



Ask Us

HELP
AHEAD
2019-2020

jcu.custhelp.com

Cairns

Singapore

Townsville

Getting Started at JCU

APPLY AND ENROL

- How to Apply
- Accept / Defer your offer
- How to Enrol
- Course Information

FEES

- Scholarships
- Payments
- HELP loans

ORIENTATION

- Orientation Program
- Course Welcomes
- Student ID Cards
- GetReady4Uni Online

1 Activate

Activate

2 Get Ready 4Uni

GetReady4Uni

3 Checklist

Checklist

 jcu.edu.au/new-students
or download the JCU App to enrol

For all IT Support contact InfoHelp

Townsville – Ground Floor, Eddie Koiki Mabo Library
Cairns – Ground Floor, Library

 InfoHelp@jcu.edu.au

 Townsville (07) 4781 5500

 Cairns (07) 4232 1777



Townsville Student Centre

 4781 5255

 Education Central, Bld 134
(near Student Mall)

Cairns Student Centre

 4232 1000

 Chancellery, Bld A1
Ground floor

Office hours

Monday to Friday 9am – 5:00pm
Wednesdays 10:30am – 5:00pm

 enquiries@jcu.edu.au

 FREECALL 1800 246 446

Course Planning & Enrolment

IMPORTANT SYSTEMS

JCU App provides a single sign on access to:

- Register for classes
- Personalised timetables
- Subject results
- Campus maps

eStudent provides access to your personal and enrolment information.

- Study plans and timetable
- Finances and payments
- Results and graduation
- Scholarship applications
- Commonwealth assistance notices
- Contact details

FOR ENROLMENT INFORMATION

 jcu.edu.au/students/enrolment

Change your Course

- Change course or major
- Take a break from study

Select your Subjects

- Choose your study mode (Eg: internal, external)
- Choose your subjects
- Create your timetable
- Register for your classes

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Student Learning & Success

LIBRARY

- Get assignment research & referencing help
- Access print & online information resources
- Learning and study spaces (24/7)
- Online assistance, including chat services



Eddie Koiki Mabo Library (Townsville): Building 18
Cairns Campus Library: Building B1

☎ **4781 5500 (option 2)**

🌐 infohelp@jcu-au.libanswers.com

🌐 jcu.edu.au/library

LearnJCU

Your online learning system and access to:

- Subject Outlines and Staff Contacts
- Lectures and reading resources
- Online assessment and feedback
- The Blackboard mobile app and more!

✉ learnjcu@jcu.edu.au

🌐 jcu.edu.au/students

LEARNING CENTRE

- Get advice and improve your academic and organisation skills
- English language development
- Access online assignment resources
- Exam preparation strategies

✉ learning@jcu.edu.au

🌐 jcu.edu.au/learning-centre



ACADEMIC PROGRESSION

- Results and 'Grade Point Average' (GPA)
- For results and unofficial academic record – go to the JCU App

✉ enquiries@jcu.edu.au

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

FEEDBACK ON SUBJECTS & TEACHING

Give us feedback on your learning experiences. Check your student email address for your invitation to complete the surveys.

🌐 jcu.edu.au/yourjcusurvey

Student Life & Community

STUDENT MENTORS

JCU Student Mentor Program matches new undergraduate students with a trained mentor. Mentors are successful, experienced students from your course who can help you succeed.

 jcu.edu.au/mentors



EVENTS

Student life at JCU is not all study and no play! Meet new people, enjoy sporting, cultural, wellbeing and recreational events. Live a happy and healthy student life.

 jcu.edu.au/student-life

 facebook.com/jcustudentlife



STUDY OVERSEAS

Explore the world with JCU Global Mobility. Study overseas while completing your JCU degree

- Choose from over 60 partner universities worldwide
- Short term and semester exchange opportunities available, or study at our Singapore campus.

 globalmobility@jcu.edu.au

 jcu.edu.au/globalmobility

STUDENT ASSOCIATION

- Clubs and societies
- Academic representation and advocacy
- Sports and recreation activities
- Welfare support

 1800 330 021

 jcusa.edu.au



Personal Support

COUNSELLING & WELLBEING

We can support you with:

- Adjusting to change
- Balancing your studies, work and life
- Social, emotional and personal issues
- Free and confidential

✉ studentwellbeing@jcu.edu.au

🌐 jcu.edu.au/counselling

DISABILITY SERVICES

Get support for your temporary or permanent injury, illness or health condition by contacting:

- AccessAbility Services

✉ Townsville: accessability.tsv@jcu.edu.au

✉ Cairns; accessability.cns@jcu.edu.au

🌐 jcu.edu.au/accessability-services

ACCOMMODATION

On-campus living & accommodation assistance

✉ accommodation@jcu.edu.au

🌐 jcu.edu.au/accommodation

FEEDBACK & COMPLAINTS

Feedback helps us to improve our services and facilities.

