

PREPARING FOR ARRIVAL TO JCU

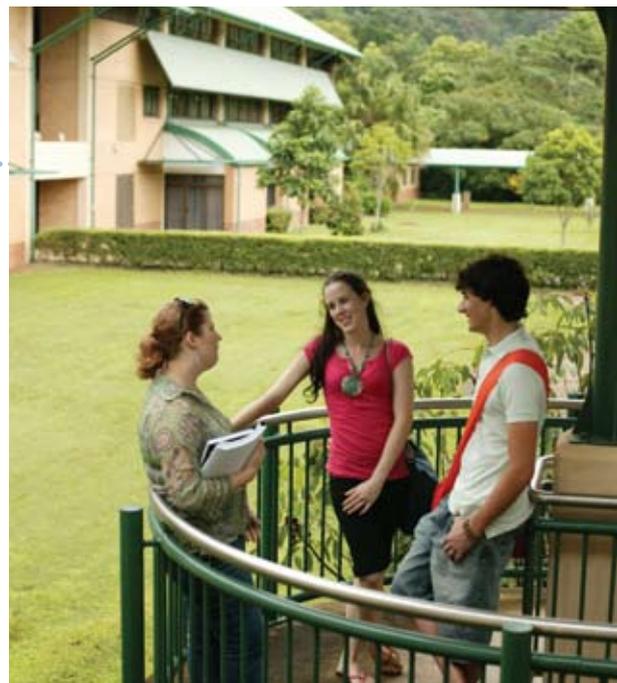


QUALITY EDUCATION
IN A UNIQUE ENVIRONMENT

JAMES COOK UNIVERSITY

CAIRNS | TOWNSVILLE

» PREPARING FOR ARRIVAL TO JCU



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» WELCOME TO JCU



» » Congratulations on accepting your offer to study at James Cook University (JCU). JCU offers excellence in teaching and research in a unique tropical setting and is one of Australia's leading Universities. JCU degrees are available to international students at our tropical campuses in Townsville and Cairns, at JCU Singapore, and at our city campus in Brisbane. JCU courses are also taught by partner institutions in several locations in Australia, Asia and the Pacific region. This document is designed for students who will be studying at our Cairns and Townsville campuses and will assist you with your preparations for arrival and provide you with valuable information and advice.

Around 3,000 international students from many countries already enjoy the benefits of studying with us. We look forward to welcoming you at JCU and wish you a safe journey to Australia and a rewarding and enjoyable experience during your studies.

INTRODUCTION TO THE INTERNATIONAL STUDENT CENTRE (ISC)

The International Student Centre's services are available to support you during your studies at JCU and stay in Australia. Friendly, dedicated ISC staff provide international students with helpful information, advice and referral services as well as facilitating orientation for new students upon arrival. The ISC should be your first point of contact when you need assistance.

Some of the services provided by the ISC include:

- » [Preparing for arrival information](#)
- » [Free arrival service](#)
- » [International orientation program](#)
- » [Social activities](#)
- » [Accommodation information](#)
- » [Personal well-being and welfare support](#)
- » [Overseas Student Health Cover information](#)

For more information visit our website www.jcu.edu.au/international

» BEFORE YOU LEAVE HOME



EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS) LEGISLATION

The provision of education to international students is regulated by the Department of Education, Science and Training (DEST) through the Education Services for Overseas Students (ESOS) legislative framework. The objectives of ESOS is to ensure quality education and consumer protection for international students. An overview of the ESOS framework is available from

» <http://aei.dest.gov.au/AEI/ESOS/Default.htm>

STUDENT VISAS

The Department of Immigration and Citizenship (DIAC) is responsible for decisions on student visa applications and immigration related matters. Your application for a student visa will be assessed according to your country's assessment level. The higher the assessment level, the more evidence you will need to provide in relation to your financial capacity, English language proficiency and other requirements. The DIAC website contains extensive information about assessment levels and your student visa application.

» www.immi.gov.au/students/students/chooser

APPLYING FOR YOUR STUDENT VISA

To start your student visa application, you will need to contact the Australian Diplomatic Mission in your country (Australian High Commission, Consulate or Embassy). They will provide you with all the relevant information, including documentation, procedures and timeframes for your visa application.

Note: you will need a copy of your electronic Confirmation of Enrolment (eCOE) to initiate your application for a student visa. For details of the closest Australian Diplomatic Mission visit:

» www.dfat.gov.au/missions

Some countries are able to process your visa application faster than others, so try to lodge your application as soon as you receive your eCOE to ensure you can arrive prior to the commencement of your studies at JCU.

Be aware that the final date for late study commencement is two weeks after the first day of the official Teaching Period.

To find out more about applying for a student visa visit the Department of Immigration and Citizenship's website (DIAC)

» www.immi.gov.au

STUDENT VISA CONDITIONS

Your student visa, issued by DIAC, will be subject to a number of conditions with which you must comply while studying in Australia. Some of the mandatory conditions attached to your visa will include:

- » **Course enrolment and attendance** – You must remain enrolled in a full-time registered course. Important: You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
- » **Academic results** – You must have satisfactory academic results for each term or semester of your course. If your course is shorter than a term or semester, you must have satisfactory academic results for the duration of the course.
- » **Providing your home address** – You must advise JCU of your home address within seven days of arriving in Australia. If you change your address during your stay in Australia, you must advise JCU within seven days.
- » **Health Insurance** – You must maintain health insurance for you and your family members whilst in Australia. Health insurance can be obtained with Overseas Student Health Cover (OSHC) which provides medical and hospital insurance.



Compliance with your visa conditions is your responsibility. It is vital that you check your visa and understand all conditions before departure. For further information please visit the DIAC website

» www.immi.gov.au/students/index.htm

OVERSEAS STUDENT HEALTH COVER (OSHC)

Maintaining health insurance cover during your course of study is one of the mandatory conditions of your student visa. Overseas Student Health Cover (OSHC) is designed to cover basic medical costs during your stay in Australia. The cost for the first 6 – 12 months of OSHC is included in your initial fees paid to JCU (the deposit that you pay to JCU before you receive your Confirmation of Enrolment).

JCU will organise your cover through Medibank Private and you will receive your membership details upon arrival. After this period, it is your responsibility to ensure you maintain the appropriate level of cover for the remainder of your studies.

If you would like to find out more information about OSHC, visit Medibank Private's website www.medibankprivate.com.au

EXCEPTIONS TO THE HEALTH COVER REQUIREMENT

You will not need OSHC if you provide evidence that you are a:

- » Norwegian student covered by the Norwegian National Insurance Scheme
- » Swedish student covered by either CSN (the Swedish National Board of Student Aid) or by Kammarkollegiet. If you are an exchange student for part of your study, you can only be covered by Kammarkollegiet.

ARRIVING ON A NON-STUDENT VISA

If you arrive in Australia on a visa other than a student visa (i.e. tourist visa) you will need to immediately apply for a student visa. You must visit the ISC as soon as possible in order to obtain a new electronic Confirmation of Enrolment (eCOE) which will allow you to apply for your student visa. Please be aware that you will not be covered by OSHC while on a visa other than a student visa.

