

2019 JCU Student Services Support Show Case



At James Cook University we acknowledge the Australian Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands and waters where we operate our business. We pay our respects to ancestors and Elders, past, present and future.

JCU is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to the University and society.



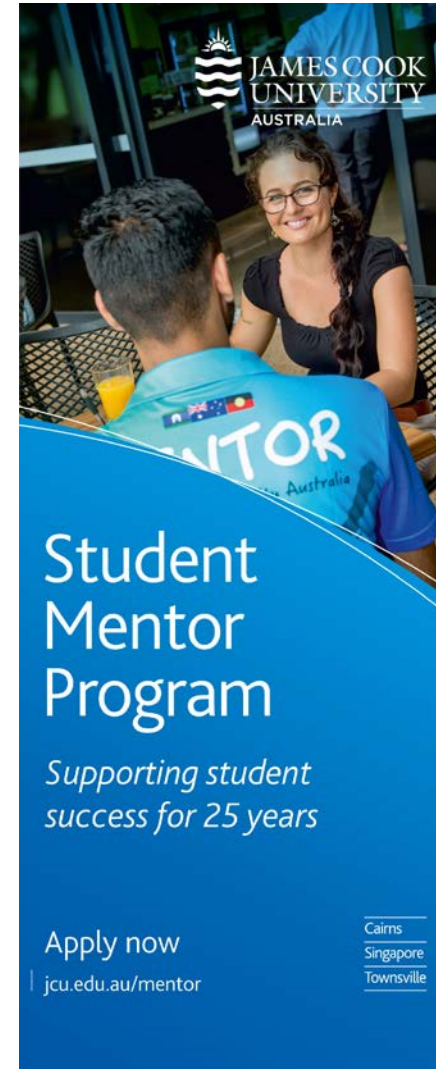
Student Mentor Program

Townsville Campus



Mentor Mission

The mission of the JCU Student Mentor Program is to **encourage, enable and empower** new students by linking them with successful peer role models that foster a welcoming, inclusive, supportive, and cohesive university community.



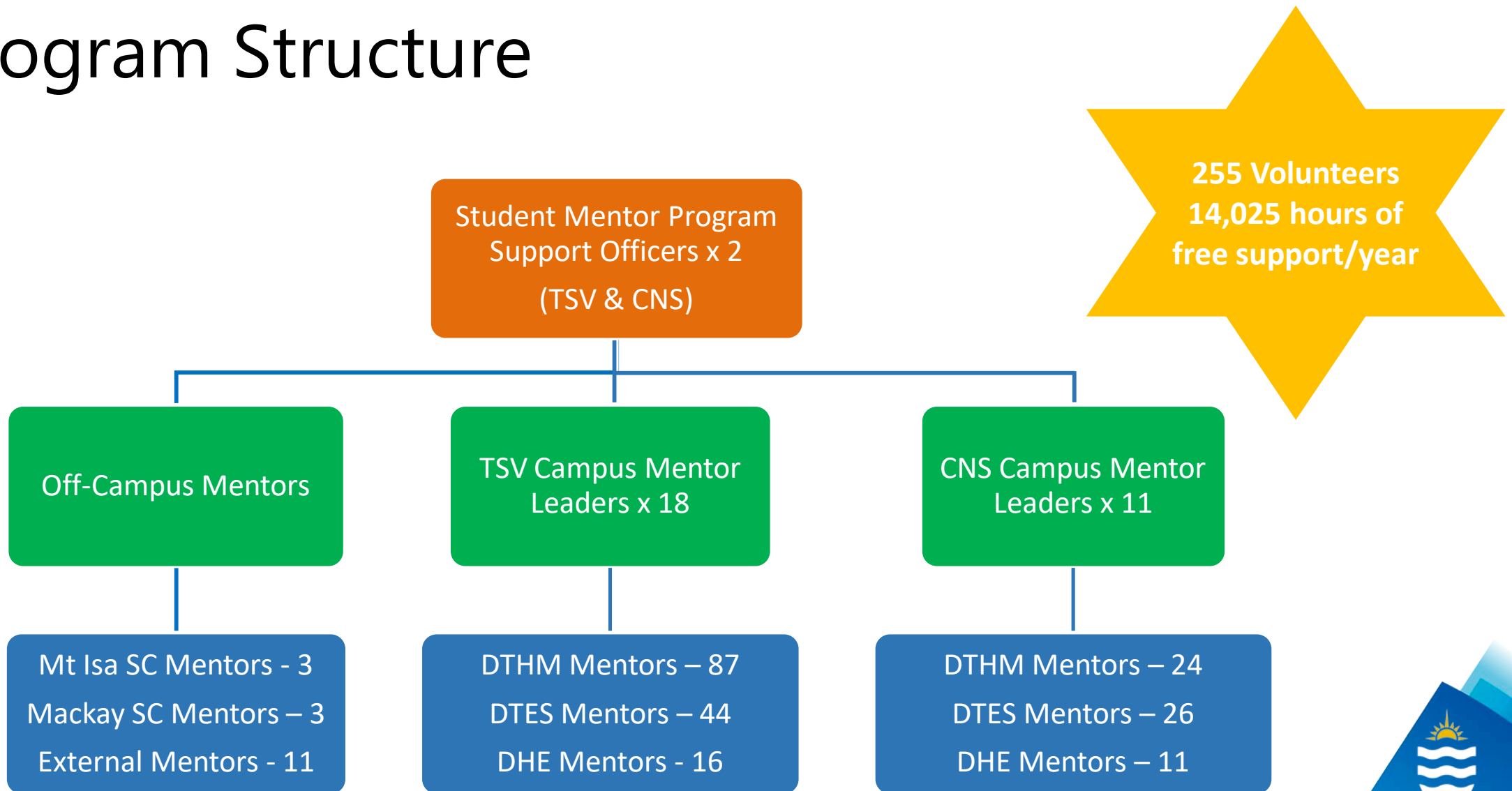
JCU Student Mentor Program



- Student Mentor Program matches experienced, successful student volunteers with commencing undergraduate students from the same course
- Longest running university peer mentoring program in Australia (28 years) with national awards
- Students who attend O Week and have a Student Mentor are more successful than non-participants
 - **26% increase in retention**
 - **1 GPA increase**



Program Structure



Mentor Qualities



- ✓ Listens well to others.
- ✓ Possesses a positive attitude.
- ✓ Is mature, responsible, and trustworthy.
- ✓ Offers support, patience, and enthusiasm.
- ✓ Recognises and encourages excellence in others.
- ✓ Applies **social justice principles** in all facets of mentoring.
- ✓ Displays a genuine interest in the success of fellow students.
- ✓ Exposes the Mentee to new ideas, perspectives, and expectations.
- ✓ Demonstrates tolerance and an understanding of cultural diversity.
- ✓ Serves as a role model to students by providing support and information.
- ✓ Demonstrates an ability to share knowledge, skills and experience with Mentee.
- ✓ Sensitive to the needs of others while also prioritising their own academic progress.



Recruitment and Training

- The mentor program has a rigorous recruitment program and applicants are required to demonstrate their academic success to date and associated strategies, and good interpersonal skills
- Written recommendations are required from course academics for all applicants. Shortlisted applicants are then interviewed before an offer is made to join the program
- Volunteers sign a Student Mentor Program Agreement that outlines their roles and responsibilities
- All mentors are required to attend compulsory training and professional development days in SP1 and SP2 before O Week (14 hours/year)

Choosing a Mentor

- New undergraduate students spend their Course Welcome Day in O Week with student mentors from 9am-3pm
- After the official Welcome to JCU, the mentors take students to individual courses break-out rooms for their 'Meet the Mentor' session
- That session involves an ice-breaker, finding out about the program, meeting the course mentors and hearing their tips for success, and choosing one of these mentors to support them over the next six months
- We ask students to choose their mentor, rather than allocate one for them, as it is proven to enhance engagement with this type of support
- Students who do not attend O Week are provided with an opportunity to sign up for the program in Week 1 during visits to core first-year lectures
- New students can also find a mentor through the JCU Student Mentor Program website – jcu.edu.au/mentors

How Mentors Can Help

- ✓ 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:

