

2016

Parent and Partner Information Guide



Welcome



As a parent of two daughters who have completed their university study, I understand the range of emotions that parents and partners of first-time university students can experience. We have developed this guide to provide you with information about James Cook University (JCU), the services and support available to students and how you can help your child or partner succeed in their study goals.

Studying for a university degree is a vital step for your child or partner. It will not only open up new career options but also offer opportunities to meet new people and to gain experience across many different activities. It will be a stimulating time for your child or partner.

With JCU receiving five stars in the Good Universities Guide 2016 for full-time graduate employment, your child or partner can take confidence in their choice of university.

JCU offers a comprehensive range of degrees and a reputation for excellence in teaching and research. The Times Higher Education World University Rankings recognises JCU's standing as a world-class institution based on criteria related to teaching, research, citations, institutional income, and degree of internationalisation, placing it in the top 251-300 of the world's universities.

Times Higher Education (THE) World University Rankings 2015

Our university is also well positioned in the top 400 in the world based on 2015 assessments by the Shanghai Jiao Tong University Academic Ranking of World Universities, confirming JCU's status as a world class university in research www.shanghairanking.com

I am proud of the support we offer to students and encourage them to take advantage of the range of services available. As a parent or partner of first-time university students, you are a valuable part of our students' support network and I am delighted to welcome you to the JCU community.

Professor Sandra Harding
Vice Chancellor and President
James Cook University

Parent and Partner Information Guide

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First weeks at university

A period of adjustment

The first weeks are exciting and busy. There is so much for new students to do, see, learn and remember.

University will be a very different environment for those coming from a school or workplace background. Students are adult learners and are expected to manage their study responsibilities accordingly.

What is a typical uni week like?

Student support services agree that the key to succeeding at uni is being organised and managing time effectively. JCU recommends students allocate a minimum of 10–12 hours per week for each subject.

This includes time for lectures and tutorials as well as catching up on reading, researching and writing assignments, completing any laboratory or practical work and preparing for exams. For a full-time student studying three or four subjects, the time commitment is equivalent to working full time.

A weekly planner and a study period planner are simple tools to manage time. Students can download these templates from The Learning Centre site. It is helpful for students to share their planners with the household.

Be prepared for highs and lows

Students can experience a wide range of feelings and moods as they progress through university. Parents and partners often experience the highs and lows alongside them. If you get to know the important dates, you can be ready for those times when extra support may be needed.

In the first weeks, students are typically happy, nervous and excited to be enrolling at university and take pleasure in all the new experiences. Within a few weeks, however, the realities of their workload may hit home and they may feel stressed as they juggle assignments, work commitments, social life and family responsibilities.

After about Week 5, when first assignments are completed and feedback received, most students settle into a routine. During this time they can access assistance for the areas they have identified as needing additional knowledge or support. Students are also developing confidence in their studies.

In the second half of the study period there will be a rush of final assessments due and preparation for exams. This is a time when students can feel the intense pressure of competing deadlines and the need to revise for exams.

If your student can plan for the busy times, ask for help when they need it and keep happy and healthy, they will increase their chances of success and be more likely to continue their studies.