WORKING AS A STUDENT

Under Australian immigration regulations, students on a student visa may work up to 20 hours per week during university teaching periods and without restriction during university vacations. Students wishing to work may apply for "permission to work" once they have begun their studies at JCU. To start the application process contact the International Student Centre after the official start of your studies.

For further information about working while you are studying visit
 » www.immi.gov.au/students/students/working_while_studying

» BRINGING YOUR FAMILY TO AUSTRALIA



VISA APPLICATION FOR DEPENDANTS

You may be able to apply to have your immediate family (spouse and children under 18 years) join you in Australia as dependants on your student visa. You can include them on your initial visa application or apply for their visa once you have commenced your studies at JCU. For further information, contact the nearest Australian Diplomatic Mission or go to

» www.immi.gov.au/students/students/bringing_family/index.htm

FAMILY HEALTH INSURANCE

You must have Overseas Students Health Cover (OSHC) for yourself and your family members while in Australia as part of the Department of Immigration and Citizenship's (DIAC) student visa regulations. For further information visit

» www.immi.gov.au

WORK AND STUDY OPTIONS FOR FAMILY MEMBERS

WORK

If your spouse and/or dependants are joining you, they can also work while you are studying in Australia and can apply for a permission to work visa once you have started your studies. The work conditions for your dependants will vary depending on the degree that you are taking. To apply for your or your family's student visa with 'permission to work', visit the International Student Centre.

STUDY

Your spouse can study while they are in Australia for up to 3 months. If they wish to study for longer, they must apply for their own Student Visa. For further information please visit the DIAC website. If members of your family include dependants aged between 5 and 18 years of age, who will be living in Australia

for more than 3 months, you will need to provide evidence that they are enrolled in an Australian school. In addition, any school fees payable will need to be paid prior to your family visa being processed.

You will find further information about Queensland's education system, including fees and how to apply for a 'Confirmation of Enrolment' for your dependants, at

» www.eqj.com.au/index.htm

CHILDCARE OPTIONS

A large variety of childcare options are available for your children in Cairns and Townsville with both campuses offering nearby childcare facilities. Childcare services available in Australia include: family day-care, school-aged childcare, centre-based childcare, occasional childcare and kindergartens. For further information about childcare options and centre locations visit the Queensland Department of Communities website www.families.qld.gov.au/childcare/search or visit the ISC after your arrival.

» MAKING YOUR TRAVEL ARRANGEMENTS



WHEN TO ARRIVE AT JCU

When making your travel arrangements, it is recommended that you consider arriving early to enable full participation in the International Student Centre's (ISC) welcome sessions, which are held in the two weeks prior to JCU's official Orientation Week in Townsville. The Cairns Information Session for international students is held on the first day of the University's Orientation Week.

Arriving early will also give you time to adjust to a new culture and ensure your transition is a smooth experience. After you arrive on-campus, either in Cairns or Townsville, please visit the International Student Centre as soon as possible so that we can provide you with details of our Orientation program.

EARLY COMMENCEMENT OF STUDIES

Some students are required to arrive at JCU earlier than the official ISC arrival period to commence their course. We encourage you to arrive at least one week prior to the official start of your studies to allow time to find accommodation and settle into Cairns or Townsville. If your course commences prior to Orientation Week, please note the following:

- » You must come to the International Student Centre soon after your arrival to collect your Welcome Pack which includes enrolment, health insurance and general orientation information. ISC staff will provide you with important information and register your arrival.
- » As you will be arriving outside the official arrival period please refer to the Arriving in Australia / Other Options section for further information and transport options upon your arrival.
- » The International Student Centre can assist you with organising temporary accommodation, please see the Accommodation section for application details.

If you are unsure of your start date, please refer to your JCU Offer Schedule which states the official start date of your course.

IMPORTANT DATES

There are a number of important JCU dates to keep in mind when making your travel arrangements. These include:

- » **Orientation Week** – This occurs the week prior to the official start of the Teaching Period. For information about Orientation Week visit www.jcu.edu.au/studying/orientation
- » **Examinations period** - If you are pre-purchasing a return home ticket or booking a holiday for the end of the teaching period, it is important to remember not to make travel arrangements that could coincide with the University's official examination period. The specified exam periods in June and November are regarded as part of the academic year and students are expected to sit exams in those periods. For further information contact JCU's Examinations & Ceremonies Office by emailing ExamsCeremoniesTownsville@jcu.edu.au or visit their website www.jcu.edu.au/studying/exams/forms/deferback.html

The ISC also recommends that you try to avoid arriving in Australia during public (national) holidays.

For information on important JCU dates visit www.jcu.edu.au/studying/entry/enrol.html and www.australia.gov.au/302 for information on Australian national holidays.

JCU IN RELATION TO INTERNATIONAL AIRPORTS

When making your travel arrangements, ensure that you have booked a connecting trip to your final campus destination. Distances between cities in Australia may be difficult to judge by simply looking at a map. For example, it is approximately 1800 kilometres (1119 miles) between Cairns and Brisbane and approximately 400 kilometres (248 miles) between Cairns and Townsville. If you intend to study at the Townsville campus, please be aware that there is no international terminal at the local airport so you will have to make domestic



travel arrangements between Cairns and Townsville. The closest international airports to Townsville are located in Cairns and Brisbane.

CURRENCY AND BANKING

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be exchanged at currency exchange facilities located at international airports, banks and some hotels. Please note there are no exchange facilities at the Townsville airport.

To help plan your budget and to convert currency from your country of origin to Australian dollars please click on: www.x-rates.com/calculator.html

It is a good idea to set up an Australian bank account soon after your arrival. You will need to provide evidence of your visa and residency (e.g. proof of address). All major banks have branches in cities and regional centres around Australia which operate from 9am – 4pm Monday to Friday (some banks remain open until 5pm on Fridays). 24 Hour Automatic Teller Machines (ATMs) are available throughout Australia for your convenience. Many department stores, supermarkets and specialist shops have Electronic Funds Transfer at Point of Sale (EFTPOS) terminals where cash withdrawals can also be made in addition to purchasing goods.

For further information about banking in Australia, visit one of the following bank's websites:

» [ANZ Bank – www.anz.com.au](http://www.anz.com.au)

» [Commonwealth Bank of Australia – www.commbank.com.au](http://www.commbank.com.au)

» [Bank of Queensland – www.boq.com.au](http://www.boq.com.au)

» [Westpac – www.westpac.com.au](http://www.westpac.com.au)

» [The National Bank of Australia – www.national.com.au](http://www.national.com.au)

» [UniCredit Union – www.unicu.com.au](http://www.unicu.com.au)

YOUR DIPLOMATIC MISSION IN AUSTRALIA

We recommend that you take note of the contact details of your country's embassy and / or consulate in Australia and the nearest office to Cairns and Townsville.