✉ studentcomplaints@jcu.edu.au

🌐 jcu.edu.au/students/feedback-and-complaints

FINANCIAL SUPPORT

For information on tuition fees, government assistance, and scholarships:

✉ enquiries@jcu.edu.au

🌐 jcu.edu.au/students/fees-and-financial-support

✉ scholarships@jcu.edu.au

🌐 jcu.edu.au/students/fees-and-financial-support

TEXT BOOKS

The Co-op is your go-to place for textbooks, e-textbooks and other learning essentials. Co-op will post items directly to you.

🌐 coop.com.au

MULTIFAITH CHAPLAINCY CENTRE

Provides pastoral and religious support for students.

🌐 jcu.edu.au/multifaithchaplaincy

Careers & Employment

Careers and Employment offer a wide range of career services and resources designed to assist you with your career planning, decision making and successful transition into graduate employment.

SERVICES

- Career planning and counselling
- Job search and application support
- Resume, cover letter and LinkedIn help
- Part time, casual, volunteer, vacation and graduate job listings on JCU CareerHub
- Industry and employer events on campus

KEY ONLINE RESOURCES

- Career Development Program
- CareerHub
- Career Action Plan
- Big Interview
- Developing an Enterprising Mindset modules
- Course-specific resume examples and career information sheets

Careers Fair

Annual employer event held on campus in March for all students – search 'Careers Fair' on JCU website.

Townsville

 4781 4711

 Level 1, Library

Cairns

 4232 1150

 Level 1, Library

 careers@jcu.edu.au

 jcu.edu.au/careers

 JCU Careers

Graduation & Beyond

GRADUATION

Graduation processes, checklists, ceremonies, gown hire and contacts

[🌐 jcu.edu.au/graduation](https://jcu.edu.au/graduation)

PURCHASE YOUR ACADEMIC RECORD

Organise a copy of your official transcript online:

[🌐 jcu.edu.au/graduation/academic-records](https://jcu.edu.au/graduation/academic-records)



HIGHER DEGREE STUDIES

The Graduate Research School (GRS) offers:

- Higher Degree by Research (HDR) programs
- HDR Scholarships
- HDR Advisor information

✉ GRS@jcu.edu.au

[🌐 jcu.edu.au/graduate-research-school](https://jcu.edu.au/graduate-research-school)

JCU ALUMNI

Once you graduate from JCU you will join our global alumni community.

- Connect with Alumni networks all over the world
- Find out about Alumni events and benefits

[🌐 alumni.jcu.edu.au](https://alumni.jcu.edu.au)

International Students



The International Student Support Team is the first point of contact for international student enquiries/issues in Townsville and Cairns.

- Arrival Support
- Accommodation Support
- International Student Orientation Program
- Australia Awards Scholarship Management
- Confirmation of Enrolment (CoE) Variations
- Extensions
- Leave of Absence
- Withdrawals
- Personal Wellbeing and Welfare Support
- Events and Social Activities
- Emergencies and Critical Incidents
- Overseas Student Health Cover (OSHC) Information
- Student Letter Requests
- Referral Point to JCU and Community Services
- Returning Home Program
- Completion Ceremony

Townsville

☎ 4781 5601

✉ international@jcu.edu.au

Cairns

☎ 4232 1558

🌐 jcu.edu.au/international

Afterhours International Student Assistance Helpline

☎ FREECALL 1800 754 185

Indigenous Education & Research Centre



In addition to the other services provided at JCU, contact the Indigenous Education & Research Centre with any enquiries about:

PROGRAMS & SERVICES

- Indigenous Students' Orientation
- Academic Support
- Tutorial Support
- Pastoral Care
- Study and Social Spaces

FINANCIAL & EMPLOYMENT ADVICE

- Indigenous Commonwealth Scholarships
- Internships & Cadetships
- Professional employment opportunities

JCU COMMUNITY NETWORKS

- JCU Indigenous Alumni
- Cultural Events
- National Indigenous Tertiary Education Games
- IYMP – Indigenous Youth Mobility Program

Townsville

📍 Building 301
☎ 4781 4676

Cairns

📍 Building A21
☎ 4232 1046

✉ IERC@jcu.edu.au

🌐 jcu.edu.au/austindigenousinfo

Safety and Wellbeing

All members of our university community have a right to feel welcome, respected and safe. At James Cook University, we are committed to ensuring that our learning environment is free from discrimination and harassment.

If you feel immediately threatened or have an urgent incident you wish to report please contact Emergency Services on 000 (Police, Fire or Ambulance).

- **JCU Campus Security:** 4781 5555 or 1800 675 559 security@jcu.edu.au
- **JCU Student Equity and Wellbeing:** 4781 4711 or 4232 1150 studentwellbeing@jcu.edu.au
- **JCU Student Association:** 1800 330 021 studentassociation@jcu.edu.au
- **Equity Contact Officers:** first point of contact regarding discrimination, harassment and bullying queries and concerns. Search 'Equity Contact Officers' on JCU website.
- **Sexual Misconduct Officers:** single point of contact for sexual harassment/assault. Search 'Sexual Misconduct Officers' or "Report an Incident" on JCU website.

For further information including support services on-campus and in community, please visit jcu.edu.au/safety-and-wellbeing

RESPECT. NOW. ALWAYS.



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