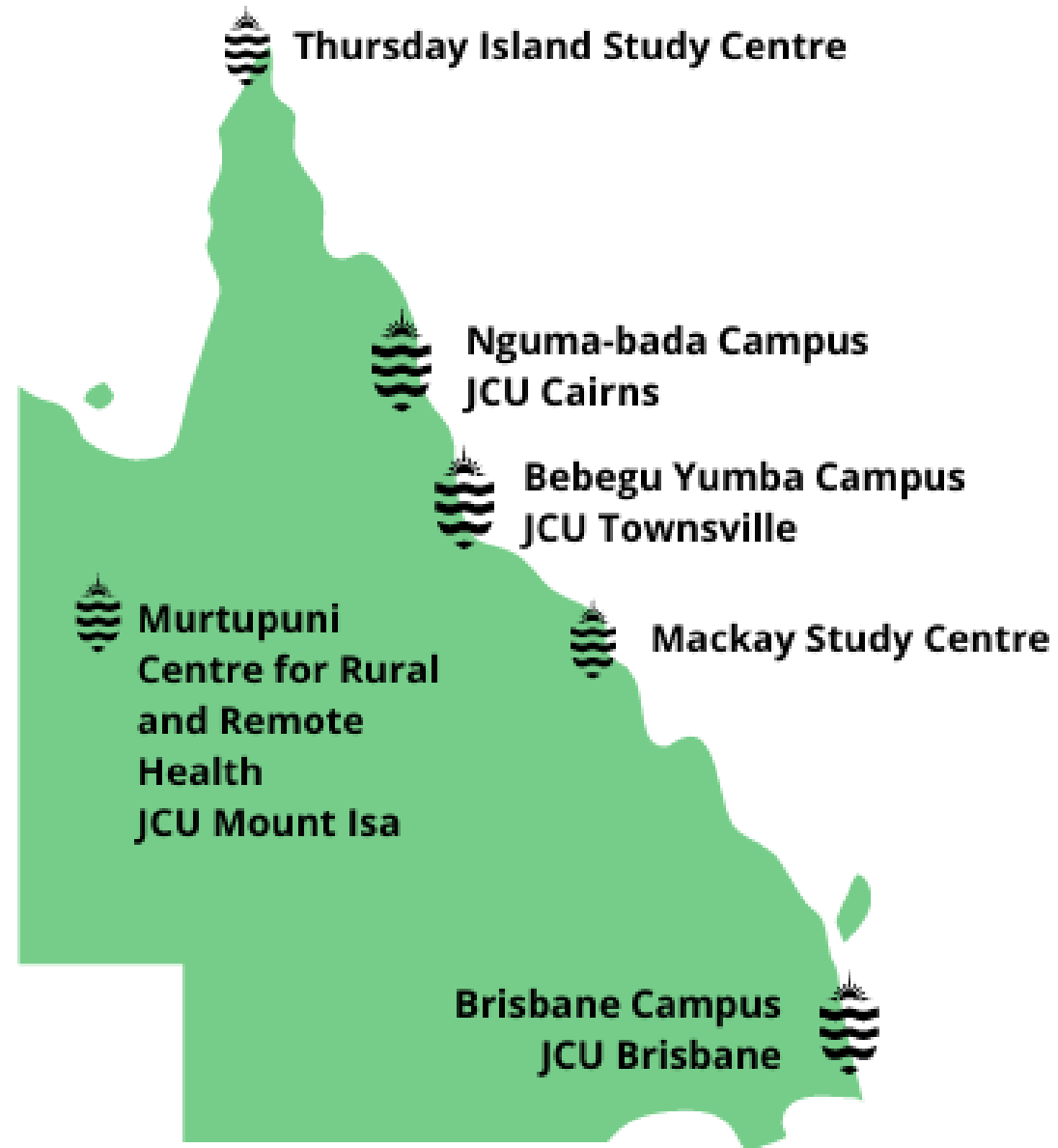




# Student Support Services Showcase

2022

# Welcome





IERC

Helen Jusseaume

- Research
- Teaching & Learning
- Student Support



# Student Support – What do we do?



- We empower students to be independent, critical and analytical thinkers, and assist them to plan, set and achieve their goals.
- We deliver a learning support agenda that progresses Indigenous students through to completion of degree and beyond.



## Our students are over represented in a number of areas that have been shown to be factors contributing to poor progression and completion

- 40% of Indigenous students identify as Low SES
- 36% of Indigenous students are studying part time
- 50% of Indigenous students are 25 years
- Under preparedness 39% commencing students in 2019 had no OP or an OP over 19 (ATAR 47)

Our Centre is supported by separate Commonwealth Government funding to deliver Tutoring to Indigenous Students.

The goal of the Government is to address the gap in Tertiary education outcomes between Indigenous and Non-Indigenous Students. This also the goal of IERC Staff.

# Student Support Team



Provide the following services:

## Academic Support Advisors

- Work with the Student Support Advisors to case manage student cohorts
- Early intervention – academically under prepared
- Develop effective learning support strategies
- Contact every student every 3 weeks
- IPAL – tutoring program
- Liaise with Colleges and Academic staff

## Student Support Advisors

- Conversion calls
- Work with Academic Support Advisor to case manage student cohorts
- Strategies pertaining to student experience
- Contact every student every 3 weeks
- Provide pastoral and personal support – Health and Wellbeing
- Financial support information – Centrelink / Scholarships
- Accommodation

# 8 The Centre Services

- Study rooms and collaborative learning spaces
- IPAL tutoring
- Computers
- Kitchen space
- Video conferencing and meeting rooms
- General hang out space
- 24 hour access
- Social: BBQs - Lunches





## Winter School



- On campus 1 week residential university experience – July
- No cost to students
- Open to all Indigenous students in years 10, 11 and 12 across Australia
- Simulation of university life
- Meet lecturers – engage in class activities and assessment
- Become familiar with the campus when students transition to university

## Summer Pre-Program



- On campus 3 week residential university pre-program – November/December
- No cost to students
- Open to all Indigenous students across Australia who have completed year 12 and seeking entry to JCU

# Top things to note



- Centre is available to all Indigenous Students as a primary contact for all queries including prospective enquiries
- The Student Support Teams are available to assist or refer as required
  - Academic support
  - Pastoral support
- Provide an environment that supports and inspires students to grow personally, culturally and academically.

## Contact us:

### Bebegu Yumba Campus (Townsville)

Building: 301 – 008  
Phone: (07) 4781 4676  
Manager: Leah Hammett

### Nguma-bada Campus (Cairns)

Building: A21  
Phone: (07) 4232 1046  
Manager: Helen Jusseaume

Email: [ierc@jcu.edu.au](mailto:ierc@jcu.edu.au)  
Student support: [ierc.studentsupport@jcu.edu.au](mailto:ierc.studentsupport@jcu.edu.au)



# Library

Sharon Bryan

# What does the Library look like?

1. Tabled search is your starting point
  - Find everything at once (One Search), or library guides, specialized databases, your reading list, FAQs about all things library
2. Sign in (SSO) to save searches, tag faves and see your loans, requests and more
3. For any questions you have, the chat button that will connect you with library staff who can help
4. Beautiful libraries at JCU Townsville, Bebegu Yumba campus, Douglas and JCU Cairns, Nguma-bada campus, Smithfield
  - Spaces for you to study, find our print collections and also get help with your questions at the library service points as well as access to learning advice, peer support, careers, counselling and AccessAbility in each library



# Key Library Facilities



Convenient opening hours, include evenings, weekends, extended hours during study periods

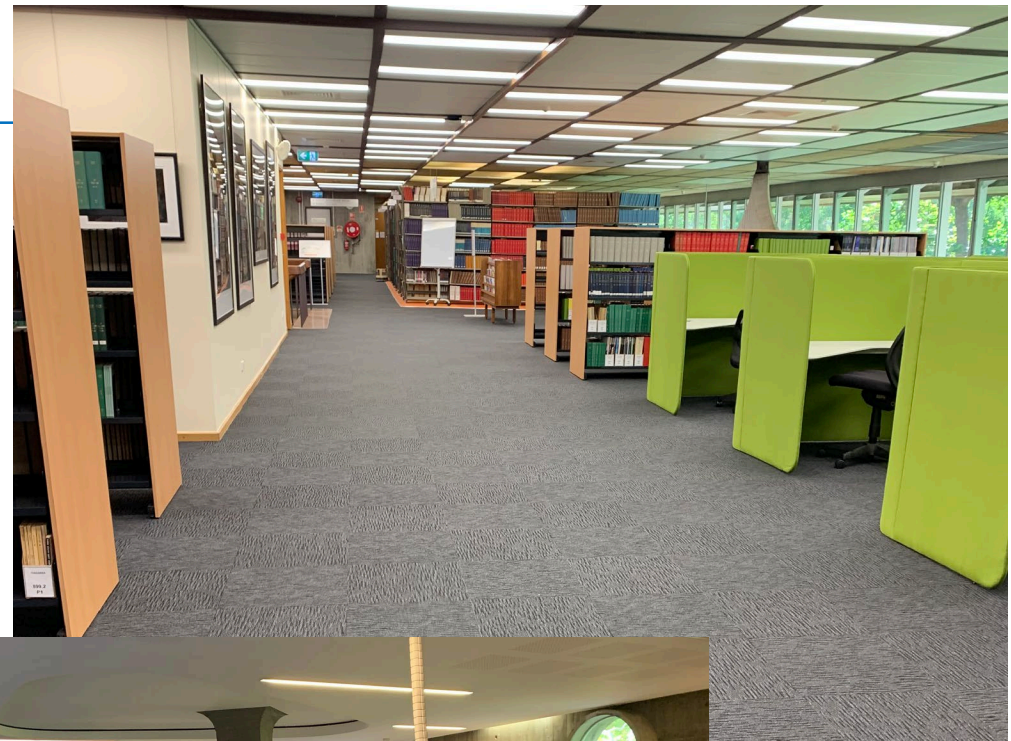
Comfortable study spaces, zoned for student requirements

Access to wifi, PCs/Macs, printing, scanning & 3D printing



# Library Spaces

- Further refurbishment and improvement of library space in the Mabo Library and Cairns Campus Library
- Floor space mapping being refreshed using a new interactive wayfinding tool
- Furniture designed by Indigenous artists and sourced from a majority Indigenous owned and managed company added to both libraries
- Additional opening hours being piloted for Trimester students around exams and peak study periods (i.e., June/July)
- Healthy, free snacks provided at swotvac and exam time for students

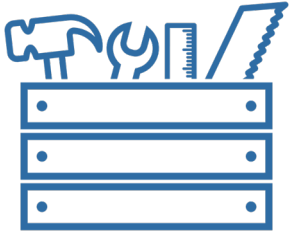


# Library Collections and Teaching Resources



- Online collections, as well as **physical** collections for all students
  - **Online 24/7 for everyone**
  - See our **Off-Campus service** for physical books if you are **not within 50km** of our libraries
- Our **Library Guides** are key to getting the most out of library resources in your areas of interest, every subject site has a linked relevant guide
- Most **subjects** have a **reading list** with prescribed and recommended readings
- Liaison Librarian team can discuss with you how to embed targeted information and up to date research skills into your class in the best format and at the best time for them to achieve their assessment goals





<https://libguides.jcu.edu.au/InfoSkills>

Defining your Topic

A self-paced series of modules to teach you the basics of searching for information, from working out what search terms to use and how to use them, to evaluating your sources and referencing them in your assignment.

Searching for Resources

You can work through the modules in order or jump straight to the part you need.

Evaluating Resources

The crucial skills that students need to engage fully with their studies.

Referencing Sources



# One Minute Videos

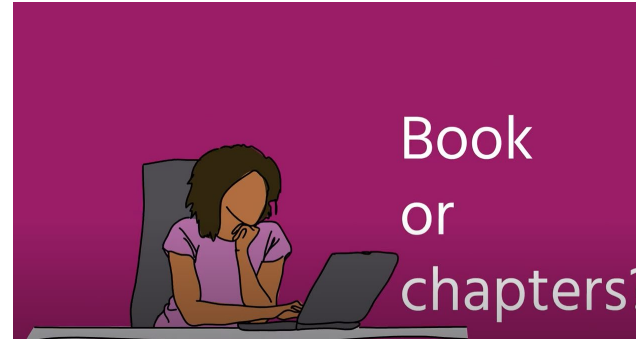
Short, targeted resources on searching like an expert

12 in this collection including APA 7 and Breaking down the question

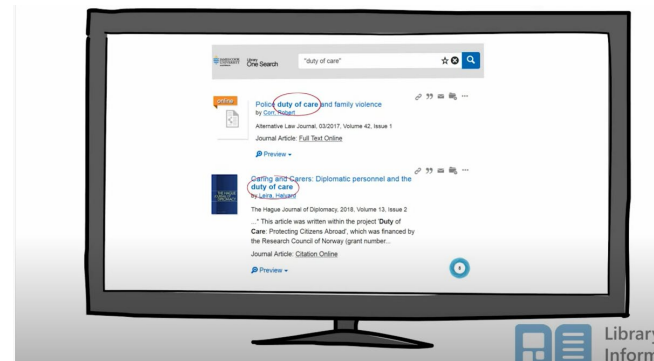
## Truncation



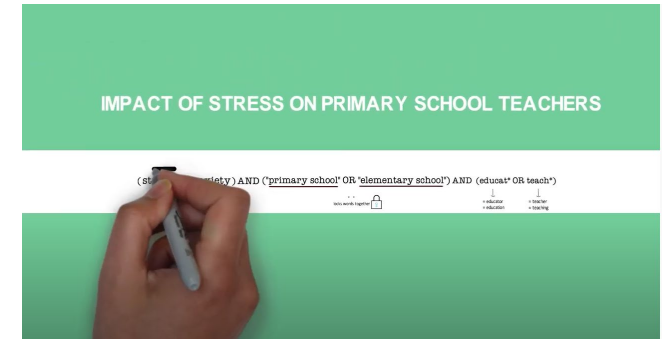
## Book or chapter?



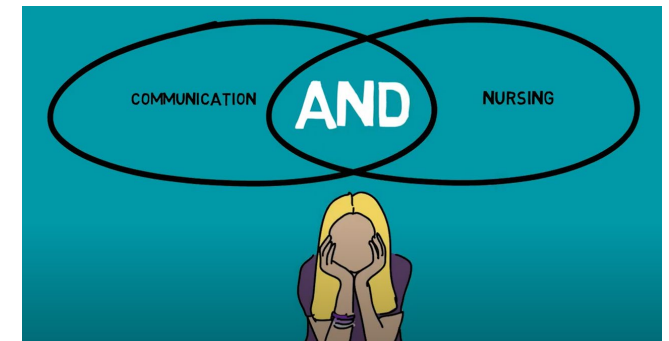
## Phrase searching



## Search strings



## Boolean operators



And more: on DOIs, No Date?, Finding quality in Google . . .