A current list of countries with official representation in Australia can be found by visiting the Department of Foreign Affairs and Trade (DFAT) website » www.dfat.gov.au

We also suggest that you bring with you certified copies of your passport, driver's license, social security /national identity card and any other important documents in case you misplace them once you arrive in Australia. These copies may assist you with obtaining replacements or with any dealings with your embassy/consulate. You may also want to leave a copy with your family.

» PACKING YOUR BAGS



LUGGAGE ALLOWANCE

It is recommended that you discuss your luggage allowance with your travel agent/ carrier prior to packing your bags. Airlines usually allow a maximum limit of 20 kilos (approximately 44 pounds) per person in economy class plus approximately 5 -7 kilos (11-15 pounds) of hand 'cabin' luggage.

CLOTHING AND HOUSEHOLD GOODS

Cairns and Townsville are located in tropical north Queensland, which has warm weather and sunshine for most of the year. Both cities have two distinct seasons; a moderate winter with maximum temperatures of around 25°C/77°F and minimum rain fall; and a summer, with maximum temperatures of approximately 32°C/88°F with higher levels of rainfall. Cairns enjoys a higher rainfall in the 'Wet Tropics' and is located in the midst of a lush rainforest environment.

Townsville is located in the 'Dry Tropics' and is an ideal climate for planning outdoor activities.

Dress standards in north Queensland are generally comfortable and casual. We recommend you pack the following: cool, lightweight clothes, sandals, good walking shoes, hat, umbrella, swimming costume, some light winter clothing and perhaps your national costume for special events.

Bedroom/bathroom linen, toiletries and other household goods are widely available in Cairns and Townsville and can be easily purchased upon arrival in nearby shopping centres.

ELECTRICITY VOLTAGE IN AUSTRALIA

Electricity is supplied throughout Australia at 230/240 volts (50 hertz). All electrical equipment and appliances that you bring to Australia will need to be

used with an adaptor/convertor (unless the item has a multi-voltage option).

Care should especially be taken with expensive items such as laptops and digital cameras to ensure that the correct adaptor/convertor is used.

Power outlets in Australia will only accept two or three-pinned plugs.

International adaptors can be purchased in electrical, travel, or baggage shops in Australian shopping centres or in your home country before departure. The cost of international adaptors in Australia is between AUD \$12– \$15.

QUARANTINE

Australia is a beautiful island continent with unique flora, fauna and ecosystems. As a result, Australia's quarantine laws are very strict. Upon arrival in Australia, you must declare for inspection all food, plant material and animal products to ensure that they are free from pests and diseases. Some products (e.g. wooden items) may also require treatment to ensure that they are safe. Items prohibited due to pest and disease risks will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). You can dispose prohibited items in quarantine bins located in the airport terminal after arrival. If you are unsure about items which could be a risk, ask a Quarantine Officer.

Before landing in Australia you will be given an 'Incoming Passenger Card' to fill in. This is a legal document. You must tick 'yes' to declare if you are carrying any food, plant and animal goods or other items such as equipment used with animals, biological materials, soil and sand. You could be heavily fined or even face prosecution if you do not declare goods which need to be checked through quarantine. It is routine procedure for customs officials to search the luggage of people coming in to Australia. You will find a full listing of items that you are not allowed to bring into Australia and further information at the AQIS website

www.daff.gov.au/content/output.cfm?ObjectID=3E48F86-AA1A-11A1-B6300060B0AA00014 or email airports@aqis.gov.au



CUSTOMS

The Australian Customs Service manages the security and integrity of the Australian border and assists people and cargo to move in and out of the country. On arrival, please present your passport and your completed Incoming Passenger Card to the Customs Officer. Then collect your baggage and proceed to the green channel/gate if you have nothing to declare or the red channel if you have something to declare or if you are unsure. The Australian Customs Service has posted a Guide for Travellers on their website

» www.customs.gov.au/webdata/resources/files/guide_travellers_0311.pdf

CUSTOMS ALLOWANCES

MEDICATION

When you go through customs, you should declare all drugs and medicines including the following: prescription medications, alternative, herbal and traditional medicines, vitamin and mineral preparations and performance-enhancing drugs or formulas. Some medicinal products may require an import permit or quarantine clearance. If you carry any drugs or medicines with you, it is recommended that you have a letter and/or a prescription from your doctor or practitioner describing your medication and medical condition.

If you are currently on medication, it is advisable to find out if your medication will be available for purchase in Australia. For more information see the Department of Health & Ageing – Therapeutic Goods Administration website

» www.tga.gov.au

CURRENCY

It is the law in Australia that amounts of money of AUD\$10,000 or more in foreign or Australian currency (notes and coins) must be declared at Customs either as you bring it in or take it out of Australia. For more information visit the Australian Transaction Reports and Analysis Centre (AUSTRAC) website www.austrac.gov.au

COMPUTER/LAPTOP

Students can bring desktop or laptop computers and similar electronic equipment duty free into Australia, provided the Australian Customs Service is satisfied that these items are intended to be taken out again on departure. You might be required to show Customs Officers a copy of your COE or JCU Offer letter to provide evidence of your student status.

DUTY FREE ALLOWANCES

You may bring any of the following goods (duty and/or tax free) in your accompanied baggage:

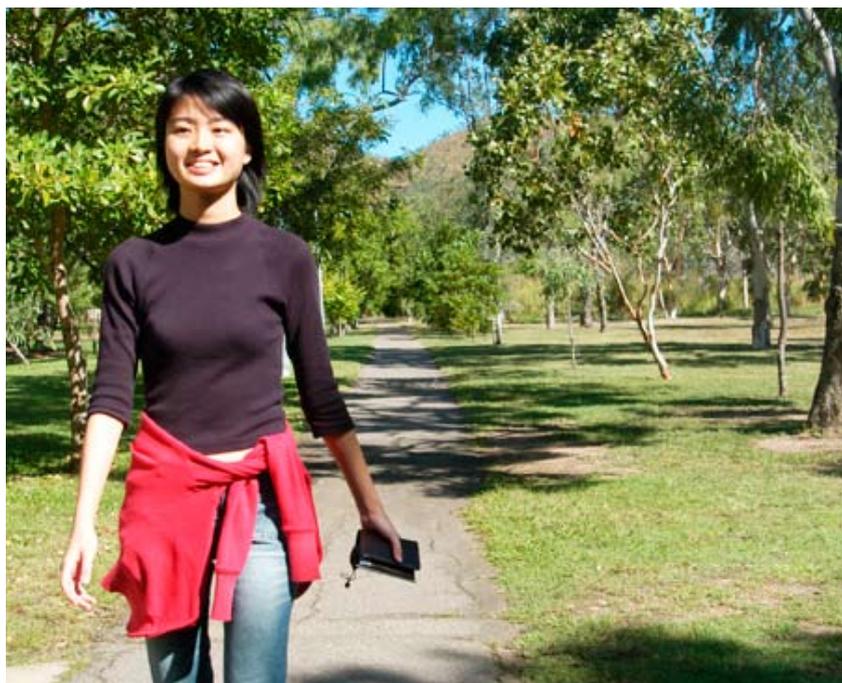
- » **General** – AUD \$900 worth of goods (AUD \$450 for people under 18), including: gifts, souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment. Alcohol and tobacco products cannot be included in this allowance.
- » **Alcohol** – 2.25 litres of alcoholic beverages for each passenger aged 18 years or over.
- » **Tobacco** – 250 cigarettes or 250 grams of cigars or tobacco products for each passenger aged 18 years or over.

