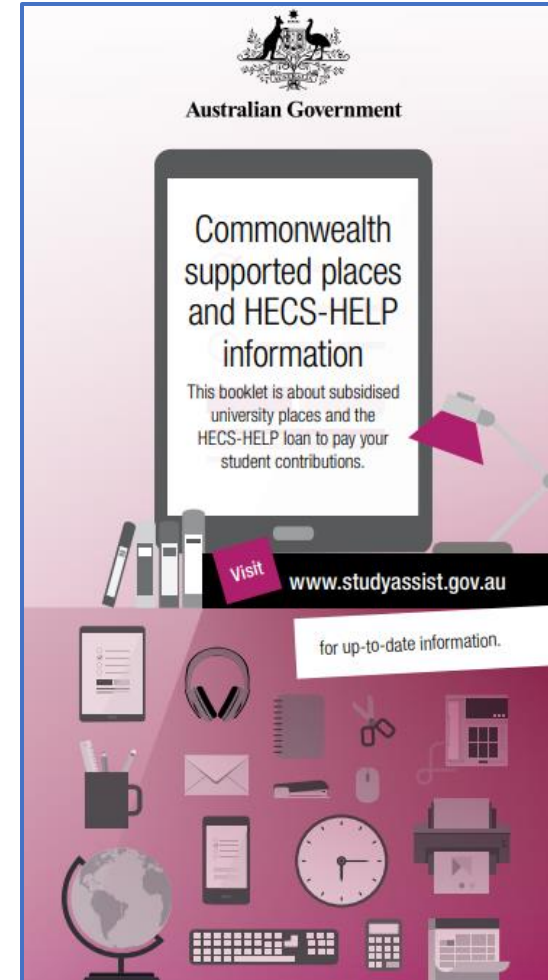


Domestic Tuition Fees

Domestic students pay the Student Contribution amount, and the Government covers the rest of the tuition cost.

Who are domestic students?

- Australian citizens
- New Zealand citizens
- Australian permanent residents



Student Services and Amenities Fee

The Student Services and Amenities Fee (SSA Fee) was introduced by the Australian Government to improve university support services and facilities for students both on and off campus.

The SSA Fee is charged on the basis of study load. There is a charge per subject and a maximum charged per calendar year.

The income from the fee is used to provide a range of student support services and facilities that students can access, including:

- Providing free food and drinks to students on campus
- Student Advocacy Officer
- Legal services to students
- Orientation activities
- Libraries and study spaces
- Sports and recreation activities
- Careers and employment advice
- Health and wellbeing services

Payment of Student Contribution Amount

Australian Citizens and Permanent Humanitarian Visa Holders can defer payment through the HECS-HELP scheme if the student has provided their Tax File Number.

New Zealand Citizens and Permanent Non-Humanitarian Visa Holders must pay tuition fees upfront.

Please Note:

Fee statements are **not** mailed out.

It is every student's responsibility to be aware of fees and payment due dates.

Students can access their own fee statement (tax invoice) showing outstanding fees through MyStudent.

Scholarships

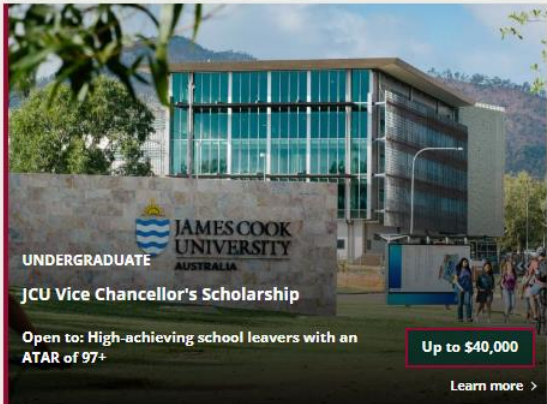
More than fifty scholarships are available for students to apply for, including:

- Commonwealth Scholarships
- JCU Access Fund Scholarships
- Other JCU Scholarships
- Non-JCU Scholarships

For more information, visit the Scholarships webpage:

jcu.edu.au/scholarships.

► Featured Scholarships



UNDERGRADUATE
JCU Vice Chancellor's Scholarship
Open to: High-achieving school leavers with an ATAR of 97+
Up to \$40,000
Learn more >



UNDERGRADUATE
JCU Deans' Scholarship
Open to: Undergraduate first year (school leaver), high academic achiever with an ATAR of 95 to 97, domestic student, full-time basis
Up to \$20,000
Learn more >



UNDERGRADUATE
North Queensland Gas Pipeline Regional Women's Scholarship
Open to: 1st or 2nd year female students from a rural or regional location.
Up to \$32,000
Learn more >



UNDERGRADUATE
The George Alexander Foundation Undergraduate Scholarship
Open to: Undergraduate, commencing from rural or regional location
Up to \$24,000
Learn more >



