The Mariner is your complete guide to studies at JCU Nursing, Midwifery & Nutrition – from the initial application and enrolment process, for the duration of your studies, through to finalisation of your award and graduation. Many commonly asked questions about enrolment, progression throughout the course, assessment procedures and university services can be answered by reading The Mariner.

This publication is intended as a general guide. Information contained in The Mariner at the time of publication is correct, however amendments to University policy and procedures as set out in The Mariner may be necessary throughout the academic year. Students should contact Student Services to confirm admission requirements and the availability of courses and subjects prior to making any alterations to enrolment. James Cook University reserves the right to alter any course or admission requirements without prior notice.

Any amendments to The Mariner will be published online.

College of Healthcare Sciences
James Cook University
Townsville  QLD  4811
AUSTRALIA

Tel. (07) 4781 4973
Email: chs@jcu.edu.au
www.jcu.edu.au/college-of-healthcare-sciences

© James Cook University
This guide has been specifically produced for a James Cook University course of study by the College of Healthcare Sciences.

Extracts from publications may be provided for the purpose of private study by each student in the subject. The collection of readings may include copyright material reproduced pursuant to Part VB of the Copyright Act 1968 or with the express permission of the copyright owner. It is for use by staff or students in connection with a subject/course of instruction provided by James Cook University and/or for inclusion in the James Cook University Library collection. No other uses are authorised. It is not available for sale and/or distribution to the general public.

At James Cook University we acknowledge Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which JCU campuses and study centres are located and where we conduct our business. We pay our respects to ancestors and elders, past, present and future. JCU is committed to honouring Australian Aboriginal and Torres Strait Islander peoples’ unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to JCU and society.
## Contents

Section 1: Welcome and Preparing for Studies................................................................. 1
   Welcome......................................................................................................................... 1
   Contact Details ............................................................................................................ 1
   Categories of Postgraduate Level Courses............................................................... 1
   Preparing for Studies ................................................................................................... 1
   Postgraduate Nursing and Midwifery Courses .......................................................... 2
   Postgraduate Subject Offerings.................................................................................. 2

Section 2: Enrolment and General Information ............................................................... 4
   Academic Calendar and Important Dates................................................................. 4
   Advanced Standing / RPL .............................................................................................. 4
   Change of Personal Details ....................................................................................... 4
   Contact Details ............................................................................................................ 4
   Student ID Cards ........................................................................................................ 4
   Alterations to Enrolment ............................................................................................. 4
   Leave of Absence from Studies .................................................................................. 4
   Re-enrolment procedures ........................................................................................... 5
   Course Fees and Expenses ......................................................................................... 5
   Subject Fee Refund ..................................................................................................... 5
   Scholarship & Funding Opportunities.......................................................................... 5
   University Debts ......................................................................................................... 5

Section 4: Library, Computing and Student Support Services.......................................... 6
   JCU Library .................................................................................................................. 6
   Off-Campus Library Service ..................................................................................... 6
   Finding Journal Articles ............................................................................................. 6
   Reserve Online ........................................................................................................... 6
   JCU Login ID & Passwords ....................................................................................... 6
   JCU Email ................................................................................................................... 6
   LearnJCU ..................................................................................................................... 7
   InfoHelp and IT Help Desk ......................................................................................... 7
   Online Study Groups and Communication Guidelines ............................................. 7
   Social Media Information for Nurses and Midwives .................................................. 7
   Postgraduate Student Assistance and University Support Services ......................... 8

Section 5: Policy and Procedures...................................................................................... 9
   Student Charter .......................................................................................................... 9
   Attendance Requirements ......................................................................................... 9
   Policy on Research .................................................................................................... 9
   Postgraduate Student Representation on Committees .............................................. 9
   Conference Attendance Support for Students .......................................................... 9
   Student Behaviour ................................................................................................... 10
Academic Performance and Progression ................................................................. 10
YourJCU Subject and Teaching Survey ................................................................. 10
Australian Graduate Survey (AGS) ...................................................................... 10
Student Complaints ................................................................................................. 10
University Student Policy Library.......................................................................... 11

Section 6: Assessment ............................................................................................ 12
Assignment Submission Requirements ................................................................. 12
Late Submissions ...................................................................................................... 12
Requesting Extension of Time for Assessments ....................................................... 12
Return of Assignments ............................................................................................ 12
Review of Assessment ............................................................................................. 12
Guidelines for Assignment Preparation ................................................................. 12
Presentation Requirements ...................................................................................... 13
Structure of the Assignment ..................................................................................... 13
Referencing Style .................................................................................................... 13
Finishing the Assignment ......................................................................................... 14
Statement of Original Authorship .......................................................................... 14
SafeAssign Submission Requirements ................................................................. 14
Plagiarism and Academic Misconduct .................................................................. 14
Academic Misconduct ............................................................................................ 15
Key to Categories of Marking Criteria ................................................................. 15
Examination Scheduling ......................................................................................... 16
Examination Locations for External Students ....................................................... 16
Authorised Materials List for Examinations .......................................................... 16
Identification in Examination Rooms .................................................................... 16
Examination Concessions ....................................................................................... 16
Deferred Examinations ........................................................................................... 16
Special Consideration in an Exam ........................................................................ 17
Supplementary Examinations ............................................................................... 17
Rules for Examination and Progression of Students in Nursing, Midwifery & Nutrition .................................................. 17
Publication of Official Results ............................................................................... 17
Subject Results and Explanation of Grades .......................................................... 17
Student Access to Scripts and Materials ............................................................... 17
Review of Final Subject Grade ............................................................................. 17
Student Feedback and Complaints ...................................................................... 17

Section 7: Course Finalisation, Graduation and Beyond ...................................... 18
Academic Records and Graduation Statements ................................................... 18
Before You Can Graduate ...................................................................................... 18
Graduation Procedures ......................................................................................... 18
Beyond Graduation – JCU Alumni ....................................................................... 18
Section 1: Welcome and Preparing for Studies

Welcome

We congratulate you on choosing to continue your nursing and midwifery education. JCU Nursing, Midwifery & Nutrition [NMN] is a leader in nursing and midwifery education, especially in the area of distance education for its postgraduate courses. We recognise that work constraints, family commitments and lifestyle choices often prevent access to on-campus courses, so we have designed our postgraduate programs for flexible learning. We know how important your continuing and professional education is to you and we are committed to assisting you in fulfilling your personal commitment to your chosen career. The NMN academic and administrative staff are here to help if you have any concerns, so please ask if you have any questions.

With over 1500 students in both undergraduate and postgraduate courses, we are renowned for our friendliness and sense of community. Students never feel like just another number – with effective support services, our students receive the personal attention they need to achieve their best.