Most personal items such as new clothing, footwear, and articles for personal hygiene and grooming (but not fur or perfume concentrates) may also be brought into Australia in accompanied baggage free from duty and/or tax. If you exceed any of the concession limits set out above, Customs will charge you duty and tax on the entire importation or purchase within that group of items.

For further information go to the Australian Customs Service website

» www.customs.gov.au/site/page.cfm

» ARRIVING IN AUSTRALIA



We encourage you to learn as much as you can about Cairns or Townsville before you leave your home country. The Australian culture and way of life may be very different to your home culture and it is important to know what to expect.

If you know other people who have travelled, lived or studied in Australia talk to them about their experiences. They will be able to give you more information about what to expect when you arrive. This preparation will assist you with your settlement in Cairns or Townsville.

Upon your arrival, that the best way to get to know the Australian culture and become part of the community so get involved and meet the locals.

For further information email iscsupport@jcu.edu.au

JCU ARRIVAL AND 'MEET & GREET' SERVICE

The International Student Centre offers a free arrival pick-up service for all new international students who arrive either in Cairns or Townsville within the Arrival Service period. The free ISC Arrival Service is offered in the two weeks prior to JCU's Orientation Week. You will be met at the airport, bus depot, or train station and transported to your pre-arranged accommodation.

If you would like to register for this service, complete an Arrival Service Application form available from

» www.isc.jcu.edu.au/predeparture/arrivalservices.cfm

You will then receive a return email confirming your application. Please ensure that you submit your completed application form within 48 hours notice of a mid-week arrival and 72 hours if you intend to arrive on the weekend.

If you have booked the Arrival Service and experience flight delays or cancellations, contact ISC Reception or an International Student Advisor as soon as possible. For contact details please refer to the Contact Us section.

Please note: if you are studying at the Townsville campus and you arrive at the Cairns International Airport, you will need to make your own domestic travel arrangements between Cairns and Townsville. You will still be able to use the free arrival pick-up service from your arrival point in Townsville to your accommodation.

OTHER OPTIONS

If you arrive outside the arrival service period, you can easily travel in a taxi from the airport, train station, or bus terminal and make your way to JCU's campus or temporary accommodation. As a general indication, most taxis fares cost between \$20 - \$30 to travel between the airport and a JCU campus (whether in Cairns or Townsville).

» ACCOMMODATION



TEMPORARY ACCOMMODATION

The International Student Centre can organise temporary accommodation for you prior to your arrival if you don't have permanent accommodation. You can complete the Temporary Accommodation Booking form at

www.isc.jcu.edu.au/publications/TemporaryAccommodationForm.pdf

Note: students are responsible for the cost of temporary accommodation.

ACCOMMODATION IN CAIRNS

The following accommodation options are located near the Cairns campus and are independently owned and operated.

FOOTPRINTS CAIRNS STUDENT LODGE

Situated 400 metres (approximately 1300 feet) from the JCU Cairns campus. Fully catered accommodation is provided and facilities include Internet access, a swimming pool, barbecue area, volleyball courts, dining room, conference facilities and an on-site manager. Footprints Cairns Student Lodge is linked to the JCU campus by a pedestrian walkway/bicycle path. For further information, go to

- » www.footprintshotels.com

OYSTER COURT APARTMENTS

Offers self-catering student apartments at nearby Trinity Beach. Each furnished apartment includes four bedrooms, a living area, kitchen and bathroom. Trinity Beach is on the main bus route to the campus and the city, a ten-minute walk to the beach and a five-minute bus ride from JCU. For further information, email

- » rentals@bluepacificrealty.com.au

THE BEACHES APARTMENTS

Just a 10 minute walk from the JCU Cairns campus. Furnished two bedroom/two bathroom apartments in a secure, resort style complex with an on-site manager. The Beaches has two free style swimming pools, one lap pool, a gymnasium, two BBQ areas with showers and toilets, a tennis court, study area and small putting green. For further information, email joeleen@glencorp.com.au.

ACCOMMODATION IN TOWNSVILLE

On-campus accommodation is available at the Townsville campus for approximately 1400 students. There are eight university colleges or halls of

residence available for students to choose from. These are as follows:

- » **University Hall** – provides a combination of catered and self-catered facilities for male and female students.
- » **Western Hall** – offers catered, single and twin study/bedroom accommodation.
- » **George Roberts Hall** – has motel style accommodation consisting of three or four bedrooms located around a lounge and kitchenette with shared bathroom.
- » **Rotary International House** – is a self-catered residence for male and female students.
- » For information on any of the abovementioned accommodation, visit: www.jcu.edu.au/office/accom/jcuhall/livinginthehalls/universityhall.shtml
- » **John Flynn College** – provides catered accommodation for male and female students on campus, and self-catering accommodation for 20 students. Wheelchair access is also available. For further information go to www.johnflynn.org

THE COMBINED CATHOLIC COLLEGES OF ST. PAUL AND ST. RAPHAEL

- » **St Paul's College** – consists of catered single study/bedroom accommodation for 90 male and 60 female students in separate wings. St Raphael's College provides catered accommodation for 74 female students in single study / bedrooms. For further details visit www.cathcollegesjcu.edu.au
- » **St Mark's College** provides catered accommodation for male and female students. For more information go to www.stmarks.jcu.edu.au

To apply online for any of the on-campus accommodation options visit www.jcu.edu.au/app/ccd/accom/onclick/index.cfm ; or go to www.jcu.edu.au/office/accom/townsville/Intl_Residence_Application.pdf to download a copy of the International Students Residential Application form and submit by fax/post to the JCU Accommodation Office.

Further information about private rental share accommodation or boarding options can be obtained from the JCU Accommodation Service website

- » www.jcu.edu.au/office/accom

» INTERNATIONAL ORIENTATION & ENROLMENT INFORMATION



TUITION FEES & LEVIES

Annual tuition fees for JCU degree programs can be viewed by going to www.isc.jcu.edu.au/applyingtostudy/fees.cfm. To obtain a copy of the University's Tuition Fee Policy for On-Shore and Distance International Students visit www.isc.jcu.edu.au/publications/Tuition%20Fee%20Policy%20for%20International%20Students.pdf

CAIRNS CAMPUS ORIENTATION

After arrival at the Cairns ISC, you will be personally welcomed by an ISC staff member. During this time, you will be given a 'Welcome Pack' that will include your email and computer login details, Happy Landing CD-ROM, Orientation and Enrolment Guide and other helpful information. You will then be invited to attend an International Orientation Session held during the first day of Orientation Week. This session provides valuable information for all new international students and you are strongly encouraged to attend. The following topics will be covered:

- » Visa requirements and compliance.
- » Overseas Student Health Cover advice.
- » Essential orientation and enrolment information.
- » 'Happy Landing' CD-ROM
- » Cultural information.