# 18 Do I need a Reading List?

YES

OR

NO

- I'm using a Prescribed Text
- I'm using a Recommended Text
- I'm using supporting material created by someone else such as journal articles, government reports, book chapters, videos



- I have no Prescribed or Recommended Text
- I'm not using any supporting material created by someone else

Questions?  
Ask a librarian



- About better eBook models (e.g. unlimited users)
- Setting a curated list of chapters & articles
- Adopting, adapting, or creating an Open Textbook with no DRM so everyone can read at once, download, print & keep

# Library People

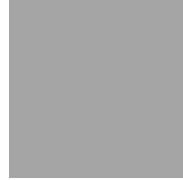
- We provide **face to face** and **online** service during opening hours
- Our **service points** and **chat service** connect students with expert guidance on working with scholarly info
- **Library workshops** run throughout the year (**f2f and online**) in researching, referencing, and other relevant topics
- **Liaison Librarians** assist with subject specific topics, in person and in classrooms





## Student Experience

Tiered service delivery  
Library F2F and virtual assistance  
Contemporary library spaces  
Curated Library collections  
Curated Reading Lists and textbooks  
Student Life Events



## Research

Curated Library collections  
Special Collections  
Research Education  
Copyright for researchers  
Open access movement  
ResearchOnline@JCU repository  
Research data management  
Scholarly publishing



## Learning and Teaching

Curated Library collections  
Copyright for teaching  
Open education initiative – JCU open textbooks  
Digital literacy resources and classes  
Development of digital learning objects (DLOs/RDLOs)  
Curated integrated reading lists



## Community Engagement

Special collections  
School engagement  
Community membership and outreach  
Events  
Mabo Library Art Exhibition  
NQHeritage@JCU repository  
Cultural gifts program  
Donations

# Resource List

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Resource	Location
Library website	<a href="https://jcu.edu.au/library">https://jcu.edu.au/library</a>
Library hours	<a href="https://www.jcu.edu.au/library/about/hours">https://www.jcu.edu.au/library/about/hours</a>
Readings	<a href="https://libguides.jcu.edu.au/readings">https://libguides.jcu.edu.au/readings</a>
InfoSkills Toolkit	<a href="https://libguides.jcu.edu.au/toolkit">https://libguides.jcu.edu.au/toolkit</a>
One Minute Videos	<a href="https://www.youtube.com/user/jculibrary1/playlists">https://www.youtube.com/user/jculibrary1/playlists</a>
Liaison Librarians	<a href="https://www.jcu.edu.au/library/about/contacts/discipline">https://www.jcu.edu.au/library/about/contacts/discipline</a>
Open Educational Resource Guide	<a href="https://libguides.jcu.edu.au/oer">https://libguides.jcu.edu.au/oer</a>

/JCUlibrary 

@JCUlibrary 

News blog 

@jcu\_libraryinthetropics 



# Student Equity and Wellbeing

Tanya Rodney

# Who are we?

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- Multidisciplinary service who works proactively to support students to help them build on their capacity to manage life situations that could impact on their engagement and success with their studies.
- Free and confidential service for all enrolled students.
- Appointment based service with appointments Monday to Friday.
- Appointments available by telehealth (Zoom and phone) or in person – next available app (i.e. could be a Counsellor at the other campus).
- Intake process – 25 minute phone call.
- Referrals (within JCU and external to community services).
- NB: Counselling and wellbeing support for staff available through EAP (information on HR website).

# Who are we?

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- Services include: AccessAbility Services, Counselling & Wellbeing, Multifaith Chaplaincy and Equity programs (ALLY Network)
- Deliver Mental Health First Aid standard (MHFA) accredited training to staff and students:
  - Standard
  - Refresher
  - For dates, visit: <https://www.jcu.edu.au/learning-and-teaching/learning-and-teaching-workshops-and-events>
- Resources available on the website that can be used by staff and students.
- Can develop and deliver group work and workshops in collaboration with academics. Topics can include:
  - Managing stress and anxiety
  - Suicide awareness
  - Bullying and harassment
  - Working with students with a disability or health condition
  - Successful transition



- AccessAbility Advisors (Occupational Therapist and Rehabilitation Counsellors) and Support Officers, support students with a documented disability, injury, illness or health condition to build on and develop strategies to manage their health while at University.
- Advisors work within legislative requirements to recommend reasonable adjustments for students. Adjustments may include: access to assistive technology/equipment, in-class adjustments (ie alternative formatting), examination adjustments, etc.
- Registration process – students must present supporting documentation for their disability/health condition/injury to obtain reasonable adjustments.
- Work with academics for the development and implementation of adjustments and also to support them with their engagement with students registered with the service.
- Appointments also available for prospective students.

**Early registration = better outcomes.**

# Counselling & Wellbeing – individual counselling

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- Student Wellbeing Counsellors (Social Work, Psychology, Youth Work) and Senior Counsellors (Psychologists and Occupational Therapists)
- Triage used to ensure students booked according to needs.
- One-off sessions, appointments (up to 10 per year ) and referral to JCU and/or community services.
- Common presentations:
  - Emotional, wellbeing and mental health support
  - Stress management, motivation, and learning skills
  - Depression and anxiety
  - Adjustment, transition, and loneliness
  - Relationship issues, family concerns and conflict
  - Substance and gambling concerns
  - Financial and accommodation concerns
  - Sexual assault, harassment, bullying
  - Grief and loss
  - Domestic and Family Violence

# Counselling & Wellbeing – additional supports

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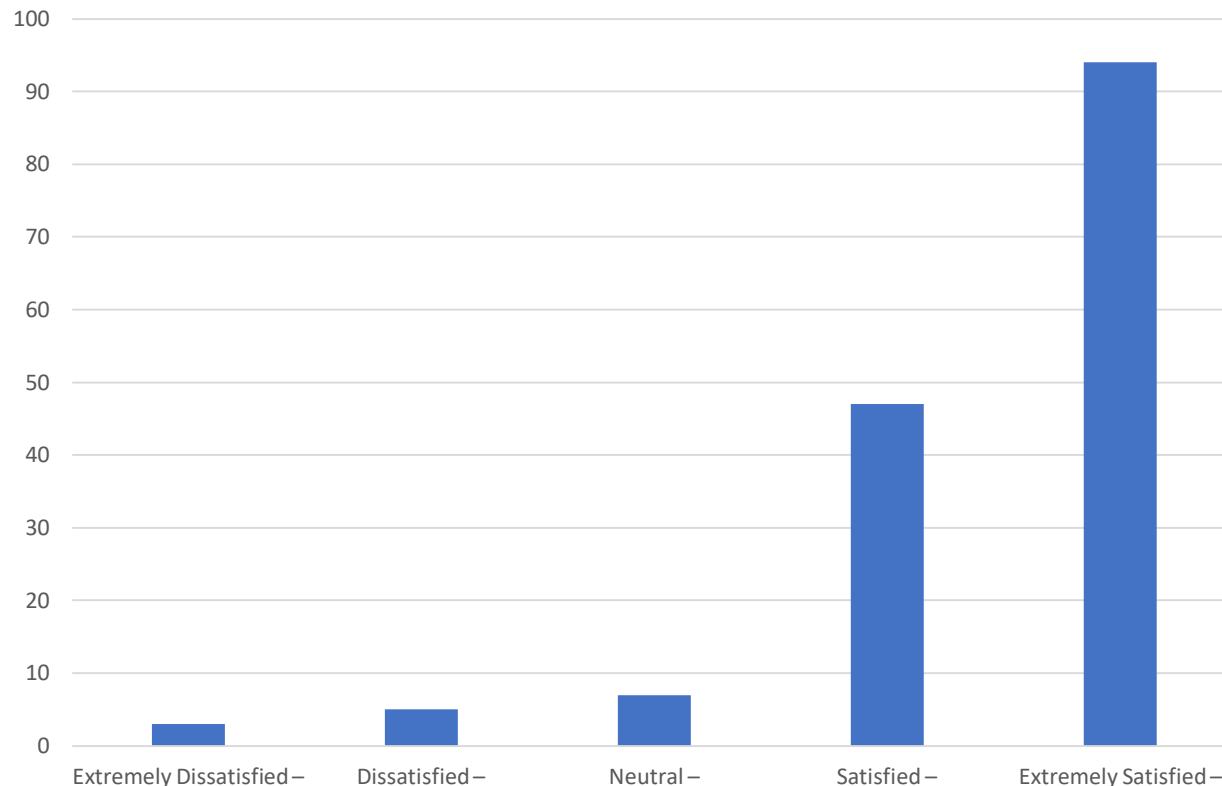
- Group Program – Confident, Calm, Connected program
  - 6 week group program, aimed at supporting students experiencing levels of social anxiety
  - Offered face to face and via zoom (for students not located in Townsville)
  - Semester 1, starting in week 3 (7<sup>th</sup> March)
- Managing exam stress workshops delivered prior to exam weeks (our website will be updated to include details closer to this time)
- Support letters for Special Consideration applications (ie extensions to assessment) may be provided at the Counsellor's discretion, only if the student has received substantial counselling as a client of the service or is able to demonstrate extenuating circumstances during their first appointment.
- Emergency appointments available for students that meet required threshold. Students will be assessed as meeting criteria for emergency appointments by Counselling & Wellbeing staff.

# Student Wellbeing & Counselling Services

## Student Feedback

Survey sent to 1500 students that accessed Counselling and Wellbeing Services in 2019. 156 responses received

*Based on my experience, I would recommend JCU Student Counselling and Wellbeing to other students.*



*Very impressed with the service overall, from front office admin to counselling and communication. Most definitely assisted me through an extremely difficult year.*

*Without this service and appropriate advice and support I would have had to withdraw from my degree due to the severe hardship I have endured in 2019. This service has been the most valuable of all services I have accessed at JCU however appointment wait times can be a little long at times of high demand.*

# Student Wellbeing & Counselling Services

## Student Feedback

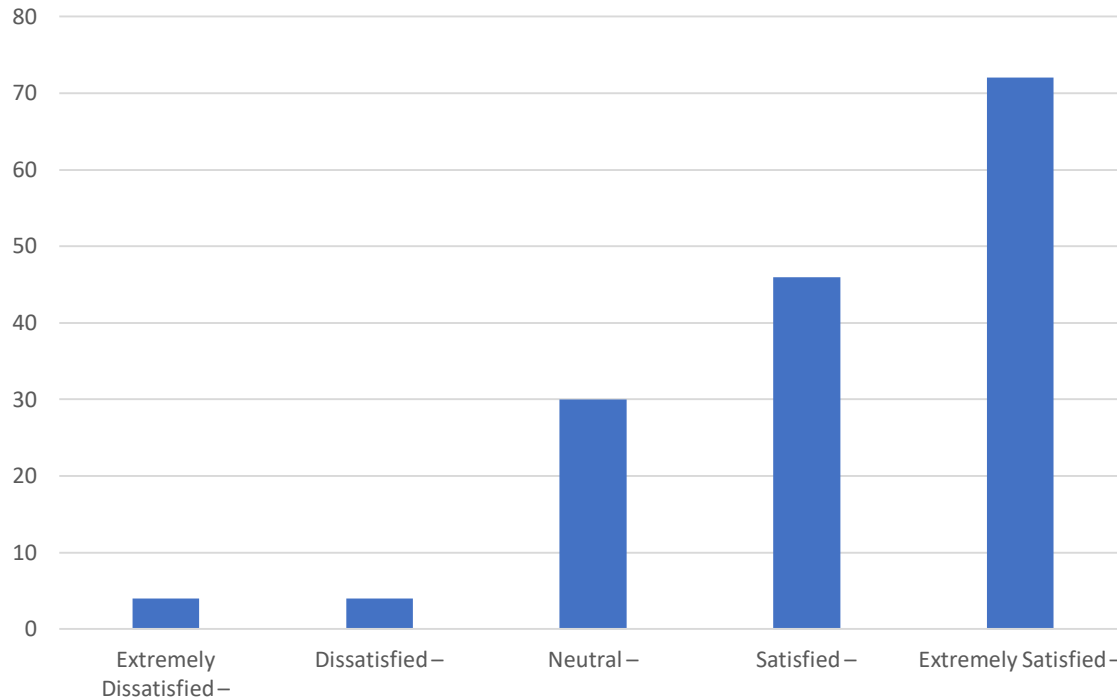
Survey sent to 1500 students that accessed Counselling and Wellbeing Services in 2019. 156 responses received

*Accessing the JCU Student Counselling and Wellbeing service has allowed me to engage more fully with my studies.*

*I would not have continued my studies without the support of this service.*

*Without these services available I know I would have dropped out of uni. I feel like JCU goes above and beyond to see their students succeed and I have never felt so supported until accessing these services.*

*The counsellor understood that my degree is challenging and didn't try to force generic time management and de-stressing strategies on me. I walked in feeling like I was crazy and came out understanding that my mental health was actually ok, I was just experiencing a lot of life challenges that made functioning a bit more difficult. I was given resources that re-enforced what we discussed.*

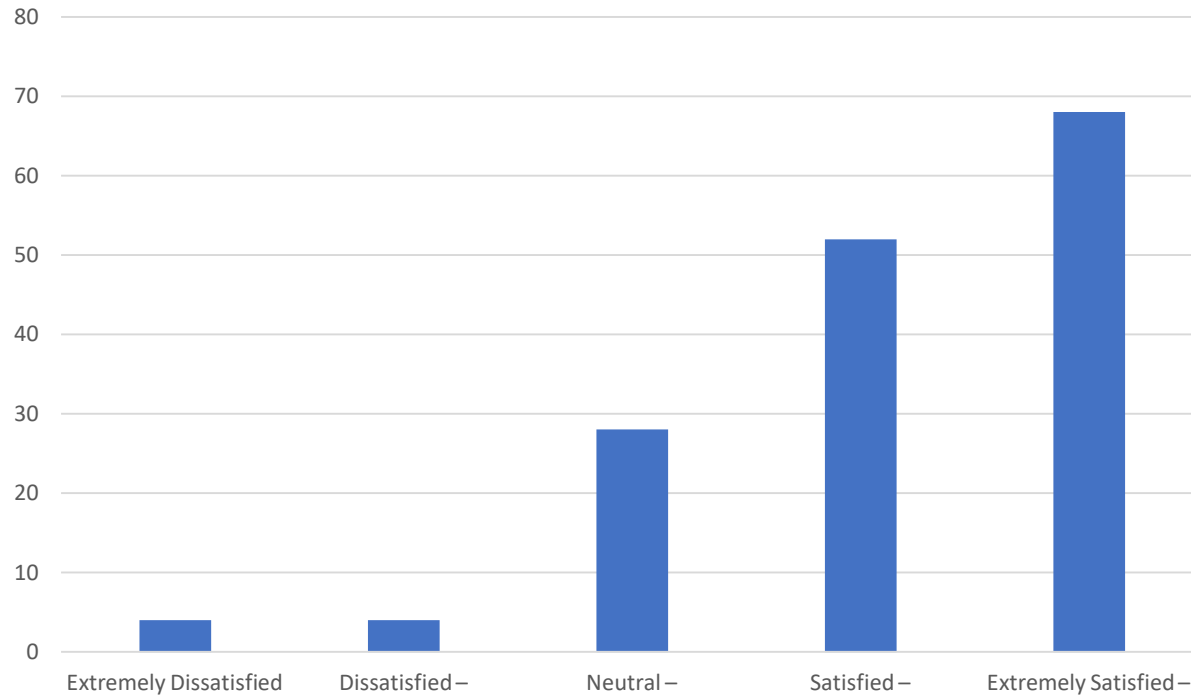


# Student Wellbeing & Counselling Services

## Student Feedback

Survey sent to 1500 students that accessed Counselling and Wellbeing Services in 2019. 156 responses received

*I have noticed a positive change in my wellbeing since accessing the JCU Student Counselling and Wellbeing service.*



*It was comforting to know there are people willing to help you get through tough times, and that are understanding and there to help guide you through things you struggle with.*

*Accessing the service made me realize that my problems aren't a burden and its given me the confidence to confront them.*

*I have completed my studies and returned to my home country in Papua New Guinea. I would like to thank the Counsellor that took the time to hear me out on my case. It was a success and I stayed on at uni and completed my final year in 2019 successfully.*

# 31 Multifaith Chaplaincy

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- Pastoral care, spiritual and religious support any religious/spiritual backgrounds
- Chaplain provides support to students and staff
- Advice and linking with local places of worship
- Transition and adjustment support – including homesickness and loneliness
- Interfaith Project
- Dedicated Multifaith prayer rooms in Cairns and Townsville

# Supporting a Referral / Making an Appointment

- Student Information Support Officer will triage request and book student with appropriate service and next available appropriate appointment (i.e. intake for Counselling).
- Students seeking Counselling and Wellbeing Services for the first time or who have not connected in last six months will do a phone intake first.
- Student Information Support Officer may refer student to other JCU service or community if appropriate.
- If making an appointment on behalf of a student, ensure student is aware of referral and consent is provided to facilitate engagement and access to services.