- ✗ Feedback on assessments
- ✗ Subject tutoring
- ✗ Enrolment advice

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



Student Mentor Support Requests 2018-2019

Financial hardship

Homelessness

Homesickness

Loneliness

Anxiety and depression

Suicide and self harm

Connecting peers

Relationship issues

Academic expectations

Lack of confidence



Study tips

Time management

Lack of motivation

Course and career decisions

Part-time employment

Fees and forms

Exam concerns

Academic progression

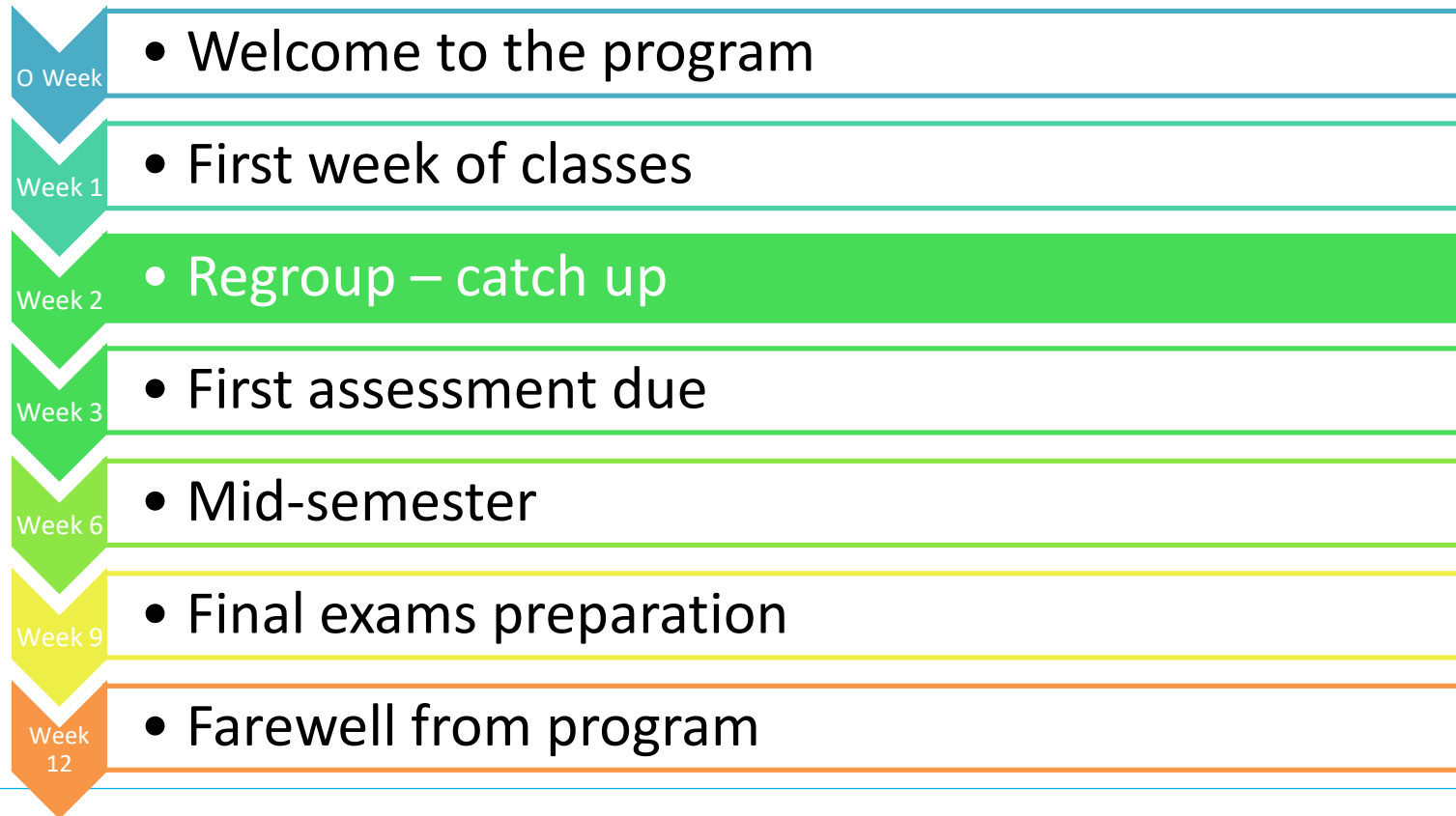
AccessAbility issues

General university queries



Keeping in Touch

We email mentees at the following strategic times to check in and see how they are travelling and give them some **tips for success**, but we keep encouraging mentees to contact their mentor at any time, or arrange for a one-on-one chat on campus.



Mentor and their mentees regroup in Week 2 for a coffee catch up – recommendation from past mentees

TSV Mentor Leaders SP2, 2019

Course	First Name	Last Name	Email Address
Arts	Gemma	McMahon	gemma.mcmahon@my.jcu.edu.au
Business	Daniel	Walsh	daniel.richards@my.jcu.edu.au
Diploma of Higher Education	Sharon	Eastley	sharon.eastley@my.jcu.edu.au
Education	Andrew	Waller	andrew.waller@my.jcu.edu.au
Engineering	Ben	Walters	ben.walters@my.jcu.edu.au
Environmental Science	Hannah	Green	hannah.green@my.jcu.edu.au
Geology	Hannah	Green	hannah.green@my.jcu.edu.au
Information Technology	Marina	Sugita	marina.sugita@my.jcu.edu.au
Law	Madison	Preston	madison.preston@my.jcu.edu.au
Nursing	Stacey	Harrex	stacey.harrex@my.jcu.edu.au
Marine Science	Hannah	Green	hannah.green@my.jcu.edu.au
Planning	Hannah	Green	hannah.green@my.jcu.edu.au
Psychological Science	Heather	Lewis	heather.lewis@my.jcu.edu.au
Sciences	Hannah	Green	hannah.green@my.jcu.edu.au
Social Work	Lauren	Paterson	lauren.paterson@my.jcu.edu.au



Contact Details

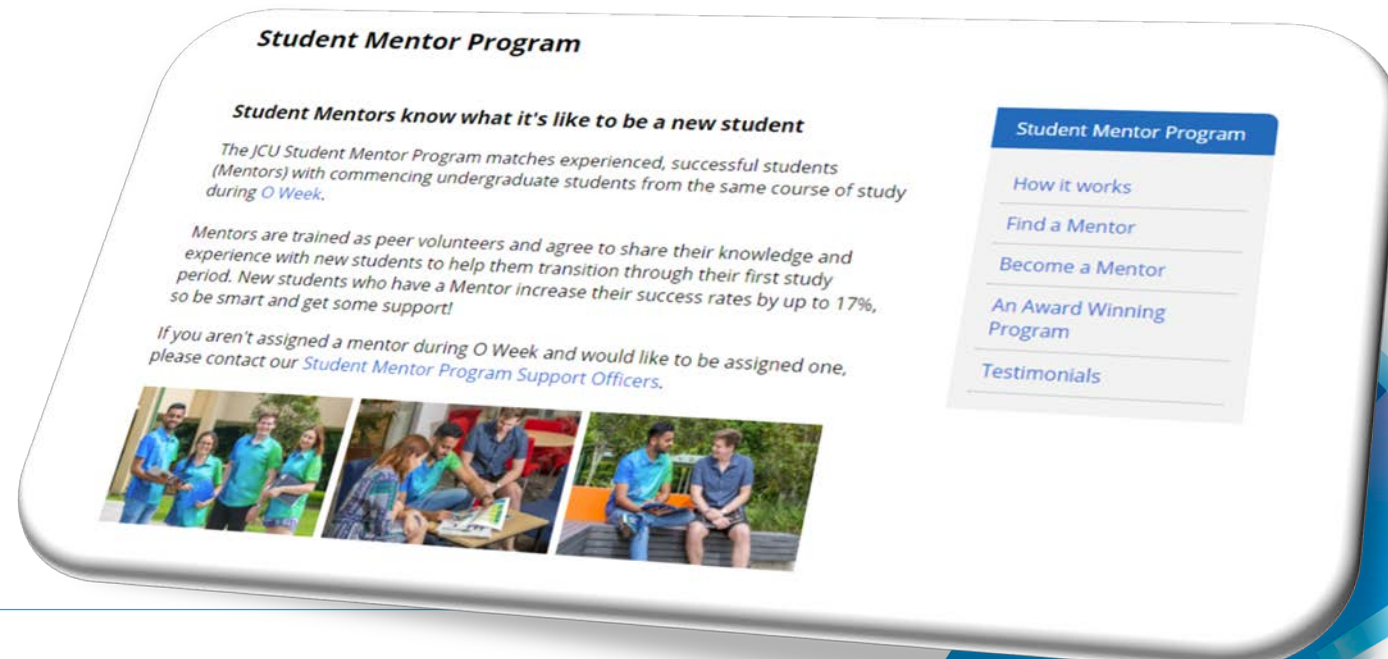
Generic Email Aliases – all staff and student enquiries

tsv-studentmentors@jcu.edu.au

offcampus-studentmentors@jcu.edu.au

JCU Student Mentor Program
website – jcu.edu.au/mentors

- How Program Works
- Find a Mentor
- Become a Mentor
- Awards and Testimonials



The screenshot shows the JCU Student Mentor Program website. At the top, it says "Student Mentor Program". Below that, there is a heading "Student Mentors know what it's like to be a new student" followed by a paragraph: "The JCU Student Mentor Program matches experienced, successful students (Mentors) with commencing undergraduate students from the same course of study during O Week." Another paragraph states: "Mentors are trained as peer volunteers and agree to share their knowledge and experience with new students to help them transition through their first study period. New students who have a Mentor increase their success rates by up to 17%, so be smart and get some support!" A final paragraph says: "If you aren't assigned a mentor during O Week and would like to be assigned one, please contact our Student Mentor Program Support Officers." At the bottom, there are three small images showing students interacting. On the right side of the screenshot, there is a navigation menu with the following items: "Student Mentor Program", "How it works", "Find a Mentor", "Become a Mentor", "An Award Winning Program", and "Testimonials".



JAMES COOK
UNIVERSITY

AUSTRALIA

International Student Support

Linda Edwards, International Student Support Advisor

International Student Support Team



Townsville team

Linda Edwards, Katherine Elliot, Louise Myers,
Alex Salvador, Lyndal Ramm



Cairns team

Shangyang Guo, Christine Myers, Melissa Varoy

International students - who are they?