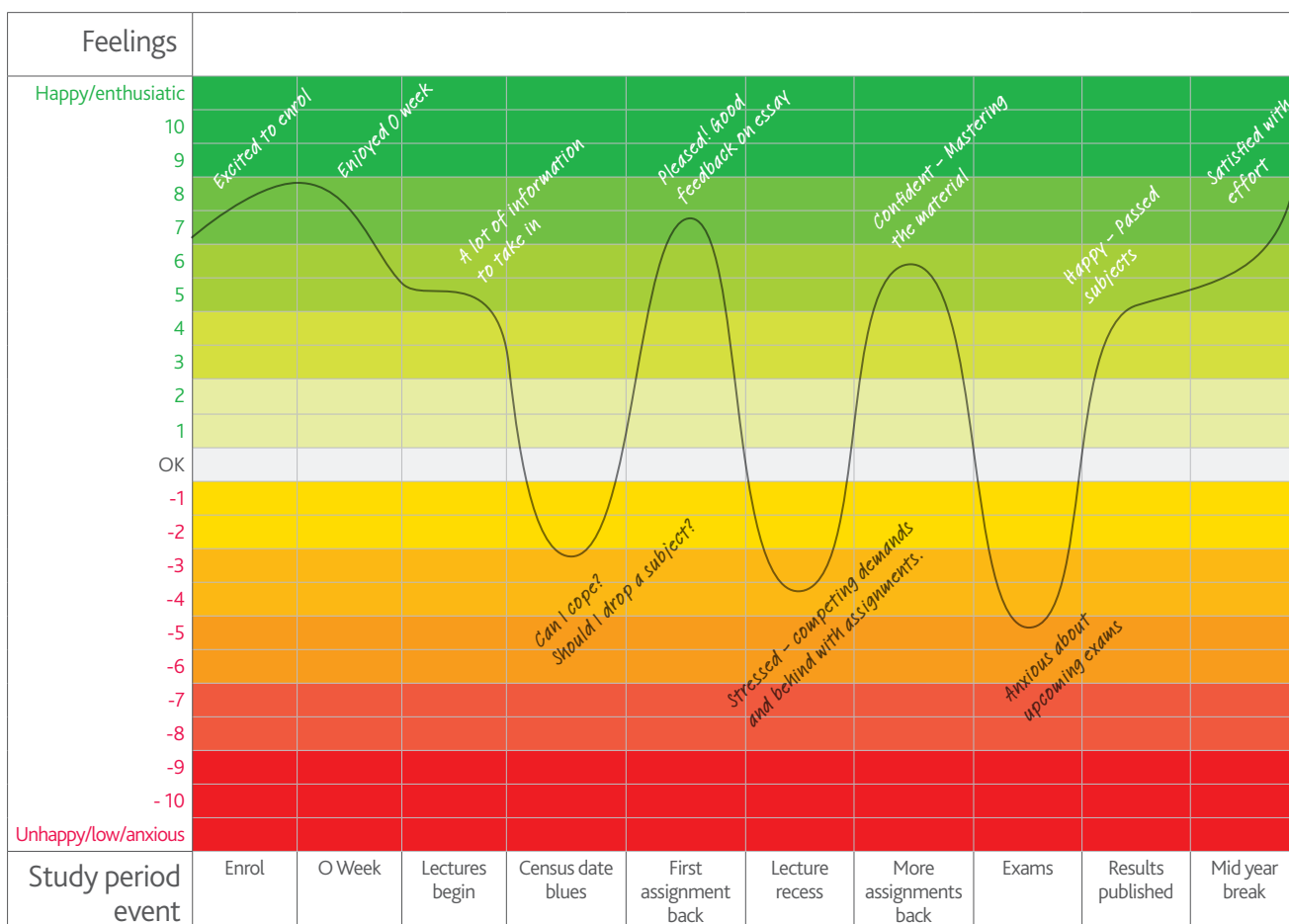
Encourage your student to visit The Desk

The Desk is an interactive website for new students. It offers online modules, tools, quizzes and advice to help Australian uni students achieve mental and physical health and wellbeing. Register and log in: www.thedesk.org.au/login

Some differences between university and high school

University	High school
Students choose to attend	Students must attend
Students structure their own time	Students follow a school timetable
Students are responsible for their study effort and deadlines	Parents and teachers remind students of responsibilities
Class times vary and some days may have no classes	Classes held throughout the day
Lecturers do not monitor attendance	Teachers monitor class attendance
Students are expected to monitor their own progress and seek help if needed	Teachers approach students if they believe they need assistance
Students must review and decide the important aspects of each class	Teachers highlight important information
Students read subject outlines and know when assignments are due	Teachers remind students of assignment deadlines
Assessment is less frequent and covers large amounts of learning material	Assessment is more frequent and covers smaller amounts of material
Results are reported for each subject by grades from High Distinction to Fail and only available to the students	Parents receive twice-yearly reports and have access to parent teacher interviews

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



This table was developed in consultation with JCU's Student Services and Counselling Service.

Tips for easing the transition

- Chat about what your student is looking forward to, any concerns they may have, and how you can help them in this time of adjustment.
- Be aware that success at university involves a balance between study and socialising.
- Encourage them to develop new friendships, join study groups and connect with student activities on campus and online. The Student Life website sets out many opportunities for getting involved.
- Remind them to focus on their end goal and celebrate their successes.
- Remind them about the staff and services that are available to support students.
- Remind your student to ask questions all the time, especially in the first weeks at uni. They can also use AskUs – JCU's online enquiry database at <https://jcu.custhelp.com/>



Parent profile

Jo Gunzburg

We live in Cairns and Kate had to move to Townsville for her Speech Pathology degree. I wanted her to live on campus in student accommodation, as I thought it would be less stressful with meals provided and no bills or rent for her to worry about. But Kate didn't want to do that and opted for a share house. She is coping really well. Because she worked during her gap year and had completed some study at JCU in Cairns she knew what to expect and was organised. She is also very focused on her goals. She wants to be a speech pathologist and to work in regional Australia.