Contact Details

Nursing, Midwifery and Nutrition
College of Healthcare Sciences
Division of Tropical Health and Medicine
James Cook University, 1 James Cook Drive
Townsville QLD 4811 AUSTRALIA
Tel. 07 4781 4973
Email chs@jcu.edu.au
Web www.jcu.edu.au
Location: 25-202 Townsville Campus

Please visit our NMN Staff website for the current list of academic staff and contact details.

Please see the Student Assistance Directory – Who Do I Contact webpage for current roles and responsibilities.

Categories of Postgraduate Level Courses

Graduate Certificate comprises 12 credit points (4 subjects) and provides graduates of a discipline the opportunity to undertake postgraduate coursework in the same discipline. Recipients can forfeit this award as advanced standing towards a Graduate Diploma or a Masters by coursework.

Graduate Diploma comprises 24 credit points (8 subjects) and provides graduates of a discipline with the opportunity to undertake postgraduate coursework in the same discipline with a research component. Recipients of a Graduate Diploma can forfeit this award as advanced standing towards a Masters by coursework.

Masters by coursework usually comprises 36 credit points of postgraduate subjects. Masters awards will include research coursework components.

Masters by research comprises a research thesis of the size and scope that can be completed normally in two years of full-time study. Applicants will usually have an undergraduate Honours degree. A Masters by research degree can be used as a prerequisite for a PhD.

PhD is usually essential for research and academic careers. The main purpose of a doctoral thesis is to establish a coherent body of original research. The scope and size of this undertaking normally requires the equivalent of three years of full-time study.

Preparing for Studies

Some of you will be recent graduates, familiar with university procedures and can navigate your way around the many resources available to you. For others, studying in distance education mode is a new experience, which may be a little daunting for those who haven’t studied for some time.
In the first instance, refer to the Guide for new postgraduate coursework students commencing Nursing, Midwifery and Nutrition programs, which will give you a head start with planning your study and assignment preparations well before your first assignment is due.

**Postgraduate Nursing and Midwifery Courses**

- Graduate Certificate of Diabetes Education
- Graduate Certificate of Infection Control
- Graduate Certificate of Nursing
- Graduate Certificate of Nursing (Advanced Clinical Practice)
- Graduate Certificate of Nursing (Clinical Education)
- Graduate Certificate of Nursing (Leadership and Management)
- Graduate Certificate of Nursing (Neonatal Care)
- Graduate Certificate of Nursing (Rural and Remote)
- Graduate Diploma of Nursing
- Graduate Diploma of Nursing (Advanced Clinical Practice)
- Graduate Diploma of Nursing (Clinical Education)
- Graduate Diploma of Nursing (Leadership and Management)
- Graduate Diploma of Midwifery
- Master of Midwifery
- Master of Nursing
- Master of Nursing (Advanced Clinical Practice)
- Master of Nursing (Clinical Education)
- Master of Nursing (Leadership and Management)
- Master of Nursing (Nurse Practitioner)

View the full course descriptions and official academic handbook for award rules and requirements.

**Postgraduate Subject Offerings**

**Elective (Option) Subjects**

- **NS5003:03** Portfolio Development for Health Care Professionals
- **HS5200:03** Literature Review in Healthcare Practice
- **NS5201:03** Research Design: Theory and Application
- **NS5225:03** Care of the ‘At Risk’ Newborn
- **NS5226:03** Infant Feeding and Nutrition
- **NS5230:03** Clinical Governance Project
- **NS5366:03** Practice Development Project
- **HS5405:03** Teaching for Learning in the Health Professions*
- **HS5406:03** Strategies for Clinical Teaching*
- **NS5407:03** Contemporary Issues in Nurse Education
- **NS5408:03** Clinical Teaching in Nursing and Midwifery
- **HS5381:03** Health Promotion for Diabetes
- **NS5500:03** Care of the Acutely Ill and Deteriorating Adult
- **NS5501:03** Contemporary Issues in Acute Care Nursing
- **NS5522:03** Nursing Within the Tropics
- **HS5555:03** Infection Prevention and Control in Health Care Settings
- **NS5710:03** Applied Leadership and Management for Nurses and Midwives
- **NS5790:03** Leadership and Dispute Resolution Skills for Nurses and Midwives
- **NS5901:03** Extended Health Assessment and Diagnostic Reasoning 1
- **NS5902:03** Extended Health Assessment and Diagnostic Reasoning 2

*Offered by JCU Medicine*
Additional elective options may be available from other disciplines within the JCU Division of Tropical Health & Medicine – **HSS** or **TMS** subjects (with approval), in the following areas (note some subjects have additional pre-admission criteria, enrolment quotas and block attendance requirements):

- Aboriginal and Torres Strait Islander Health
- Aeromedical Retrieval
- Communicable Disease Control
- Community Rehabilitation
- Disaster Health
- Diving and Marine Medicine
- Environmental Health
- Expedition and Wilderness Medicine
- Global Health and Development
- Health and Human Rights
- Health and Nutrition in the Tropics
- Health Professional Education
- Health Promotion
- Infectious Diseases
- Injury Prevention and Safety Promotion
- Managing Effective Health Programs
- Medical Entomology
- Primary Health Care
- Public Health
- Public Health and the Workplace
- Public Health Economics
- Public Health Management
- Qualitative Research Methods
- Refugee Health
- Reproductive Health in Developing Countries
- Social Science in Public Health
- Substance Misuse Prevention
- Travel Medicine
- Tropical Medicine
- Tropical Paediatrics
- Tropical Toxinology

**Restricted subjects – Graduate Certificate of Diabetes Education students only**

- NS5380:03 Clinical Management of Diabetes
- NS5382:03 Applied Diabetes Education and Management
- NS5383:03 Diabetes Professional Practice

**Restricted subjects – Graduate Diploma/Master of Midwifery students only**

- NS5131:03 Foundations of Midwifery Practice (GDMid only)
- NS5132:03 Midwifery Care of Murri and Torres Strait Islander Families
- NS5133:03 Healthy Labour, Birth and the Puerperium (GDMid only)
- NS5134:03 Challenges to the Pregnancy, Birth and Postnatal Continuum (GDMid only)
- NS5135:03 Complex Midwifery Care (GDMid only)
- NS5136:03 Pharmacology and Clinical Midwifery Practice
- NS5214:03 Professional Midwifery Care

**Restricted subjects – Master of Nursing (Nurse Practitioner) students only**

- NS5903:03 Nurse Practitioner Clinical Practice 1
- NS5905:03 Professional Issues for Nurse Practitioners
- NS5906:03 Nurse Practitioner Clinical Practice 2
- NS5921:03 Pharmacotherapeutics for Nurse Practitioners 1
- NS5922:03 Pharmacotherapeutics for Nurse Practitioners 2
Section 2. Enrolment and General Information

Academic Calendar and Important Dates

The JCU Academic Calendar is available online. Please also refer to your individual subject outlines for your study schedule and due dates during semester.