- Full degree
- Higher degree research
- Study Abroad
- Exchange
- Intercampus mobility (from JCU Singapore)
- JCU College
- JCU Pathways



Top 3 Things to Know about ISS

1. We are in the Student Centre (Education Central, Bldg 134)
2. We are the first point of contact for international student-related issues (crisis, social, wellbeing, visa)
3. We host social events throughout the semester which are advertised on Facebook (Group Name: Townsville JCU Internationals)



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
 - ✓ Living in Townsville



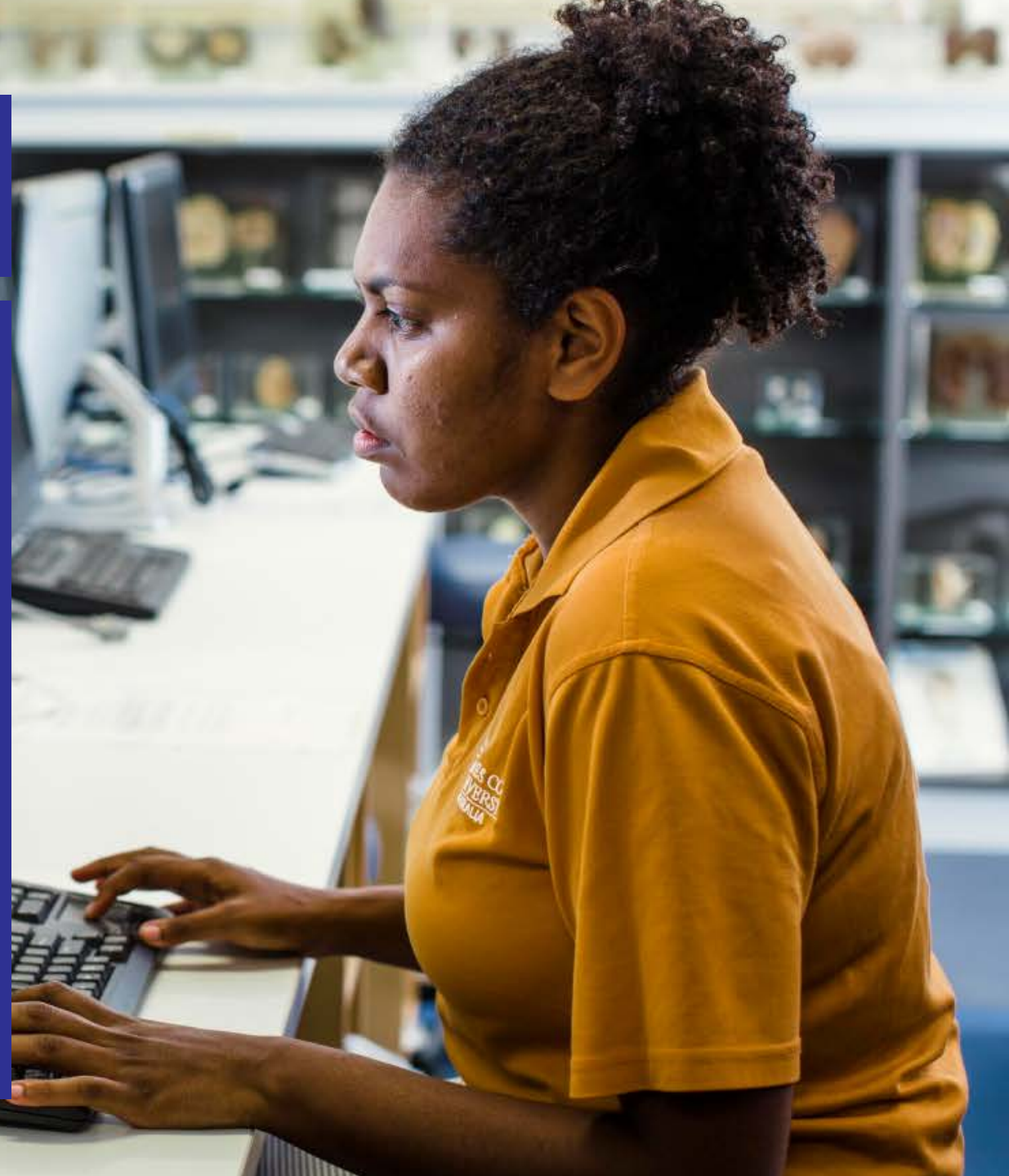
A woman with dark hair tied back, wearing a teal patterned shirt, is leaning over a table and pointing at a large, complex flowchart or diagram. A man with sunglasses on his head, wearing a dark polo shirt, is looking at the diagram with her. The diagram is drawn on a large sheet of paper and contains various boxes and arrows, with some text like 'HRM!' and 'SOCIETY' visible. The background shows a modern office or meeting room with a white ceiling and a window.

How we help cont...

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

Challenges international students face

- 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, foreign-accented English
- Compliance with visa conditions (40 hours work/fortnight, full-time study, good academic progress, external study restrictions etc)





Townsville

townsvilleinternational@jcu.edu.au

Cairns

cairnsinternational@jcu.edu.au



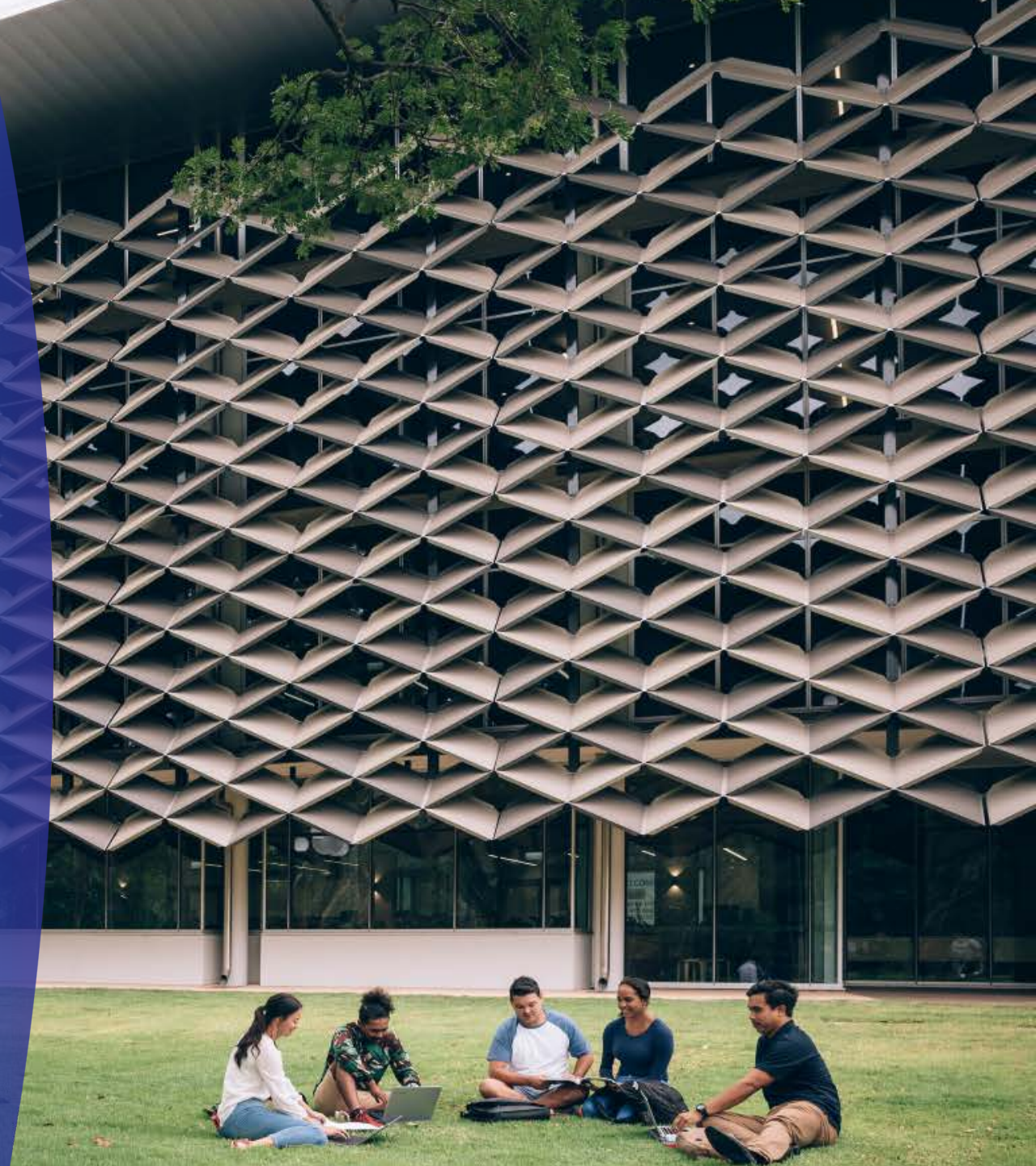
@Townsville JCU Internationals
@Cairns JCU Internationals



Student Services Showcase

- Student Equity and Wellbeing
- JCU Respect

Larissa Siliézar – Manager Student
Equity & Wellbeing



Who we are

- Multidisciplinary service who works proactively to support students and help them their capacity to manage life situations that could impact on their engagement and success with their studies.
- Free and confidential service for all students.
- Appointment based service, Monday to Friday. Not an emergency or crisis response service.
- Referrals (within JCU and external to community services)
- Services include: AccessAbility Services, Counselling & Wellbeing, Multifaith Chaplaincy and Equity programs (ALLY Network)
- Can develop and deliver group work and workshops in collaboration with academics. Topics include:
 - Accredited Mental Health First Aid training – next one August!

AccessAbility Services

- Support students with a documented disability, injury, illness or health condition to build on and develop strategies to manage their health while at University
- Develop and implement reasonable adjustments for students registered with the service (in compliance with the Disability Standards for Education 2005 and other disability legislation)
- 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 for students. Please promote service and encourage students to access!!!**

Counselling & Wellbeing

- Student Wellbeing Counsellors and Senior Counsellors
- One-off sessions, ongoing appointments (10) and referral to JCU and/or community services
 - Emotional, wellbeing and mental health support
 - Stress management, motivation, and learning skills
 - 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
- Work with academics to support students as well as develop and deliver workshops
- Support letters for Special Consideration applications (ie extensions to assessment, deferred exams, etc) 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.