We talk on the phone to each other a lot. It's important to be available for her whenever she needs me. I can provide emotional support if she is stressed with assignment deadlines or exams, even if it's at a distance. We also visit a few times a year, to see how she's going and because I miss seeing her!



Student profile

*Kate Gunzburg,
Studying Bachelor of Speech Pathology*

My advice to new students who are away from home is attend O Week and talk to people! Make the effort to get to know the other students in your course. They are going to be there if you need help, and some will become good friends too. Also, it's important to know the requirements for each subject. Print off your subject outlines and read them closely. Knowing what each assessment item is worth and when they are due helps you to plan your time from the start.

I'm studying full-time, living off-campus and working part-time a few nights a week so it can get hectic. The Speech Pathology first year students all look out for each other. We have our own Facebook page where we post questions – like Help I can't find the lecture theatre! – and someone will always reply. We are a small cohort of 40 students so it's a good support network. There is a lot of variety in our group – from school leavers to mature age people.

University essentials

Getting to know the basics

Orientation – why your student should attend

Orientation, or O Week, takes place the week before teaching – in February and July each year (see inside front cover for dates). O Week gives your student the information, contacts and campus knowledge to successfully start their studies. O Week is also a great opportunity to meet other students from the same course. Find out more online at:

www.jcu.edu.au/new-students

Academic calendar

The teaching year at JCU is divided into two periods: Teaching Period 1 (first six months of the year) and Teaching Period 2 (second six months of the year). Each teaching period holds the main 13-week study period plus block/intensive study periods. See key dates for each teaching period, and print out a calendar for reference at:

www.jcu.edu.au/students/important-dates

Timetables and Class Registrations

The JCU lecture timetable site helps students plan their on-campus classes:

www.jcu.edu.au/lecture-timetables

Students also need to register for their classes through eStudent:

<https://secure.jcu.edu.au/eStudent>

Lectures

Lectures are presentations that deliver facts and concepts students need to know for their subject. They run for one or two hours and may be in large lecture theatres, smaller rooms, via videoconference or viewed online. The Learning Centre has online modules to help your student get the most out of lectures at:

www.jcu.edu.au/students/learning-skills

Tutorials and Practicals

Tutorials or 'tutes' are interactive sessions and usually take place in smaller discussion rooms and with smaller groups than the lecture. Discussion will be about weekly readings and students may also have weekly assignments and/or presentations. Preparing for tutorials is essential; see The Learning Centre's online modules about tutorials for tips.

Practicals or 'pracs' are similar to tutorials but involve practical applications of lecture content and usually take place in dedicated laboratories and studios with tutors.

Field trips

Some subjects include a field trip component of a single day or a week away from campus. They involve transport, food and accommodation, so may additional charges.

Online study – a flexible option

A growing number of subjects and courses at JCU are also available to study online, which gives flexibility to students with work, family or other commitments to schedule around. Many students successfully combine on-campus and online subjects for their degree.

The subject outline

The subject outline, available online via LearnJCU, is a key document that informs students about what to expect in the subject, what assessment tasks are involved, the assessment criteria, deadlines and contact details for their lecturer. It is available a week before teaching through LearnJCU.

Academic integrity

Academic integrity is a fundamental principle in universities and new students must learn how to reference the work of others and apply the correct academic referencing style for each subject. Students must show the source of all the ideas and information they use in their assessment items, and must not submit someone else's work as their own. This is plagiarism and the penalties at university can be severe. Academic staff use electronic tools to detect plagiarism in student work. The Learning Centre and the Library offer online modules and workshops about academic writing and referencing.

Rights and responsibilities

It is important for students to understand their rights and responsibilities. The Student Charter sets out the reasonable expectations that students can have of JCU and outlines what JCU expects of its students. Find out more at Student Support:

www.jcu.edu.au/students/support

Contacting lecturers and tutors

One-on-one time spent with lecturers and tutors can be invaluable. Consultation times – when students can speak to a lecturer in person – are usually shown in the subject outline and on the lecturer's door. Students can also email or phone a lecturer with questions. New students are encouraged to seek out their tutors for advice, clarification or for feedback on assignments.

How parents and partners can help

Tips to help you prepare for a support role

Make sure they have a comfortable study area

It's practical to have a place where a student can leave textbooks open and notes arranged, without having to pack up whenever they finish studying. A quiet place for study with good lighting and a comfortable chair is ideal.

