

## **JCU Brisbane Help and Support Services**

JCU Brisbane has a number of on campus services to help you adjust to University life in Australia and to help you succeed with your studies.

### **The Learning Hub**

Library staff and Learning Advisers provide ongoing support for students during their academic journey at JCU Brisbane. Library staff provide help with assignment research, referencing, Study Skills workshops and tutorials. Learning Advisers work closely with the Faculty to ensure their help is targeted towards your studies; you will receive practical advice and strategies to master academic literacy and numeracy skills to study successfully.

### **Student Mentor Program**

Connect with a student mentor to help you adjust to life in Australia or to help you learn valuable study skills and provide support and encouragement to achieve your academic goals.

### **Student Counselling Service**

Provides individual counselling sessions for academic or personal issues; large or small. We recommend you see the JCU Brisbane counsellor before your problem becomes a major concern.

## **Important Visa and JCU Policy information**

### **Changing education sector (AQF level)?**

If you currently hold a Student Visa 573 and you wish to change course to a different education sector (eg, change from a Bachelor's Degree to a Diploma Course, or from a Master's Degree to a Bachelor's Degree), you will need to apply for a new Student Visa (subclass 500) as your current visa subclass will not be appropriate for your new course (or package of courses). Please contact the Department of Home Affairs for more information by phone on 131 881 or in person at 299 Adelaide St, Brisbane QLD 4000

### **No longer holding a student visa?**

Only student visa holders are eligible for OSHC so you must make alternative arrangements. Please contact your OSHC provider to enquire about refund options for pre-paid OSHC.

### **Penalties which may be imposed by JCU upon withdrawal:**

Students withdrawing after census date will be liable for all fees associated with their enrolment **unless** approved by International Student Finance and must complete a separate application for Early Withdrawal without Financial Penalty.

Students withdrawing after the last day for subject withdrawal, an Academic Penalty will also be incurred against any enrolled subjects **unless** approved by Campus Director.

### **Important Links:**

**Department of Home Affairs:** <http://www.homeaffairs.gov.au/>

**JCUB Important Dates:** <http://www.jcub.edu.au/students/important-dates.aspx>

**JCU Transfer Provider Policy:** <https://www.jcu.edu.au/policy/student-services/transfer-of-international-student-visa-holders-to-other-educational-institutions>

**JCU Refund Policy:** <https://www.jcu.edu.au/policy/student-services/tuition-fee-policy-for-international-students>

**JCU Application for Refunds, Early Withdrawal without Financial Penalty for International Students:**  
[https://www.jcu.edu.au/data/assets/pdf\\_file/0015/122109/Application-for-refund-of-International-Tuition-fees-161015.pdf](https://www.jcu.edu.au/data/assets/pdf_file/0015/122109/Application-for-refund-of-International-Tuition-fees-161015.pdf)