Multifaith Chaplaincy

- Pastoral care, spiritual and religious support for students and staff of any religious/spiritual backgrounds
- Advice on local places of worship
- Transition and adjustment support
- Interfaith Project
- Other groups and activities
- Chaplain located in Townsville
- Dedicated Multifaith prayer rooms in Cairns and Townsville

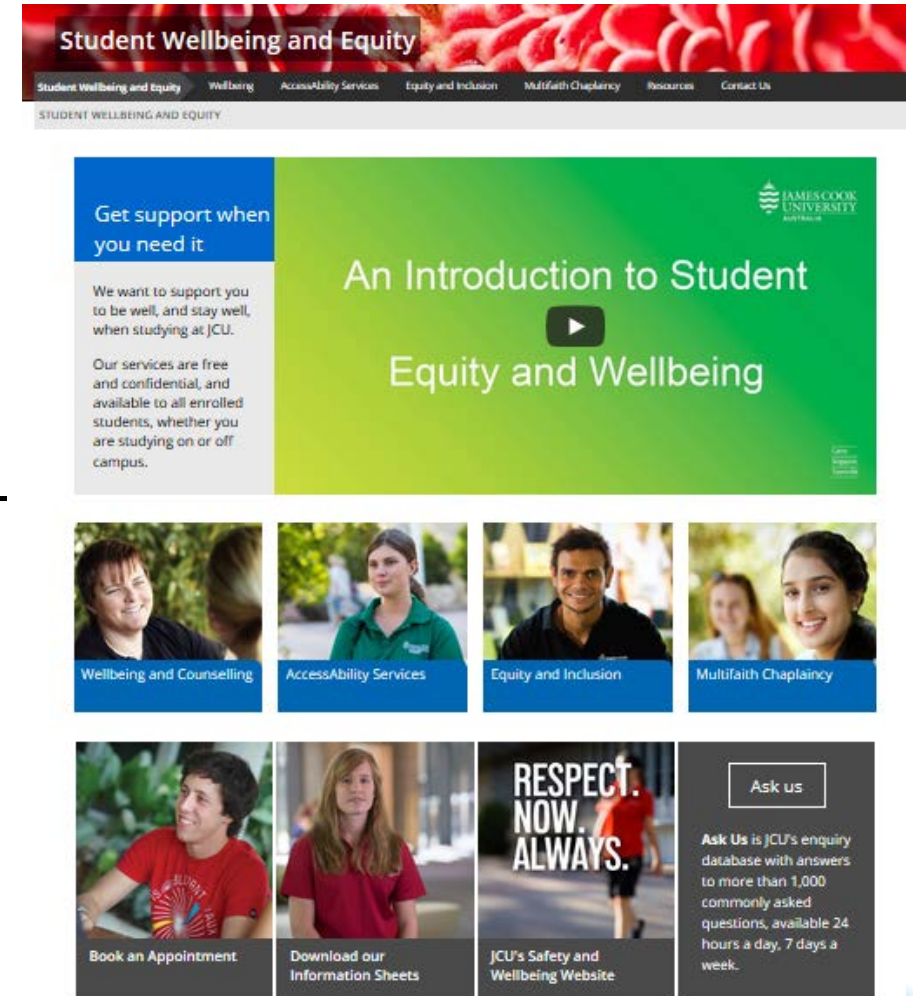
Contacting Student Equity and Wellbeing

Monday to Friday 9am – 4pm

- in person: 1st Floor Library
- phone: x21150 (CNS); x14711 (TSV)
- email: studentwellbeing@jcu.edu.au
- Website: www.jcu.edu.au/sew information, resources and self-help tools, online bookings (non-urgent).

Making and appointment / referral

- Student Support Officer will triage request and book student with appropriate service and next available appointment.
- Students may see a Student Wellbeing Counsellor for their first appointment
- Student Support Officer may refer student to other JCU service or community if appropriate



JCU Respect - Policies & Procedures

- JCU Policy
 - Code of Conduct – staff and students
 - Bullying, Discrimination, Harassment and Sexual Misconduct Policy (BDHSM)
 - Sexual Harassment Procedure
 - Sexual Assault Procedure
- Sexual Misconduct Officers – key roles established in University.
- Key features of BDHSM Policy
 - The wellbeing of survivors at the centre of our response
 - Applies to staff and students regardless of where an incident happens (field trips, placements, social events linked to JCU)
 - A person can make a Report, and receive support without having to name offenders, or having to make a Complaint to the University.
 - JCU works closely with Sexual Assault specialist services.
 - A victim of harassment is not expected to take action to resolve problems independently.

RESPECT. NOW. ALWAYS.

Safety and Wellbeing

JCU Respect. Now. Always. Training, Commitment and Reviews

Quick Links: Support Services

www.jcu.edu.au/safety-and-wellbeing

Discrimination,
Bullying, Harassment

Sexual Assault Support and Report

Sexual Harassment
Support and Report

Guidelines for responding to disclosures

Guidelines for responding to disclosures of sexual assault

A resource for staff and students in responding to a person who discloses they have been sexually assaulted.

Responding to and supporting someone who has been sexually assaulted can be complex. It is important to remain compassionate, respectful, and supportive, and ensure they are able to access relevant resources.



01

Attend to Safety

Determine whether there are any immediate risks to the person's wellbeing and safety.
For immediate assistance of police or ambulance call 000 For on-campus security call 1800 675 559

02

Listen and be supportive

Whilst a person may disclose a sexual assault, it should not be assumed this means they wish to make a formal report to anyone. Listen without interrupting. Do not ask for additional details. Do not ask 'why' questions - these questions carry blame. Do not get angry on their behalf - they have enough to deal with without worrying about you. Do not assume you know how they feel - everyone experiences assault differently.

Validate the person's experience by acknowledging their distress. Saying 'I am sorry for what has happened' is heard as 'I believe you'; saying 'What happened is a crime' is heard as 'This is not your fault'; saying 'I will do what I can to find help' is heard as 'You are not alone'.

Treat what is shared with you confidentially, do not share with others without permission. Assist the person to access the specialist Sexual Assault Services. Allow them to make their own decisions.

03

Connect in with the specialist Sexual Assault Service - free and confidential

Help Lines: 1800 RESPECT (1800 737 732 National line 24 hours) Sexual Assault (Queensland 7.30am - 11.30pm) 1800 010 120

Specialist Services:

Townsville Sexual Assault Support Service (07) 47757555 (connect with service after hours via 4226 0000 Sexual Crimes Unit)
Cairns Sexual Assault Service (07) 4031 3590 (connect with the service after hours via 4759 9743 Cairns Hospital)
Tablelands Sexual Assault Service (7) 4091 4036 (9am - 5pm only)

Queensland Health services:

Mt Isa Sexual Assault (Mt Isa Hospital) (07) 4744 4447
Mackay Sexual Health and Assault Services (07) 4968 3919
Royal Brisbane & Women's Hospital Sexual Assault Response Team (07) 3646 5207

The specialist Sexual Assault Services will meet the person in a safe and private place, and offer ways to help manage the physical and emotional effects of sexual assault. They will explain and assist with legal and medical options - including any emergency health care or forensic examinations, and any decisions about reporting to Police. They can advise and assist with access to the support JCU can provide to continue with studies or work. They will ensure the person's decisions are communicated and respected.

04

Assistance to continue with study and work

JCU has dedicated Sexual Misconduct Officers who provide a single point of contact. The Sexual Misconduct Officers can assist with working out what support a person needs to continue with studying or working, regardless of who perpetrated the assault. Support includes, for example, safety plans, short term emergency housing, or changes to class scheduling, assessment, or work reporting lines. Support can be provided without identifying the other person/people involved.
Sexual Misconduct Officers are Chief of Staff - Vanessa Cannon (07) 47814078 | Manager Student Equity and Wellbeing - Larissa Siliezar (07) 47814538 or e: smo@jcu.edu.au

05

Reporting Options

To report a sexual assault to Queensland Police contact <https://www.police.qld.gov.au/programs/adultassault/report/> You can make an anonymous report to Police.
To make a Report or Complaint to JCU contact the Sexual Misconduct Officers or visit www.jcu.edu.au/safety-and-wellbeing/report-an-incident.
It is possible to make an anonymous Report to JCU, and it is possible to make a Report to JCU without identifying any other person/people involved.

06

Take Care of Yourself

It can be difficult and confronting to support someone impacted by sexual violence. You can call the Helplines or Specialist Services listed above to confidentially debrief. Students can also speak to a counsellor at Student Equity and Wellbeing (Townsville 4781 4711 or Cairns 4232 1150), and staff can call Benestar 1300 360 364.

Reporting Sexual Misconduct

Who can make a Report

Report an incident that you have been subjected to. You are able to, but do not have to, identify yourself or the other people involved in the incident. You are able to provide as much or as little information as you feel comfortable to share.

Report an incident that you have been subjected to

Report an incident that someone has disclosed to you, (that is, you are a first responder). You should advise the person who has disclosed to you that you are providing a report. You must NOT provide details that could identify the person unless you have their consent to do so.

Report an incident that someone has disclosed to you

Report an incident that you are aware of through other means, for example, you were a bystander, or have been made aware of indirectly, (such as sexual harassment that happened to someone else in a lecture that you attended, or a sexual assault being shared on social media) you can provide any details without approaching or contacting the people who are directly impacted or involved.

Report an incident that you are aware of through other means



Library and
Information
Services



Library

Bronwyn Mathiesen

Associate Director, Information & Research Services



JAMES COOK
UNIVERSITY
AUSTRALIA

Find Us

Cairns Library

Building B1

Eddie Koiki Mabo Library

Building 18 Townsville



jcu.edu.au/library

Contact Us

You can get real-time online help via our Chat service 7 days a week

If Chat is offline you can leave us a question, or find your answer in our FAQs

Come us and see us face to face 7 days a week during staffed library hours



connect with us

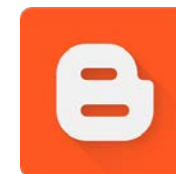
/JCUlibrary



@JCUlibrary



@jcu_libraryinthetropics



News blog

Top three things

People

Face to face training

In your classroom on request
In the library see our calendar

Online training

Via Collaborate, Zoom
In your classroom on request
In the library see our calendar

Service points

InfoHelp desk
Rovers (1st tier ICT support)

Resources

Library collections

Physical and online collections

Tailored subject resources

Subject specific reading lists
Your Library tool in LearnJCU

Self serve

Targeted open educational resources
including:
Library channel
Library guides

Facilities

Comfortable spaces

Comfortable study spaces, zoned
for student requirements

Convenient hours

Opening hours, include evenings,
weekends, extended hours during
study periods

Computing

Wifi
PCs/Macs
Printing, scanning, 3D printing



IT Help Desk

Anthony Warrell
IT Services and Support



JAMES COOK
UNIVERSITY
AUSTRALIA

What we do ...