## Contact us:

### Bebegu Yumba Campus (Townsville)

Location: Library, first floor

Phone: 1800 246 446

### Nguma-bada Campus (Cairns)

Location: Library, first floor

Phone: 1800 246 446

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

Website: [www.jcu.edu.au/sew](http://www.jcu.edu.au/sew)

*Information about services, resources for students and staff (information sheets) and self-help tools*



# JCU Respect

## JCU Respect online modules

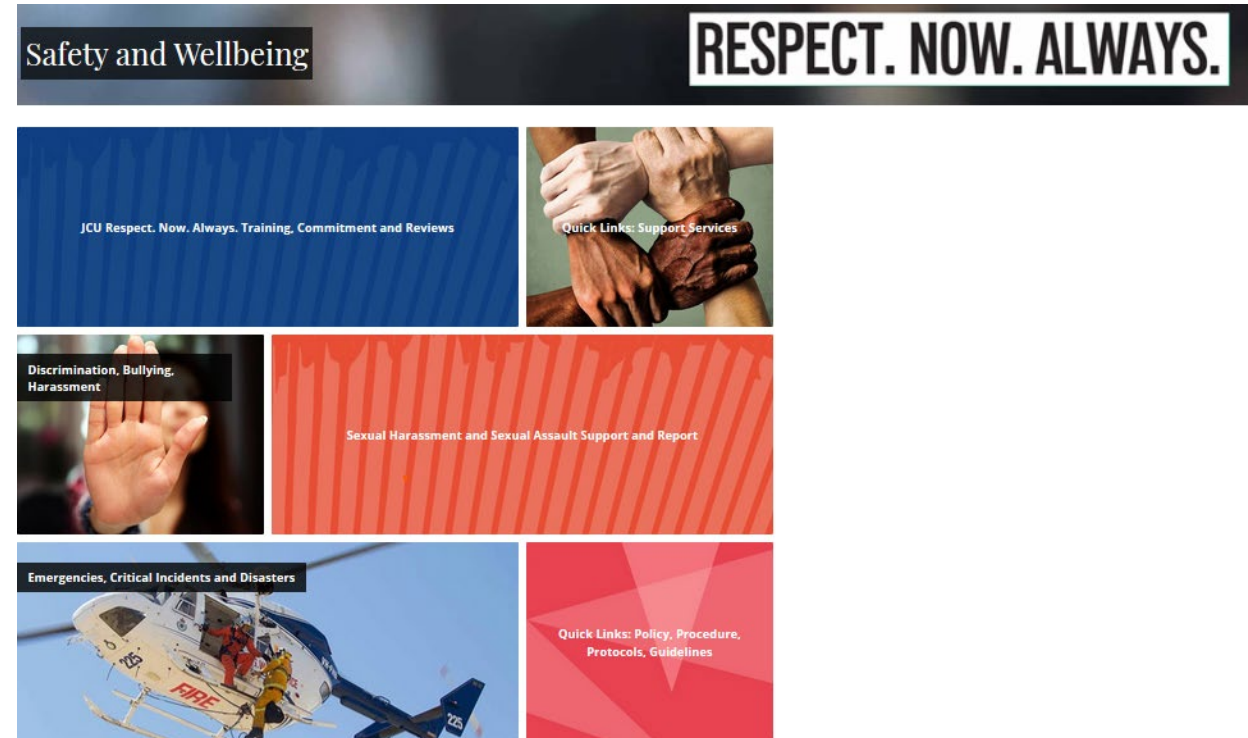
- Have you completed?
- Available to all students from this teaching period
- Communication plan in place

## Sexual Misconduct Officers

- Support for students
- Support for staff
- Confidential

## JCU Safety and Wellbeing website

- Key resource for staff and students
- Sexual Harassment and Sexual Assault section
  - How to support someone following a disclosure
  - How to (and where to) submit an online report
  - Sexual Misconduct Officers contact details



### Responding to Suicide Risk - Flowchart



Talking to someone about suicidal thoughts and feelings can be extremely difficult. If you are unsure whether someone is suicidal, the best way to find out is to ask them if they are thinking about suicide. This shows you care and they are not alone. It allows the other person to talk about their feelings and plans – the first step to getting help.

The following flowchart provides JCU staff with a guide to support someone who may be at risk of suicide. If you are not with the person, obtain details about their current situation and whereabouts (including phone number).

In case of an emergency, call 000. For more assistance at any point in this process call the QLD Health Acute Care Team on 1300 642 255 or Suicide Call Back 1300 659 467.

#### Step 1 – Start a Conversation

A helpful way to start the conversation is by checking in on them:  
 "I'm really worried about you and what you said/wrote in your email/the message that you left"  
 "I wanted to check in with you because you haven't seemed yourself lately"  
 "I am really worried about you and need to ask if you have been thinking about suicide"

#### Step 2 – Enquire about active suicidal thoughts

Check on the presence of active suicidal thoughts to assess risk, as a YES answer to any of these questions below may indicate immediate action is required

Sometimes people can say things like:  
 "I've had enough"  
 "I can't take this anymore" or  
 "I wish I didn't feel like this any longer"  
 This can be an expression of despair without intending or thinking about self-harm or suicide. If someone does not have any active suicidal thoughts, it is still important to offer support and referral services.

#### Questions to assist assessing presence of active suicidal thoughts:

- Are you thinking about attempting suicide?
- Do you have a suicide plan?
- Have you identified a method?
- Have you identified when you may act on a suicide plan?

If the person answers YES to any of the above, take action.

#### Step 3 – Assess Risk

**LOW RISK**  
 Active suicidal thoughts not present  
 Risk factors may be present  
 Let the person know that there are a number of services that can provide support and if appropriate, assist them contact one of the services

**HIGH RISK**  
 Active suicidal thoughts present  
 Risk factors may/may not be present  
 Let the person know that you need to get help, stay with them until support arrives - if the person leaves or hangs up, call 000 and request Police do a welfare check

#### Step 4 – Referral Options

Students only: JCU Counselling Service  
 4781 4711 (Tsv) or 4232 1150  
 (Cns) Staff only: LifeWorks 1800 604 640  
 Alternatively:  
 GP  
 Lifeline (13 11 14)  
 Beyond Blue (1300 22 4636)  
 Suicide Call Back Service (1300 659 467)

Emergency Services (000)  
 Acute Care Team (1300 642 255)  
 JCU Security +15555 (if ambulance called to campus please let JCU Security know)  
 When making a referral, state the following:  
 "Hello, I'm \_\_\_\_\_ from \_\_\_\_\_, I have a person with me who is at HIGH RISK OF SUICIDE"

### Disruptive and Dangerous Behaviours Response Flowchart



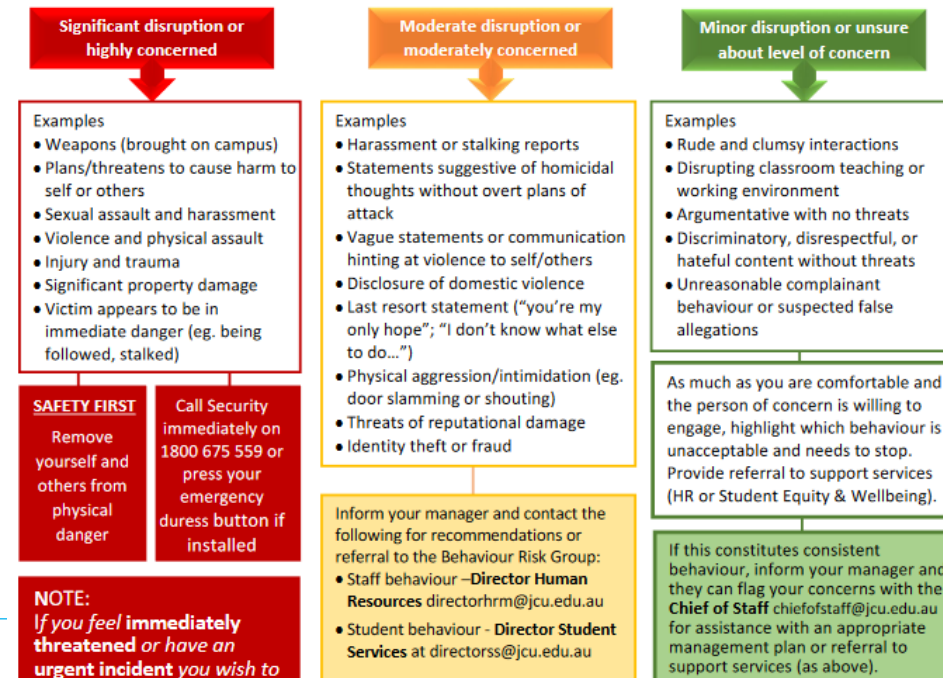
JCU has implemented a Behaviour Risk Group (BRG) chaired by the Chief of Staff to provide early intervention, assessment, management advice to relevant decision makers regarding matters relating to inappropriate, concerning, or threatening behaviours by students and staff at its Australian campuses and sites. The following flowchart provides advice on actions and notifications depending on the behaviour demonstrated.

#### Behaviours that can reasonably cause fear, offence, or trauma

- Disrespectful or hateful content (e.g., sexist, racist, homophobic, objectifying)
- Harassment or bullying (repeated unwanted contact, unreasonable complaining)
- Property damage (e.g., fire-setting, door slamming)
- Misuse of technology (viewing pornography, victimising others via social media, hacking, fraud)
- Sexual misconduct
- Fixation or possession of weapons or illicit drugs on campus
- Psychotic, delusional, or rambling speech
- Physical violence (including self-injurious behaviours)
- Non-physical violence (threatening to harm self or others, yelling, swearing, issuing demands, exposing others to content that would reasonably cause fear)

JCU Staff experiencing a physical or psychological impact following an incident/behaviour are encouraged to notify the WHS Injury Prevention and Management Advisor by lodging a notification through RiskWare. These notifications can be marked as confidential.

#### Level of Disruption and Concern





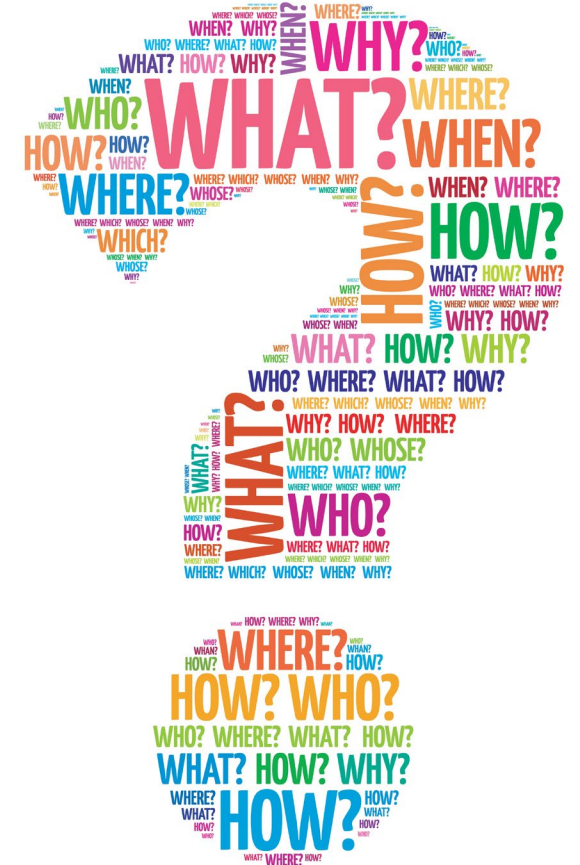
# Student Transitions and Engagement

Tony Hewitt

# About us

- We facilitate a suite of strategically designed (and timed) **partnership** events for commencing and continuing students
- Intended outcomes include an improved transition and student experience, as well as retention, success and completion rates
- We are resourced by Student Services and Amenities Fee (SSAF) funds

Supported by your  
**SSA Fee**  
 Building a better *student experience*



## Student Events



## Orientation



## Student Mentor Program



# Undergraduate Orientation

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- Cairns
- Townsville
- Mackay
- Mount Isa
- External
- Parents and Partners Information Sessions
- Postgraduate Students Orientation Night
- Second Year Success Seminar

# Resources



MATER JCU  
CLINICAL TRAINING CENTRE  
STUDY PERIOD 1  
JCU CLINICAL TRAINING CENTRE,  
MACKAY MATER HOSPITAL CAMPUS  
Orientation Program

2022



JAMES COOK  
UNIVERSITY  
AUSTRALIA



Ready today for tomorrow

jcu.edu.au



2022

Parent and Partner  
Information Guide



JAMES COOK  
UNIVERSITY  
AUSTRALIA



Ready today for tomorrow

jcu.edu.au



2022

Student Support  
Services Directory



JAMES COOK  
UNIVERSITY  
AUSTRALIA



Ready today for tomorrow

jcu.edu.au

# Extra-Curricular Events: SP1



<https://www.facebook.com/jcucurrentstudents/>

<https://www.jcu.edu.au/events>



# Cairns Campus Activation Strategy

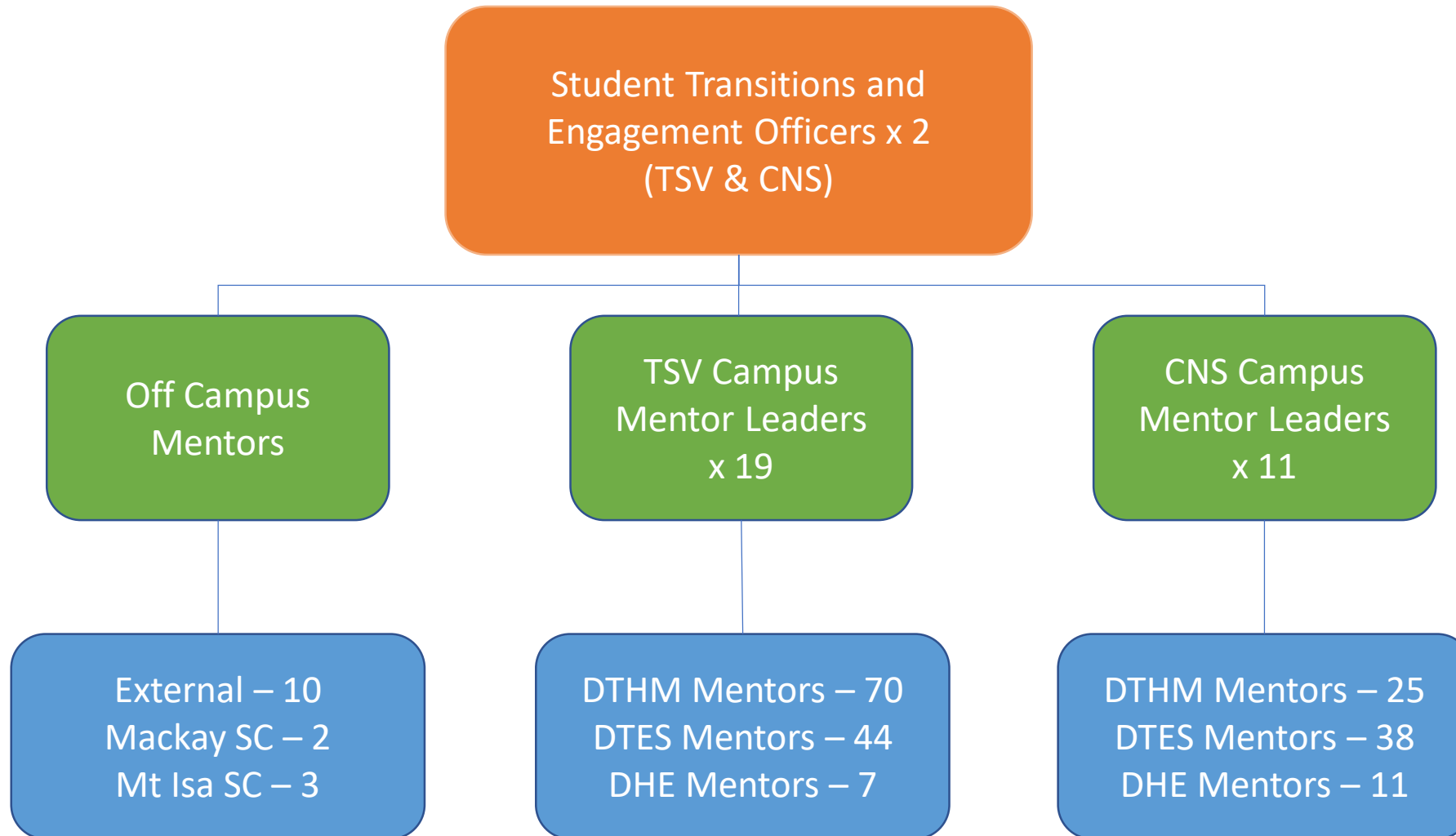


- Cairns Campus Activation Working Group
- Wednesday lunchtime events
- Campus Life Innovation Fund

- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course
- Longest running university peer mentoring program in Australia (30 years) with national awards



# Program Structure



# 44 How Mentors Can Help

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- ✓ Answering general enquiries
- ✓ Navigating around campus
- ✓ Linking students with free support services
- ✓ Connecting new students with peers
- ✓ Advice about study and time management strategies
- ✓ Share knowledge and experience about how to succeed



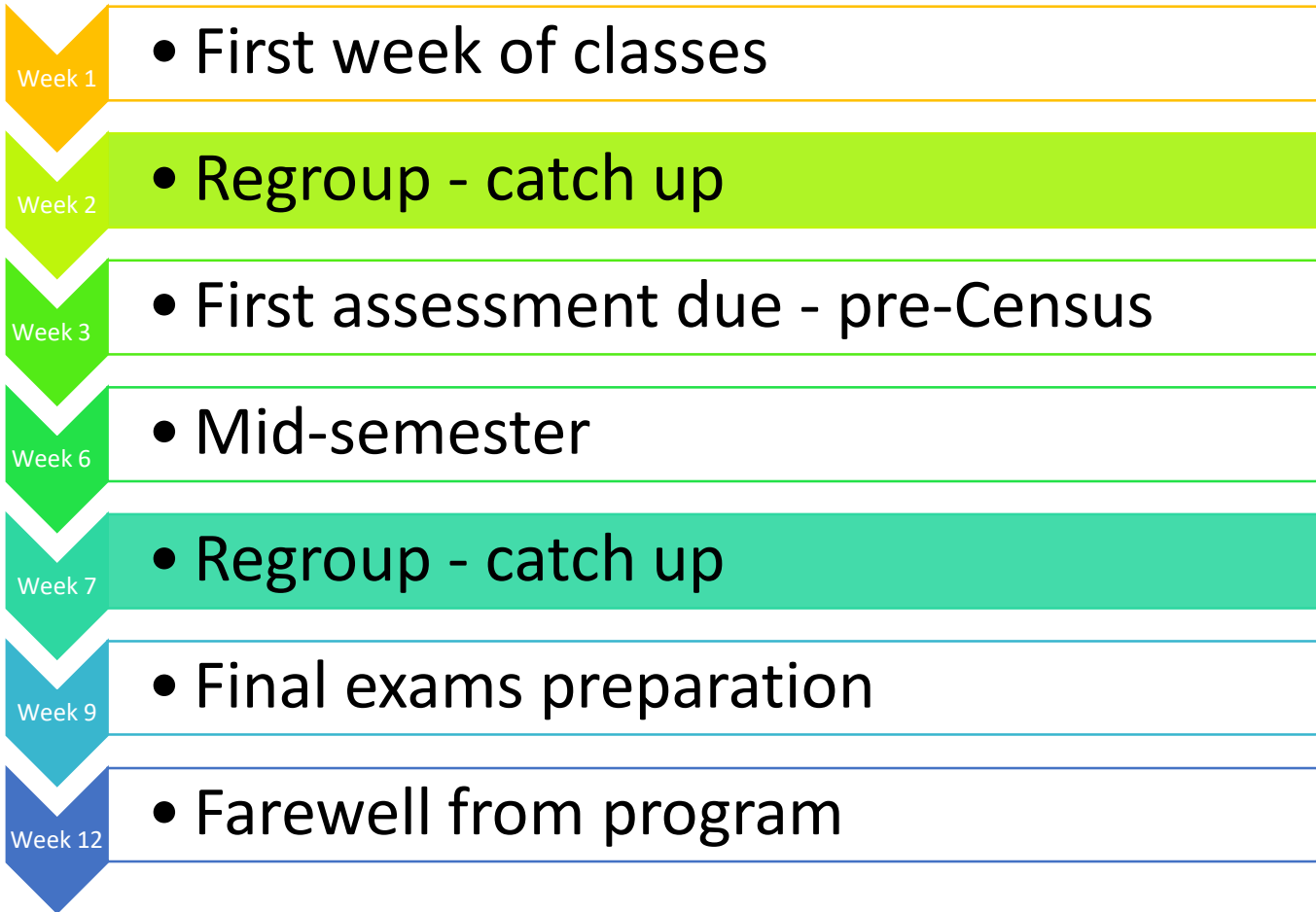
We can't help with:

- × Assessments
- × Subject tutoring
- × Enrolment advice



**BUT, we know who can help and refer mentees to those services**

# Communication Points – Study Period Mentors



Mentors communicate regularly with their mentees via email across the study period. The contact points have been strategically chosen to maximise the effectiveness of the support – based on university research into transition experience.

Mentees are encouraged to contact their mentor **at any time** if they have a challenge or concern. Mentors are encouraged to catch up with their mentees on campus regularly to maintain the peer connection.

# 2021 Mentee Satisfaction Survey

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93%

agreed their Student Mentor provided a positive role model with helpful advice for commencing students

83%

confirmed they received and read regular email communications from their Student Mentor

Knowledgeable  
Timely Approachable  
Advice Enthusiastic  
Balance Guidance Reassurance  
Incredible Tips Motivation  
Encouragement Support Valuable Experience  
Listen  
Communication

# Contact Details

---



**Tony Hewitt**

Phone extension

Email

Student Transitions and Engagement Advisor

21772

[tony.hewitt@jcu.edu.au](mailto:tony.hewitt@jcu.edu.au)

[orientation@jcu.edu.au](mailto:orientation@jcu.edu.au)



**Meghan Boland**

Phone extension

Email

TSV Student Transitions and Engagement Officer

Mentor Program Support

16191

[meghan.boland@jcu.edu.au](mailto:meghan.boland@jcu.edu.au)

[tsv-studentmentors@jcu.edu.au](mailto:tsv-studentmentors@jcu.edu.au)



**Claire Murphy**

Phone extension

Email

CNS Student Transitions and Engagement Officer

Mentor Program Support

21363

[claire.murphy@jcu.edu.au](mailto:claire.murphy@jcu.edu.au)

[cns-studentmentors@jcu.edu.au](mailto:cns-studentmentors@jcu.edu.au)





# Careers and Employability

*Embedding career development and employability throughout the student experience to optimize graduate success.*

Rosie Cummins

# Team

- Trudy Quantrill, Manager (CNS)
- Tara Harrold, Career Development Learning Officer (TSV)
- Joanne Webster, Career Consultant (CNS)
- TBC, Career Consultant (TSV)
- Suzanne McIntyre, Employability Officer (CNS)
- Rosie Cummins, Employability Officer (TSV)

## Find and Contact us

Level 1, Library - Townsville and Cairns

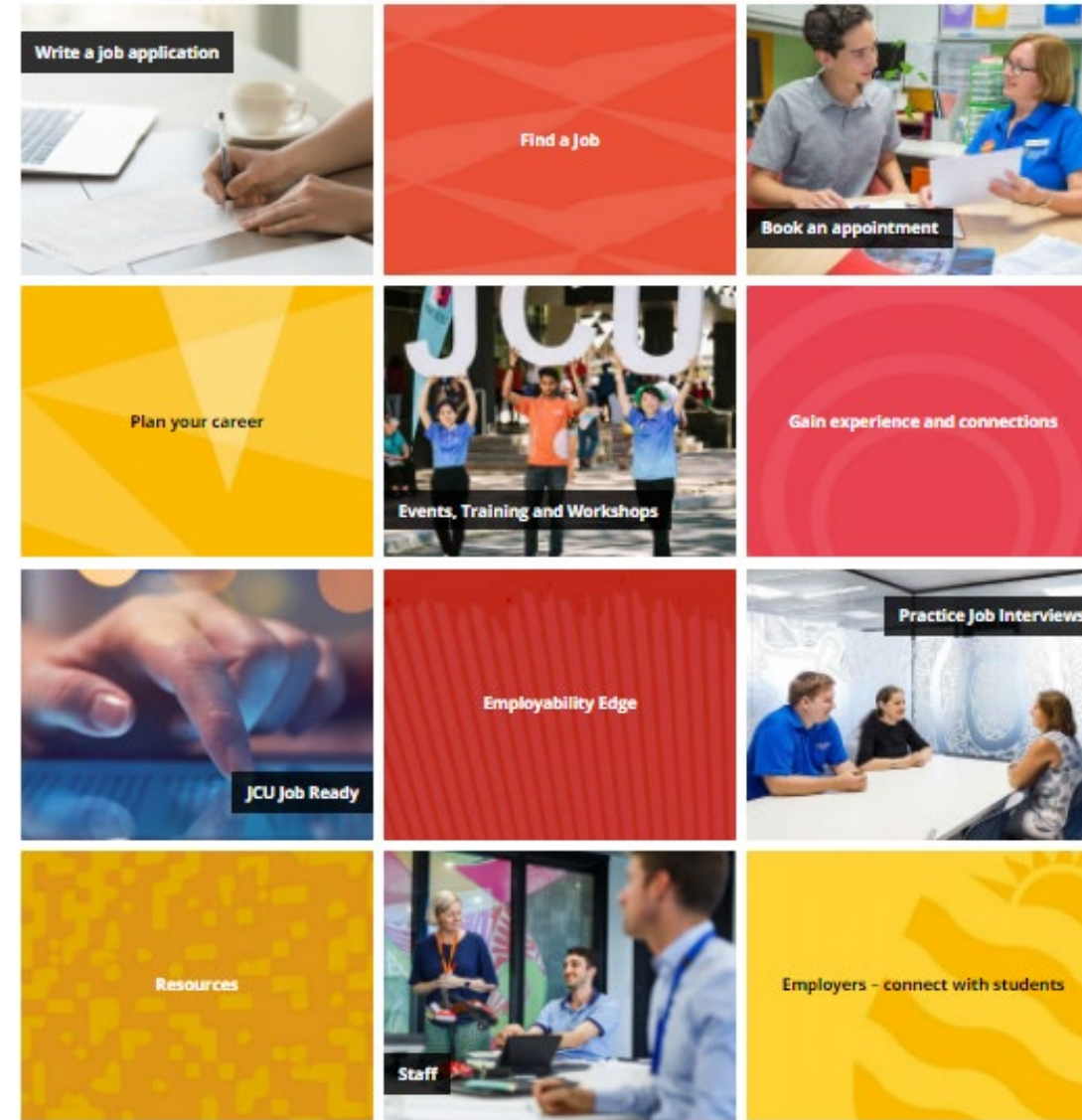
[www.jcu.edu.au/careers](http://www.jcu.edu.au/careers)

[careers@jcu.edu.au](mailto:careers@jcu.edu.au)

Phone: 1800 246 446



JCU: Careers



# Individual Support

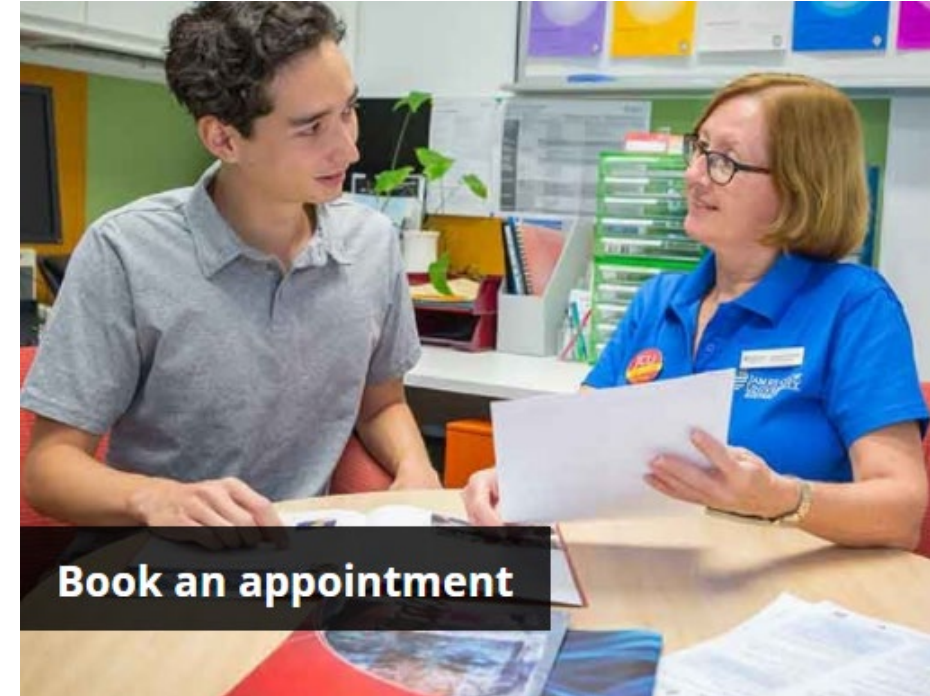
Current students and recent graduates (12 months)

## Job application appointments

- Resume/cover letter/selection criteria
- LinkedIn Profile
- Interview preparation/Mock Interviews
- Job search strategies

## Career Counselling appointments

- Career opportunities and planning
- Uncertainty about course selection



Appointments currently available via phone and Zoom

# Webinars – All Students

## Employable Me Webinars



Increase your employability – attend these free webinars!



<b>TUESDAY</b> 1 MARCH 10.00 – 10.50 am	<b>The Employability Edge</b> <i>Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability</i> In a competitive job market, you need to stand out to employers and prove that you have the knowledge, skills, experiences, and character traits they are seeking. Learn how to personalise a plan to achieve that employability edge.
<b>TUESDAY</b> 8 MARCH 10.00 – 10.50 am	<b>Effective Job Search Strategies</b> <i>Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability</i> Transitioning into graduate employment can be both exciting and daunting. Identify the most effective strategies to apply in your job search so that you can approach this next chapter in your career with greater confidence.
<b>TUESDAY</b> 15 MARCH 10.00 – 10.50 am	<b>Winning Job Applications</b> <i>Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability</i> Graduate applications can be a challenging process for everyone. Identify how you can capture the attention of recruiters and showcase yourself as the preferred candidate for any position. Learn about the recruitment process, how to avoid common pitfalls and how to prepare a professional targeted written application.
<b>TUESDAY</b> 22 MARCH 10.00 – 10.50 am	<b>Interviews and the Pitch</b> <i>Presenter: Jo Webster, Career Counsellor, JCU Careers and Employability</i> Performing confidently in interviews may open the door to your future career progression. Learn how to overcome your nerves, pitch your skills and abilities, confidently respond to the interview questions and convince the recruiters that you are the best fit for the position.