Advanced Standing / RPL

Advanced Standing may be granted for previous formal postgraduate studies [AQF Level 8 or 9] and recognised prior learning [RPL] for non-formal studies up to a maximum of 50% of the course unit value (max. 12 credit points for formal studies; max. 6 credit points RPL). RPL may contribute to advanced standing by an applicant demonstrating equivalent learning / knowledge by one or more of the following methods: certificates of competency or attendance from industry recognised courses; fully documented and certified portfolio of work completed whilst practising in industry; together with a comprehensive curriculum vitae with description of roles. Partial advanced standing in a subject will not be considered.

An Application for Advanced Standing form together with certified copies of the following supporting documents are required:

- **Formal studies:** Certified copies of official academic transcripts of all tertiary studies completed.
- **RPL:** Portfolio of CPD (including certified copies of certificates; industry courses; professional qualifications; workshop attendances, etc.); and a current curriculum vitae (including RN employment history, brief description of roles, and two referees).

If forms are not lodged with the application for enrolment, they should be emailed as soon as possible to the College at chs@jcu.edu.au.

Change of Personal Details

If you have changed your name since applying and wish to update your record, you need to complete a Change of Personal Details form and provide certified documentary proof (such as marriage certificate or birth certificate) of the change to the Student Enquiry Centre.

Contact Details

All student contact information is maintained in eStudent. It is essential that students keep their contact details up to date to ensure official correspondence is sent to the correct address.

Student ID Cards

Off-campus students may request an ID card by completing and submitting a Request for Student Identification Card form and photograph to the Student Enquiry Centre (Townsville or Cairns). Replacement cards for off-campus students may also be ordered using this form.

Alterations to Enrolment

Please take note of the Important Dates in your individual subject outlines in relation to deadlines for alterations to your enrolment. All alterations to enrolment must be made by the Census Date to avoid financial penalty. Students will manage their enrolment in subjects online via eStudent. Students are able to add subjects to their study plan up the end of the first week of study period. After this date students must request addition of subjects via JCU email to thm.enrolments@jcu.edu.au. Students are able to withdraw from subjects via eStudent up to the Census Date without incurring financial penalty.

Leave of Absence from Studies

If you have completed at least one subject within your current course and wish to take a break from study, you need to submit an Application for Leave of Absence form and submit to the Student Enquiry Centre. Any subjects that you have enrolled into during the period of leave will be automatically withdrawn once your Leave of Absence (LOA) is applied. You will maintain limited access to JCU computer facilities during your leave (eStudent, StudentsOnline and JCU Email). You will be able to enrol in subjects online for the study period after the end date of your LOA.
Re-enrolment procedures

Students intending to re-enrol at JCU in the following year will be able to re-enrol online via eStudent from early December. A reminder email will be sent to all students at your JCU email address when this is made available. Check the JCU enrolment website for specific dates as late fees will apply. Any student experiencing difficulties trying to re-enrol online should contact eStudent Support on 1800-246446 or email enquiries@jcu.edu.au.

Course Fees and Expenses

The sooner you are aware of your study costs, payment options and whether you can access any financial assistance, the easier it will be to plan your finances. University study is still one of the best investments you will ever make. Besides the compulsory fees associated with tertiary education - course and SSA fees - the other costs associated with flexible learning study are internet access, textbooks, postage, phone calls to the University and photocopying. Remember to budget for these costs when you are planning your study and that personal education is also a tax deductible item.

Payment of course fees are due by the Census Date of each study period. Please note that JCU does NOT mail out invoices and it is the student’s responsibility to download their fee statement through the eStudent link which you can have emailed to your JCU email address. Students who require a receipt for tax or scholarship purposes can request this via email to enquiries@jcu.edu.au from their JCU Email Address with their full name and JCU Student ID number.

Subject Fee Refund

There are two types of subject fee refund forms – Refund for Overpayment (withdrawn before Census Date) and Withdrawing from Subjects without Financial Penalty (withdrawn after the Census Date). The form you submit depends on your circumstances.

Domestic students who withdraw from a subject after its census date and have not completed the requirements for the subject may apply for withdrawal without financial penalty. Acting on behalf of the Government, and based upon the documentation you supply, JCU will decide to re-credit SLE, remit HELP debt and/or refund payment if satisfied that special circumstances apply.

Scholarship & Funding Opportunities

JCU publishes a list of scholarships, bursaries and grants available to students. Nursing and Midwifery scholarship information is also posted on our NMN social media sites – Facebook, CHS Blog and Twitter. A range of nursing and midwifery scholarships are provided by the federal, state and territory Governments, professional organisations and universities to assist with undergraduate, postgraduate and professional development studies. Other recommended websites are the College of Nursing, StudyAssist and Indigenous Scholarships.

University Debts

Students who have an outstanding University debt (for library fines, student loans, fees, etc.) or who have not shown photographic ID for an examination will receive a sanction and have their results withheld and will be unable to re-enrol or to graduate until such time as the debt is finalised. Students can access their financial status details and make any outstanding fee payments by BPAY or credit card via eStudent.
Section 4: Library, Computing and Student Support Services

**JCU Library**

A substantial Nursing, Midwifery and Nutrition collection is held in the James Cook University Library. Essential texts and required readings are held in Reserve Online. You are expected, as part of your academic development, to read widely within the literature. The Library has a range of print resources, including text books, journals and electronic journal access. Most of those relating to nursing, midwifery and allied health sciences are available from the Library at the Townsville and Cairns campuses.

**Off-Campus Library Service**

All external students of JCU who live further than 50 kilometres from both Cairns and Townsville are eligible to use the Off-Campus Library Service. Please refer to the Off-Campus Library Service website for the procedures and services provided.

**Finding Journal Articles**

At postgraduate level you are expected to be competent at searching online databases to find and retrieve literature. You are also expected to include reference to other literature in your written assignments besides the readings provided. All students have access to the JCU Electronic Databases via the Library website. Refer to the Finding Journal Articles website for assistance with literature searches.

To allow students and staff to access subscribed materials from off campus the Library provides a proxying service called Elibrary. Elibrary will be automatically invoked for any subscription resource that requires it if you are following links from LearnJCU, Libguides, eJournal Portal, Find It, One Search and Reserve Online. If you are off campus, elibrary will prompt you for your JCU username and password and then the resource will display. Remember that the full content of JCU online subscriptions is not available to the general public. The licences and agreements which permit use of these resources require that users read and observe the terms and conditions of use as published on the web sites of the publications concerned.

**Reserve Online**

Reserve Online is JCU’s central repository for digitised readings. You will need to log in from the Library Readings & Past Exams page with your JCU username and password. Undertake a basic search to locate subject readings (search either by subject code, or title/author).