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 and Events ...

Presentations to students

- O Week presentations
- Study Centre Orientation

Representation at events

- O Week Market Day



+61 7 4781 5500



ithelpdesk@jcu.edu.au

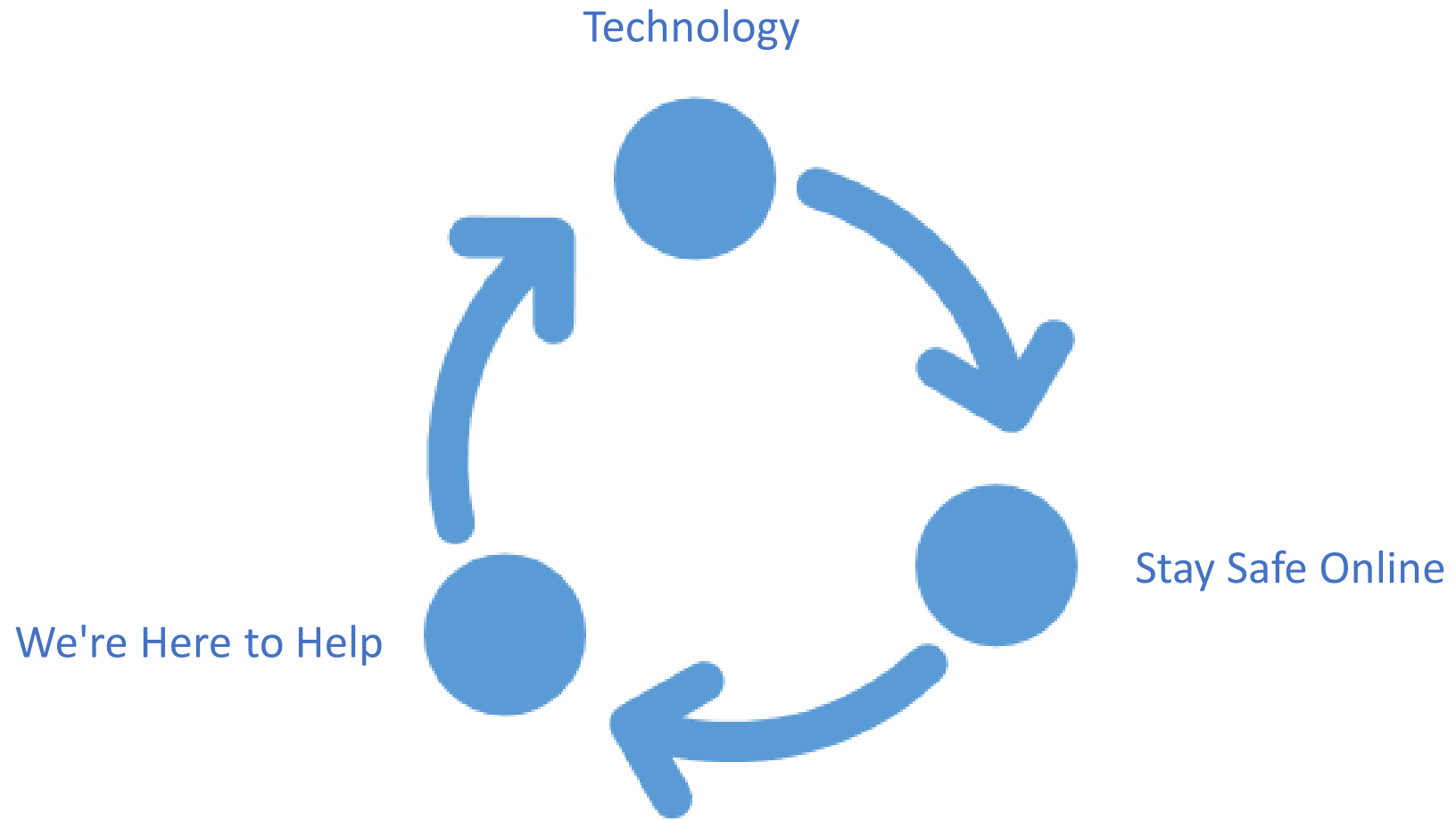


In Person



Service Portal

Top 3 things ...





Student Centre

Townsville:

Manager – Kerri Conway

Team Leader – Sharon Schultz

Team:

Ashton Blacklock

Helen Rosner

Jocelyn Follent-Nepia

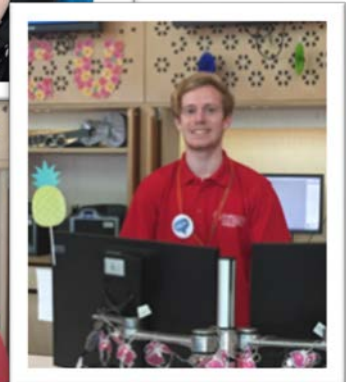
Katrina Wust

Chelsea Ward

Tess Fouracre

Jordynn Ward

Marie-Louise Coco



City campus: Alison Barker, Lee Gallegos

Casuals: Matt Beesley, Maddy Lassig, Tim Beckenham, Tom Gallegos, Chloe Conway-Barbagallo, Jasleen Chhabra, Michelle Badke, Nicole Kasper, Jess Harris, Romany Montgomery.

jcu.edu.au



Cairns

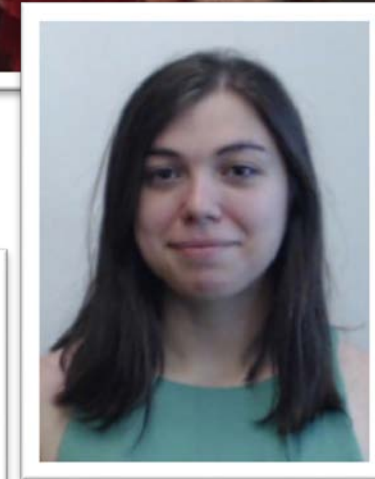
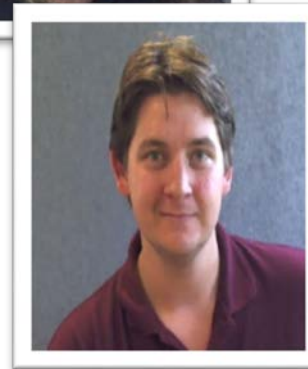
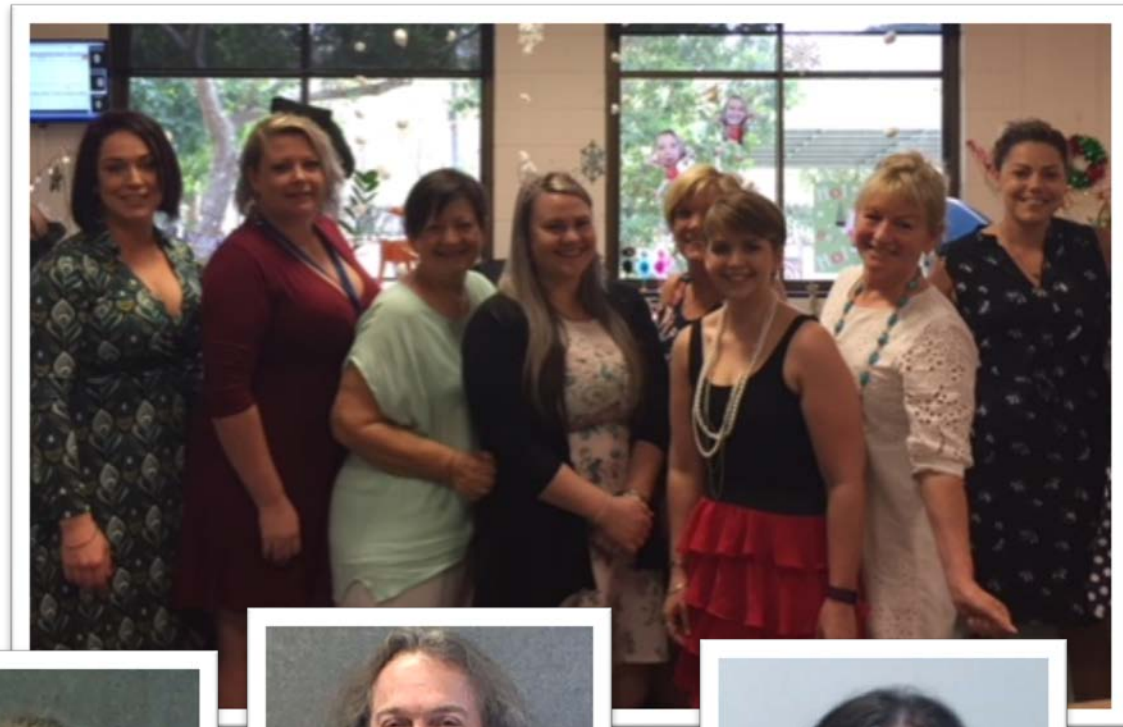
Supervisor: Vanessa Boys

Team:

Amanda Waters
Bronwyn O'Brien
Eda Wetherall
Sarah Cook
Mary Burg
Sandie Pryor
Megan Denning
Jacqui Tomkinson

Casuals:

Matthew Small
Shrooq Lasheen
Tennille Denman
Jason Owens



What we do ...

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

- Course and admission information to prospective students (domestic and international)
- Conduct outbound calls – enquiry to enrolment as part of the conversion strategy
- Print student ID cards and issue tertiary transport concession stickers
- Enrolment help to new and current students
- Fees and scholarship information, including important dates, HELP forms
- Exams
- Timetables and class registration help
- Processing payments: field trips, tuition fees
- Fulfil requests for academic records
- Referrals to other support services
- Graduation

What we do continued ...