- 50 minute webinars hosted in Collaborate
- Booking required via [JCU CareerHub](#) ('Events' tab)

# Webinars – In Class Workshops

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- Steps to Career Success
- Job Applications and Interviews
- Developing Your Professional identity
- Interview Preparation and Practice
- Networking
- LinkedIn
- Preparing for Your WIL Project
- Articulating skills

















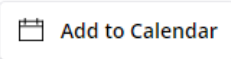
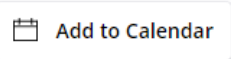
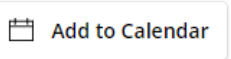
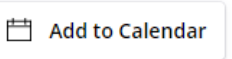
# Events – Industry Engagement



**gradaustralia** POWERED BY **prospire**

## 2022 Job & Internship Super Fairs

RUNS FROM FEBRUARY 2022 – SEPTEMBER 2022

February Super Fair	March Super Fair	AGGP Super Fair	April Super Fair
<b>23 FEBRUARY 2022</b> 2pm to 5pm AEDT	<b>15 MARCH 2022</b> 2pm to 5pm AEDT	<b>21 MARCH 2022</b> 2pm to 5pm AEDT	<b>6 APRIL 2022</b> 2pm to 5pm AEDT
 ACCOUNTING & ADVISORY	 BANKING & FINANCIAL SERVICES	 AUSTRALIAN GOVERNMENT GRADUATE PROGRAM SUPER FAIR	 ELECTRONICS & MANUFACTURING
 CONSTRUCTION & PROPERTY SERVICES	 ENGINEERING CONSULTING		 LAW
 CONSULTING	 MINING, OIL & GAS		 TECHNOLOGY
 DEFENCE & AEROSPACE	 RETAIL, SALES & CONSUMER GOODS		 PUBLIC SERVICE & NON-FOR-PROFIT
 ENERGY & UTILITIES	 TRADING & FINTECH		 TRANSPORT & LOGISTICS
			



# Discipline Specific Resumes



## Jane Smith

*Tip – ensure your email address reflects a professional image. Personalise your LinkedIn URL.*

21 Calbar Place, Smithfield, QLD 4870  
Phone: 0413579821  
Email: [jane.smith@my.jcu.edu.au](mailto:jane.smith@my.jcu.edu.au)  
LinkedIn: <https://au.linkedin.com/in/janesmith>

### PROFESSIONAL SUMMARY or CAREER STATEMENT *This is optional.*

*Tip – If you decide to add a Professional Summary or Career Statement, keep it brief. Indicate what personal and professional attributes you can bring to the position and make sure it matches the role you are applying for.*

### EDUCATION

2016 – current

**Bachelor of Nursing Science**  
James Cook University, Cairns, QLD  
Expected completion date: November 2018

*Tip - Include other degrees or qualifications completed prior to Bachelor of Nursing Science in this section.*

#### Relevant Achievements

- Grade Point Average: 5.7 (scale 1-7, 7 being highest)
- Awarded the XXXX scholarship.
- Received High Distinction for Objective Simulated Clinical Assessments (OSCA) subjects.
- .....

*Tip - Only include relevant information. Think about highlights from your course, subjects, assignments which make you stand out.*

2015

**Year 12 Senior Certificate**  
Smithfield State High School, QLD

- Social Justice Captain, active member of the Student Representative Council

### CLINICAL PLACEMENTS

2018

**Community Child Health Centre, Cairns, Aug – Oct (240 hours)**

- Progressively established therapeutic interpersonal relationships with mothers, neonates and toddlers.
- Competently conducted initial consultations during home visits, including handling neonates and assisting mothers with feeding.
- Supported Buddy RN with the Infant Feeding Support Program the Early Breast-Feeding Clinic and First Steps Program.

Supervisor's Comment (*OPTIONAL*)

..... Clinical Supervisor

*Tip - How did you contribute to the ward or clinic? How did you improve your skills? How did you manage different situations? Did you receive positive feedback?*

2017

**Cardiac Ward, Townsville Hospital, Aug – Oct (120 hours)**

- Successfully arranged both the admission and discharge of several patients.
- Skillfully prepared, administered and managed IV therapy (including additives), and safely dispensed medications.
- Contributed to two code blues, e.g. with ABG retrieval.
- Gained valuable knowledge surrounding the use of CPAP and BIPAP machines.

Supervisor's Comment (*OPTIONAL*)

..... Clinical Supervisor

*Tip – Consider the employer you are applying to and which placements are most relevant to them – you may need to list more points under the more relevant placements than others.*

Arts and Social Sciences (PDF, 329 KB)

Biomedical Science, Clinical Sciences and Medical Laboratory Science (PDF, 357 KB)

Business (PDF, 880 KB)

Commerce (PDF, 333 KB)

Dental Surgery (PDF, 307 KB)

Education (PDF, 365 KB)

Engineering (PDF, 332 KB)

Environmental Practice (PDF, 331 KB)

Exercise Physiology and Sport and Exercise Science (PDF, 308 KB)

Geology (PDF, 332 KB)

Information Technology (PDF, 339 KB)

Law (PDF, 308 KB)

Marine Science (PDF, 332 KB)

Nursing Science (PDF, 336 KB)

Occupational Therapy (PDF, 355 KB)

Pharmacy (PDF, 301 KB)

Physiotherapy (PDF, 328 KB)

Planning (PDF, 329 KB)

Psychological Science (PDF, 334 KB)

Science (PDF, 307 KB)

Social Work (PDF, 331 KB)

Speech Pathology (PDF, 354 KB)

Veterinary Science (PDF, 372 KB)



## DENTAL SURGERY – CAREER SNAPSHOT



**BOOST YOUR PROSPECTS**

- Explore your options, clarify your career goals
- Build your networks
- Gain course relevant experience
- Fine tune your job application skills
- Show initiative, engage in extra-curricular activities and stand out

For further ideas access the [JCU Career Action Plan](#)

### Bachelor of Dental Surgery

The **JCU Bachelor of Dental Surgery** is a five-year undergraduate degree that provides students with the knowledge and skills required to become competent practitioners of dentistry.

Dental Practitioners diagnose and treat oral diseases, injuries and gums, undertake preventive procedures, conduct surgery and perform other specialist techniques and advise on oral health.

With further study Dental Practitioners may specialize in Paediatrics, Oral / Maxillofacial Surgery, Orthodontistry, Periodontistry, Prosthodontistry, Public Health and Special Needs.

The Federal Government's website [Job Outlook](#) provides information on the profession including job prospects, weekly earnings, occupation size and vacancies. Statistics are updated annually.

Graduates are eligible for professional registration with all dental boards in Australia and New Zealand and are able to enter dental practice.

Students enrolled in the degree are registered with the [Dental Board of Australia](#) through the Australian Health Practitioner Regulation Agency (AHPRA) for the duration of their study or until they are no longer enrolled. (Source: [JCU Bachelor of Dental Surgery](#) retrieved 25 July 2018)

Dental Surgery students are strongly recommended to be knowledgeable of the requirements for registration with the [Dental Board of Australia](#).

### Graduate Outcomes

JCU Bachelor of Dental Surgery graduates are working in private practice, state-operated dental health services, and in teaching and research. Employers include:

- Queensland Health
- Tasmanian Oral Health Service
- ACT Dental Health

**Fast Facts**

- Avg. Weekly Pay** 📉  
Unavailable
- Future Growth** 📈  
very strong
- Skill Level** 📊  
Bachelor Degree or higher
- Employment Size** 👥  
12,700
- Unemployment** 📉  
below average

Source: [Job Outlook 2018](#)

Graduate outcome information for the JCU Bachelor of Dental Surgery and all other Australian dental degrees is available on the [Quality Indicators for Learning and Teaching \(QILT\)](#) site.

Following are key facts retrieved from the [QILT website](#). (Retrieved 25 July 2018)

Graduate Employment Dentistry		
	James Cook University	National Average
Full-time employment	94.6% 74 responses	85.3%
Overall employment	100% 80 responses	95.1%
Full-time study	1.3% 80 responses	16.1%
Median	\$95,200	\$80,000

## Career information for your area of study

- Animal Scientist (PDF, 439 KB)
- Anthropology (PDF, 309 KB)
- Aquaculture Science and Technology (PDF, 173 KB)
- Arts (PDF, 217 KB)
- Biomedical, Clinical & Medical Laboratory Science, Molecular and Cell Biology (PDF, 369 KB)
- Business (PDF, 270 KB)
- Commerce (PDF, 295 KB)
- Dental Surgery (PDF, 363 KB)
- Earth Science (PDF, 372 KB)
- Education (PDF, 302 KB)
- Engineering (PDF, 241 KB)
- Environmental Practice (PDF, 280 KB)
- Geology (PDF, 605 KB)
- History (PDF, 274 KB)
- Human Services (PDF, 266 KB)
- Information Technology (PDF, 261 KB)
- Law (PDF, 245 KB)
- Marine Science (PDF, 638 KB)
- Medicine and Surgery (PDF, 301 KB)
- Modern Languages (PDF, 266 KB)
- Nursing/Midwifery (PDF, 242 KB)
- Occupational Therapy (PDF, 343 KB)
- Pharmacy (PDF, 608 KB)
- Physiotherapy (PDF, 442 KB)
- Planning (PDF, 455 KB)
- Politics and International Relations (PDF, 286 KB)
- Psychology (PDF, 545 KB)
- Science - General (PDF, 584 KB)
- Social Work (PDF, 266 KB)
- Speech Pathology (PDF, 442 KB)
- Sport and Exercise Science and Exercise Physiology (PDF, 273 KB)
- Veterinary (PDF, 280 KB)
- Zoology and Ecology (PDF, 215 KB)



# 57 JCU Employability Edge



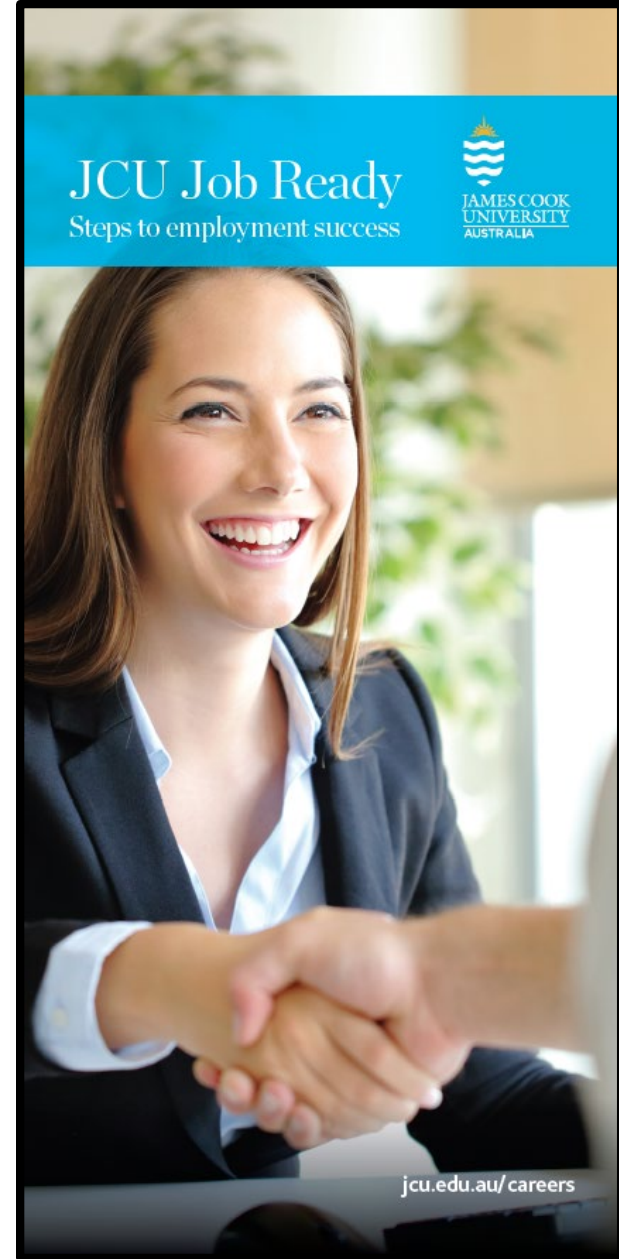
The Employability Edge program is a series of self-paced modules designed to assist you with career exploration, enhance your employability, and support your transition into professional employment. The modules explore contemporary career development and employability practices to help you succeed in an increasingly complex and competitive labour market. Dive in, download the activity books, and get the employability edge.



# JCU Job Ready



JCU Job Ready  
Steps to employment success



[jcu.edu.au/careers](http://jcu.edu.au/careers)

JCU Job Ready  
CAREERS AND EMPLOYABILITY

[jcu.edu.au/careers](http://jcu.edu.au/careers)



## Steps to Employment Success

### First Year

- Explore career options
- Attend employer events
- Gain workplace experience
- Connect with JCU Careers and Employability
- Get involved
- Gain leadership experience
- Aim for good results
- Volunteer in a career-relevant field

### Middle Years

- Build your networks
- Gain career-relevant experience
- Study overseas (when travel restrictions ease)
- Identify employer expectations
- Get LinkedIn
- Investigate relevant professional associations
- Take up the challenge
- Fine-tune your application skills

### Final Year

- Prepare early in your final year
- Follow employers' social media
- Explore innovative graduate opportunities
- Polish your interview skills
- Apply for graduate programs and graduate positions
- Undertake professional development
- Know your value to potential employers
- Pull it all together

# Online Job Portal

The screenshot shows the JCU CareerHub website. At the top left is the James Cook University Australia logo. The main header is blue with the text 'CareerHub'. Below the header is a navigation menu with links: Home, Jobs, Organisations, Events, Appointments, Resources, Ask a Question, and My Groups. A user profile for 'Joanne' is visible in the top right corner. The main content area is titled 'Search Jobs' and features a search bar with the text 'Graduate, Analyst, Intern...', a dropdown menu for 'Type Of Work' set to 'Post Graduate Employment', and a location field set to 'Brisbane, QLD, Australia'. A green 'Find Jobs' button is to the right. Below the search bar are links for 'Bookmarked Jobs', 'Graduate Employment', 'Industry/Course Related Experience', 'Scholarships/Cadetships/Internships', and 'Graduate Recruitment Programme'. The search results section shows 'Found 46 Jobs' and a 'Most Recent' dropdown. Three job listings are visible: 1. 'Australian National Audit Office 2019 Graduate Program (new)' by ANAO, closing 1 Apr 2018. 2. 'Intelligence Professionals (new)' by ASIO, closing 30 Mar 2018. 3. 'Future Technologist Graduate Program (new)' by ASIO, closing 30 Mar 2018. On the right side, there is a 'Search Employers' section with a search bar and a list of employers: SMEC Australia Pty Ltd (1 current job), JCU Careers and Employment (2 current jobs), and Protocol Education (2 current jobs). At the bottom right of the search results is a button for 'National Australia Bank'.

