JAMES COOK UNIVERSITY SINGAPORE

Student Handbook

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The student handbook is an easy reference guide to help students find their way around the University's facilities, services and current regulations. Each student at the Singapore campus of James Cook University is responsible for knowing and observing the policies, procedures and regulations contained in this Handbook as well as additional policies or changes in policy officially distributed during the academic year. James Cook University has the right to change any procedures, policies or programs that appear in the Student Handbook without notice. In addition, this Student Handbook is not, nor is it intended, to create a contract between any student and the university.

James Cook University at a Glance

Professor Simon Biggs FRENG

Message from the Vice Chancellor
James Cook University Australia

I warmly welcome you to James Cook University (JCU).

As you start your academic journey as a university student, I would like to extend my thanks to you for trusting JCU with the important responsibility of furthering your education. Rest assured that our welcoming and safe environment will endeavour to make you feel comfortable as you learn and share interesting ideas, make new friends, and discover valuable opportunities.

JCU is an internationally-renowned university for the Tropics, with strong, industry-focused teaching programs and outstanding research that addresses critical challenges facing the tropical world. We are genuinely committed to building on JCU's rise to prominence over its half-century of existence, by providing a holistic university experience for students. At the same time, we aim to create a brighter future for life in the tropics world-wide, aligned with our core values of excellence, sustainability, innovation and more.

Established in 2003, the Singapore campus of James Cook University is fundamental to our focus on excellence. The Singapore campus earned the distinction of being the first private education institution to attain an EduTrust Star quality mark from the Singaporean Government in early 2015, and received the award again in 2019. Attaining this achievement signals the remarkable quality of the staff, students and learning environment at the Singapore campus, and demonstrates that student education and welfare is our top priority.

I invite you to connect with our vibrant and diverse JCU community. We support collaborative learning and collaborative study techniques, and provide access to a wide range of facilities and services to support your learning. Academic offerings and engaging activities both inside and away from the classroom provide endless opportunities for you to gain knowledge, skills and networks that remain relevant in your future careers, as we approach a more diverse professional landscape.

Ultimately, JCU students share a passion for making a difference, and are emerging leaders who will help shape tomorrow's world. As we look ahead and move forward together, I hope you enjoy your stay with us and I wish you success in your academic studies.

Professor Simon Biggs FRENG
Vice Chancellor and President

Vice Chancellor

Professor Carole-Anne Upton

Message from the Deputy Vice-Chancellor
Singapore campus of James Cook University

On behalf of the Singapore campus of James Cook University, I would like to welcome you to our institution. Congratulations on having chosen to study at our University and in one of the world's most dynamic cities.

Singapore is an incredibly dynamic and multicultural nation that offers a truly international experience. We have students from over 55 different countries studying here and we encourage all our students to engage not just in the classroom but with the many other opportunities available including student clubs, networking events and competitions.

The Singapore campus is fully owned by James Cook University Australia and was established in 2003 as part of the University's expressed intent of internationalising its activities. Now well-established and highly regarded, it offers an attractive portfolio of university level programs and students studying here at our Singapore campus can be assured of the same enriching university education as our students in Australia.

James Cook University, located in the state of Queensland, Australia is ranked amongst the top 2%* of universities in the world. Inspired by a research-rich environment, the significance of our endeavours is recognised globally by the most credible world university rankings. Our strong performance is assessed on quality, relevance, and impact. With research connections to more than 100 countries and 25 specialised research centres and institutes, JCU is connected to the world and globally engaged.

The Singapore campus of James Cook University boasts the highest level of quality assurance in Singapore for private education institutions. We are proud to have been awarded the EduTrust Star as a symbol of recognition for outstanding achievement. In obtaining the award for the third time in 2023, the Singapore campus has displayed its commitment to quality as a student-centric educational institution. As an Australian university that focuses on teaching and research for the people of the tropics and beyond, our Singapore campus offers a gateway for the University to pursue its tropical agenda beyond Australia and opens international mobility opportunities for many of our students and staff.