**JCU Login ID & Passwords**

New students generate their JCU computer account details (login, password and email address), after they have been admitted to their course, from the Getting Started at JCU website. You will need your 8 digit JCU student ID number to log in and verify your identity.

If you are a continuing student and have forgotten or misplaced your computer account details then please contact the IT Help Desk.

**JCU Email**

All JCU students are issued with their own JCU email address at enrolment. All email messages generated from JCU are sent to your JCU email address (not to your personal home email address). You will need your JCU login ID and password to access your email. For security reasons, unidentifiable messages from private email addresses will be deleted unopened. Therefore, when composing emails to the University, please restrict email communication to your JCU email account and identify yourself by full name and Student ID number. Once you have your login ID, you can check your JCU email messages via the web. Email is the most effective form of communication between NMN students and staff and where required, we will contact students via email. Therefore it is important for students to check their emails at least twice a week, and we encourage all students to utilise email for communication with staff and fellow students where possible. Students can also install JCU email on mobile devices.
LearnJCU

Online subject resources for nursing students are available via the LearnJCU online learning platform utilised by JCU. All students will have access to each subject they are enrolled in. The subject sites include announcements from lecturers, subject outlines, study modules, readings and additional study materials. Communication functions such as group email facility, discussion boards, and chat facility are also available. In distance learning mode, students are required to utilise LearnJCU and participate in the online learning features available. Written assignments are required to be submitted online via the LearnJCU platform.

Discussion Board / Online Learning Activities: Students are expected to participate in the LearnJCU online discussion board learning activities throughout the subject. Discussion boards give you a place to interact with staff and other students about the content and topics for the subject, and help students to clarify and extend their understanding of key subject content. Discussion boards are a forum for students to present their thoughts/ideas in an online version of an in-person classroom discussion (and therefore the same courtesy rules apply!) Students can download student LearnJCU user guides from the LearnJCU help button and Bb Student Help.

InfoHelp and IT Help Desk

JCU InfoHelp and IT Help Desk are available for assistance with resolving computer problems, online access, computer accounts and passwords. Service points are located in the Library buildings in Cairns and Townsville, telephone (07) 4781 5500; email ithelpdesk@jcu.edu.au or utilise the online IT Self Service Portal.

Online Study Groups and Communication Guidelines

Many students who are studying by distance mode find it can be a lonely path. An effective way of overcoming this is to form a study group - this can be based on geography (i.e. contact with students living in the same area) or interest (i.e. contact with students who have similar interests to you). With the internet, email and reduced phone call costs, you don't need to feel alone even if you are the only person in your town studying a nursing program. Because of privacy requirements, the University cannot release your personal contact details to other students. You will have access to email and file share with your fellow class members via LearnJCU. If you are interested in becoming involved in a study group, you can participate in an external discussion group online in LearnJCU.

It is essential for each user on the network to recognize their responsibility in having access to vast services, sites, systems and people. The user is ultimately responsible for their actions in accessing network services. The use of the network is a privilege, not a right, which may temporarily be revoked at any time for abusive conduct. Such conduct would include, the placing of unlawful information on a system, the use of abusive or otherwise objectionable language in either public or private messages, the sending of messages that are likely to result in the loss of recipients' work or systems, the sending of "Chain letters," or "broadcast" messages to lists or individuals, and any other types of use which would cause congestion of the networks or otherwise interfere with the work of others. Please see the JCU Guidelines for Communicating with the University Community for further information.

Social Media Information for Nurses and Midwives

Social networking via electronic means is now commonplace and sites such as Facebook, Twitter, Blogs and YouTube are extremely popular in this virtual environment. These sites come with Privacy guidelines that should be read and adhered to, and individuals should also ensure the privacy settings on their networking accounts are robust and active. Information posted to such sites inevitably ends up in the public domain, and whilst this can have many benefits if used appropriately, it also can have serious and often unexpected or unintended negative consequences if used inappropriately. For example, personal information about individuals and/or organisations can easily be accessed by those for whom it was not intended, potentially posing a significant security risk for that person or organisation. Negative, derogatory, defamatory or racial statements about individuals or groups also have no place on such sites.

As student nurses and midwives, you have a responsibility to adhere to the respective NMBA Codes of Professional Conduct. The Nursing and Midwifery Board of Australia has produced a Social Media Policy for Nurses and Midwives and we strongly urge you to read it, noting carefully the impact that inappropriate use of such sites can have on your registration as a nurse and/or midwife. Should any student(s) be found to be using such sites in an unprofessional and inappropriate manner, we will have no hesitation in applying the University’s Student Conduct Policy, which we encourage you to also read.

We have a zero tolerance approach to this type of behaviour, as does the University, the nursing and midwifery professions, and your current/future employers. We are reliably informed that employers will do routine checks to see if you have any prior history of using social media inappropriately and if identified, it may impact significantly on your employment. Clearly, these are serious issues for you to consider currently and into the future. We trust that
all students will continue to act responsibly and professionally regarding the use of social media sites. This responsibility extends to our friends and colleagues, the College, the University and the nursing and midwifery professions.

Postgraduate Student Assistance and University Support Services

At times, many postgraduate students experience stressors from work or family pressures which may interfere with their progression. If this occurs, please do contact us so we can assist you to plan your ongoing studies. In the first instance, please contact your Subject or Course Coordinator to discuss any issues relating to your current studies.

In addition, the University offers support services that many students find valuable, such as Counsellors, Learning Skills Advisors, Welfare Officers and Postgraduate Students’ Association.

Learning Skills Advisors

The Learning Centre is a free service for all James Cook University students. Advisers can provide learning support for any study related problems you may be experiencing. JCU students can access the Learning Centre’s Learning Advice Desk, a drop-in service located on the ground floor of the Townsville and Cairns libraries. A peer advisor will be available for a 15-20 minute consultation. This service is available to external students by email to learning@jcu.edu.au. If you have any difficulties or feel unsure about how you are dealing with study, contact The Learning Centre.

DTHM Liaison Librarian

The Senior Liaison Librarian for DTHM works with staff and students to provide optimum library service for the Division of Tropical Health and Medicine. For assistance please contact Stephen Anderson, Tel. (07) 4781 6997 or email Stephen.Anderson@jcu.edu.au

Counselling Services

The JCU Counselling Service is free to all students, providing individual counselling, group workshops and consultation to students and staff. We can help you clarify your issues, explore your alternatives and find solutions. We are committed to client independence and to supporting you to make changes. You can see us for help with issues like stress, your relationships, or mental health concerns including anxiety and depression. If your current situation is significantly affecting your uni study, we may be able to support you if you’re seeking assessment modification. Information is confidential and will only be disclosed to another person with your written permission. The exceptions to this are if there is a clear risk to your safety or that of others; information is subpoenaed; mandatory disclosure is required.