Encourage your student to use the JCU Library, which is open seven days a week during teaching periods and offers inviting learning and social spaces. JCU has plenty of computer labs with internet access, some with 24-hour access and printing facilities. Students will need their student ID card to access them after hours.

Be flexible with family commitments

There are times in the academic calendar when students really need to focus on their studies and forego some other activities.

You can assist by trying to arrange holidays and celebrations to coincide with 'quiet' times in the academic year – between teaching periods. Expect your student to give more time to their studies when assignments are due and during the exam period.

Encourage discussion

Discussing issues before reaching a decision is an important skill for life and will help students understand the potential outcomes of each decision. Showing an interest in their studies and becoming familiar with the campus and university terminology can help open communication channels with your student.

Maintain a positive attitude

It is common for students to worry about making new friends, the difficulty of their course, or their ability to get everything done. Providing a positive outlook can be really helpful.

Don't underestimate the challenges of starting university

Even high-achieving students can face challenges: forming new social networks, developing their identity, becoming independent learners or relocating. Be aware of the potential challenges and be supportive – it will make a real difference in their first year.

Guide your student to JCU staff and support services

JCU has a range of services available to support student success and wellbeing. Academic support, welfare and counselling, AccessAbility services and chaplaincy services are all available at no cost. If you or your student have concerns, seek information or advice from a relevant student support service: www.jcu.edu.au/students/support

Keep in touch

Show your interest and support by asking about their studies, how they are feeling and what you can do to help. If your student lives away from home, make regular contact to show your support.

Plan a visit

If your student lives away from home, and if you are able to, plan a visit. Check for suitable dates first.

Offer to proofread assignments

Even if you are not familiar with the topic, you might be able to check for spelling mistakes and grammatical errors. If you don't feel confident proofreading, encourage discussion about what they are learning and to explain the assignment topic. It doesn't matter if you don't fully understand the details, discussion can help your student construct and articulate their argument.

Encourage them to participate in uni activities

Meeting new people – students, academics and other JCU staff – will help your student develop valuable support networks. These contacts can be helpful when challenges arise, as well as for work experience and professional opportunities. View information about student clubs and other activities at: www.jcu.edu.au/students/student-life

Prepare young adult students for living away from home

Check that they have a Medicare card, a Tax File Number, Healthcare card, personal bank account, maps and public transport timetables. A driver's license and a certified copy of their birth certificate are also useful as extra ID.



Partner profile

Mark Fantin

Karen started out studying part time. But when she swapped to full time, external study the time demands did have an impact. Financially we felt it a little. Also, I had to become more flexible with my work time to help with domestic duties and children.

During exams, in particular, I take on a lot more of the cooking and domestic duties and running around after kids. I also try to be emotionally supportive and help Karen maintain a positive attitude towards achieving her goals.

My advice to partners of new students is to just be supportive! Completing a tertiary level course requires a high level of commitment, determination and diligence. When they're studying externally they don't have that daily interaction and support from their peers. It's also more difficult if they haven't studied for a while and have a family and business to run as well. You need to be patient, understanding and flexible.

► Recognise your feelings

How do you feel about your student starting at uni? You may be proud of their decision; worried that something will go wrong and they won't succeed; disappointed that your young adult needs you less; or concerned that your partner needs different emotional and financial support. Respect their choices and be realistic in your expectations.

Encourage independence

Show an interest and discuss issues. At the same time, encourage your student to find information and services for themselves. Let them know they have your support, even if their decision may not be the one you would have made.

Celebrate achievements

Acknowledging success is important. Celebrating achievements and milestones throughout the study year will help to maintain a positive attitude and lift levels of motivation for the next academic challenge.

Student profile

Karen Fantin,
studying Bachelor of Education off-campus

I rely on Mark to step in when I've got assessments due, during exam periods and when I am on practical placements. Those times can mean big adjustments to family routines.

For new students who are combining study with family and other commitments, my advice is to be kind to yourself, and don't be afraid to ask for help! When I started I was too scared and unsure about the various student support services. Sometimes it's hard to take that step and get in contact, but it shouldn't be. Those services are there for a reason.

If you put yourself under too much pressure EVERYONE feels it. Take that extra 6 months or even an extra year if you have to. Success at the end won't be as sweet if everyone has resented the journey to get there.

Managing enrolment and academic progress

Key responsibilities

A student's enrolment is a legal contract with the University. Managing their enrolment includes choosing appropriate subjects for their course, registering for classes, paying any fees by payment due dates and finalising enrolments by census dates.