For further information regarding this session please contact Cairns ISC Reception or an International Student Advisor.

TOWNSVILLE CAMPUS ORIENTATION

INTERNATIONAL WELCOME ORIENTATION SESSIONS

In Townsville, international welcome orientation sessions are held regularly throughout the two weeks prior to Orientation Week. These sessions are extremely useful for all new international students and attendance is compulsory. The following topics will be covered:

- » Visa requirements and compliance
- » Overseas Student Health Cover advice
- » Essential orientation and enrolment information
- » Welcome packs
- » 'Happy Landing' CD-ROM
- » Information about international student welcome events

For further information regarding these sessions, including dates and locations, please contact Townsville ISC Reception.

POSTGRADUATE RESEARCH STUDENTS – CAIRNS AND TOWNSVILLE

JCU international research students are required to meet an ISC Admissions Officer upon arrival. This is to finalise your enrolment into your research program. In Townsville, after meeting with the ISC Admissions Officer, you will then be taken over to the Graduate Research School (GRS) and introduced to GRS staff. In Cairns your enrolment will be finalised at the ISC, and you will then be introduced to your research supervisor.

WELCOME EVENT

The International Student Centre holds a free welcome event in Cairns and Townsville for all new international students during the official University Orientation Week. This fun social event provides students with the opportunity to meet ISC staff and other JCU students.

HAPPY LANDING CD-ROM

During your orientation you will receive a copy of an interactive CD-ROM called 'Happy Landing.' This CD-ROM provides comprehensive information to help you settle into life in Australia and your studies at JCU. The CD-ROM can be used either on your own computer or those located around the campus and is well worth becoming familiar with after your arrival.

ORIENTATION WEEK

Orientation Week is held in the week prior to the official start of the Teaching Period. It is strongly recommended that all new students attend orientation activities as these will assist you to find your way around campus, introduce you to JCU academic staff and provide opportunities for you to meet other students. A fun social program organised by the JCU Student Association is also provided.

To view the current Orientation Guide visit www.jcu.edu.au/studying/orientation

Note: Attendance to some Orientation Week sessions is compulsory.

» JCU STUDENT SUPPORT AND ACADEMIC SERVICES



JCU TEACHING AND LEARNING

The key goal of JCU in learning and teaching is to provide a learner-centred environment in which students develop the skills, knowledge and values relevant to their chosen field of study.

JCU offers a comprehensive range of academic support services to assist students achieve their study goals, e.g. study skills support at Language and Learning Services,

Academic Advisors, International Student Liaison Officers, the Generic Skills Program, the Graduate Research School, and the Student Mentor Program. For further information see one of the following websites:

- » www.jcu.edu.au/studying/services
- » www.jcu.edu.au/office/grs/introduction.html
- » www.jcu.edu.au/office/grs/grshandbook.html

A wide variety of services are available on the JCU Cairns and Townsville campuses. The following provides a brief outline of the types of services that you will have access to during your studies at JCU.

ACCOMMODATION SERVICE

After your arrival, the JCU Accommodation Service can help you find on and off-campus accommodation including private rental and boarding accommodation. Rental vacancies are listed on notice boards, as well as in the classified pages from newspapers and Real Estate Agent listings.

A useful website to become familiar with is the Residential Tenancy Authority (RTA) website, www.rta.qld.gov.au. This site will provide you with important information on your rights and obligations as a tenant in Queensland.

CAREERS AND EMPLOYMENT SERVICE

The JCU Careers and Employment Service provides information, advice and

guidance on careers, employment and further study to current JCU students and graduates. Free services include:

- » [Online job finder, including part-time and vacation jobs](#)
- » [Career advice](#)
- » [Access to computer-based career guidance programs to help with career choices.](#)

For further information visit www.jcu.edu.au/careers

COUNSELLING SERVICE

All counsellors at the JCU Counselling Service are qualified, registered practitioners and JCU students are welcome to access this free, confidential service. The service offers both individual counselling appointments and group workshops. You will find further information at

- » www.jcu.edu.au/studying/services/counselling

DISABILITY SERVICES

Specialist services are available to students with disabilities who may require additional information, support or resources. These include assistive technologies, negotiating teaching and assessment alternatives, and special arrangements for examinations. Tutors and note takers can also be arranged to assist students. If you need these services, you should contact the Disability Resources Officer as soon as possible once you accept your offer, to discuss your support needs. Visit www.jcu.edu.au/office/disability

JCU COMPUTER ACCESS AND INFORMATION SERVICES

As a student at JCU you will enjoy access to the latest technology and a wealth of electronic resources. You will have your own e-mail account and be able to access the JCU network to: search and borrow books from the JCU Library catalogue, submit assignments, contact your lecturers, take part in online class discussions and more.



PC and Macintosh laboratories are available for students on all campuses, providing more than 700 computer stations. On both the Cairns and Townsville campuses, selected computer laboratories are open 24 hours, seven days a week. These include printing facilities on a user-pays basis. Wireless zones let you access the web from your laptop computer at selected sites on campus.

You will receive information about your computer account details (login, password and email address) during the Welcome Sessions and during Orientation Week.

JCU STUDENT ASSOCIATION (JCUSA)

The JCU Student Association is directed by elected students and, for a voluntary membership fee, provides services and amenities to students. These include: student representation to the University, entertainment, sports facilities and food outlets on the Cairns and Townsville campuses. For information and membership details visit their website www.jcu.edu.au/studentassoc

LEARNING ADVISORS

If you need help with study skills or academic support during your studies, Learning Advisors can provide you with assistance. Language and Learning services are available to all JCU students. These services include:

- » Workshops to help students with academic reading, writing, speaking, presentations, referencing, English grammar, note-taking etc.
- » Courses and programs to assist in the transition to tertiary study, including the Student Mentor Program.
- » Individual and group support for students from Non-English Speaking Backgrounds (NESB).
- » Online learning skills resources.
- » Editing skills support.
- » Visit their website for more information www.jcu.edu.au/studying/services/studyskills

MULTIFAITH CHAPLAINCY

A multifaith chaplaincy service is available at the Cairns and Townsville campuses. It provides pastoral care and spiritual and religious support to students and staff of any religious background. The International Student Centre can also provide advice to students on local places of worship for most major religions. For further details visit www.jcu.edu.au/office/tld/chapel

STUDENT MENTOR PROGRAM

JCU highly values the work of its student mentors. During Orientation Week and throughout the year, continuing students who have joined the Student Mentor Program help new students by providing support and information about life at University. More detailed information about this service will be provided upon arrival or can be found by visiting

- » www.jcu.edu.au/studying/services/studyskills/mentors.html

LIBRARY RESOURCES

The JCU Library can contribute to your academic experience at JCU. The Library collections include print and digital resources that support the teaching and research programs of the University. Open seven days a week during semester, the Library buildings in Townsville and Cairns provide an inviting learning environment where you can start the research process; locate, evaluate, and select information resources; obtain research and/or information technology assistance; and complete assignments from one location. Further information visit www.jcu.edu.au/libcomp