AccessAbility Services

AccessAbility Services is a confidential support service for all students on campus who identify as having a temporary or permanent disability, injury, illness or health condition. The service aims to take a holistic approach to your life, taking into consideration the impact of health on your studies. AccessAbility Services assists with strategies to support your independence and participation at University

JCU Student Association

The JCU Student Association Student Support Officers offer independent advocacy service to all postgraduate students and can advise you on a range of issues. The Support Service Officers keep informed on policy changes and regulations that affect postgraduate students by attending JCU committee meetings and regularly liaising with relevant staff. The Student Association Support Services are free and available to all students.
Section 5: Policy and Procedures

Student Charter

Students are at the heart of our University. James Cook University values its students and recognises the importance of quality in teaching, learning and research. JCU is committed to providing a supportive and safe educational environment that fosters student engagement and success. The JCU Student Charter outlines the reasonable expectations that students can have of the University while studying. It also documents what the University expects of its students.

Attendance Requirements

It is expected that students attend all compulsory learning experiences made available to them. These learning experiences lead to the development of safe skills as registered nurses. You are expected to attend 100% of all required nursing practice learning experiences (residential schools and clinical practice). In the rare instance of the student being not able to attend or being late to these learning experiences (e.g., serious illness, death of family member, severe weather conditions), please telephone the Course Coordinator as early as possible to advise.

Policy on Research

Research:

Any piece of work in which any type of data/information is collected, analysed and interpreted, and the results reported/published (at any level) regardless of being titled as project, evaluation or research is considered to be research and needs to be subjected to the following steps:

- consideration of the ethical aspects (submission to the relevant ethical committees);
- submission and approval of proposal to the Head, NMN;
- submission of a copy of the final report to the Head, NMN.

This policy applies:

- when collectors of the data/information (narrative and/or numerical) are full-time/part-time staff (academic/support) and/or students (undergraduate/postgraduate) in the discipline of Nursing, Midwifery & Nutrition;
- when data are collected on JCU Nursing, Midwifery & Nutrition students.

Any NMN staff member studying for a higher degree who does not collect data about staff or students does not need to submit a proposal to the Head, NMN.

Students' Projects:

Students' projects in subjects offered in the Nursing, Midwifery & Nutrition degrees which incorporate the collection of any type of data (narrative and/or numerical) without further processing and publishing are not considered to be research but part of a learning exercise. It is understood that no part of this data collection exercise is designed in a way that it can cause harm to the subjects or data collectors. It is the responsibility of the subject coordinators to assure adherence to these guidelines.

Postgraduate Student Representation on Committees

Postgraduate Students are invited to nominate to act as a student representative on the NMN Postgraduate Course Advisory Committee which meets annually with key community stakeholders to discuss current and proposed postgraduate course offerings and curriculum. For further information please email the College at chs@jcu.edu.au

Conference Attendance Support for Students

JCU Nursing, Midwifery and Nutrition is committed to promoting a culture of life-long learning for both students and staff. One practical strategy we have introduced to cultivate this philosophy of life-long learning for students within NMN, is to offer selected student(s) financial support to attend a relevant professional conference in an official capacity. For instance, a student who has submitted an abstract to present a paper at a professional conference and had their abstract accepted, may be eligible for limited financial support from NMN under this procedure.
A successful submission and the experience of presenting at a professional conference can constitute an influential piece of evidence in a student’s developing professional portfolio. Academic staff can offer technical and practical advice regarding the abstract submission process for the relevant conference.

Arrangements must be put in place to ensure that there is no/minimal impact on the student’s participation in either their on-campus learning opportunities and/or their professional experience placement (PEP) opportunities related to the conference attendance. Accordingly, the student must describe such arrangements in their completed Conference Attendance Support Request form and must also seek and obtain a supporting statement of endorsement from a NMN academic staff member (see bottom of form).

The Conference Attendance Support Request form is available on the NMN website. The request form must be completed in full and must be submitted as per the specific instructions noted within the form. These instructions also serve to outline the considerations that will be used in determining which applicants will be successful in obtaining funding. These determinations will be made by the Head of NMN, in consultation with the relevant Course Coordinator.

We look forward to celebrating with students their successful participation in future professional conferences, recognising that such events are a key example of life-long learning in action.

**Student Behaviour**

**Non-Smoking Policy:** As part of being a professional, it is expected that students behave in a professional manner on and off campus. There is a Smoke-Free policy within the University and therefore smoking is not permitted within 4 metres of any buildings.

**Children in Attendance:** Children older than breast-fed babies are not allowed in lectures unless prior permission has been gained from the Subject Coordinator.

**Punctuality:** As a part of professional behaviour, punctuality is expected at all learning experiences (residential schools and clinical practice).

**Academic Performance and Progression**

The University sets a level of academic achievement which students must meet annually. There are varying consequences if you do not meet the minimum academic standards or award requirements for your course. If you fail to meet the minimum academic standards, your academic status on your internal academic record will change and the University will send you a notification. There are different types of notifications and each one will require you to take action.

**YourJCU Subject and Teaching Survey**

Student feedback is an important part of a reflective cycle of evaluating curriculum and teaching practices. In 2013 a new online survey system was implemented at JCU to improve the student feedback process – YourJCU Subject and Teaching Survey. Located in the LearnJCU portal, the new system offers students a personalised, easy-to-use, secure and centralised survey for confidential feedback on subjects and teaching.

**Australian Graduate Survey (AGS)**

All Australian university graduates are provided with an Australian Graduate Survey soon after they have graduated from their course. This anonymous questionnaire is an excellent opportunity for students to provide the University with some feedback on their overall experience of the course from which they have graduated.

**Student Complaints**

If there is something you are not happy with, we encourage you to try and resolve matters with the relevant staff member or student through informal discussion. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint rather than having a third party make and enforce a decision. There are also a number of free and confidential services you can seek assistance from.

In the unlikely event of dissatisfaction or concern by student, the following process should be followed:

1. In the first instance the Subject Coordinator should be consulted. In most circumstances the concerns/dissatisfactions will be resolved.
2. In the unlikely event the matter is unresolved to the satisfaction of the student, the matter should then be discussed with the Course Coordinator.
3. If unresolved then a written statement should be submitted to the Head of Nursing, Midwifery & Nutrition.

If the matter is not able to be resolved through discussions at NMN level, students may make a formal complaint. Prior to making a formal complaint, please read the University’s Student Complaint Management Protocol, which outlines the process for fair and prompt resolution of complaints.

**University Student Policy Library**

Students can access the full University Student Policy Library online.
Section 6: Assessment

Assignment Submission Requirements
Refer to individual subject outlines for submission requirements for each assessment item.