## JCU CareerHub

- **Jobs listings:** Graduate, vacation, casual, part-time, volunteer and course-relevant employment
- **Webinars/Event bookings**

**Students:** <https://careerhub.jcu.edu.au/>

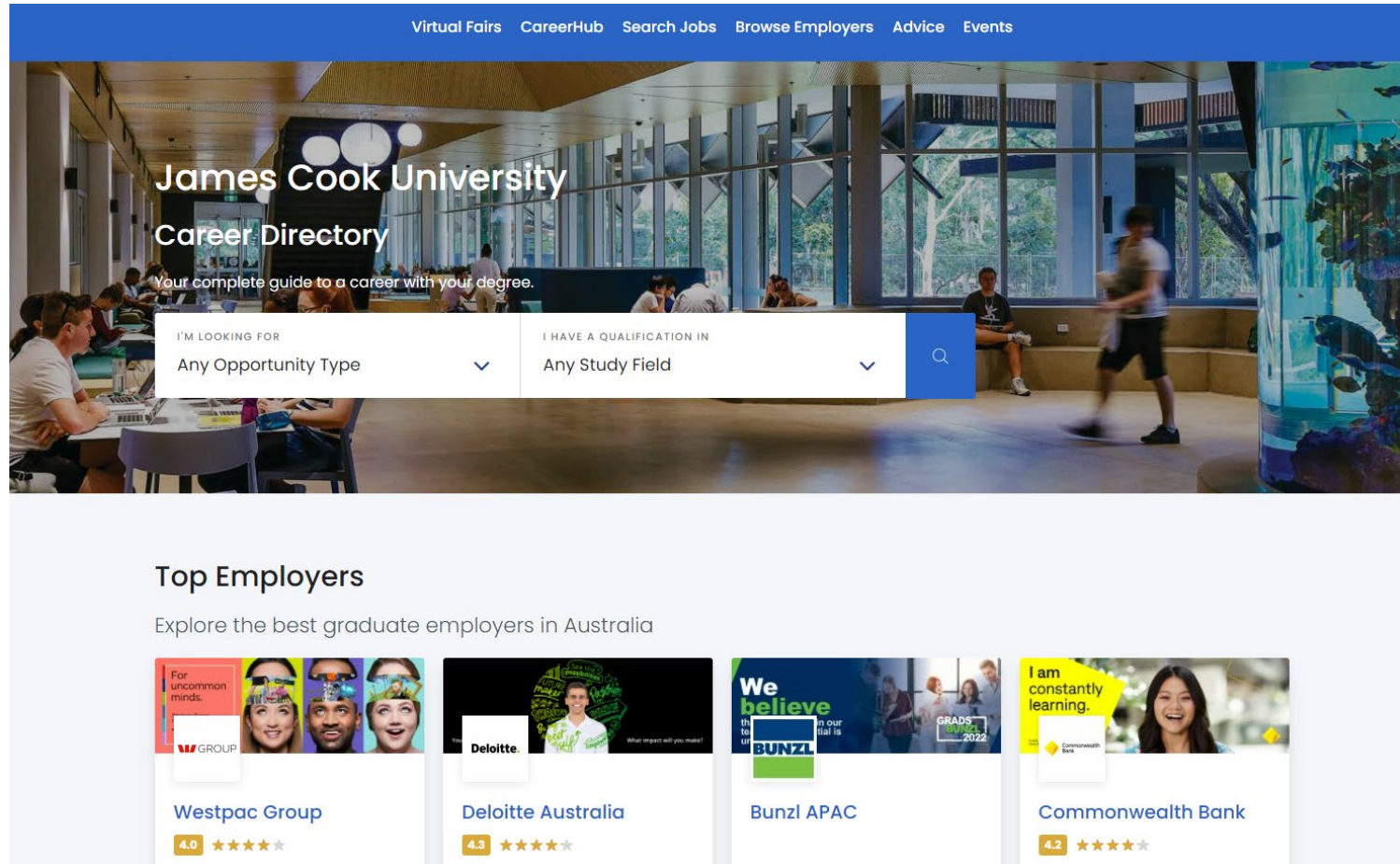


Anyone can post job vacancies – at no charge!

**Employers:** <https://careerhub.jcu.edu.au/employers/>

Lifetime access for JCU students/alumni

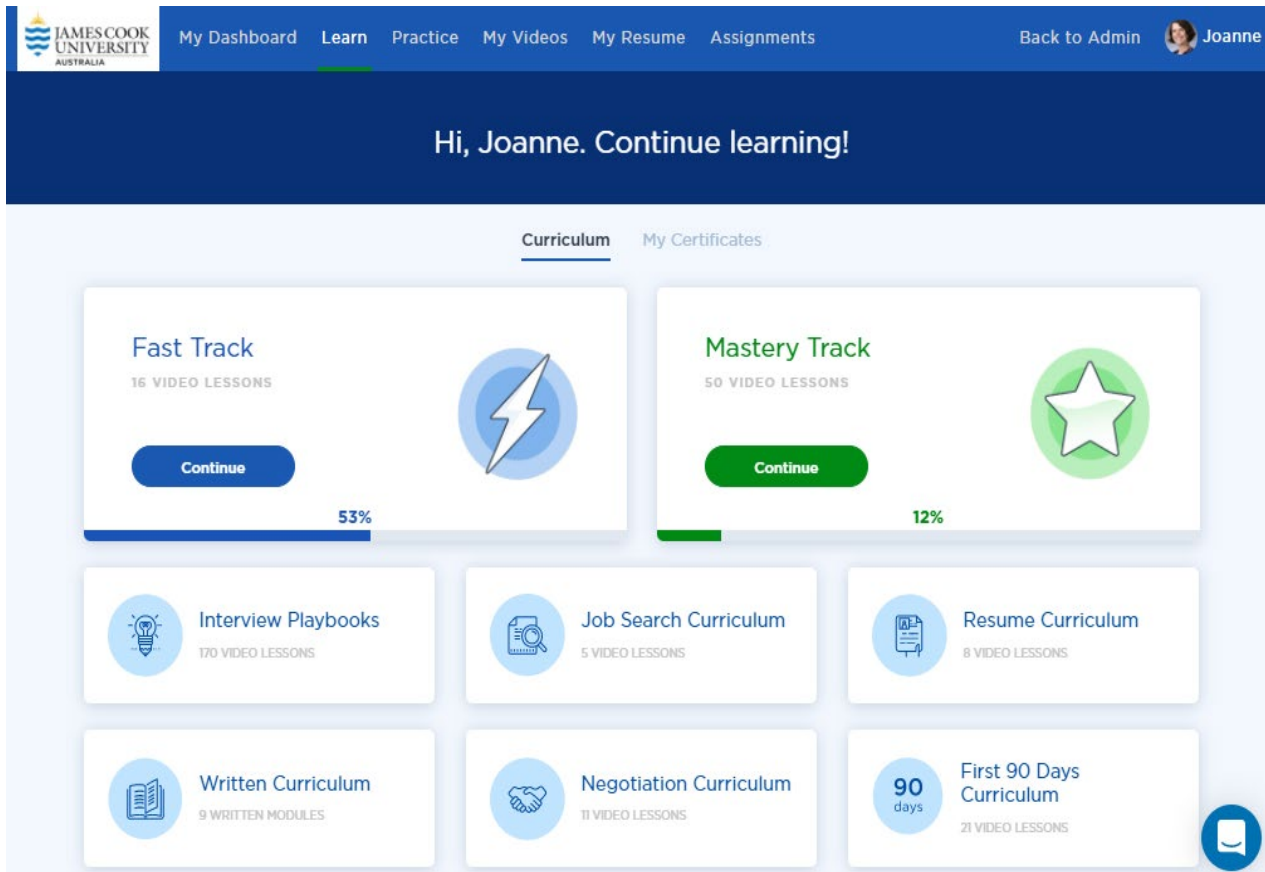
- **Jobs**  
(Graduate, Internship/Clerkship/Placement, Virtual experience)
- **Virtual Super Fairs**
- **Career Advice Articles**
- **Employer Profiles**



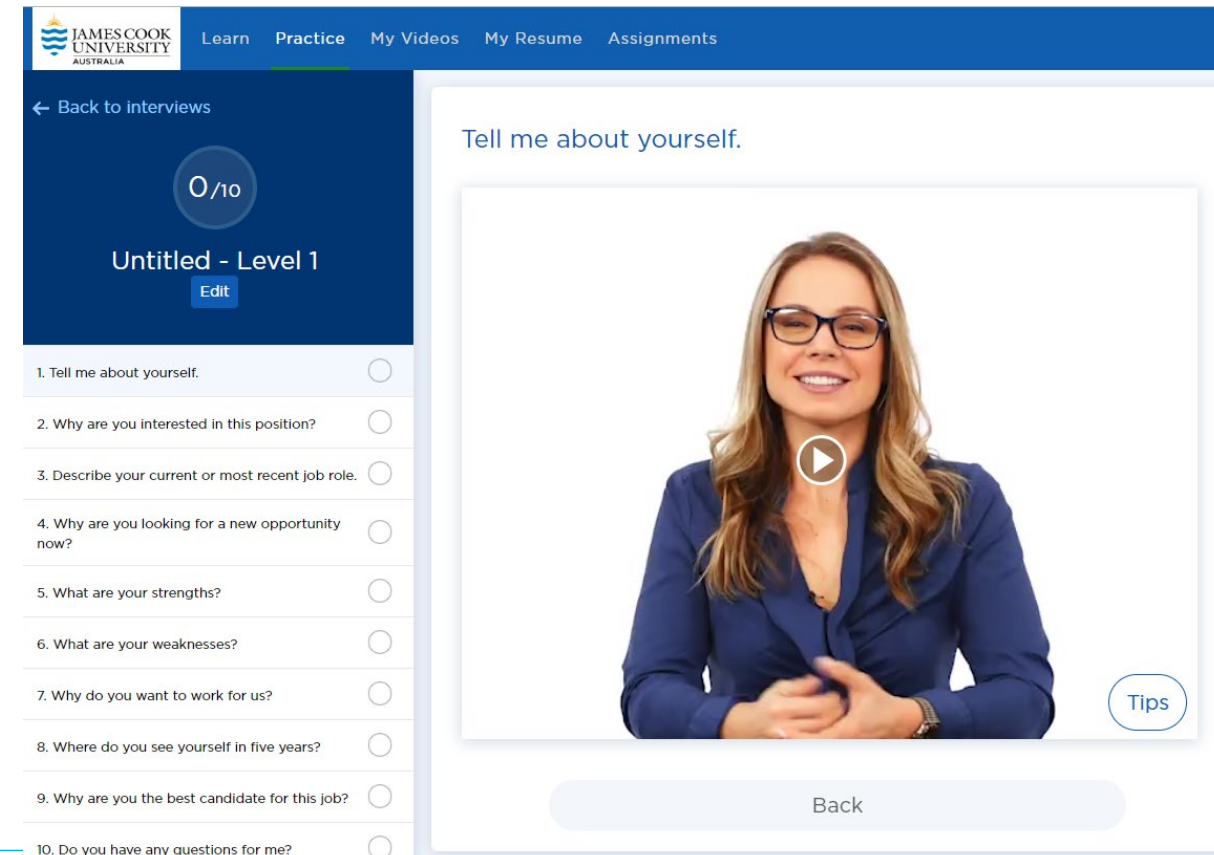
Access via [www.jcu.edu.au/careers](http://www.jcu.edu.au/careers)



- Interview practice
- Response suggestions
- Video tutorials



The dashboard shows a navigation bar with 'My Dashboard', 'Learn', 'Practice', 'My Videos', 'My Resume', 'Assignments', and 'Back to Admin'. A user profile for 'Joanne' is visible. The main content area greets the user and shows progress for 'Fast Track' (53%) and 'Mastery Track' (12%). Below are tiles for 'Interview Playbooks', 'Job Search Curriculum', 'Resume Curriculum', 'Written Curriculum', 'Negotiation Curriculum', and 'First 90 Days Curriculum'.



The interface shows a question 'Tell me about yourself.' with a video player featuring a woman. A list of 10 questions is on the left, each with a radio button. The score is '0/10' and the question is 'Untitled - Level 1'. A 'Back' button is at the bottom.

1. Tell me about yourself.
2. Why are you interested in this position?
3. Describe your current or most recent job role.
4. Why are you looking for a new opportunity now?
5. What are your strengths?
6. What are your weaknesses?
7. Why do you want to work for us?
8. Where do you see yourself in five years?
9. Why are you the best candidate for this job?
10. Do you have any questions for me?

## Graduate employment support for students with disability

CURRENT PARTNERSHIPS



Connect - Engage - Work

**University Specialist  
Employment Partnership is a  
collaborative program preparing  
and connecting tertiary  
students with disability to  
employment relevant to their  
qualifications.**

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



**JAMES COOK UNIVERSITY AUSTRALIA**

Home Feedback

## Career Action Plan for Curriculum

This action plan is a developmental, whole of degree approach to equip graduates with career management skills for a competitive, rapidly changing and unpredictable world. Choose your year level below to build your course's action plan, then print or save it as a pdf.

**START CAREER PLANNER**

Embedding career development, employability and entrepreneurship within curriculum

### Resources

- Exemplars
- Generic assessment tasks
- Tutorial Activities

# Top Three Messages for Students

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- 1. Take action** every semester to **prepare for their career!** – In particular prioritise gaining course-relevant experience to apply and develop their skills and knowledge.
- 2. Attend employer events and engage in extra-curricular activities** – students never know where their next skill development opportunity or job will come from.
- 3. Apply early** – some graduate recruitment starts as early as February in their final year of study.





# The Learning Centre

Colleen Kaesehagen

66 **Academic Support @ JCU**



Contact us: [learning@jcu.edu.au](mailto:learning@jcu.edu.au)



# Why access the Learning Centre?

- Academic skills development
- Academic writing development
- Understanding assessment tasks
- Mathematics and statistics
- English as an additional language support

***Successful students seek support***

The Learning Centre services are organized into a grid of 12 tiles:

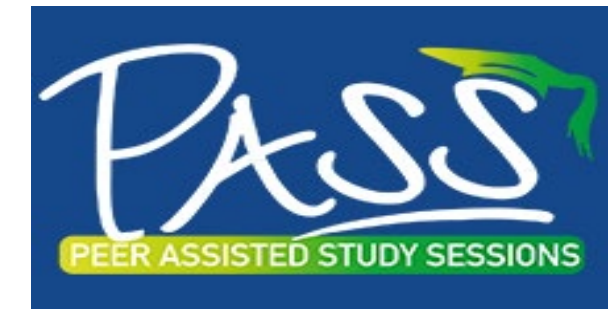
- Book a Consult with a Learning Advisor** (Header)
- Getting Started**: Image of two students at a computer.
- Our Services**: Blue background with white text.
- Orientation 2022: Short Courses and Workshops**: Image of a group of students in a meeting.
- Help With Assignments**: Image of a student and a staff member talking.
- Peer Assisted Study Sessions**: Blue background with white text.
- Learning Online**: Image of students in a virtual meeting.
- Academic Integrity**: Blue background with white text.
- Maths and Statistics**: Image of students working at a table.
- Develop your English**: Blue background with white text.
- English as an Additional Language**: Image of students in a study group.
- Downloads**: Blue background with white text.
- Exams**: Image of a student looking at a book.

# 68 Academic Support @ JCU

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1. **Orientation:** attend short courses/workshops
2. **The Learning Centre:** visit The Learning Centre website for Self help online resources
3. **Studiosity:** after hours generic academic advice. Access through Learn, 24/7 (UG 8 interactions & 6 PG interactions each 6 months)
4. **PASS:** attend PASS in subjects where it is available
5. **Peer Advisor:** 15 min “Drop in”, Library ground floor, online and f2f
6. **Learning Advisor:** 30 minute consultations by appointment.