» LIVING IN AUSTRALIA



LIVING IN CAIRNS OR TOWNSVILLE

For information about Cairns and Townsville please visit the JCU website www.jcu.edu.au. You can also visit the following websites:

- » Cairns – www.queenslandholidays.com.au/tropical_north_queensland
- » Townsville – www.queenslandholidays.com.au/townsville
- » The Great Barrier Reef Marine Park Authority – www.gbrmpa.gov.au
- » Queensland Holidays – www.queenslandholidays.com.au/site_map.cfm
- » The Great Barrier Reef Tourist Destinations – www.barrierreefaustralia.com/default.htm
- » Heritage Trails and Outback Queensland – www.heritagetrails.qld.gov.au
- » Queensland National Parks – www.atn.com.au/parks/qldparks.html

MAPS

To help you find your way around JCU, there are interactive maps available on the JCU website www.jcu.edu.au/maps. You will also receive a copy of a city map during your welcome session.

To find maps of Cairns and Townsville visit the following websites

- » www.cairns-australia.com/100399.php
- » www.queenslandholidays.com.au/townsville/maps.cfm#map

COST OF LIVING

Australia offers excellent value for money and one of the highest standards of living in the world. The cost of living in Cairns and Townsville is generally lower than other capital cities in Australia such as Sydney and Melbourne. The estimated cost of living in share accommodation in both Cairns and Townsville is between AUD \$175 – \$250 per week (i.e. AUD \$9 000 – \$12 000 per year). These average costs should be viewed as an indication only and are based on the combined weekly costs of: rent (share), food, electricity and utility costs, transport/travel and miscellaneous items. Further information can be found in the JCU International Prospectus or at

www.isc.jcu.edu.au/applyingtostudy.cfm#policies

SHOPPING

Being popular international and Australian tourist destinations, both Cairns and Townsville offer many shopping opportunities. Large shopping complexes are located throughout each city and both the Cairns and Townsville campuses have large shopping centres nearby. These are as follows:

CAIRNS – SMITHFIELD SHOPPING CENTRE

Smithfield Shopping Centre is approximately 2km (1.2 miles) from the Cairns campus and can be reached by bus, walking or bicycle. The centre hosts a range of speciality shops as well as two major supermarkets, 4 major banks, cafes, and a food court.

TOWNSVILLE STOCKLAND PLAZA AND CENTRO PLAZA

Townsville Stockland Plaza and Centro Plaza are two large shopping centres located approximately 3 – 4km (2.5 miles) from the Townsville campus and can be reached by bus, walking or bicycle. These centres offer numerous speciality shops, fashion shops, food outlets and supermarkets. There is also a smaller shopping complex approximately 1km away from the Townsville Campus in Douglas.

TIME ZONES

You can check time zone differences between Australia and your home country, by clicking either on:

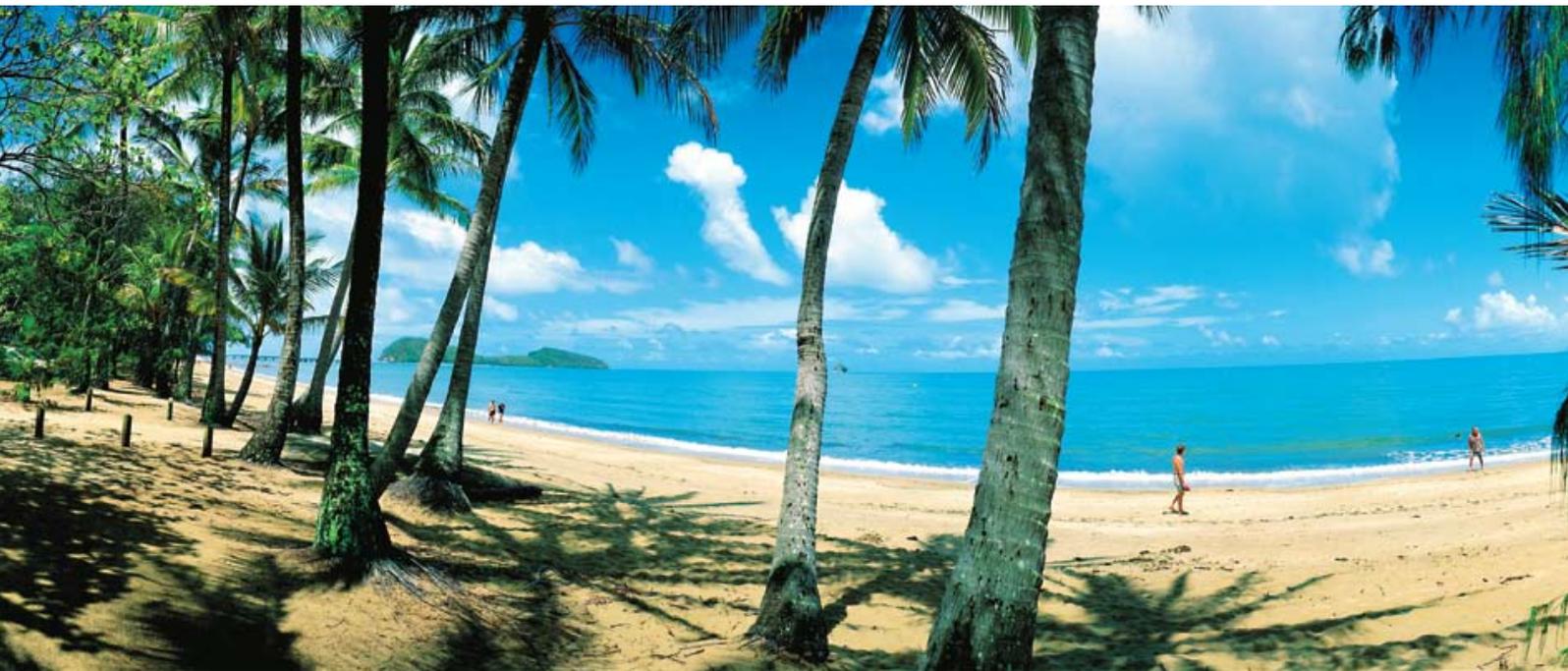
- » www.timeanddate.com/worldclock
- » www.worldtimeserver.com

Note: Queensland's capital city Brisbane is in the same time zone as cities in North Queensland.

GETTING AROUND CAIRNS AND TOWNSVILLE - PUBLIC TRANSPORT

BUS

Cairns and Townsville operate a public transport system, connecting the city, outer suburbs, and major attractions via Sunbus, a 'hail-and-ride' bus service. Student discounts are available. Further information about Sunbus public



transport (including bus timetables) will be available upon arrival. Alternatively you can visit their website www.sunbus.com.au

TRAIN

There are no city commuter train services available in North Queensland. However, Queensland Rail runs regular services throughout Queensland with Australia's most innovative train, the Tilt Train. For information visit their website www.qr.com.au

TAXIS

These can be expensive but when travelling in a group, taxis can be cheaper and more convenient than the bus. Special taxis called 'maxi-taxis' take as many as twelve passengers. It is the law in Australia for all passengers in taxis to wear seat belts. You cannot bargain with a taxi driver for a fare. The taxi fare will be indicated on the metre located on the front panel of the taxi. The contact number for taxis in Townsville and Cairns is: 131 008.