Late Submissions
Work is deemed late if submitted after the due date. Five percent (5%) of the total marks available for the assessment item will be deducted per calendar day, including weekends and public holidays. Refer to the following section Online Assignment Submission Requirements, re submission dates.

Assessments submitted more than 14 days after the due date will receive zero marks. Assessments submitted more than 14 days after the due date will be accepted and marked by the Subject Coordinator and feedback will be given to the student, however zero marks will be awarded. If an assignment is submitted after the due date there is no guarantee that the student will receive the assignment back at the same time as students that submitted by the due date.

Requesting Extension of Time for Assessments
Applications for extensions for assignments will be considered on an individual basis by the Subject Coordinator. Students are required to submit extension requests by email to the Subject Coordinator prior to the due date. An extension request within 24 hours of the due date will only be considered in exceptional circumstances. If a request for an extension is granted, the time required will be negotiated with the Subject Coordinator, taking into account the circumstances leading to the request. Therefore a request for a further extension will not normally be considered. If a student is granted an extension, it may not be possible to complete marking the assignment for return at the same time as other assignments.

Return of Assignments
Assignment return date, time and manner will be determined by the Subject Coordinator. Written feedback will be given, and students can discuss their assignments with the marker if further feedback is needed.

Review of Assessment
Students have the right to request feedback on the marking of individual items of assessment and may also request a remark if they are able to articulate a case for doing so. Prior to requesting a remark, students must have sought and received feedback about their performance for the assessment from the subject coordinator or lecturer concerned. Requests for a remark must be submitted within two weeks of the mark for that item of assessment being provided to the student. Students are required to follow the process outlined in the University Policy for Remark:

Guidelines for Assignment Preparation
Assessment of your assignments will take into account:

- relevance of your answer to the question or issues
- clarity of expression
- evidence of independent thinking
- use of non-discriminatory language
- use of supporting references
- comprehensive coverage
- overall presentation, including correct grammar, spelling and punctuation.

In marking your assignments, key criteria as appropriate will be assessed, therefore read your assignment requirements and marking criteria carefully.

A number of guides to academic writing are available to download from The Learning Centre website.
**Presentation Requirements**

In preparing your assignment the following criteria apply:

- Microsoft Word document
- page size A4
- font face easily readable (e.g. Calibri, Times New Roman or Arial)
- font size 12
- double-space line-spacing
- page numbering and JCU Student ID number included as footer on bottom of each page
- printing options include one side or double sided printing
- set page margins of 3cm (left, right, top & bottom)
- word count (including in-text referencing but excluding Reference list or any Appendices) must be stated following the conclusion of your Assignment.

**Structure of the Assignment**

An assignment needs the following sections:

- title
- abstract (if applicable)
- introduction
- main content or body
- conclusion
- word count
- reference list
- appendices (if applicable).

The following points will guide you with your assignment writing:

- Your assignment must be clear and your expression economical (avoid slang, clichés, colloquialisms, repetition and verbosity).
- Logical and coherent expression enhances your argument and is one of the skills needed in scholarly writing.
- Do not present your assignment in project format. Any illustrations, tables, graphs, etc. must be correctly appended. Appended material should be on different pages and must all be referred to in-text. Each Appendix is labelled Appendix A, B, etc. and placed following the reference list.
- Too much reliance on quotations with linking sentences only is not acceptable. The ideas used from others must be correctly referenced and serve to highlight your own ideas.
- Use non-discriminatory language.
- Be aware of value judgements in your thinking and learn to back up your ideas with researched material. When arguing in support of a conclusion, the evidence should be presented clearly and never left to the reader to infer.
- Failure to comply with the formal requirements may lead to the paper being returned to the student for amendment and re-submission. Papers re-submitted will only achieve either a ‘Pass’ (P) or ‘Fail’ (N) grade.
- Where print copies are required to be submitted, do not place your assignment in plastic sleeves, binders or folders. Staple the signed assignment cover & marking criteria sheets to the top left-hand corner of your assignment.

**Referencing Style**

Students are required to utilise the APA Referencing Style. The APA Style has been chosen to allow students to utilise the computer-based referencing systems that are now available (Endnote, Pro-cite).

An APA Referencing Style Guide is available online with samples of referencing styles required for assignments. There are many APA referencing guides available on the web, however please take care if referring to these guides, as many contain errors. The official source for APA Referencing Style is: American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington: Author.
Finishing the Assignment

It is essential that an assignment be edited and proof-read prior to submission.

**Keep to the word limit** – word counts 10% below or above the required word limit will be penalised by 10% deduction of the marks available. The word count must be accurately stated at the end of the concluding paragraph. Every printed element between spaces is to be counted including quotations and in-text references (but not including Reference list or Appendices).

**Spelling** – Many nursing textbooks, journals, and nursing dictionaries are published overseas and therefore, spelling differences will occur. Consult the Oxford (English) Dictionary and maintain consistency of spelling.

**Abbreviations** – It is acceptable to use an abbreviation, provided that the first time it is used, the complete words are spelled out followed by the abbreviation in brackets. Subsequently, only the abbreviation is used, e.g. diagnostic related groups (DRGs). Conventional medical abbreviations, e.g. tds or ml may be used provided they are correct and acceptable.

Statement of Original Authorship

All written assignments must be accompanied by a statement of original authorship, which students are required to acknowledge via the LearnJCU online assignment dropbox.

**SafeAssign Submission Requirements**

Safe Assign is a plagiarism detection tool within LearnJCU. This is the program that allows students to submit assignments as electronic documents and compares the content with assignments submitted by other students at JCU and over 2.5 billion other documents on the internet. A report is generated identifying segments of matching text, and the quantity matched, and this allows both the student and the subject lecturer to check the submitted assignment against the original identified sources. (Please log on to the subject sites on LearnJCU for detailed instructions for processing assignments through Safe Assign.)

This report is not considered uncontested evidence of plagiarism; but is a means of providing students with feedback on their academic writing. Such feedback provides an opportunity for students to develop the knowledge and skills needed to approach assignments with academic integrity.

You should check your report from submission in to the DRAFT dropbox, prior to submission in to the FINAL dropbox, as this will help you to identify areas of plagiarism within your assignment and rectify them prior to your final submission. Please note that the system may match your final submission against your own draft submission, thus showing a 100% match. Do not be alarmed, as Safe Assign identifies to the lecturer that the match is only against yourself. See Interpreting SafeAssign Reports for further information.