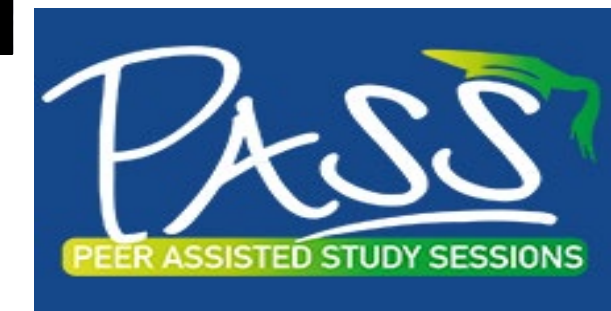
[learning@jcu.edu.au](mailto:learning@jcu.edu.au) & as Integrated into subjects (ILA)



# Check in: Academic advice; support and development

*Match the service with the name. . .*

1. **Online self-help resources**
2. **Free after hours generic academic support**  
(live chat & written feedback)
3. **Targeted academic advice**  
30 minute consultations
4. **Peer Assisted Study Sessions**
5. **Peer advice desk**  
15 minute drop in, library ground floor





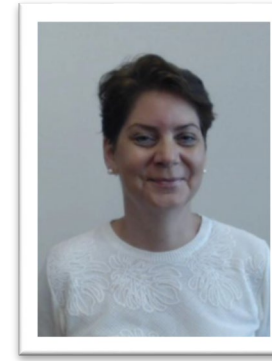
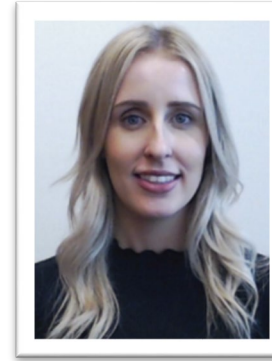
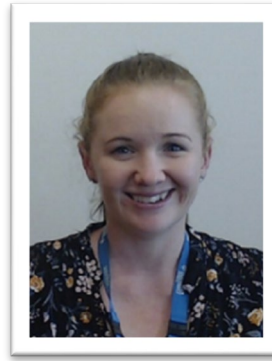
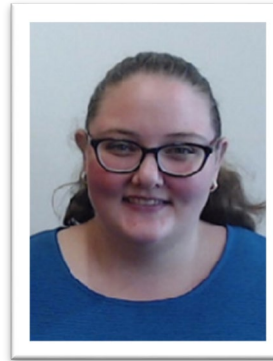
# Student Centre

Jacqui Tomkinson

# Meet the team: Townsville

## Supervisor:

Claire Pilcher



## Team:

Ashton Blacklock

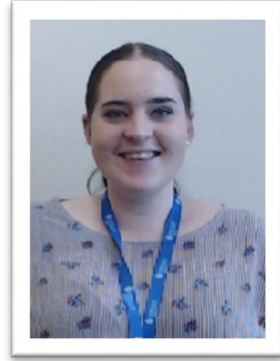
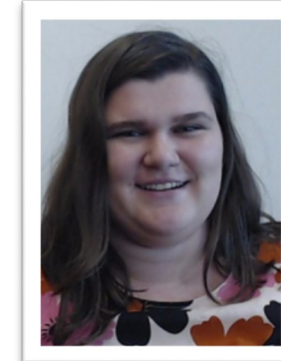
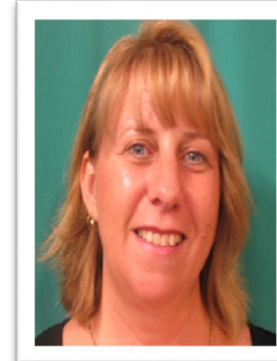
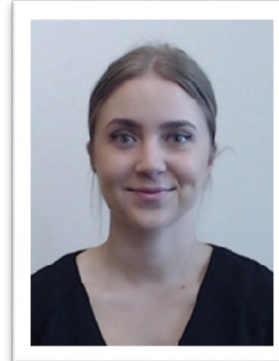
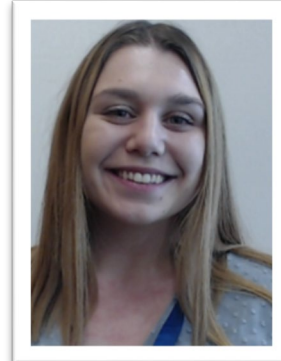
Chelsea Ward

Heike Duggin

Brooke Devantier

Shauna Lennan

Lauren Stathooles

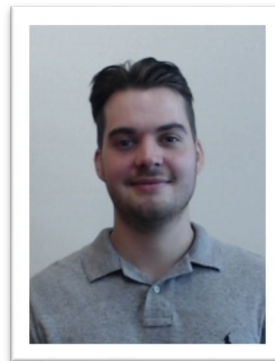


## City campus:

Alison Barker

## Casuals:

Romany Montgomery, Dana Steger,  
Lachlan Ramm, Lachlan Fitch, Terhi Reid



# Meet the team: Cairns, Smithfield & City

## Supervisor:

Jacqui Tomkinson

## Team:

Amanda Waters

Mary Burg

Sandie Pryor

Natalie Caro

Rachel Akers

Chloe Stephenson

Sarah Cook

## Enrolment Help Casuals:

Matthew Small

Jess Grimes





# What we do

## We provide advice and information to students on a whole range of topics:

- Assist with enquiries over the phone, in person, via live chat, via email
- Course and admission information to prospective students (domestic and international)
- Conduct outbound calls – conversion strategy, marketing campaigns, application follow up
- Print student ID cards and issue tertiary transport concession stickers
- Print Staff ID Cards
- Enrolment help to new and current students
- Fees and scholarship information, including important dates, HELP forms
- Exams and results information
- Timetables and class registration help
- Processing payments: Tuition fees
- Fulfil requests for academic records, completion letters, Centrelink letters
- Graduation enquiries
- Referrals to other support services
- Provide Student support at the Cairns City Campus



# What we do, continued . . .

## Presentations to students

- O Week presentations
- Intro2Uni
- Postgraduate Students
- Parents & Partners
- External Student Support Services info session
- Unistart



## Representation at events

- Open Day
- Academic Health Check Up
- Careers Expo

## Provide support in response to urgent situations

- Ongoing impact of COVID-19



# General Information

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## How do students contact us?

- Phone, email, online chat, book a call, in person

## Common enquiries and high volume periods:

- Orientation periods – February and July
- QTAC/JCU Offer rounds
- Competitive courses – Medicine, Dentistry, Veterinary Science (August, September, December & January)
- Prospective students – all courses, all year

## Most common enquiries:

- Enrolment and class registration
- Student ID cards
- Academic records and Completion Letters
- Domestic and International Prospective Student Enquiries
- Fees and Sanctions



[enquiries@jcu.edu.au](mailto:enquiries@jcu.edu.au)



1800 246 446



Live chat



Book a call



Ask Us

# Top 3 things to tell students about us

## 1. Ask the question!

We are here to help, if we don't know we'll direct you to who does.

## 2. There are many ways to contact us

You can contact us by phone, email, chat or face to face at the Student Centres as well as booking a call back.

## 3. We are available!

Just because you're on break, doesn't mean we are. We are open business hours except for weekends, public holidays and between Christmas & New Years





Academic Administration  
& Enrolment Team (AAE)

Bek Tottle

# Meet the team



Jodie Geissmann – Townsville  
Deputy Director



Anita Christian – Cairns  
Senior Academy Liaison Coordinator



Mary O'Donnell – Townsville  
Supervisor (currently Acting Manager)



Bek Tottle – Cairns  
Supervisor (currently Acting Manager)



Judy Spargo – Townsville  
Academic & Administration Enrolment  
Advisor



Jackson Arthy – Enrolment Officer (TSV)



Jessica Bell – Enrolment Officer (TSV)



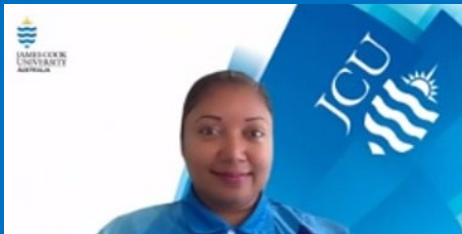
Kylie Coombe – Enrolment Officer (TSV)



Sheryl Giles – Enrolment Officer (TSV)



Lorraine Rafter – Enrolment Officer  
(TSV)



Bee Ram– Enrolment Officer (TSV)



Kasey Smithers – Enrolment Officer  
(TSV)



Sandra Rendell – Enrolment Officer  
(TSV)



Jackie Stewart – Enrolment Officer  
(TSV)



Katrina Wust– Enrolment Officer (TSV)



Olivia Lo – Enrolment Officer (CNS)



Penelope McIntyre – Enrolment Officer  
(CNS)



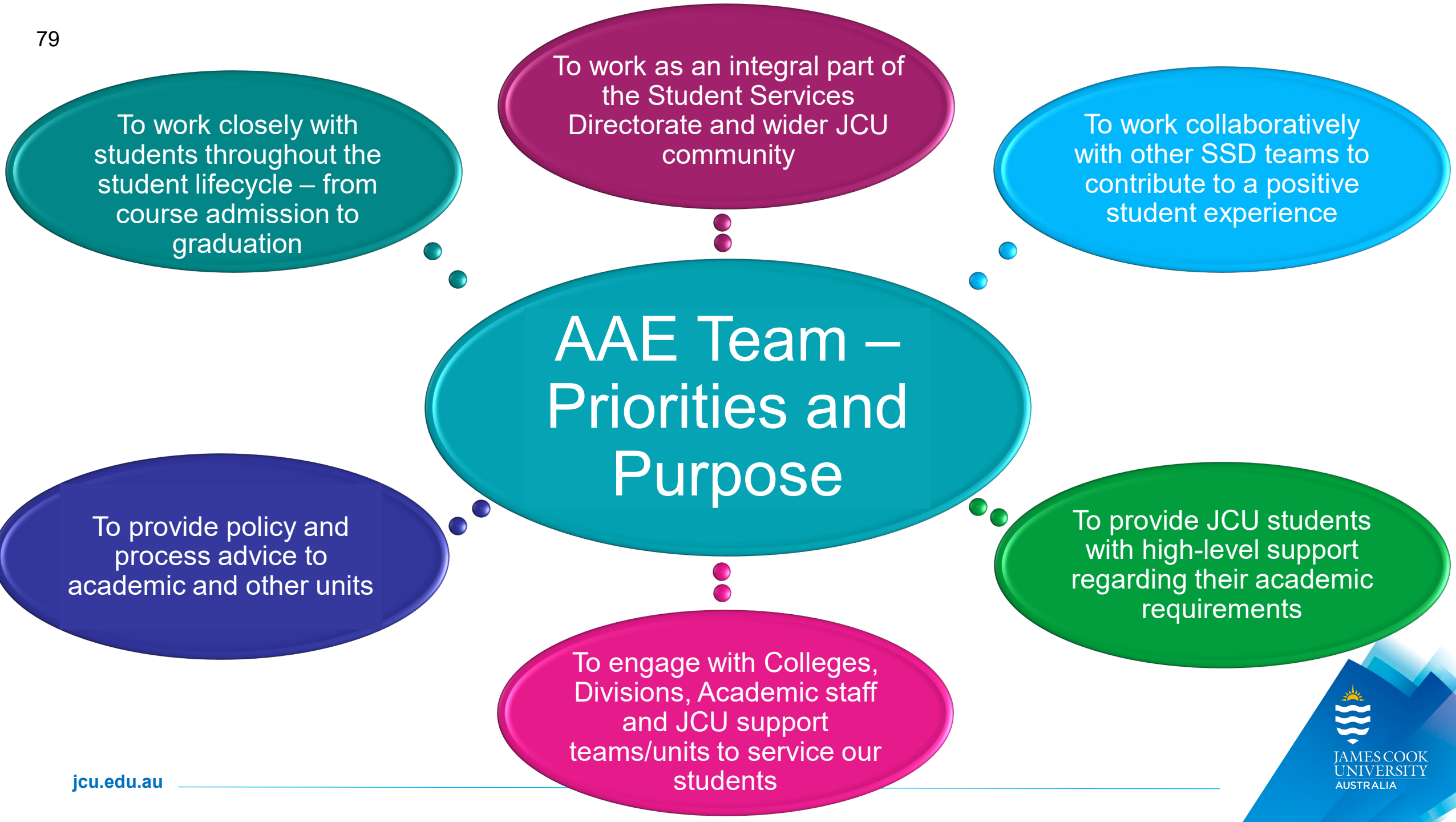
Elena Rhind– Enrolment Officer (CNS)



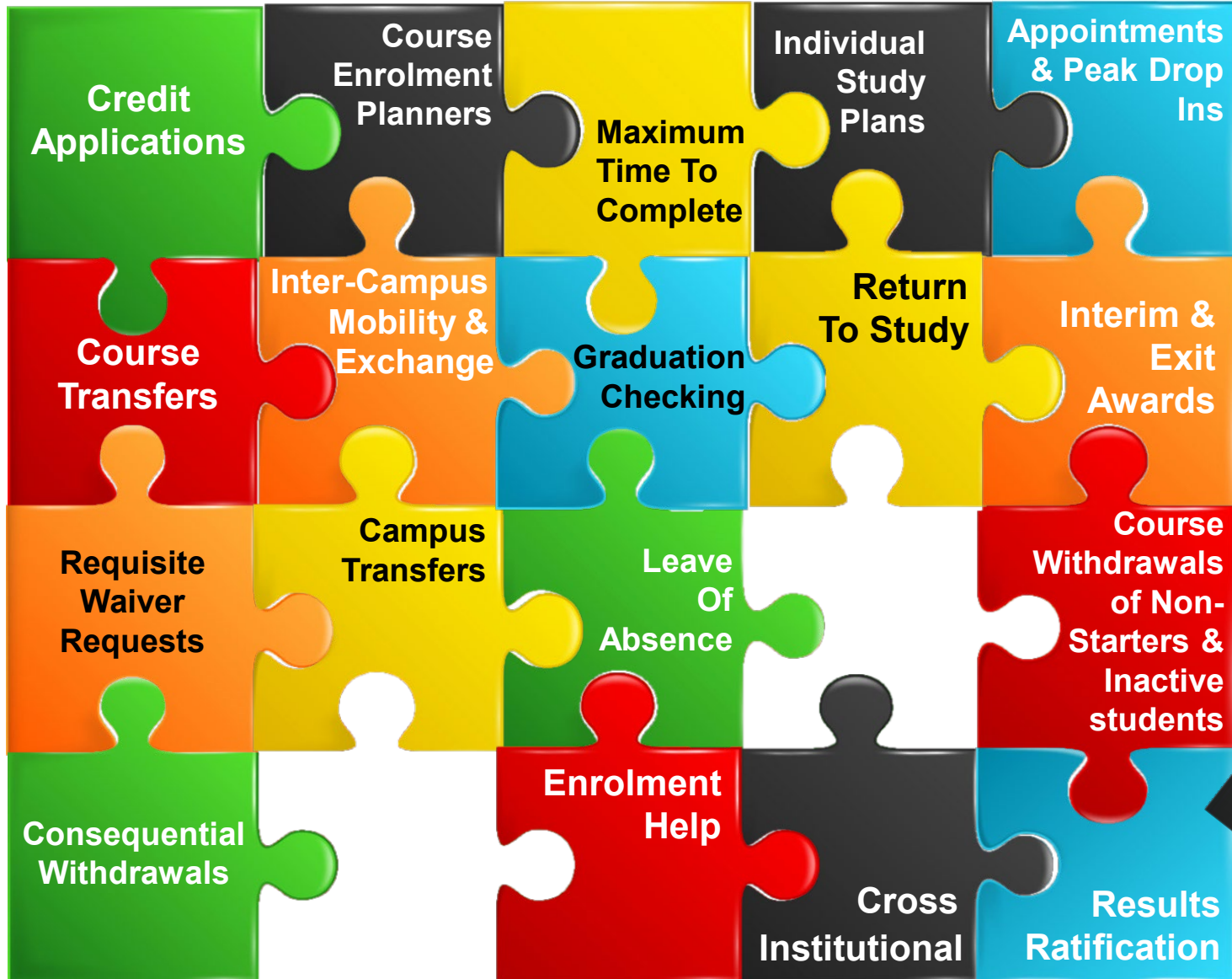
Dominic Baker – Enrolment Officer (CNS)



