

ORIENTATION PROGRAM

Your Official Welcome: JCU Jumpstart





JCU Jumpstart Program

10:00– 11.00 AM: Student Essentials and Student Support Services

11.00 AM – 11.30 PM: Campus Tour

11.30 AM – 12.00 PM: Connect with Student and Academic Support Services

Learn more about the help available to set you up for success throughout your studies.

12.00 – 1.00 PM: Free Lunch

Grab a bite, relax, and connect with your JCU community.



By Now You Should Have:

- Set up Multi-Factor Authenticator
- Contacted the JCU Pathways Team for subjects *(JCU Prep Students Only)*
- Deferred your Fees via MyStudent *(Commonwealth Supported Students Only)*
- Enrolled in subjects via MyStudent
- Registered for classes via MyStudent
- Have completed the Academic Integrity and JCU Respect Modules via LearnJCU
- Have a Student ID Card
- Registered your arrival at the JCU Student Centre *(International Students Only)*
- Registered for Course Orientation and Support Service Workshops



Your Digital Toolkit – Check You’re Set Up

- JCU App
- JCUSafe App
- MyStudent Portal
- Office365 App
- LearnJCU Portal
- Academic Calendar




Accessing learning materials on LearnJCU

- **Subject Outline (Uploaded to 'About this subject' folder 5 days before commencement)** - Includes key subject details, learning outcomes, assessments and policies.
- **General Information & Calendar (Uploaded to 'About this subject' folder)** – Includes timetable, learning activities, resources, subject calendar, and student feedback.
- **Assessments Overview (Uploaded to 'Assessments' folder)** – Covers assessment details, learning outcomes, format, due dates, completion requirements and AI use.



Academic Calendar – Important Dates

- **Enrolments close** – 1 February
- **Class Registration closes** – 3 February
- **Payment Due Date** – 9 February
- **Census Date** – 19 February
- **Last day to Withdraw Without Academic Penalty** – 6 March
- **Last day to Withdraw in MyStudent Portal** – 11 April
- **Results Published** – 11 May



Academic Calendar 2026

Trimester 1
TEACHING PERIOD 1

IMPORTANT DATES TR1

<p>January 2026</p> <p>THU 1 Public Holiday: New Year's Day</p> <p>TUE 6 Credit/Course Transfer/Return to Study Applications Close</p> <p>TUE 6 Class Registration opens</p> <p>FRI 16 International Welcome Event</p> <p>MON 19-FRI 23 Orientation Week</p> <p>WED 21 International Orientation</p> <p>MON 26 Public Holiday: Australia Day</p> <p>TUE 27 Trimester 1 begins</p> <p>February 2026</p> <p>SUN 1 Enrolments close</p> <p>TUE 3 Class Registration closes</p> <p>MON 9 Payment Due Date</p> <p>THU 19 Census Date</p> <p>March 2026</p> <p>MON 2-FRI 6 Lecture Recess</p> <p>FRI 6 Last Withdrawal without Academic Penalty</p>	<p>JANUARY</p> <table border="1" style="font-size: small;"> <tr><th>week</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr> <tr><td>1</td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr><td>2</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td></tr> <tr><td>3</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td></tr> <tr><td>4</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td></tr> <tr><td>5</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td></td></tr> </table> <p>FEBRUARY</p> <table border="1" style="font-size: small;"> <tr><th>week</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr> <tr><td>1</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>2</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>3</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>4</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>5</td><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td></tr> </table> <p>MARCH</p> <table border="1" style="font-size: small;"> <tr><th>week</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr> <tr><td>1</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>2</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>3</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>4</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>5</td><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td></tr> </table>	week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1				1	2	3	4	2	5	6	7	8	9	10	11	3	12	13	14	15	16	17	18	4	19	20	21	22	23	24	25	5	26	27	28	29	30	31		week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1	1	2	3	4	5	6	7	2	8	9	10	11	12	13	14	3	15	16	17	18	19	20	21	4	22	23	24	25	26	27	28	5	29	30	31					week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1	1	2	3	4	5	6	7	2	8	9	10	11	12	13	14	3	15	16	17	18	19	20	21	4	22	23	24	25	26	27	28	5	29	30	31					<p>APRIL</p> <table border="1" style="font-size: small;"> <tr><th>week</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr> <tr><td>1</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>2</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>3</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>4</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>5</td><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td></tr> </table> <p>MAY</p> <table border="1" style="font-size: small;"> <tr><th>week</th><th>Mon</th><th>Tue</th><th>Wed</th><th>Thu</th><th>Fri</th><th>Sat</th><th>Sun</th></tr> <tr><td>1</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td></tr> <tr><td>2</td><td>8</td><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td></tr> <tr><td>3</td><td>15</td><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td></tr> <tr><td>4</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td></tr> <tr><td>5</td><td>29</td><td>30</td><td>31</td><td></td><td></td><td></td><td></td></tr> </table> <p>April 2026</p> <p>FRI 3 Public Holiday: Good Friday</p> <p>MON 6 Public Holiday: Easter Monday</p> <p>SAT 11 Last Date to Withdraw in MyStudent Portal</p> <p>MON 13-FRI 17 Study Vacation</p> <p>SAT 18-FRI 24 Exam Period</p> <p>SAT 25 Trimester 1 ends</p> <p>Public Holiday: Anzac Day</p> <p>May 2026</p> <p>MON 4 Public Holiday: Labour Day</p> <p>MON 11 Results Published</p> <p>WED 13-TUE 19 Deferred & Supplementary Exams (subject to change)</p>	week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1	1	2	3	4	5	6	7	2	8	9	10	11	12	13	14	3	15	16	17	18	19	20	21	4	22	23	24	25	26	27	28	5	29	30	31					week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	1	1	2	3	4	5	6	7	2	8	9	10	11	12	13	14	3	15	16	17	18	19	20	21	4	22	23	24	25	26	27	28	5	29	30	31				
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Course application closing dates:

Domestic students

International students

This calendar shows Trimester 1 dates only. For other academic calendars see: <https://www.jcu.edu.au/students/academic-calendars>

■ Semester 1 Teaching	■ Census Date	■ Orientation	■ Class Registration opens	■ Lecture Recess/Study Vacation
■ International Orientation	■ Payment Due Date	■ Exam Period	■ Class Registration closes	■ Deferred/Supplementary Exams
■ Applications Close	■ Teaching	■ Results Publication	■ Withdrawal/Readmission deadline	
	■ Public Holiday	■ International Welcome Event		

[jcu.edu.au/students/academic-calendars](https://www.jcu.edu.au/students/academic-calendars)





Course and SSA Fees

- **Government Assistance Forms (e.g., HECS-HELP and SA-HELP) – Require Completion and Action before Census Date.**
- You may be **eligible** to defer your tuition and/or student fees if you are:
 - An Australian citizen
 - A New Zealand Special Category visa holder who meets the residency requirements
 - A holder of a permanent humanitarian visa
- Your forms must be submitted if you want to defer tuition and fees to HECS.
- If forms are incomplete, you may be liable to pay fees upfront and you **may** be blocked from accessing your results.
- Check your student portal to confirm your form status.
- Need help? Contact the Student Centre **before** Census Date.



Academic Integrity & JCU Respect Modules

Academic Integrity

The following behaviours are indicators that you are acting with integrity:

- Trust
- Fairness
- Responsibility
- Courage
- Respect
- Honesty

JCU Respect

JCU is committed to fostering a community built on respect, inclusion and safety for all our students and staff.

All students and staff at JCU are required to complete the JCU Respect online module addressing sexual harassment and assault.

PREPARE FOR SUCCESS

Student and Academic Support Services





The Student Centre

The Student Centre is the first point of contact for new and current students! Whether you are just beginning your journey or are at the end, they provide personalised support on a range of topics to help students succeed and enhance their experience.

Services they provide:

- Subject and course advice
- Important dates and enrolment help
- Student ID cards
- Fees, financial support, and scholarship advice
- Provide information on University and student policies
- Providing assessment methods and results advice
- Connection to all JCU services

@ enquiries@jcu.edu.au



TSV: Building 134
CNS: Building A1



Enrolment & Student Support

The Academic Administration and Enrolment (AAE) team supports new and continuing domestic and International students with support across JCUA campuses. They provide various enrolment-related help and guidance to enhance the student experience.

Services they provide:

- Customised study plans and enrolment advice
- Enrolment help, such as, waivers and approvals, if required.
- Course transfer and credit applications
- Leave of Absence
- International Student Support, including confirmation of enrolment adjustments

@ enrolments@jcu.edu.au



TSV: Building 134
CNS: Building A1



IT Essentials

For information and assistance with IT services at JCU, visit jcu.edu.au/ict.

Central Services can assist you with:

- Student IT Essentials
- Service Status
- Help & Support

 centralservices@jcu.edu.au



Cyber Security

Cyber awareness is your first line of defence against online threats, helping you protect your accounts, devices, and personal data.

Four basic steps to stay safe:

1. **Use strong, unique passwords** for every account - use a PW Manager and enable multi-factor authentication (MFA) wherever possible.
2. **Keep your devices and software updated** to patch security vulnerabilities.
3. **Think before you click** on links or attachments, especially from unknown sources. Avoid over sharing on social media.
4. **Be cautious with public Wi-Fi** - use an Eduroam node, a VPN or avoid accessing sensitive accounts in unsecured networks.