Students must submit final assignments through the online assignment dropbox (incorporating Safe Assign), however there is no requirement to attach the Safe Assign report to the hard copy version of the assignment. The marker will access these reports online. Where print copies are required to be submitted, the printed copy of the paper that the student submits must be identical to the electronic copy that the marker will check on line. The submission of the assignment to the online assignment dropbox must be by the due date. There will be no specified cut-off hour for online submission as long as it is lodged by the correct date. Students can confirm submission receipt via “My Grades”. If there is any discrepancy in the submission dates, late marks will be deducted from the latest submission lodged, whether through SafeAssign or by hard copy.

If the SafeAssign submission is not received at all, the assignment is considered incomplete and thus the student’s marked assignment will not be returned, and the student will receive an X grade for the subject.

If system-wide technical problems happen to occur with LearnJCU on the due date, post your assignment on the due date (or email it to your subject coordinator) and complete your online submission as soon as the system is restored.

Plagiarism and Academic Misconduct

Plagiarism

Students plagiarise if they:

- copy passages from textbooks or other sources without providing references;
- thinly disguise passages from textbooks or other sources by substituting synonyms or rearranging word order;
- refer to an author's ideas or research findings without acknowledgement;
• quote passages or use ideas from somebody else's work, including other students' work, in an essay/assignment. Appropriate acknowledgement is expected.

When you borrow words or sentences, paraphrase the thoughts of a writer in your own words, or take an idea from someone else, **ALWAYS REFERENCE THE SOURCE OF THIS INFORMATION.** Students who plagiarise will be disciplined under the **Student Academic Misconduct Rule.**

The importance of accurate referencing within ALL assessments cannot be overstated, and is treated very seriously by the University. Whether by ignorance, laziness or deliberate intent, plagiarism will not be tolerated in the College of Healthcare Sciences. Students who do not adhere to the APA referencing style, and subsequently fail to correctly acknowledge all sources utilised within a piece of assessment, are guilty of plagiarism, and thus academic misconduct. All such incidents will be investigated as per the guidelines below. It is your responsibility to ensure that correct referencing is used. There are many resources available in the University to assist you in this area, many of which are outlined in this booklet.

**Academic Misconduct**

Please take note of the **Student Academic Misconduct Requirements Policy** including copying another student's work and other forms of plagiarism.

Any allegation of dishonest action relating to any assessment or the preparation of work required for assessment in a subject shall be reported to the Dean of the College of Healthcare Sciences, who shall take immediate steps to fully investigate the allegation.

**Key to Categories of Marking Criteria**

**85-100% High Distinction**
Contains all the information with either no or very few errors; Shows evidence of having read extensive relevant literature and is able to use this effectively to develop an argument; Discusses the issue within contemporary practice in a vibrant and exciting manner; displays understanding of all its meanings; little or no irrelevant material; Demonstrates full understanding of topic within a wider context; Shows an excellent critical and analytical ability; able to synthesise material to make discussion comprehensive; Contains evidence of sound independent thinking; Expresses ideas clearly and concisely; assignment written logically and with appropriate structure.

**75-84% Distinction**
Contains all of the information required with a few minor errors; Shows evidence of having read most of the relevant literature and is able to use this to develop an argument; Discusses contemporary issues well; little or no irrelevant material; Demonstrates substantial understanding of topic within a wider context; Shows a good critical and analytical ability; Shows some independent thinking; Expresses ideas coherently. Assignment written logically and with appropriate structure.

**65-74% Credit**
Contains the essential core of the information required with some minor errors; Shows evidence of having read a lot of the relevant literature and uses it to substantiate an idea/theme; Does not address all aspects of contemporary practice; may contain some irrelevant material; Demonstrates adequate understanding of topic and its context; shows some critical and analytical abilities; Shows some independent thinking; Expresses ideas less coherently; faults in logic and structure of Assignment.

**50-64% Pass**
Contains the basic information required with some minor and/or major errors; Evidence of having read some relevant literature and used it within the paper to a minor degree; Addresses contemporary practice in a limited manner; Demonstrates basic understanding of the topic and its context; limited evidence of critical and/or analytical abilities; Shows little independent thinking; Faults in logic, coherence and/or structure of the assignment.

**0-49% Fail**
Contains very little of the information required and/or substantial factual errors; Little or no evidence of having read the relevant literature; Fails to address contemporary issues either because material is largely irrelevant or because there is little or no information; Demonstrates very little understanding of topic and its context; no evidence of critical and analytical abilities; Shows no independent thinking; Ideas expressed incoherently; many faults in logic and structure of essay.
NOTE: The criteria are not regarded as absolute but as guidelines for classification; The scale of standards is continuous rather than discontinuous; A student’s performance may not be equal under all assessment headings; Therefore, the exact mark given will be a matter of professional judgement of the marker(s).

**Examination Scheduling**

There are official exam periods at the end of Study Periods 1 and 2. **You must be available to attend your exams at any time during the exam period, including weekend exams.** University policy does not allow for students to sit exams in advance, or to have special exams set. See the [Examinations website](https://www.jcu.edu.au/examinations) for examination periods and scheduled start times. Examinations may also be conducted online – refer to your subject outline for details.

Draft Examination timetables are available via [StudentsOnline](https://www.jcu.edu.au/students/online) approximately five weeks before the Examination period. Students are advised to check the examination timetables and notify any examination clashes to the Flexible Delivery Exams Officer on (07) 4781 6212 or email Exams-Townsville@jcu.edu.au

**Examination Locations for External Students**

Examination scheduling for external students is managed by JCU Examinations. JCU Examinations will nominate the exam venue for the external student based on their address in eStudent (therefore it is important for external students to keep their address details up-to-date). If Exams are unable to source a venue at that location, they will contact the student via JCU email to nominate a suitable facility. If the nominated venue is not suitable; for example, if the student has moved location and has not updated eStudent, the student will need to advise Exams and an alternative venue identified by one of the two means above.

If you are an external student living in Cairns or Townsville, your venue will be published in your exam timetable via [StudentsOnline](https://www.jcu.edu.au/students/online).

For all examination enquiries please contact the Flexible Delivery Exams Officer, JCU Examinations, phone (07) 4781 6212 or email Exams-Townsville@jcu.edu.au

**Authorised Materials List for Examinations**

A list of [authorised materials](https://www.jcu.edu.au/examinations) (such as a calculator, textbook or notes etc) that may be taken into an examination will be available when the final timetable is released. Any items you take with you into the exam that are not authorised will be considered unauthorised and will be removed by the exam supervisor.

**Identification in Examination Rooms**

Photographic identification such as your JCU Student ID card, driver's licence or passport must be shown during your examination. If you don’t have this available, you will still be allowed to sit the examination, however you will have to complete a Student Without Suitable ID form, which the exam supervisor will give you to complete. You will not be able to view your results, enrol in further subjects or graduate unless you have provided proof of identity.