Enrolment

Sorting out enrolment can take time, especially if a course has many subject choices. Students check and manage their enrolment using JCU's online portal eStudent. If they have questions, they can contact the Student Centre. They can research and plan their subject choices using the Course Enrolment Planners online at:

www.jcu.edu.au/course-enrolment-planners

Privacy laws prevent parents and partners from accessing a student's exam results, contact details, financial information or enrolment details, even if the student is below 18 years of age or you are paying their fees.

Academic progression

Students must achieve minimum academic standards for each stage of their course. Achieving satisfactory academic progress is important as it shows a student is meeting the learning objectives for their course and progressing with their studies. If they don't meet the minimum academic standards, JCU will contact them and they will need to respond.

Marks and grades

Students view their marks for assignments online using LearnJCU. Final results for each subject are available approximately two weeks after the end of the teaching period on eStudent. Final results for a subject are known as 'grades' and explained in the table below (note percentages shown are recommended only).

Grade	Guide to final marks for a subject
HD = Pass with High Distinction	85–100%
D = Pass with Distinction	75–84%
C = Pass with Credit	65–74%
P = Pass	50–64%
N = Fail	<50%
X = Fail	Did not sit for exam or did not complete at least 80% of assessment.

What happens if they fail a subject?

Nobody likes to fail, but it's not the end of the world! If your student fails a subject, they will receive a range of support options. These may include workshops and online modules with The Learning Centre's team or support from other areas. They may need to re-take the subject (if it is a core subject) or take another subject of equal value to complete their degree.

What if they want to drop out or change course?

Many new students can feel overwhelmed. Encourage your student to stick with it and to speak with JCU staff about their concerns as soon as possible. Their lecturer or tutor should be the first person they speak to. The JCU Counselling and Wellbeing Service and JCU Student Association have qualified staff who can help students cope with study.

Options include reducing their study load (number of subjects) or changing a course or major. Another option is to apply to take 'leave of absence' from their course for up to a year. This allows time off to explore other options while their university place is reserved for them. They should discuss these options with an enrolment officer at the Student Centre before taking any action.

If your student decides to withdraw from their course or drop a subject, it's very important they do this before the census date for their subject/study period. These are listed online at:

www.jcu.edu.au/students/important-dates

Students are required to pay fees for subject/s they have not formally withdrawn from on or before the census date. This applies, even if they do not complete the subject. Additionally, they will have 'fail' on their academic record.

Study load – full-time or part-time study?

The number of subjects that your student enrolls in each teaching period is their 'study load'. Generally a subject is worth 3 credit points. A full-time study load is an enrolment of 18 to 24 credit points (or six to eight subjects) in one academic year. A part-time study load is an enrolment of fewer than 18 credit points (less than six subjects) in an academic year. If your student decides to reduce their study load and change to part-time (particularly if less than 3 subjects in a Teaching Period), this may affect any government payments

Student profile

*Neerim Callope,
Bachelor of Business-Arts student*

I decided to do a Bachelor of Business-Arts because I want to learn new and innovative ways to develop the economies of rural and remote Aboriginal communities. Through this I hope to facilitate the improved standard of living for Aboriginal people nation wide.

A Bachelor of Business with a major in finance will give me broad understanding of commerce and will enable me to travel the world and increase my understanding of the global market. I expect that my entrepreneurial ambition will lead me to working with small enterprises, large multinationals and all businesses in between.

- ▶ or scholarships they receive. They should speak with staff in the Student Centre for course progression information and contact Centrelink regarding possible impacts on their benefits.

Is it possible to work and study at the same time?

Many students combine work and study. Good time management skills are the key to making it work. They need to plan ahead for assignments and exams. In addition, timetables for lectures and tutorials change with each new study period, so they may need flexibility from their employer. We advise full-time students to do no more than 15 hours of paid work per week.

Work experience – either paid or as a volunteer – provides many benefits to students by:

- building confidence
- helping to develop basic or specialist work skills
- providing experiences to help them make career decisions
- broadening their networks
- providing employer references and experience for their resumé.

Is it possible to study overseas for part of a course?