CYCLING IN AUSTRALIA

Cycling is a popular way to get around the city for students in both Cairns and Townsville. You can buy second-hand bicycles from bicycle shops in both cities; these bicycles are usually reconditioned and have a short guarantee.

In Queensland, it is the law for all cyclists to wear an approved bicycle helmet and you can be fined for not wearing one. Cyclists must obey the road rules, just like cars and other motor vehicles. They must ride on the left-hand side of the road at all times, obey traffic lights and road signs, and give way to pedestrians at pedestrian crossings. Cyclists may also be charged for drink driving offences.

Street maps showing bikeways will be available upon arrival. Also, the Cairns and Townsville councils offer maps for walking and cycling. To view these, visit:

- » www.cairns.qld.gov.au/council/publications/cairns_cycling_walking_guide.htm
- » www.townsville.qld.gov.au/community/accesstsv/citywide_map_ndx.asp

DRIVING IN AUSTRALIA

You must have a valid, legal driver's licence to drive in Queensland and you should be aware of, and follow the Australian road rules. You may drive in the state of Queensland with your current overseas licence for the duration of your

stay in Australia (as a student on a student visa). This is on the condition that the licence is in English, or that you carry a certified translation of it with you. If your home country licence expires while you are in Australia, you will need to obtain a Queensland driver's licence from Queensland Transport. Further information about obtaining certified translations and driving licences will be provided upon arrival. For detailed information about traffic rules, obtain a booklet of road rules from a Queensland Transport office or from their website www.transport.qld.gov.au

KEEPING IN TOUCH WITH FAMILY AND FRIENDS

AUSTRALIA POST

The cost of posting a standard-sized letter anywhere in Australia is 50 cents. For full information about Australia Post services, (including international, express, or registered post) go to www.auspost.com.au

JCU INTERNET ACCESS

All JCU students and staff are provided with computer internet access on campus in Cairns and Townsville. Further information about your JCU Internet access will be provided upon your arrival.

PUBLIC INTERNET ACCESS

Internet Cafes for public use are located throughout Cairns and Townsville. Visit the Yellow Pages website for details www.yellowpages.com.au

Public Libraries have free internet access for the general public. Membership is free and bookings may be required in busy periods. Printers are also available to print information from the internet. For Public Library locations in Cairns and Townsville visit www.cityofcairns.qld.gov.au/council for Cairns and www.townsville.qld.gov.au for Townsville.

INTERNATIONAL TELEPHONE CALLS

After you arrive in Australia, you will be able to phone friends and family in your home country using a public phone, landline phone, or mobile phone. The rates for international calls vary, depending on the telephone company, length of call, time of day, and the country that you are calling. In Australia, a popular way to call overseas is with an International Calling Card. These cards offer very reasonable rates and you can either use a public phone or landline telephone to make the call. To view an example of the cost for making international calls from Australia to destinations overseas, please visit www.telephonecards.com.au

» ADJUSTING TO A NEW CULTURE



Adjusting to life in a foreign country can be both an exciting and daunting experience. Culture Shock is a term used to describe the anxiety a person may feel when they move to a new environment where everything is different, e.g. food, climate, language, customs etc. The symptoms of culture shock can appear at different times and there are generally many stages in which many different feelings are experienced – both positive and negative.

JCU International Student Advisors should be your first point of contact if you are feeling homesick or if you need someone to talk to. They will be able to provide friendly support and advice about relevant services both on campus (e.g. the JCU Counselling Service) or within the community (e.g. community multicultural support groups – see below).

COMMUNITY MULTICULTURAL SUPPORT GROUPS

CAIRNS

Migrant Settlement Services is a program of Centacare Cairns and aims to provide information, advocacy support and assistance for overseas-born people, such as: setting up a new household, finding work, and gaining access to mainstream services in the Cairns community. For further information visit

» www.migrantservices.org

TOWNSVILLE

Townsville Multicultural Support Group – This group operates on a voluntary basis to assist overseas-born people (including students and their families) settle in to their new lives in Australia. Regular social events and informal meetings are held to bring people together – all are welcome to attend. There is also a special women's group within the Townsville Multicultural Support Group.

Email: tmsg@beyond.net.au for more details.

Migrant Resource Centre Townsville – Thuringowa Ltd (MRC) – The MRC has a comprehensive program to assist overseas-born people and can also provide valuable support for students' spouses when they adjust to life in Australia. These services are open to all individuals and groups who may need support. Information or advice on a wide range of issues is provided, including: employment, health, cultural activities, legal, education and children's services.

For further information, go to the MRC website

» www.townsville-mrc.org/asp

There are also a number of multicultural community groups established within both cities and campuses. For further information contact the ISC or one of the organisations mentioned above.

» CONTACT US



GENERAL ENQUIRIES

There are International Student Centres in both Cairns and Townsville.

CAIRNS

The Cairns International Student Centre is open Monday to Friday from 9:00am to 4:45pm (Australian Eastern Standard Time) except for Public and University holidays.

Phone: +61 7 4042 1558

Fax: +61 7 4042 1580

Email: ISCCairns@jcu.edu.au

TOWNSVILLE

The Townsville International Student Centre is open Monday to Friday from 9:00am to 4:45pm (Australian Eastern Standard Time) except for Public and University holidays.

Phone: +61 7 4781 5601

Fax: +61 7 4781 5988

Email: InternationalStudentCentre@jcu.edu.au

INTERNATIONAL STUDENT CENTRE (ISC) SUPPORT STAFF

The primary role of ISC Support Staff is to provide support, information, advice and referral services as well as facilitating orientation for international students.

The general email address for ISC support enquiries is: ISCSupport@jcu.edu.au. Alternatively, you can contact the ISC and ask to speak with a member of the International Student Support Staff.

ISC LOCATION

The room locator for Cairns campus www.jcu.edu.au/unimap/cairnroomfinder.shtml or Townsville campus www.jcu.edu.au/unimap/roomfinder.shtml may help you find the exact location of the ISC if you have trouble finding where we are after your arrival. For Townsville, (after clicking on the link above), scroll down to the HX building – the ISC is located opposite this building. For Cairns, (after clicking on the link above) scroll down to the A1 General Purpose Academic Building – the ISC is located on the ground floor of this building.