Presentations to students

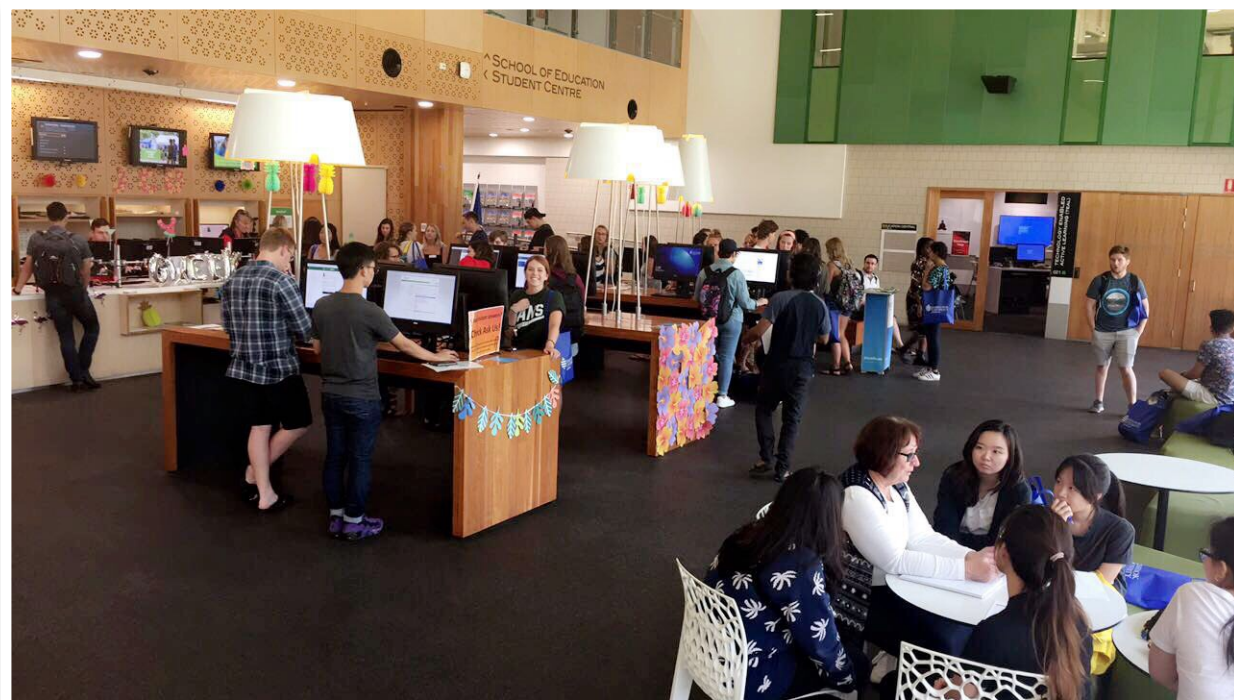
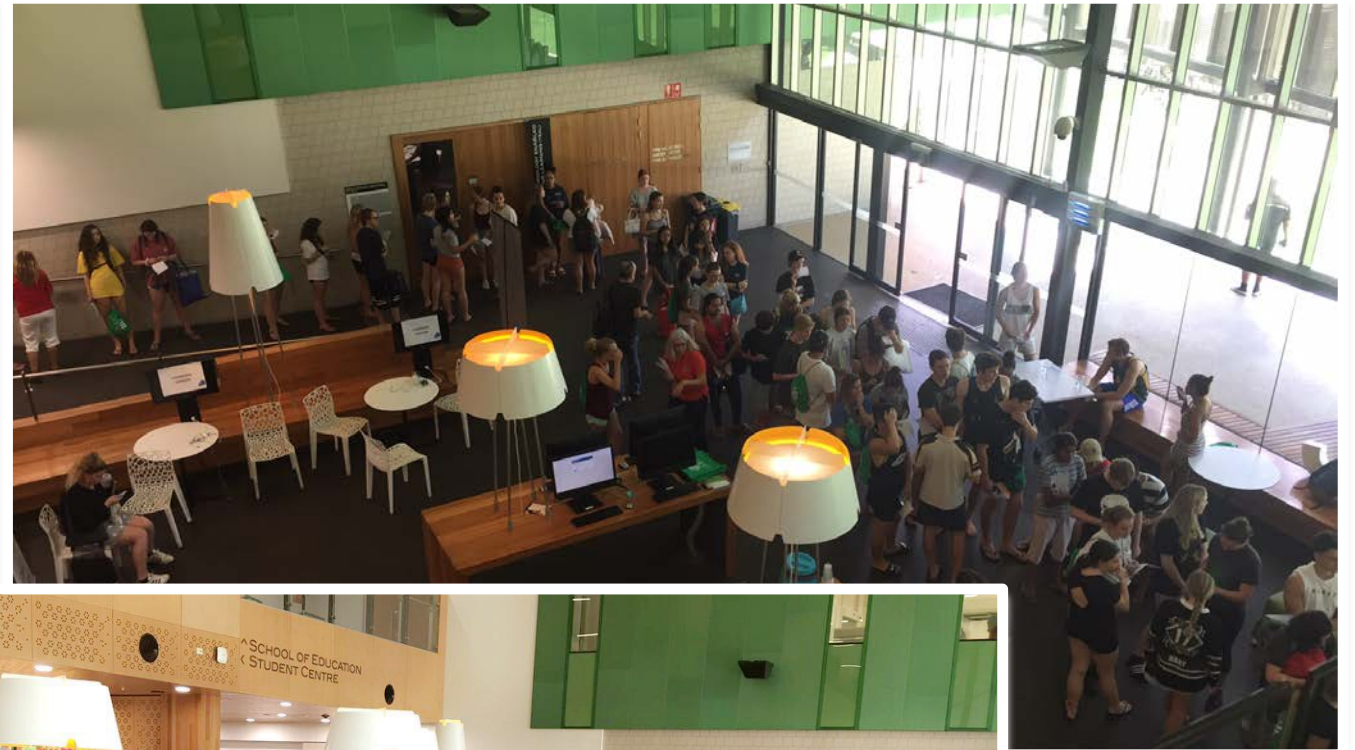
- O Week presentations
- Uniprep (CNS)

Representation at events

- Open Day
- Exam Plan
- Careers Expo

Provide support in response to urgent situations

- Uni Hall fire
- Email security breach/change password
- Floods



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
- Quota courses – Medicine, Dentistry, Physiotherapy, Veterinary Science
- Prospective students – all courses

Most common enquiries

- Enrolment and class registration
- Student ID cards
- Academic records



enquiries@jcu.edu.au



1800 246 446



Live chat



Book a call



Ask Us

Top three things you should tell students about us

1. **Ask the question!** If we don't know the answer, we'll point you in the right direction.
2. You can contact us by phone, email, chat or come into the Student Centre.
3. We're open all year apart from Christmas to New Year's, public holidays and weekends. If you can't reach us, try Ask Us 24/7.

JCU Careers and Employability

*Mission: To embed career development and employability
throughout the student experience
to optimize graduate success
in a complex and competitive employment market.*

Team

Trudy Quantrill, Manager

Tara Harrold, Career Development Learning Officer

Joanne Webster and Jack Sage, Career Counsellors

Rosie Cummins and Suzanne McIntyre, Career Information Officers

Key Services

Self Help

- Website & hard copy resources

Communication

- JCU Careers Facebook
- CareerHub newsletter
- Campus noticeboards / screens

Direct Support

- Appointments - in person, phone, skype
- Drop In, Email response careers@jcu.edu.au
- Workshops – customized in class and extra-curricular
- Events - Careers Fair (March)

900+

Academic Curriculum Support

- Career Development, Employability, Entrepreneurship
- Ready to use resources – Career Action Plan, generic assessment tasks, good practice exemplars

www.jcu.edu.au/careers



Student Resources



Find a Job



Talk to Careers Staff



Careers Fair



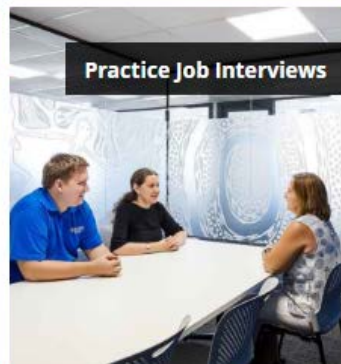
Resumes and Career Snapshots



Maximise Your Employability



Learn to be Enterprising



Practice Job Interviews



Career Action Plan

Take charge of your career!

JCU Careers and Employment
Learning, Teaching and Student Engagement

Cairns
Singapore
Townsville

Middle Years

Review your career plan
... be proactive and adaptable

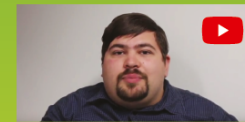
Develop your professional identity

- Access our service for assistance with your LinkedIn profile.
- Expand your professional online presence – join relevant LinkedIn groups and social media sites and pay attention to the discussions.
- Become a student member of your career relevant Professional Association and actively engage with networking and professional development opportunities.

Build on your networks

Networks lead to employment

- Attend the annual JCU Careers Fair – develop your contacts, plus gain ideas on how to secure a graduate job.
- Develop your elevator pitch – Big Interview can help you prepare and practice.
- Attend industry events – clarify industry requirements and employer expectations as well as make contacts.
- Send LinkedIn connection requests to those you meet – personalise the request email.



Adam King
Business Graduate

Take Action Gain experience, develop networks

Undertake career-relevant work experience

Get your foot in the door and develop employer valued experience and skills

- Apply for internships, cadetships and vacation work programs (often advertised at the beginning of each semester). Regularly check JCU CareerHub and other websites or approach organisations directly.
- Volunteer in a course relevant area – demonstrate your motivation and gain relevant skills and experience.
- Prepare for placements – use the JCU Career Development Program.
- Improve your interview skills – use Big Interview for online training and practice.

Review your skills, knowledge and experiences

- Check employer websites / job vacancy sites to identify employer expectations.
- Identify your gaps in experience, skills or knowledge and develop areas needing improvement – use Lynda.com via the Library page for online courses.
- Build your entrepreneurial skills – complete the modules in our Develop an Enterprising Mindset online program.
- Keep a record of the knowledge, skills and experiences gained in and outside of your studies – consider using an ePortfolio.
- Identify your strengths and areas of professional interest.

