

# Studying at JCU Brisbane

Trimester 1 | 2024



Brisbane



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The purpose of this guide is to equip you with the essential knowledge and resources needed to navigate your academic journey successfully. This guide serves as a valuable tool, ensuring that you can make informed decisions, understand your rights and responsibilities, and access the multitude of services and platforms available to you. Links to resources covering topics such as assessment in Australia, learning strategies, time management, preparing for lectures, email etiquette and many more are also provided.

Our commitment is to facilitate a smooth transition into university life by offering a resource that covers university policies, administrative procedures, technology systems, and available support services prior to starting your academic career.

We aim to empower you to excel academically and engage with confidence in the vibrant university community from day one.





# JCU Student Code of Conduct

The Student Code of Conduct provides a clear statement of the University's expectations of students in respect of academic, personal and professional behaviour. All students must meet these standards of behaviour as they participate in University activities and when they interact with other students, staff, and other members of the University Community. This Code provides a structure for the development and management of student conduct in order to promote high levels of professional behaviour and ethical standards within the University and to resolve breaches of the Student Code of Conduct fairly, promptly and efficiently.

<https://www.jcu.edu.au/policy/student-services/student-code-of-conduct>

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## Understanding Assessment in Australia

Watch the following short video for a brief introduction into common assessment practices in Australian universities:

<https://youtu.be/7fLdlZcRDzE>

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## Academic Integrity

Academic integrity is the commitment to act ethically, with honesty, respect and fairness in creating and communicating information in an academic environment. This applies to both staff and students. In short, it means to produce original work with honesty and acknowledgement.

The opposite of this is academic misconduct. This is to act with dishonesty. Academic misconduct includes using another person's work without acknowledging the source (plagiarism), creating false data, or cheating on an exam. Academic misconduct carries serious penalties at JCU, including exclusion from the University.

Academic misconduct may also include any of these:

- Failure to reference work
- Paying another person to complete your work
- Submitting work that was not done by you
- Working with another person but claiming it is your work
- Cheating on an exam in any way
- Offering a bribe
- Falsifying research results
- Self-plagiarism (autoplagerism)
- Sharing documents related to exams or other assessments
- Using artificial intelligence software or paraphrasing tools

<https://www.jcu.edu.au/students/learningcentre/academic-integrity>

# Your Academics



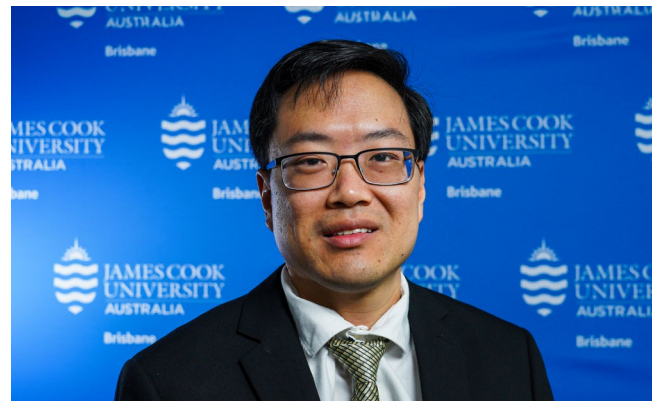
**Dr Elizabeth O'Brien**  
Acting Dean Academic



**Dr Ashley Orth**  
Senior Associate Dean Academic



**Rob Kelly**  
Associate Dean - Hospitality & Tourism



**Dr Kelvin Kuan**  
Associate Dean - Accounting



**Dr Paul Darwen**  
Associate Dean - Information Technology



**Jennifer Ah-Fock**  
Associate Dean - Undergraduate Programs

# Portals & Communication

## Personal Email Account

*E.g. Gmail, Yahoo etc.*

Do not use your personal email for communication within JCU.  
Your email will not be actioned.

## JCU Username & Password

*E.g. jc123456 and the password you created*

Use this to log in to your JCU emails, LearnJCU, eStudent and campus PCs.