UNDERGRADUATE
QCoal Foundation Scholarship
Open to: First year students with preference given to Geology or Science (excludes Marine Biology)
Up to \$30,000
Learn more >



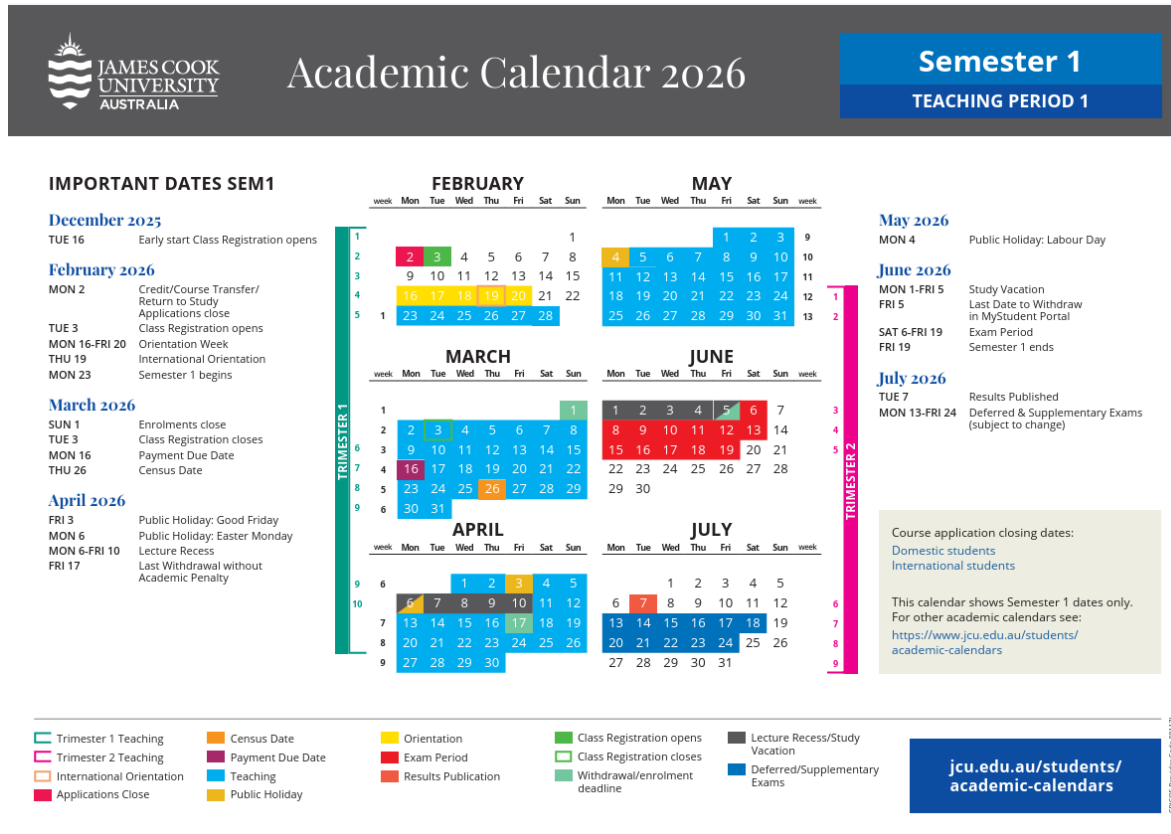
UNDERGRADUATE
Iplex Undergraduate Engineering Scholarship
Open to: Bachelor of Engineering (Majors Chemical or Mechanical)
Up to \$16,000
Learn more >



UNDERGRADUATE
JCU Accommodation Scholarship
Open to: Commencing full-time students living on-campus
\$10,000
Learn more >

*Dollar values are indicative, for detailed information on scholarships, please view each scholarship individually.

Important Dates



JCU Academic Calendars break down the year into teaching periods, holidays, exam blocks, and key administrative deadlines.

Academic Calendars can be found on the JCU Current Student Webpage under Student Essentials.

Tips for JCU Families

Encourage discussions

Encourage your student to engage and ask questions.

Whether it's asking us, their Lecturer, Tutor, Course Coordinator, Student Mentor or Librarian, we are all here to help your student succeed.

Promote participation

Encourage your student to attend O Week, attend workshops, download the JCU App, access free online resources and utilise Studiosity.

There are also counselling, career planning and Peer Assisted Study Sessions (PASS) available.

Plan for success

Support your student by being across the Academic Calendars.

Knowing when exams and important dates are coming up, like the Census Date, is key. Remember, holidays and travel are not legitimate reasons for missing or deferring an exam.

Need Help?

Reach out via:

☎ Phone: 1800 246 446
(select option 1 for current students)

✉ Email: enquiries@jcu.edu.au

🌐 Our webpage:
jcu.edu.au/students/student-centre

- Online Live Chat
- Book a Call



JCU Families Information Guide

Check out the **JCU Families Information Guide** for further information on how you can set your student up for success.

Access the guide:



Visit the webpage