**Examination Concessions**

**Special requirements in an examination**: Students seeking an [examination concession](https://www.jcu.edu.au/accessability/services) (e.g. extra time, rest breaks, appropriate seating, laptop, etc) because of a disability or medical reason should contact the AccessAbility Services as early as possible before your exam date to discuss your needs.

**Access to an English language dictionary**: Students will be permitted to consult an English language dictionary during an examination for non-exempt subjects. Refer to [Student Access to a Dictionary During an Examination Policy](https://www.jcu.edu.au/examinations/policies/student-access-to-a-dictionary-during-an-examination-policy).

Student access to a bilingual translation dictionary during an examination: You are able bring a bilingual English translation dictionary where a bilingual English translation dictionary is specified as authorised material. If a bilingual dictionary is not approved as authorized material, it will appear in the prohibited materials list for that exam on the final exam timetable. Refer to [Student Access to a Dictionary During an Examination Policy](https://www.jcu.edu.au/examinations/policies/student-access-to-a-dictionary-during-an-examination-policy).

**Deferred Examinations**

A student who is unable to sit an exam due to extenuating circumstances should [apply for a deferred exam](https://www.jcu.edu.au/examinations/policies/student-access-to-a-dictionary-during-an-examination-policy). The Course Coordinator has the right to decline an application (whether or not the examiner is willing to set another paper) if they consider the reasons are less than exceptional. For example: severe medical conditions or family or
personal trauma may be an acceptable reason; misreading the exam timetable, claiming travel bookings are made or leaving on a holiday prior to the completion of the exam period are not justifiable reasons. You will need to attach original or certified copies of appropriate documents with your application, such as a medical certificate, counselling certificate, death notice or statutory declaration. Forms must be submitted no later than three days after your scheduled examination.

**Special Consideration in an Exam**

If you experience difficulties or serious circumstances before or up to the day of your exam that you believe may affect your ability to sit the exam successfully or perform at your best, you can apply for Special Consideration. You should do this as soon as possible before or on the scheduled exam date.

**Supplementary Examinations**

Depending on the individual College policy, students who come close to passing a subject and meet other eligibility requirements may be granted a supplementary exam. Please note that students do not apply for a supplementary exam. Students who are granted a supplementary exam will see this by the notation ‘NS’ on their results for a specific subject, when subject results are released.

**Rules for Examination and Progression of Students in Nursing, Midwifery & Nutrition**

As all Nursing and Midwifery subjects are study period-long subjects, students who gain an NS or ED grade can sit a Supplementary or Deferred Examination in the next Supplementary Deferred Examination period. Those who do not gain at least a P grade must repeat the subject. For further information on examination procedures refer to the JCU Examinations website.

**Publication of Official Results**

You can access your results online via eStudent approximately three weeks after the end of each teaching period. To check the publication dates for results for each study period, go to Study Period Key Dates at Calendar and Timetables. Students who have an outstanding University debt (for library fines, student loans, fees etc.) or who have not shown photographic ID for an examination will have their results withheld and are unable to re-enrol or graduate.

**Subject Results and Explanation of Grades**

Visit the JCU Assessment and Examinations website for an explanation of subject results, grades and GPAs.

**Student Access to Scripts and Materials**

Students have a right to access copies of examination scripts and other assessment materials which have not been returned to them. See Review of Assessment and Student Access to Scripts and Materials Policy for further information.

**Review of Final Subject Grade**

Enquiries about subject results are to be directed in the first instance to the Subject Coordinator. It is also useful for students to check their understanding of what was to be assessed, assessment methods, and what the particular assessment components were worth in relation to the overall assessment for the subject by reviewing the Subject Outline for the subject. If the matter is not able to be resolved through discussions at NMN level or if it is not possible to consult the Course Coordinator concerned, students may formally apply for a review of final grade for a subject.

Students are required to follow the process outlined in the University Policy for Review of Final Grade.

**Student Feedback and Complaints**

In the unlikely event of dissatisfaction or concern by student, the following process should be followed:

1. In the first instance the Subject Coordinator should be consulted. In most circumstances the concerns/dissatisfactions will be resolved.
2. In the unlikely event the matter is unresolved to the satisfaction of the student, the matter should then be discussed with the Course Coordinator.

3. If unresolved then a written statement should be submitted to the Head of Nursing, Midwifery & Nutrition. If the matter is not able to be resolved through discussions at NMN level, students may make a formal complaint. Students are required to follow the process outlined in the University Policy for Formal Complaints.

Section 7: Course Finalisation, Graduation and Beyond

Academic Records and Graduation Statements

An academic record is a complete listing of courses and units you have studied at JCU and can be used to confirm your qualifications.

Unofficial academic record: An unofficial academic record for students currently studying at JCU is available through eStudent.

Official academic record: An official academic record is printed on blue James Cook University security paper without alterations or erasures and is certified by the registrar. To request an official academic record, complete the Application for Academic Record form (fees apply - details on the form).

Graduation Statement: Students graduating from an award course at any JCU Campus on or after 18 December 2010 will be issued an Australian Higher Education Graduation Statement [AHEGS]. Graduation Statements are posted to graduates after the Graduation Ceremony. The Graduation Statement is issued free of charge to graduating students.

Before You Can Graduate

All students who have completed the requirements for their course and wish to graduate must complete the Online Graduation Application form, advising the university how you wish to receive your testamur (in person at graduation ceremony or by mail).

Graduation Procedures

Graduation ceremonies mark the culmination of many years of study and are very important occasions for graduates, their families and friends. JCU places much emphasis on ensuring that our graduation ceremonies appropriately celebrate the occasion and run smoothly. Ensuring the success of the event requires graduands to carefully follow the procedures outlined at the JCU Graduation Website and to become aware of time deadlines both leading up to graduation day and on the day itself.

Beyond Graduation – JCU Alumni

As a graduate of JCU you are automatically a member of JCU Alumni. We wish to ensure that the connection you have with the University remains lifelong and active.

You can benefit by registering your details online with the Alumni Relations Office. Your ideas and feedback are essential to the continuing success of the JCU Alumni program; therefore we are keen to hear from you. Registering with the JCU Alumni Relations Office is free to all JCU graduates and can be completed online.

As a JCU Nursing, Midwifery & Nutrition Alumni you are an integral part of our NMN community. We are always delighted when contacted by our past graduates who relate their experiences, successes and the path their lives have taken. Our aim is to build and nurture the relationship between our Alumni and the students, staff and supporters of the NMN community.

To keep up to date with NMN news and events and to receive invitations to events and reunions please register your details with the JCU Alumni. The information that you provide will only be used for communication by James Cook University. We also invite you to keep in touch via our College Facebook page and LinkedIn group page.

We are always eager to hear from our past graduates and to share their experiences, successes and the course their lives have taken. It is exciting to be able to promote the wonderful opportunities available to nursing and midwifery graduates to our current and potential undergraduates.