## JCU Email Account

*E.g. your.name@my.jcu.edu.au*

Always use your JCU email account to communicate within JCU. This is for security and identification verification reasons. Use this email address and your login password (mentioned above) to access Wi-Fi (Eduroam) on campus.

## LearnJCU & Collaborate

Access subject information, lecture notes and recordings, resources and recommended readings, communication tools and collaboration spaces, announcements, notifications, lecturer contact details. Submit your assessments electronically.

## eStudent

Enter and update your personal details (My Details), enrol in your subjects (My Study Plans), view your financial information (My Finances). It is a condition of your student visa that you advise JCU Brisbane of your address and contact phone number within 7 days of arriving in Australia and within 7 days of any subsequent changes to your address or mobile phone number during your studies.

## Academic Excellence Scholarship & Award

James Cook University Brisbane recognises exceptional academic effort by students by offering an [Academic Excellence Scholarship and Award](#) system which runs over a three trimester period. Students can first qualify for the Academic Excellence Scholarship after the completion of their second trimester of study.

All scholarships and awards are presented in the trimester following the qualifying trimester.



# Orientation



At JCU Brisbane, Orientation is compulsory for all international students. This is generally the week prior to Week 1 of your classes commencing.

You are required to attend face-to-face activities during the Orientation period at the JCU Brisbane Campus where you will:

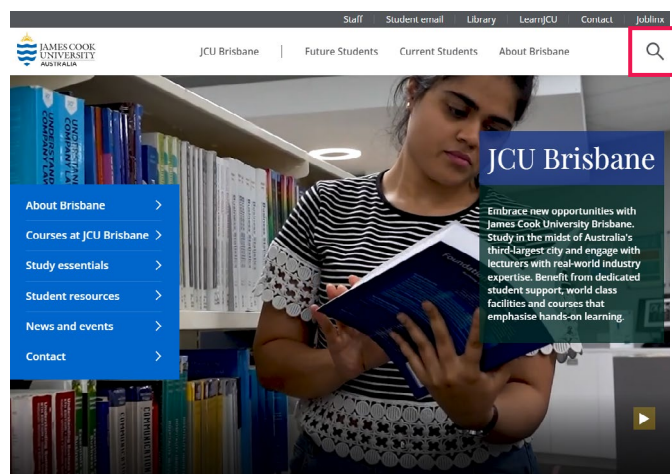
- Be introduced to student systems
- Gain access to computer login accounts
- Request your Student ID card
- Meet your Academic Dean and support staff
- Enrol into your subjects and;
- Receive your class timetable

You are expected to register to confirm your attendance at the On-Campus Registration Session through the link sent to your personal email.

## Important Dates

### Academic Calendar

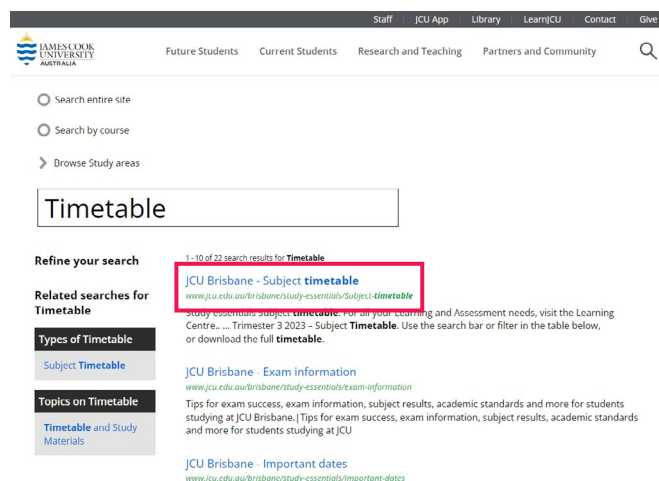
Use the Search tool on the JCU Brisbane website — search for “Important Dates” or “Academic Calendar”.



Or go to <https://www.jcu.edu.au/brisbane/study-essentials/important-dates>

### Timetable

Use the Search tool on the JCU Brisbane website — search for “Timetable”.