Absent:  
Kaye Clarke – Enrolment Officer (TSV)



# Key Responsibilities



2021 Enquiry responses 44519

2022 Enquiry responses to date 4978 to date

## Top 5 Enquiries:

- Enrolment Help
- Individual Study Plans
- Credit
- Course Transfers
- Requisite Waivers

Curriculum Change Study Plan Updates

Registration Class



# We aim to

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- Empower students to be active participants in managing their own enrolment through:
  - ✓ Scheduling and managing their own appointment bookings with the AAE team through the online booking system (Booking link available at <https://www.jcu.edu.au/students/enrolment/student-centre-and-enrolment-team-contacts>)
  - ✓ Providing customisable study plans and encouraging students to review and amend their own plans if their circumstances change (e.g. change from full time to part time study)
  - ✓ Advising students to refer to their [official course handbook](#) to ensure they are following the course rules – particularly relating to maximum time to complete, leave of absence etc.
  - ✓ Assisting students with advice about managing their study plan/enrolment in eStudent (i.e. changing majors, adding electives, enrolling and withdrawing from subjects)
  - ✓ Job-Ready Graduates Package – Higher Education Reforms – Monitor students who's academic progression has not been satisfactory and prevent them from incurring debt for study for which they are not suited.
  - ✓ Submitting a range of online forms and uploading all required supporting documentation to enable assessment (e.g. credit applications, applications for cross-institutional study). See Student Forms website - <https://www.jcu.edu.au/students/student-forms>

# How do we communicate?

## With our students?

- Phone, email and by appointment (phone, face to face or zoom)
- Face to face (by appointment or Student Centre drop-ins)
- Drop-in sessions during peak period



[enrolments@jcu.edu.au](mailto:enrolments@jcu.edu.au)



Via the Student Centre –  
1800 246 446 or 4781 5255

## With JCU staff?

- Phone (find us in the staff directory)
- Face to face (TSV – Building 134; CNS – Building A1)



[enrolments.staff@jcu.edu.au](mailto:enrolments.staff@jcu.edu.au)





# International Student Support

Christine Martyn  
Linda Edwards

# International Student Support Team



**Townsville team**



**Cairns team**

# International Students – who are they?

- Full degree
- Higher degree research
- Study Abroad
- Exchange
- Intercampus mobility
- JCU Pathways



## Top 3 things to tell students about the International Student Support Team:

1. We are located near the Student Centre
2. We are the first point of contact for Int. student related issues (crisis, social, wellbeing, visa)
3. We host social events throughout the semester which are advertised on Facebook:

*Townsville JCU International*

*Cairns JCU International*



# How we help

- Pre-departure Webinar
- International Student Guide
- Airport arrival service
- Accommodation support
- **International Student Orientation**
  - ✓ studying at JCU, support services
  - ✓ Living in Qld, tenancy laws, safety
  - ✓ Visa conditions and health cover
  - ✓ Banking and transport
  - ✓ Green bike fleet
  - ✓ Things to do in and around  
Townsville/Cairns





- Academic monitoring; referrals to Learning Advisors
- Scholarship monitoring
- Taking leave or extend their study, etc
- Student visa conditions
- Crisis support: after hours assistance line (24/7)
- Social and personal wellbeing: mental health referrals
- Social events & engagement: Café International, Free Lunches, Completion Ceremony



# On-going challenges for International Students

- Adjusting to a new environment
- **Academic:** independent learning, more weighting on assignments, different plagiarism rules, strict exam rules
- **Social:** Homesickness, not easy to make friends with Australians, alcohol, English language
- **Cultural:** culture shock, dress standards, values and beliefs, language barriers, Australian accent and slang
- Compliance with visa conditions





# Townsville and Cairns

[internationalsupport@jcu.edu.au](mailto:internationalsupport@jcu.edu.au)



[@Townsville JCU International](#)

[@Cairns JCU International](#)





# IT Help Desk

Anthony Warrell

# What we do

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We provide students with advice and assistance for all IT Services delivered by the Technology Solutions Directorate.

- Account and access issues with JCU Online Services
- Connecting personal devices to WiFi and Printers
- Computer Labs
- Software support and troubleshooting
- Student Email and O365
- Online security and awareness
- Referrals to other support services

# Presentations, Events and Contacts

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## Presentations to students

- O Week presentations
- Study Centre Orientation

## Representation at events

- O Week Market Day

## How to reach us



+61 7 4781 5500 (Townsville)

+61 7 4232 1777 (Cairns)



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



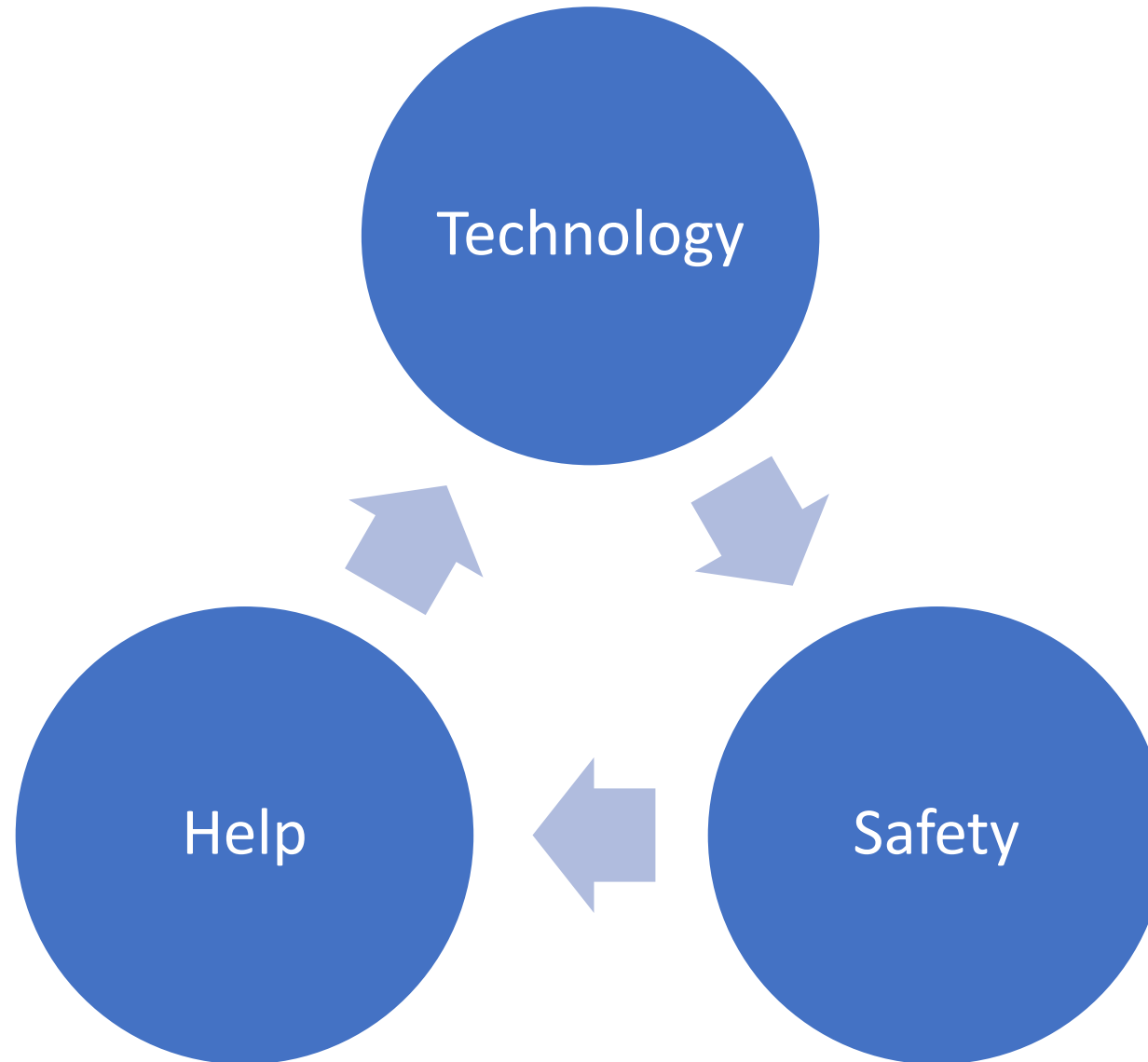
In Person



Service Portal

# Top 3 things

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# JCU Respect

Vanessa Cannon



1. All Staff and Students on Australian Tropical Campuses are required to complete the JCU Respect online module.  
It is listed under 'subjects in LearnJCU.'
2. The Safety and Wellbeing webpage is where you can find information on reporting, support and how to respond to disclosures and more.
3. You can talk with a Sexual Misconduct Officer about any matter that is causing concern – no matter how big or small these issue.



Vanessa Cannon  
Chief of Staff



Damian Dunne  
Equity & Diversity  
Consultant, HR



# 3 announcements

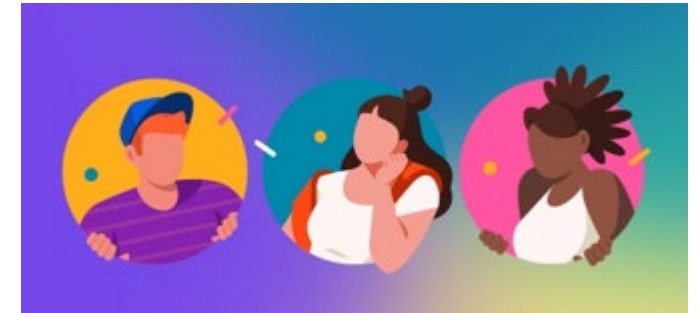
The JCU Safe App is available now. Download from your favourite app store!



The results from the 2021 National Student Safety Survey is due March/April



JCU MySafety site is launched  
<https://jcu.mysafety.org.au/>





# JCU Student Association – Advocacy Services

Catherine Wyle



# Student Advocacy Service

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- Provide an independent, free, confidential and non-judgmental service to all JCU students across **all** campuses (excluding Singapore), including remote study centres and online students. (Singapore now have their own Advocates.)
- Role is funded through the Student Services and Amenities Fee (SSAF).
- Students do not have to be a member of JCUSA to access the service.
- JCU Student Association has 4 Student Welfare and Advocacy Officers:
  - 2 Full time in Townsville (Catherine Wyle and Madelaine Keogh)
  - 1 Full Time in Cairns (Kimberly Thornley)
  - 1 Part Time in Brisbane (Gian Corpuz)
  - Currently recruiting another Part Time Advocate for Cairns

AN INDEPENDENT SERVICE FOR  
**ACADEMIC ADVOCACY**

- Student Rights and Responsibilities
- Academic Misconduct Hearings
- Student Code of Conduct
- Special Consideration and Deferred Exams
- Review of Assessment
- Appeal of Final Subject Grade
- Statement of Reason
- Appealing University Decisions
- Complaints and Feedback Advice
- Academic Progression
- Withdrawal / Deferment and Leave of Absence
- Problems with Placement and Suitability to Continue

- Academic Advocacy forms approximately 90% of our role
- Students should be referred to an Advocate whenever they have an issue or concern with the University.
- We provide support, assistance or representation as needed.
- We do **NOT** provide “legal advice” or advice on Visa matters (we refer students to Legal Services and International Student Support)
- Our main focus is on assisting students to understand their rights and responsibilities under JCU Policy and Procedures.
- We act only on students’ instructions and will not take any action until we have discussed this with the student.
- We cannot assist students with matters that are outside the scope of their JCU experience, more than 12 months ago or if they leave it until the last minute to contact us for assistance.



# 10 1 Online Booking Form

- We cannot contact a student in the first instance, they must approach us.
- Students are required to complete the online booking form to request an appointment found here:  
<https://www.jcusa.edu.au/student-support/request-an-advocacy-appointment/>
- When a booking form is received, the student will be allocated an Advocate who will work with them.
- Students must accept the **Advocacy Service Charter** linked to this form to book an appointment.
- The Service Charter outlines the Advocate's role, scope of what we can and can't do and what students can expect when accessing the service.

## Request an Advocacy Appointment

Full Name \*

Student Number \*

Email \*

Phone Number \*

Campus ▾

Degree Name \*

Year of Study ▾

Preferred Date \*

Please note: This is a preferred date only and does not guarantee you will receive an appointment on the selected date. An advocate will be in contact with you to make an appointment.

Preferred method of contact ▾

Summary of concern

Please provide a brief summary of the issue you'd like to see an advocate for.

I have read and agreed to the commitments laid out in the JCUSA Advocacy Service Charter (document located above)


I agree

- We are able to provide limited Welfare Support.
- We are **NOT** Counsellors. We always refer students to JCU Counselling if required.
- We refer to internal and external support services such as Equity & Wellbeing, AccessAbility, Accommodation services, Career Counsellors, RTA & QSTARS.
- We can help with Special Consideration, Deferred Examinations and Extensions, Withdrawal without Financial or Academic Penalty.
- We no longer provide Student Loans or Emergency Food and Transport Assistance.




AN INDEPENDENT SERVICE FOR  
**WELFARE ASSISTANCE**


- Study Issues
- Time Management
- Equity and Assistance
- Personal Issues / Adjustments
- Emergency Food and Transport Assistance
- Centrelink Advice
- Referral to JCU Support Services
- Referral to External Support Providers
- Discrimination and Harassment Assistance




My Advocate went above and beyond what was expected! They did an amazing job to get a fantastic result



I truly appreciate how much effort and help I was given throughout this process



My Advocate was incredibly helpful, supportive and personable. Such a gem!



I really appreciated how quickly my response was dealt with and the accuracy of the information I was given. It made a stressful situation better!



# Colleen Kaesehagen



# Questions?

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IERC	<a href="mailto:ierc.studentsupport@jcu.edu.au">ierc.studentsupport@jcu.edu.au</a>
Library	<a href="mailto:library@jcu.edu.au">library@jcu.edu.au</a>
Student Equity and Wellbeing	<a href="mailto:studentwellbeing@jcu.edu.au">studentwellbeing@jcu.edu.au</a>
Student Transitions and Engagement	<a href="mailto:orientation@jcu.edu.au">orientation@jcu.edu.au</a> <a href="mailto:tsv-studentmentors@jcu.edu.au">tsv-studentmentors@jcu.edu.au</a> <a href="mailto:cns-studentmentors@jcu.edu.au">cns-studentmentors@jcu.edu.au</a>
Careers and Employability	<a href="mailto:careers@jcu.edu.au">careers@jcu.edu.au</a>
The Learning Centre	<a href="mailto:learning@jcu.edu.au">learning@jcu.edu.au</a>
Student Centre	<a href="mailto:enquiries.staff@jcu.edu.au">enquiries.staff@jcu.edu.au</a>
Academic Administration & Enrolment Team	<a href="mailto:enrolments.staff@jcu.edu.au">enrolments.staff@jcu.edu.au</a>
International Student Support	<a href="mailto:internationalsupport.staff@jcu.edu.au">internationalsupport.staff@jcu.edu.au</a>
IT Help Desk	<a href="mailto:ithelpdesk@jcu.edu.au">ithelpdesk@jcu.edu.au</a>
JCU Respect	<a href="mailto:chiefofstaff@jcu.edu.au">chiefofstaff@jcu.edu.au</a>
JCU Student Association	<a href="mailto:studentassociation@jcu.edu.au">studentassociation@jcu.edu.au</a>



Thank you