Yes, JCU has a campus in Singapore and partner universities worldwide. Students can attend for one or two study periods and gain credit towards their degree. It is a great opportunity and loan funding from the Australian Government may be available to assist with travel costs: www.jcu.edu.au/jcu-global-mobility



Parent profile

Liz Callope

There are so many changes in a young person's life after school and making the choice to come to university is rewarding and an investment in their future. My advice to parents is to get familiar with your son or daughter's study commitment and encourage them to get connected and involved with everything that's on offer. There are short courses before O Week, and workshops and activities during O Week. It's amazing how much information is out there, and it's good to make networks with other students early.

My eldest son Djerami is also at JCU and studies anthropology and archaeology. He prefers a quiet study environment, so is at uni for lectures and tutorials but spends his reading and study time at home as that suits him better. Both of my sons are actively involved in uni life. They are members of Bama Nguma-Barra, the Deadly Mentor Program and work as Student Ambassadors to promote higher education throughout our region.

Learning Support

Finding help and improving study skills

There are excellent resources available to prepare for study and to improve writing, maths, research, English language or organisational skills.

Orientation Week (O Week)

During O Week there are a large number of workshops and social activities to help students settle in and succeed at JCU. View the Orientation Program online at: www.jcu.edu.au/new-students

Short courses to get prepared

Learning Advisors and Student Mentors facilitate a number of short courses - before and after O Week. Short courses offer additional material not covered during O Week.

View the Townsville and Cairns workshop dates online at The Learning Centre, see below.

The Learning Centre

The Learning Centre is a specialist unit that works to help all JCU students improve their academic and organisational skills with:

- workshops throughout the year
- online modules
- Learning Advisors who can be contacted by phone or email
- a drop-in Learning Advice Desk in the Townsville and Cairns libraries

Visit The Learning Centre online: www.jcu.edu.au/students/learning-skills

Talk to academic staff

If your student has problems or questions about their study, their first contact should be with their lecturer or tutor. Lecturers have consultation times set aside each week for students – these are included in the Subject Outline.

LearnJCU

This is JCU's online learning environment. Students log into LearnJCU for each of their subjects to access their Subject Outline, announcements, discussion boards, study materials and more. Log on at <https://learnjcu.jcu.edu.au>

Library and Information services

The JCU Library is an essential academic and student service with print and digital collections that students can borrow or access online 24x7. Open seven days a week during semester, the libraries in Townsville and Cairns provide inviting, learning environments and facilities where students can start the research process, study individually and in groups, and complete assignments with access to computers, printers, wireless and other equipment. 24 hour Information Commons and student kitchenette provide additional facilities after hours.

Library services include:

- LibGuides providing information resources and learning tools for JCU subjects
- Expert help with research, searching and referencing skills via workshops and online modules
- InfoHelp for library and computing assistance
- LibChat for real-time online help from librarians

Parents and partners are welcome to visit the library in person or online at www.jcu.edu.au/library

Student Mentors

Our award-winning Student Mentor Program links new students with Student Mentors who are experienced students in the same course. New students meet mentors in O Week. Mentors are trained volunteers who remember what it's like to be a new student and are there to help. Find out more online at: www.jcu.edu.au/mentors

Tutorial assistance for Australian Aboriginal and Torres Strait Islander students

JCU has a tutorial assistance scheme that provides regular tutorial sessions for eligible students. Find out more by clicking on the Aboriginal and Torres Strait Islander flags on the JCU homepage.

Other student support services

A helping hand is never far away

Successful students know how and where to find help. Our student support services are free and available to all students, whether on-campus, at remote study centres or studying off campus. See back cover for links.

Student Centre

For help with enrolment, subjects, fees, support services, scholarships, exams and more.

Freecall: 1800 246 446

Email: enquiries@jcu.edu.au

Web: www.jcu.edu.au/contacts

Australian Aboriginal and Torres Strait Islander support

JCU has a range of specific services for Australian Aboriginal and Torres Strait Islander students including designated support staff, a tutorial support scheme, Library Liaison Officer, Student Mentors and Student Association. Find out more by clicking on the Aboriginal and Torres Strait Islander flags on the JCU homepage.

Accommodation Service

Helps students find temporary and permanent accommodation, including on campus student residences: www.jcu.edu.au/accommodation

AccessAbility Services

This is a confidential support service to assist students who identify as having a temporary or permanent disability, injury, illness or health condition that may impact on their studies:

www.jcu.edu.au/accessability-services

Counselling and Wellbeing Service

Counsellors and psychologists offer counselling sessions on campus or by phone or Skype on issues that could impact on student's studies. Visit:

www.jcu.edu.au/counselling

Careers and Employment Service

Our careers advisers help with career planning, job interview tips, resumé checking and lots more. Students can find temporary or graduate positions on CareerHub at: www.jcu.edu.au/careers

Student feedback and grievances

JCU's Student Complaints and Quality Improvement Unit Service deals with informal and formal complaints and appeals from students.