JCU Careers and Employment

We support you with your career planning, decision making and transition into graduate employment.

Our Services

Appointments

- Available in person, phone or Skype
- Career planning and preparation support
- Job application, interview preparation and job search strategy support
- Students unable to attend an appointment are welcome to email their job application documents for feedback.

Careers Fair

Townsville 13 March 2018
Cairns 14 March 2018

The annual employers on campus event. Don't miss this opportunity to network with employers and discover opportunities.

Resources

Develop an Enterprising Mindset

Online modules to build entrepreneurial skills and attributes for career success

JCU Career Development Program

Online modules to develop employability and reach career goals

CareerHub

Part-time, casual, volunteer, vacation and graduate vacancy listings. Weekly e-newsletter

Resume Examples

Discipline specific graduate resumes

Big Interview

Online training AND practice to improve interview technique and confidence

Where you'll find us...

Townsville Campus
Level 1 Library
☎ 4911 4711

Cairns Campus
Level 1 Library
☎ 4232 1150

jcu.edu.au/careers
careers@jcu.edu.au
[f jcucareers](https://www.facebook.com/jcucareers)



Information correct as at time of printing. Produced by JCU Careers & Employment November 2017. © JCU (Townsville) (2017)



JAMES COOK
UNIVERSITY
AUSTRALIA

Volunteering, competitions and challenges

Job Search, Applications and Interviews

Job Search Tips

Networking

» Volunteering

Using Social Media

Written Applications

Interviews

On-Campus Opportunities

Appointments and Drop-In Service

Career Development Program

Big Interview

A great way to network and develop employability skills is volunteering and participating in student competitions and challenges. Graduate employers look for community involvement, initiative and innovation when recruiting new employees.

Benefits of competitions and challenges

Benefits of volunteering



What to consider when choosing volunteer activities



Volunteer at JCU



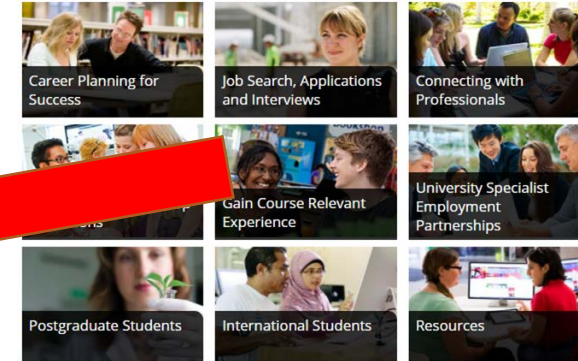
Volunteer in your community



Volunteer overseas



Our short video presentation can help you to get started.



Stay Social #jculife



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](#)

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

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

Degree Relevant 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
LinkedIn: <https://au.linkedin.com/in/janesmith>

CAREER OBJECTIVE OR PROFESSIONAL SUMMARY (Optional)

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

EDUCATION

2014 - present

Bachelor of Dental Surgery

James Cook University, Cairns, QLD
Expected completion date: November 2018

Achievements

- Grade Point Average 6.3 (scale 1-7, 7 being highest)
- Golden Key Recipient (awarded to the top 15% of the class)
- Awarded the Pierre Fauchard Academy Foundation Scholarship for Excellence, 2016
- Home Group Leader for 2nd year Dental students
- Completion of a 12 month research project - (Title of project)
- Presented research project findings at the 2018 Australian Dental Students Convention

Tip - Only include relevant information. Think about highlights from your course, awards, prizes, projects which make you stand out.

Tip – Include other degrees/qualifications completed prior to Dentistry in this section.

Year 12 Senior Certificate

Smithfield State High School, QLD

Achievements

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

Tip - Include if recent school leaver, list major school awards, prizes, leadership position, extra-curricular activities.

REGISTRATIONS / CERTIFICATES

- AHPRA Registration expected January 2019
- Current Radiography licence
- Current Working With Children Blue Card, First Aid and CPR
- Current Professional Indemnity Insurance – student membership with MIPS

Tip – Include if you have received your registration number and list associated organisation – if not yet registered include date you expect confirmation of registration.

PROFESSIONAL MEMBERSHIPS / AFFILIATIONS

2014 - present

Australian Dental Association – Student Membership Number xxx

2014 - present

JCU Dental Student Association – Member, President (2018)

PROFESSIONAL DEVELOPMENT

2017 - 2018

JCU Continuing Professional Development program

- Minimally Invasive Management of Cracked, Fractured, and Fragile Teeth - Prof Ian Meyers, ADAQ
- Dispute Resolution - Dr Mike Rutherford, DPL
- Risk Management in Dental Practice – Professor xxx
- Dental Radiology 'Demystifying the OPG' – Dr xxx.....
-

Tip - List relevant conferences, courses, workshops attended. List course provider, title, date attended.

Search Jobs

Graduate, Analyst, Intern... Post Graduate Employment Brisbane, QLD, Australia Find Jobs

Bookmarked Jobs Graduate Employment Industry/Course Related Experience Scholarships/Cadetships/Internships Graduate Recruitment Programme More Search Options

Found 46 Jobs Most Recent

Australian National Audit Office 2019 Graduate Program (new) Canberra
Closes - 1 Apr, 2018
The ANAO 2019 Graduate Program – contribute to work with a real impact on government administration, get the big picture of how government works and have the opportunity to reach your potential in a small, dedicated organisation.

Intelligence Professionals (new) Canberra
Closes - 30 Mar, 2018
The Australian Security Intelligence Organisation (ASIO) is seeking applications from talented Australians to help collect information, connect the dots and play a crucial role in providing advice to government on matters of national security.

Future Technologist Graduate Program (new) Canberra
Closes - 30 Mar, 2018
Australian Security Intelligence Organisation (ASIO)

Search Employers

Quick Search

SMEC Australia Pty Ltd
1 current job

JCU Careers and Employment
2 current jobs

Protocol Education
A UK Education Recruitment agency which offers daily, contract and permanent work all over England
2 current jobs

Search Employers

National Australia Bank

CareerHub

Casual, part-time, vacation, volunteer, course relevant, and graduate job vacancy listings

Employable Me

JCU Employability Workshop Series

Wk 2: Design the Life You Wish to Live

Wk 3: The Employability Edge

Wk 4: 21st Century Job Skills

Wk 5: Graduate Job Applications, Pitches and Interviews

NEW

Big Interview

- Interview practice
- Response suggestions
- Video tutorials



1 University Preparation	2 Career Preparation	3 Work Placement Preparation	4 Career Management	5 Graduate Careers	6 Workplace Resilience
Self-Understanding 1	Self-Understanding 2	Seeking Placement Opportunities	Career Decision Making	Resumes and Cover Letters	Managing Stress and Pressures
Self-Understanding 2	Self-Understanding 3	Applications for Placements	Seeking Graduate Opportunities	Selection Criteria	Life Balance
Self-Understanding 3	Teamwork	Interviews	Networking	Interviews	Managing Your Finances
Course Exploration and Decision Making	Effective Workplace Communication	Thriving in a Workplace	Marketing Myself	Seeking Graduate Opportunities	Thriving in a Workplace
Thriving at University	Networking	Maximising an ePortfolio	Thriving in a Workplace	Marketing Myself	Teamwork
Managing Your Finances		Networking	Maximising an ePortfolio	Life Balance	Effective Workplace Communication
				Maximising an ePortfolio	Self-Understanding 3

JCU Career Development Program

Key Industry Engagement Event



Held annually in March

JCU Science Place - Townsville

Opportunity for students from all disciplines to meet employers on campus



35+ employers

1800+ students

Questions?

Careers and Employability

Level 1, Library

Ph: 4781 4711 TSV

careers@jcu.edu.au

www.jcu.edu.au/careers



JCU: Careers

Top Three Messages for Students

TANTAlise...

1. **Map out** opportunities and **Take Actions** every semester to **prepare for your career!**
2. **Network throughout the degree** – you never know where your next skill development opportunity or job will come from. Attend the **JCU Careers Fair** every year!
3. **Take Advantage** of the **resources and support** including the **Employable Me** workshops.



Indigenous Education
and Research Centre

JCU Support Services Show Case

2019

Who are we?



- ▶ Research
- ▶ Teaching and Learning
- ▶ Student Support
 - Manager – Helen Jusseaume
 - 4 x Academic Support Advisors
 - 4 x Student Support Advisors

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.



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

Pre Program (Summer School)



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

Student Support Team provide the following services:

Academic Support Advisors

- ▶ Conversion calls
- ▶ 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 students 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

The Centre - Services

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



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:

- ❖ Building 301 – 008
- ❖ Phone: (07) 4781 4676
 - ❖ email: ierc@jcu.edu.au
 - ❖ Student support: ierc.studentsupport@jcu.edu.au



The Learning Centre

Colleen Kaesehagen
Manager

Learning and Teaching Development

learning@jcu.edu.au



The Learning Centre
UNLOCK YOUR POTENTIAL

Learning, Teaching
and Student Engagement



JAMES COOK
UNIVERSITY
AUSTRALIA

Overview of services

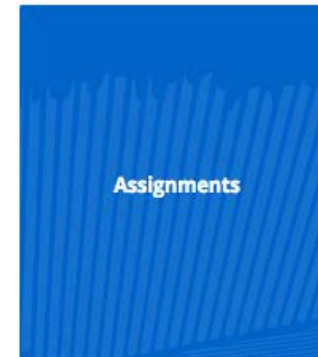
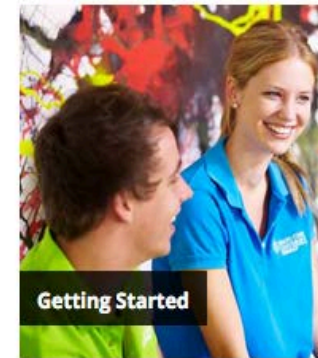
Academic advice; support and development