EMERGENCY CONTACTS

The degree of emergency in any given situation will determine who to contact in the case of an emergency. If for example, before you arrive in Australia, your flight has been delayed or you are feeling ill and this will significantly disrupt your travel plans, please contact the following:

DURING BUSINESS HOURS:

ISC Reception

Cairns Phone: +61 7 4042 1558

Townsville Phone: +61 7 4781 5601

OUTSIDE BUSINESS HOURS:

JCU Gatehouse

Cairns Phone: 07 4042 1293

Townsville Phone: 07 4781 5555

Once in Australia, in the event of an emergency dial 000 for Ambulance, Police or the Fire Department any time, day or night for 24-hour service. Tell the operator the service that you require and wait to be connected. Further information about emergency contacts and personal safety will be provided upon arrival during the welcome sessions.

» PRE-DEPARTURE CHECKLIST

The following checklist will assist you to plan your trip to Australia and help you to complete all the necessary steps for a successful arrival. Before you depart, please ensure you have:

- Applied for and received your student visa
- Read and understood the conditions of your student visa
- Booked JCU's arrival service (www.isc.jcu.edu.au/predeparture/arrivalservices.cfm)
- Booked JCU's temporary accommodation service (www.isc.jcu.edu.au/publications/TemporaryAccommodationForm.pdf)
- Submitted your on-campus accommodation application (if applicable) (www.jcu.edu.au/office/accom)
- Organised Australian currency
- Organised travel arrangements so that you arrive within JCU's timeframes
- Obtained your home country's Diplomatic Mission / Embassy contact details in Australia
- Obtained certified copies of your academic transcripts (if you will be seeking credit for previous studies/ recognition of prior learning)
- Purchased an electrical adaptor if you are bringing electrical appliances (this can also be done after arrival if necessary)
- Photocopied all important documents for proof of ID in the case of theft or loss (e.g. passport, birth certificate, drivers licence, flight tickets etc)
- Obtained a letter and/or prescriptions from your medical practitioner if you have any special medical conditions or medications that you need to take through customs
- Considered having any immunisations that you may need before travelling, e.g. Tetanus-diphtheria vaccine, Measles vaccine and Varicella (chickenpox) vaccine



» USEFUL WEBSITES

VISA & DEPARTURE PREPARATION

- » Department of Immigration and Citizenship (DIAC)
www.immi.gov.au
- » Australian Quarantine & Inspection Service (AQIS)
www.affa.gov.au/content/output.cfm?ObjectID=3E48F86-AA1A-11A1-B6300060B0AA00014&contType=outputs
- » Australian Customs Service
www.customs.gov.au/site/page.cfm

TOURIST INFORMATION

- » Cairns City Council
www.cairns.qld.gov.au
- » Townsville City Council
www.townsville.qld.gov.au
- » Tourism Queensland
www.queenslandholidays.com.au

HEALTH

- » Medibank Private
www.medibankprivate.com.au
- » Queensland Health
www.health.qld.gov.au
- » Therapeutic Goods Administration (bringing medicine to Australia)
www.tga.gov.au/docs/html/bringmed/intoaust.htm

CHILDCARE AND EDUCATION

- » Education Queensland
www.education.qld.gov.au
- » Queensland Department of Communities
www.families.qld.gov.au/childcare/search/index.html
- » James Cook University Childcare
www.jcu.edu.au/studying/services/childcare

ACCOMMODATION

- » Residential Tenancy Authority
www.rta.qld.gov.au
- » JCU Accommodation Services
www.jcu.edu.au/office/accom

FINANCE

- » Currency Converter
www.x-rates.com/calculator.html
- » Commonwealth Bank
www.commbank.com.au
- » National Australia Bank
www.national.com.au
- » Westpac
www.westpac.com.au
- » ANZ
www.anz.com.au

JAMES COOK UNIVERSITY

- » International Student Centre
www.jcu.edu.au/international
- » Tuition Fee Policy for On-Shore and Distance International Students
www.isc.jcu.edu.au/publications/TuitionFeePolicy.pdf
- » Courses and Degrees
www.isc.jcu.edu.au/degreeinfo
- » Student Support Services
www.jcu.edu.au/studying/services
- » Library and Computing Services
www.jcu.edu.au/libcomp
- » Life at JCU
www.isc.jcu.edu.au/lifeatjcu.cfm



» GETTING TO JCU

TOWNSVILLE

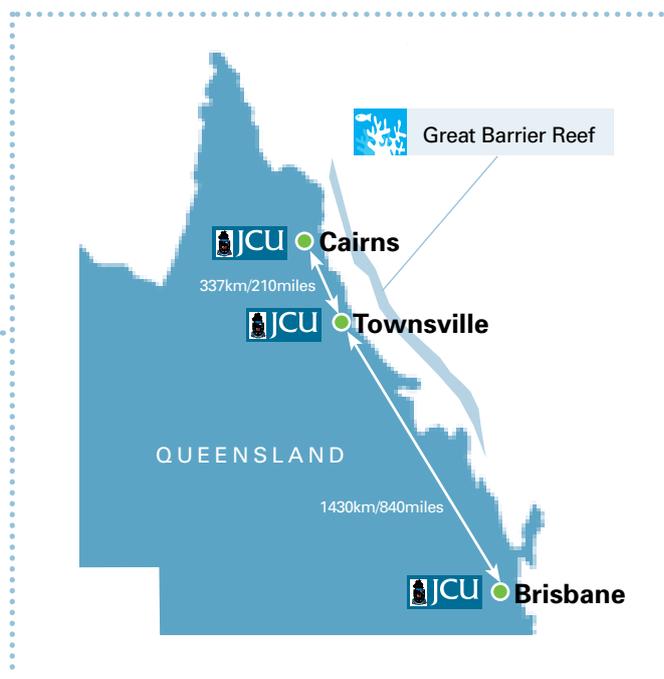
Four airlines (Qantas, Jetstar, Virgin Blue and Alliance) fly from Brisbane (the capital of Queensland) to Townsville several times a day and there are numerous flights from all around the world into Brisbane. Another option for getting to Townsville is flying directly to Cairns and then taking the 50-minute shuttle flight to Townsville.

Students at the Townsville campus are strongly recommended to fly into Townsville, as it is a 4-hour drive from Cairns and a 16-hour drive from Brisbane. There are also daily, direct flights from Sydney and Melbourne into Townsville.

CAIRNS

Cairns has Australia's fifth busiest international airport. There are direct flights from Japan (four cities), Taiwan, Hong Kong, Papua New Guinea, New Zealand, Micronesia, Guam, Bali and Singapore, with more routes planned for the future. Numerous airlines fly from Sydney and Brisbane into Cairns daily.

● Singapore



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DESIGN: Tony Cowan, LogicMedia

Preparing for Arrival to JCU is published by the International Student Centre, James Cook University, September 2007. This publication is intended as a general introduction to JCU. All care has been taken to ensure information is correct at the time of printing. If you wish to apply to the University, contact any of its offices to confirm current admission requirements. The University reserves the right to alter any admission requirement or degree included in this publication without prior notice.

CRICOS Provider Code: 00117J

» CONTACT US

Enquiries can be made by telephone, mail, fax or email as set out below or online at www.jcu.edu.au/international
You can also contact our overseas representatives in your home country at www.isc.jcu.edu.au/agents.cfm

CAIRNS

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Australia
Tel: + 61 7 4042 1438
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