Or go to <https://www.jcu.edu.au/brisbane/study-essentials/Subject-timetable>



## Course Structure

Find the course structure for all JCU Brisbane courses at <https://www.jcu.edu.au/course-and-subject-handbook>

Student visa holders are required to maintain a full-time study load of a minimum of 3 subjects.

## Academic Progression

It is a condition of your student visa that you maintain satisfactory academic progress throughout your studies; failing to do so may jeopardise your enrolment at JCU Brisbane and your student visa.

To achieve [satisfactory academic performance](#) as a student, you must:

- Pass all core subjects; and
- Maintain a course Grade Point Average (GPA) of 4.00 or above; and
- Pass more than 50% of completed credit points

Information about the Academic Progression Policy can be found at <https://www.jcu.edu.au/policy/student-services/academic-progression-policy>

## Subject Results

The explanation of subject results can be found at <https://www.jcu.edu.au/students/assessment-and-results/subject-results-explained>

## Student ID & After-Hours Access Cards

You will receive information about obtaining your student ID card during your On-Campus Registration Session prior to commencement. Use your student ID card to borrow textbooks and other items from the Resource Centre, to provide proof of identification when sitting exams or discussing your enrolment with staff and to receive a student discount/concession at some entertainment and dining venues and on public transport.

You can also apply for an access card if you need access to the campus after hours. Replacement cards incur a fee.

## Fees & Charges

There are different fees you will be required to pay each trimester - your course tuition fees as well as a Student Services and Amenities Fee (SSAF). You need to ensure both your tuition fees and SSAF are paid by the Payment Due Date so your enrolment doesn't get cancelled. You can view the Payment Due Dates on the Academic Calendars.

Your financial information will be available via eStudent once you have enrolled in your subjects. The information will include the amount due, the due date, and payment methods. Simply click on the "My Finances" tab to view this information.

# Policies & Procedures

Changes to enrolment or requests arising from compassionate and/or compelling circumstances are subject to the adherence to established policies and procedures. Changes/requests should always be made in consultation with your Associate Dean and the Enrolments Team.

## Types of request may include but are not limited to:

- Extension to due date of an assessment
- Deferred examination
- Leave of Absence
- Refund of fees
- Change of course
- Transfer to another provider

## You can also find information about the University's procedures, such as:

- International Tuition Fee Payments and Refunds Procedure
- Examinations Procedure for Students
- Student Complaints Procedure
- Withdrawal from Subjects without Financial and Academic Penalty
- Special Consideration Procedure
- Course Transfer Procedure

All policies and procedures can be found in the [JCU Policies and Procedures Library](#). The most relevant policies and procedures for international students can be found under the following categories:

[International and Admissions](#)

[Student Matters](#)

[Learning and Teaching](#)

You are encouraged to explore and review these policies and procedures to ensure you are compliant with the University's rules and regulations.

## Complaints

JCU encourages you to resolve any concern directly with the most relevant person, through respectful, informal discussion or email. This informal method of resolution allows you to explore ways to resolve a disagreement or complaint without involving extra people or using a more formal process.

If the problem cannot be resolved informally, forward your complaint or feedback to the JCU Brisbane Acting Dean Academic.

If you feel the matter is still not resolved, you can lodge a [formal complaint](#). There are a number of free and confidential services from which you can seek assistance with regard to making a formal complaint. See Support Services at the end of this publication.

## Appeals

If you are not satisfied with a decision of the University you can [appeal the decision](#) provided you have Legitimate Grounds. An appeal is the last formal application you can submit to overturn a decision about a matter affecting your University experience that is reviewed internally by the University.

Before applying, you should seek support or advice from the JCU Brisbane Student Board Student Advocate for guidance through the process and to help you prepare your application.



# Keys to Success

The following resources from JCU's The Learning Centre, offer valuable information to enhance your academic success.

Please note that a minimal number of references may apply to JCU Townsville and Cairns campuses only.