JCU Student Association

The JCU Student Association is run by students for students. It offers services and amenities for all students. Student Advocacy and Welfare Officers offer independent and non-judgemental advice and representation. Visit online: www.jcusa.edu.au

Multifaith Chaplaincy

JCU has a Multifaith Chaplaincy that works with local faith communities to support students.

Safety on campus

The University's campuses are public spaces and students must take responsibility for their belongings and personal safety. Security staff are on campus 24/7. They can escort students to their cars after hours.

Transport

Find out about bus timetables, free and parking permit areas, bike racks and showers, car pooling and concessions online at:

www.jcu.edu.au/students/student-life

What are the signs of a successful student?

- They are genuinely interested in their area of study.
- They look forward to attending lectures and tutorials.
- They maintain a positive attitude, and work through the challenges.
- They recognise that university is not just about study and participate in social activities on campus.
- They have the self-discipline to prioritise study.
- They complete assignments by the due dates.
- They know how and where to find help.

Costs and financial assistance

Plan for the cost of study

University fees and charges

It is important to be aware of the fees and charges your student is responsible for, and if they can defer payments with a HELP loan or need to pay fees upfront. Fees and charges depend on citizenship and enrolment. Along with subject fees, students are also liable for the Student Services and Amenities (SSA) Fee per subject.

The Australian Government encourages study overseas for 6 to 12 months and offers OS-HELP loans to help with travel costs. View fee information online at:

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

Payment due dates and census dates

Students who are required to pay their fees up front must do so by the payment due dates. Another important date is the 'census date'. This is when a student's enrolment must be finalised. See key dates explained online at:

www.jcu.edu.au/students/important-dates

Other study expenses

Other costs include textbooks, stationery and copying and printing charges. Students may also need equipment such as uniforms, lab coats or calculators. Textbooks can be costly and students should review the costs of study materials as soon as subject information is available. Textbooks may be available as e-books, second-hand or from the library.

Although there are computer labs around the campuses and in the library, students need their own computer or tablet to access study materials, library resources and other online resources and to participate in discussion boards and other digital assessments. Whilst they are studying, students can access some free software from JCU.

Some subjects include field trips and may have charges for travel, meals and/or accommodation. Completing a professional placement away from home (for example for Nursing, Education or Medicine students) will have a financial impact and students need to plan for these, for example if they will be away from regular work and may lose income. If your student wishes to participate in an international exchange, there could be considerable costs. The Australian Government offers OS-HELP loans to cover international travel costs. For further information go to: www.jcu.edu.au/students/fees-and-financial-support/os-help-loan

Scholarships

There are many scholarships available to undergraduate and postgraduate students. Programs such as the JCU Access Fund and Indigenous Commonwealth Scholarships help students from low-income families and those from remote areas who need financial assistance to get started at university.

Government assistance

The Department of Human Services administers student income support programs such as ABSTUDY, Austudy, Youth Allowance and Pensioner Education Supplement. Financial assistance may also be available through Rent Assistance and Fares Allowance.

Other financial support

Student discounts are available for many services and items. Make sure your student asks for student discounts – whether they are buying a movie ticket or purchasing software or computers online. In emergencies, JCU offers student loans for essential study-related expenses.

Budgets

Preparing a budget is important for couples and families who may be dropping a wage or for school leavers managing money for the first time. Discuss costs and income together to ensure everyone has a clear understanding of their financial position and can manage their finances. Compiling a budget helps students understand how much they need for essential items like accommodation, living expenses, textbooks and petrol/travel. It can also help to factor in high cost periods and financial emergencies that take place throughout the year. You can help your student manage their finances by discussing ways they can minimise costs and providing strategies for dealing with financial problems.