Online resources

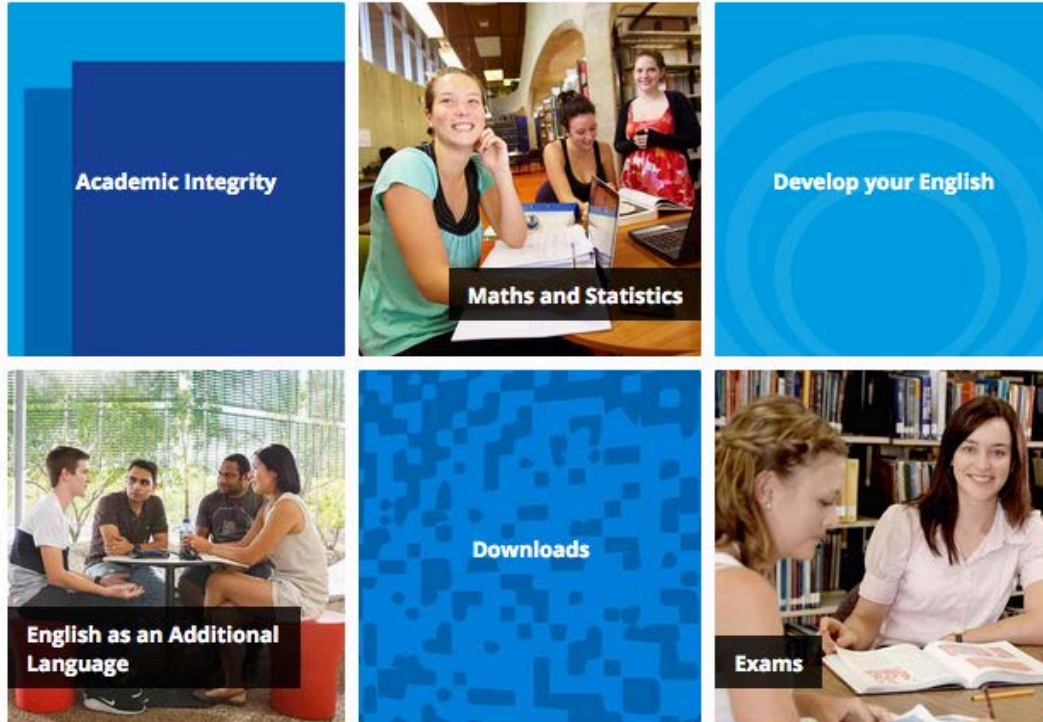


Free after hours support

- Live chat
- Written feedback
- Peer assisted study sessions



Face-to-face



Short courses and workshops

Peer Advice Desk

- 15 min drop in session with Peer Advisor
- Library ground floor
- Mon- Fri; 10 am – 4pm

Learning Advisors

- Consultations (by appointment)
- Integrated into subjects (ILA)

Why access The Learning Centre?

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

Quick quiz: Name 6 ways students access academic support?



How students access academic support

1. Self help online resources: Visit website
2. After hours advice: Studiosity access through LearnJCU (24/7 and 8 contacts per semester)
3. Attend short courses/workshops
4. Attend PASS in subjects where it is available
5. Drop in to the Library to see a Peer Advisor
6. Make an appointment with a Learning Advisor
learning@jcu.edu.au



Top three things

1. Support is available for everyone (its FREE)
2. Take the opportunity
3. Don't wait



JCU STUDENT ASSOCIATION

Student Advocacy and Welfare Service



JCU STUDENT ASSOCIATION



JCU STUDENT
ASSOCIATION

STUDENT ADVOCACY AND WELFARE OFFICERS

- Provide an independent, free, confidential and non-judgement service to all JCU students across all campuses.
- Are not employees of JCU.
- Role is funded through the Student Services and Amenities Fee.
- 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 in Townsville (Catherine Fraser and Tichava Batiya)
 - 1 in Cairns (Kimberly Thornley)
 - 1 in Brisbane (Gian Corpuz)



ACADEMIC ADVOCACY

- Students should be referred to an Advocate whenever they have an issue with the University.
- We provide support, assistance or representation as needed.
- We do not provide “legal advice” (but we do refer to Legal Services)
- Our main focus is on assisting students to understand their rights and responsibilities under JCU Policy and Procedures.
- We cannot contact a student in the first instance, they must approach us.

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 / Deferral and Leave of Absence
- Problems with Placement and Suitability to Continue

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

WELFARE SUPPORT

- Our main focus is on assisting students to understand their rights and responsibilities.
- We cannot contact a student in the first instance, they must approach us.
- We refer to internal and external services.
- We are NOT Counsellors.
- We can help with Special Consideration, Deferred Examinations and Extensions.
- We no longer provide Student Loans.

CONTACT US

JCU STUDENT ASSOCIATION

Townsville Campus

☎ 07 4781 4400

James Cook University
Building 133 - Ground Floor
Townsville QLD 4811

Cairns Campus

☎ 07 4232 1160

James Cook University
Building A24
Cairns QLD 4870

✉ studentassociation@jcu.edu.au

Free call 1800 330 021 www.jcusa.edu.au   [jcustudentassociation](https://www.instagram.com/jcustudentassociation)



Student Transitions and Engagement



JAMES COOK
UNIVERSITY
AUSTRALIA

What We Do

- Facilitate a suite of strategically designed partnership programs for commencing and continuing students.
- Intended outcomes include an improved transition and student experience, as well as retention, success and completion rates.

2018

- 24 extra-curricular events
- approximately 5,800 students

Orientation

- Whole of University program
- 6 week program



**Attending O Week
and having a Student
Mentor increases
your success rates by
up to 26%!**



Student Events

Coordinate and facilitate the development, promotion, delivery and review of a coordinated program of extra-curricular events over the course of the JCU student life-cycle.

STUDENT SUCCESS WEEK

SET YOURSELF UP FOR SUCCESS

A week of free activities and events to support your academic success and wellbeing whilst at university.

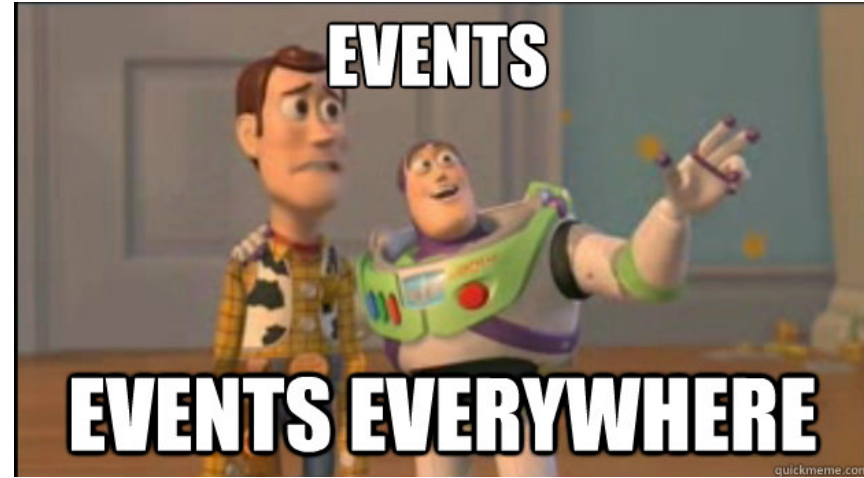
Week 3 | 12 - 17 August | Library Lawns

Supported by your
SSA Fee
Building a better student experience



JAMES COOK
UNIVERSITY
AUSTRALIA

Top Three Things



Attending O Week
and having a Student
Mentor increases
your success rates by
up to 26%!



JCU: Student Life

Supported by your
SSA Fee
Building a better student experience



JAMES COOK
UNIVERSITY
AUSTRALIA



JCU Global Mobility



JAMES COOK
UNIVERSITY
AUSTRALIA

Tailored international experiences

- Short Study Programs
 - Aim Overseas and CIS Australia
 - Cross Institutional Study
 - Delivered during semester breaks
 - Funding available to eligible students
- NCP funded programs
 - Funding application and reporting support
 - Project management
 - Marketing assistance
 - Devolving grants to students

Tailored international experiences

- Intercampus Mobility
 - 1-2 Trimesters at JCUS
 - Enrolled at JCUA
 - Tuition to JCUA
 - Credit towards degree
 - Funding available to eligible Australian citizens
 - Scholarship of \$5000 for SP1 2020
 - OS-Help loan

Tailored international experiences

- Exchange Program
 - 1-2 semesters abroad
 - Students enroll in full study load at JCU
 - Tuition fees paid to JCU
 - Credit against JCU degree
 - 55 exchange partners across 22 countries
 - Funding available to eligible Australian citizens
 - OS-Help Loan 6900-8900
 - Centrelink
 - Scholarships

Where can students find us?

- Email: globalmobility@jcu.edu.au
- Web: www.jcu.edu.au/globalmobility
- Facebook JCU: Global Mobility

- Cairns
 - Reception Building 001
 - Mon-Thu 10.00am -1.00pm

- Townsville
 - Global Lounge Building 8
 - Daily 9.00am - 4.00pm

When can students go?

- Exchange
 - Minimum 24 credit points
 - Minimum 4.5 GPA
- Intercampus mobility
 - Minimum 12 credit points
 - Good standing
- Short Study
 - Minimum 12 credit points



Best of luck and safe travels to all the JCU students heading out on exchange over the next few weeks.

Twenty-eight JCU: James Cook University, Australia students are heading to Japan, USA, England, Canada, Italy, Sweden, Ecuador, Denmark, Norway and South Korea.

JCU: College of Arts, Society and Education JCU: College of Science and Engineering JCU: College of Business, Law and Governance JCU: College of Healthcare Sciences



Student support

- Distribute course specific exchange flyer to first year students (email, e-student)
- Let students know about this opportunity and send them our way
- Provide course coordinator support with student study plan where appropriate
- Let us know which first year lectures are best for brief 5 minute presentation on overseas opportunities
- Request a flyer globalmobility@jcu.edu.au