[Starting University Study Quick Guide](#)

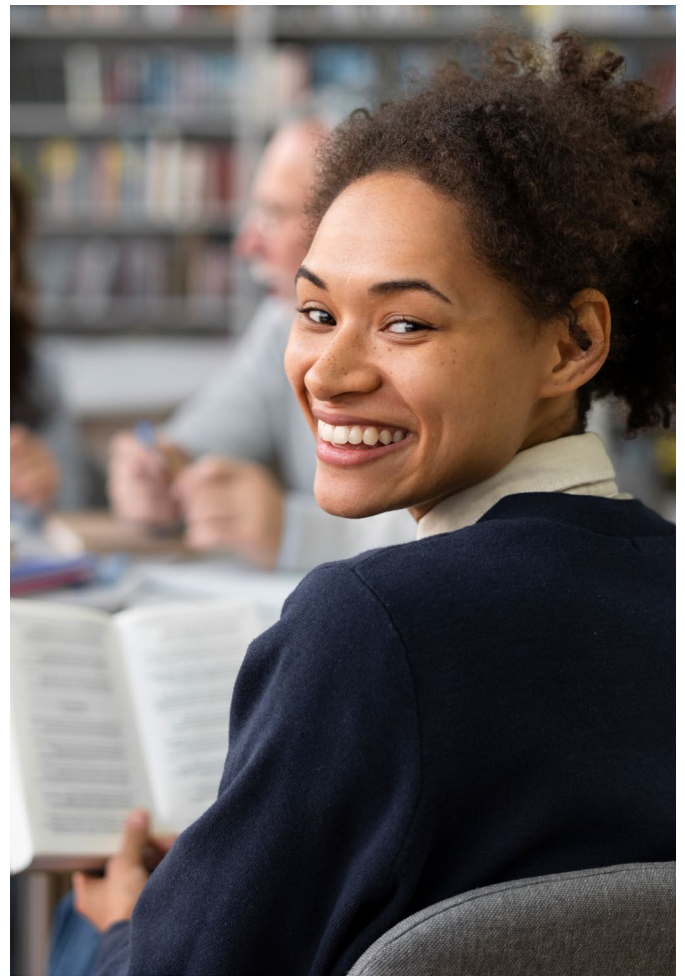
[Preparing for Lectures Quick Guide](#)

[Guide to Email Etiquette](#)

The JCU Open eBook '[Foundations of Academic Success](#)' is designed to support students developing the fundamental skills and knowledge required for study. In four interactive chapters, experts in the fields of learning, engagement, and transitions outline how students can set themselves up for success by setting goals, managing their well-being, combating procrastination, and developing their time management skills. The book also teaches fundamental study skills like learning online, reading, note taking, and how to prepare for assessment.

If you want to do a deep dive into preparation for academia, browse JCU's [Getting Started](#) page.

Please note some references may apply to JCU Townsville and Cairns campuses only and/or domestic students; however the majority of information applies to all.



# Support Services

## Student Services - Ground Floor

Student Services staff can assist you with a range of matters including enrolment, university letters, CoE enquiries, changes to enrolment and finance queries.

**Opening Hours:** Monday - Friday  
9.00am - 4.00pm (*public holidays excluded*)

**Phone:** 07 3001 7800

**Email:** [enrolments@jcub.edu.au](mailto:enrolments@jcub.edu.au)

## The Resource Centre - Level 2

The Resource Centre is a space designed for students to learn, relax, get support and interact while studying at JCU Brisbane. At the Centre, students will find friendly staff who will provide ongoing support during their academic journey. Students have access to resources like laptops, a reading nook, printing, copying and scanning facilities, games, and more.

Being a key participant in the on-boarding of new students and facilitating events and activities in conjunction with the Student Board, we are there for our students every step of the way.

Ask us about:

- Online 24/7 access to journals and eBooks
- Borrowing copies of prescribed textbooks and general titles
- Events and extra-curricular activities on and off campus
- Using the boardroom and electronic whiteboard to deliver presentations
- Free access to the latest computers
- Access to free printing, scanning and copying facilities
- Access to short term loan Lenovo Windows laptops – conditions apply
- Access to short term loan MacBook Air laptops – conditions apply
- Lost property
- Access to WiFi
- Access to Microsoft Office products

Please note, The Resource Centre is not able to assist in matters of student enrolment, finance or class registration. Some basic IT support can be provided, however for more technical support the IT Helpdesk in Townsville [ithelpdesk@jcub.edu.au](mailto:ithelpdesk@jcub.edu.au) is best to assist.