Links

JCU fee and support info:

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

Scholarships:

www.jcu.edu.au/scholarships-@-jcu

Study Assist (government site):

www.studyassist.gov.au

Department of Human Services:

www.humanservices.gov.au

Money Smart (budget tools):

www.moneysmart.gov.au

Glossary

Common terms at JCU

Advanced standing	Students with previous qualifications or relevant work experience may be able to apply for Advanced Standing (credit) towards their JCU degree.
Bachelor degree	A first-level degree, taking a minimum of three years. Abbreviated to, for example, BA (Bachelor of Arts); BSc (Bachelor of Science).
Block mode subjects	Subjects taught over an intensive short period, often during university holidays or over weekends.
Census date	Enrolment is considered to be finalised on a subject's census date. It is the last date to withdraw from subjects to avoid fee liability. If payment, or arrangements to defer payment (if eligible), are not made by census your enrolment may be cancelled.
Commonwealth Supported Place	The Australian Government pays part of the course fees, and the student pays a student contribution, which they can defer using HECS-HELP if they are eligible.
Course Enrolment Planner	An online resource that helps students plan and select subjects for their course.
eStudent	An online system where students manage their personal details, enrolment, class registration, payments and more.
HECS-HELP	A loan program to help eligible Commonwealth supported students to pay their student contribution amounts.
Honours	A Bachelor degree with Honours involves additional study and a research thesis. Graduates have advanced knowledge and skills for professional or highly skilled work and/or further learning.
InfoHelp	The IT and library support service for undergraduate JCU students that provides assistance in person, by phone, email or online request form.
International exchange	The opportunity to spend one or two study periods at a partner university overseas. This is a growing trend for undergraduate students.
Joint degree	A combined degree in two areas that can take 4-5 years to complete full-time. Graduates earn two degrees, for example, Bachelor of Arts-Bachelor of Laws or Bachelor of Education-Bachelor of Languages
LearnJCU	JCU's online learning environment for getting study materials, discussing topics with teaching staff and other students, submitting assignments and more.
Lecture recess	A week long period within a teaching period when there are no lectures. Sometimes used by students to catch up on work they may have fallen behind on.
Major	A specialist strand within a course. For example, Bachelor of Business (Accounting)
Online learning	Some JCU subjects and courses are available entirely online, using electronic media.
OS-HELP	A loan program to help eligible Commonwealth supported students pay their overseas study expenses (for international study exchanges).
Payment due date	The date that students ineligible for a HELP loan or who choose to pay subject fees and Student Services and Amenities fees up front must make payment to avoid enrolment restrictions.
Placements	Some courses (including Education, Social Work and Nursing) require students to undertake regular professional/practical placements in the workplace. Students can have costs associated with placements.
Postgraduate	A postgraduate student is studying for a higher-level degree which may be research-based or may lead to professional qualifications after a general degree. Examples include a Masters, Doctorate (PhD) or Graduate Diploma.
Student contribution	The amount a Commonwealth supported student is required to pay for a subject. The amount will vary depending on where it falls in the Australian Government's student contribution amount bands.
Student Services and Amenities (SSA) Fee	Payable by all students at JCU. Income from the SSA Fee is used to provide student support services and facilities. Eligible students can defer the fee with a government SA-HELP loan.
Study load	The number of subjects/credit points in a student's annual enrolment. A full time load is 18-24 credit points per year (most subjects are worth 3 credit points, which equates to six to eight subjects per year for a full-time load)..
Study period	A study period has a start and end date, payment due date, census date, last date to add or substitute subjects without prior approval of the subject coordinator, date for withdrawal without academic penalty, and date for release of subject results. There are many shorter block study periods throughout the year.
Teaching period	The academic year is divided into two teaching periods: Teaching Period 1 is the first six months of the year and Teaching Period 2 is the second six months of the year. A teaching period contains several study periods.
Undergraduate	An undergraduate student is one who is studying at university at Bachelor degree or Diploma level.
Vice Chancellor	The Chief Executive Officer of the University.

Contact us

Student Centre

Phone	1800 246 446 07 4781 5255 (Townsville) 07 4232 1000 (Cairns)
Email	enquiries@jcu.edu.au
Web	jcu.edu.au/contacts

Links

New students	www.jcu.edu.au/new-students
Current students	www.jcu.edu.au/students
Off-campus students	www.jcu.edu.au/off-campus-students
Student support services	www.jcu.edu.au/students/support
The Learning Centre	www.jcu.edu.au/students/learning-skills
Student Mentor Program	www.jcu.edu.au/mentors
Accommodation	www.jcu.edu.au/accommodation
Student Life	www.jcu.edu.au/students/student-life
Multifaith Chaplaincy	www.jcu.edu.au/jcu-multifaith-chaplaincy-centre
Careers and Employment	www.jcu.edu.au/careers
Student Wellbeing	www.jcu.edu.au/counselling
Fees and financial support	www.jcu.edu.au/students/fees-and-financial-support
Library	www.jcu.edu.au/library
International Student Support	www.jcu.edu.au/international-students
Student Exchange Program	www.jcu.edu.au/jcu-global-mobility

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