@ bsure2bsecure@jcu.edu.au



Learning Centre

The Learning Centre provides JCU students with support in developing independent learning skills. Their team employs qualified experts across a range of skills, including academic writing, English language development, academic skills, math, statistics, and the sciences.

Services they provide:

- Student Mentors
- Peer Assisted Study Sessions (PASS)
- Learning Advisor consultations
- Studiosity
- Online study resources



@ learning@jcu.edu.au



TSV: Ground floor, Library
CNS: Ground floor, Library



Library

Find & Cite Sources: Get help finding information, searching databases efficiently, and referencing sources correctly in your assessments.

Ask Us: Visit the Library Help Desk in person, use live, online Chat, or explore our self-help guides and tutorials available 24/7.

Build Your Skills: Attend regular workshops throughout the year to develop research skills that save you time on assignments.

Explore our collections: Access a wide range of online and physical resources, including textbooks we've worked hard to make more affordable for first-year students.

Find Your Space : Discover quiet zones, group study rooms, and flexible spaces designed for different study needs.

@ library@jcu.edu.au



TSV: Eddie Koiki Mabo Library
CNS: Building B1, Library



AccessAbility

JCU is committed to ensuring that all students have equal opportunities to access, engage and participate in all levels of the University.

Services they provide:

- Advice and support
- Reasonable adjustments
- Exam adjustments
- Assistive equipment and technology
- Assistive software
- Interpreters, scribes, readers

Eligible students:

- Living with disability
- Neurodivergent
- Temporary or permanent health condition
- Carer for someone living with disability



accessability@jcu.edu.au



TSV: Ground floor, Library
CNS: Level 1, Library



Careers & Employability

The Careers and Employability team offer all students tailored resources and support for career planning, decision-making, job search, application assistance and successful transition into graduate employment.

Services they provide:

- Career and Employability Appointments
- Career Hub Job Portal
- Job Application support and examples
- Online career learning resources
- Info sheets and Career Snapshots
- Workshops



careers@jcu.edu.au



TSV: Level 1, Building 18, Library
CNS: Level 1, Building B1, Library



Wellbeing

Provide counselling and mental health support to all actively enrolled JCU students

Services they provide:

- **Individual counselling sessions** – Regarding study-related and non-study related issues
- **Group Programs** – ADHD 101 and Social Anxiety Group Program
- **Workshops** – Course specific and generalised workshops
- **Accredited Mental Health First Aid Training**
- **Online resources**
- Don't forget it's free and confidential!

The JCU Urgent Mental Health Support Line

Text: +61 485 885 981

Telephone: 1300 270 254

 studentwellbeing@jcu.edu.au



TSV: Level 1, JCU Library
CNS: Level 1, JCU Library



Student Success

At JCU, we know that success is about more than just your grades.

The Student Success Team offers personalised support to help you navigate uni life, stay on track with your goals, and work through challenges as they come up.

You can connect with a Student Success Officer Monday to Friday, on campus, by phone or video call.

Services we provide:

- Actively monitoring subject progress through the LearnJCU Portal
- Assistance to stay motivated and on track
- Support with issues affecting your studies
- College-specific connections and assistance
- Ongoing support throughout the year

@ studentsuccess@jcu.edu.au



Indigenous Education & Research

The Indigenous Education and Research Centre (IERC) is dedicated to supporting Aboriginal and Torres Strait Islander students. We provide individual academic and pastoral support from application to graduation.

Services and Facilities they provide:

- A welcoming and culturally supportive environment
- Opportunities for personal, cultural, and academic growth
- Individual support for any study or life-related issues
- Help with scholarship applications
- Free tutoring through Indigenous Peer Assisted Learning (IPAL)
- Study and yarning space
- Kitchen facilities
- 24-hour access throughout the study year



JCU UniLife



In collaboration with JCUSA, JCU UniLife provide services, support and activities to students!

- **Student Advocates** - Help students navigate the processes and policies of JCU to advocate on behalf of students in times of need.
- **Sports & Recreation** - Numerous events throughout the year: inter-college and inter-faculty competitions, Nationals, Army vs Uni
- **Fitness** - Manage the on-campus gyms and fitness classes
- **Events** - In collaboration with JCUSA, we run events during O'Week like Market Days and more!



studentassociation@jcu.edu.au



TSV: Bldg 133
CNS: Bldg A24



Student Mentor Program

The **Student Mentor Program** is here to support new students as they transition into university life.

Each new student is matched with a mentor — an experienced student who can offer friendly guidance and help you settle in.



@ studentmentors@jcu.edu.au



What's Next?

Now – 11.30 AM: Student Mentor Campus Tour

Explore your new campus and connect with experienced Student Mentors.

11.30 AM – 12.00 PM: Connect with Student and Academic Support Services

Learn more about the help available to set you up for success throughout your studies.

12.00 – 1.00 PM: Free Lunch

Grab a bite, relax, and connect with your JCU community.