**Opening Hours:** Monday - Friday  
9.00am - 4.30pm (*public holidays excluded*)

**Phone:** 07 3001 7813

**Email:** [brisbanelibrary@jcub.edu.au](mailto:brisbanelibrary@jcub.edu.au)

## The Learning Centre - Level 2

The Learning Centre has a range of free and confidential services to help your academic development so you can get the most out of your study.

Learning Advisors are available to give you the support, advice and assistance needed to achieve the results you desire. They can help you with planning your study, developing your academic writing and research skills, preparing for exams and much more.

**Opening Hours:** Monday - Friday  
9.00am - 4.30pm (*public holidays excluded*)

**Phone:** 07 3001 7843

**Email:** [learningcentre@jcub.edu.au](mailto:learningcentre@jcub.edu.au)

## Student Advocacy

A professional Student Advocate is available to assist with any academic concerns. They will clarify the options available to you and, if you so wish, help you to pursue appropriate action. Your discussion with the advocate is confidential. Any action will only be taken with your consent.

Some examples of Advocacy Services are:

- Interpretation of university policies and procedures
- Protection of student rights
- Appeal of final subject grade process
- Examination support including deferrals
- Special Consideration for assessment and examinations
- Academic progression and Statement of Reasons
- Complaints and feedback

**Email:** [gian.corpuz@jcu.edu.au](mailto:gian.corpuz@jcu.edu.au)

## Student Wellbeing - Level 2

The Student Wellbeing Team offers free and confidential services to all JCU Brisbane students. Our qualified Student Counsellors can help you to resolve any concerns you may have which impact your academic performance and/or personal wellbeing.

**Opening Hours:** Monday - Friday  
8.00am - 4.30pm (*public holidays excluded*)

**Phone:** 0455 432 919

**Email:** [studentcounsellor@jcub.edu.au](mailto:studentcounsellor@jcub.edu.au)

## Joblinx - Level 6

Joblinx provides information and guidance about careers and employment to all enrolled students. This free service assists students to gain work experience and provides access to a full range of training programs to facilitate the development of skills needed for success in a global workplace.

Phone: 0457 798 367

Email: [info@joblinx.com.au](mailto:info@joblinx.com.au)

## JCU Brisbane Student Board

The JCU Brisbane Student Board is led by a team of students who are elected or appointed to represent the student body and work closely with university administrators and faculty to address student concerns and interests. They work closely with an Advisor and are responsible for making decisions on behalf of the student body, organising events and activities, and advocating for student needs.

For more information or if you wish to be a part of the Student Board, please visit the Resource Centre or email [brisbanelibrary@jcub.edu.au](mailto:brisbanelibrary@jcub.edu.au)

## JCU IT Helpdesk

Phone: 07 4781 5500

Email: [ithelpdesk@jcu.edu.au](mailto:ithelpdesk@jcu.edu.au)

## Community Information & Support Services

### Brisbane City Council

07 3403 8888

### Royal Brisbane and Women's Hospital

07 3646 8111

### Mater Hospital

07 3163 8111

### Sexual Health Services

07 3837 5611

### Brisbane Domestic Violence Service

07 3217 2544

### Beyond Blue

1300 224 636

### Policelink (non-urgent police reports)

131 444

### Lifeline (for mental health issues)

131 114

### Suicide Callback Service

1300 659 467

## Emergency

### Ambulance/Police/Fire Brigade

000

## Recreation & Tourism

### Brisbane Visitor Centre

07 3006 6290

## Department of Home Affairs

299 Adelaide St, Brisbane QLD 4000

Phone: 131 881





JAMES COOK  
UNIVERSITY  
AUSTRALIA

**Brisbane**

# Contact us

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