At James Cook University, we believe that education is a collaborative process where students and academics work together in a dynamic learning environment. Our campus in Singapore is equipped with the latest in teaching technology, ensuring classes are held in an interactive and sophisticated setting using a variety of learning technologies.

Everyone at James Cook University is guided in their behaviours through our Values & Beliefs. Our Statement of Strategic Intent and our Values & Beliefs are stated on this website as well as placed in each classroom on our campus.

We look forward to working with you to help you to achieve your career aspirations and become future leaders in your chosen field, whether that be in business, science, technology, health or social sciences. We are confident that your study with us will be an exciting journey and I wish you every success in your studies.

Professor Carole-Anne Upton
Deputy Vice-Chancellor, Singapore

James Cook University (JCU) Snapshot

The Singapore campus of James Cook University is fully owned by James Cook University Australia, which is ranked in the top 2% of universities in the world*. James Cook University Australia established its Singapore campus in 2003 as part of its expressed intent of internationalising its activities and offers a suite of university level programs at the Singapore campus covering the areas of Business, Information Technology, Psychology, Guidance and Counselling, Science, Commerce, Accounting, Aquaculture, Environmental Science, Cybersecurity, Economics, Tourism and Hospitality.

James Cook University offers Higher Degree by Research programs such as Doctor of Philosophy, Master of Philosophy and pathways to a higher degree.

Additionally, the campus offers courses at the pre-university level, specifically designed to provide pathways for students who are unable to immediately meet university entrance standards.

The Singapore campus of James Cook University is located at Sims Drive. The campus provides students with access to a full range of facilities and services to support their learning. These include lecture and seminar rooms, library and associated study facilities, computer laboratories, aquaculture research and teaching facility, financial lab and access to a variety of sporting facilities.

James Cook University Inter-campus Exchange Program

James Cook University provides the opportunity for students to study in Singapore and in Australia. This is a unique program designed to ensure that students get the best possible outcomes from their years of study with the university, which operates across two countries. Students will get to experience international study environments within one study journey, with exposure to diverse cultures, communities, and ways of life.

Inter-campus Exchange Program approvals are dependent on policies and requirements which govern the approvals. It is not guaranteed or compulsory that you must go on a Inter-campus Exchange Program while you study at the Singapore campus of James Cook University. The details are available at https://www.jcu.edu.sg/courses-and-study/inter-campus-exchange-program

*2026 Times Higher Education (THE) World University Rankings and 2026 ShanghaiRanking Academic Ranking of World Universities as a percentage of higher education providers in the International Association of Universities (IAU) database

Strategic Direction

We believe that education is a major force for improvement of society. We aim to deliver a university education at the highest possible standard to all those who desire it and who are capable of study at the appropriate level.

Our multi-cultural environment encourages staff and students to value diversity, as demonstrated both by the absence of discrimination and by the provision of opportunities that allow all staff and students to give their best.

We promote a culture of trust and respect amongst our staff and students. Our aim is to provide education that is in harmony with the economic, social, environmental, legal, and cultural needs of the region.

Students are at the heart of our University and we deliver high quality teaching that will help foster their professional expertise and intellectual curiosity. Our core academic staff are highly qualified, well experienced and recruited from across the world. They are supported by experienced and dedicated sessional lecturers from Singapore who meet the University's strict academic selection criteria and must adhere to its stringent quality standards at all time. All programs are quality assured by the university academic councils and undergo a rigorous review and refresh process on a three year cycle.

Purpose

At the heart of our commitment is an unwavering focus on:
Creating a brighter future for life in the Tropics and beyond, through education and research that makes a difference locally, and globally.

Values

Our values are the qualities that define what we stand for. They capture the standards that we live by and guide the way we behave and work together.

- Authenticity
- Excellence
- Integrity
- Respect

Priorities

These describe our key areas of strategic focus and the core capabilities we will harness to help deliver on the University's objectives.

- Transformative Education
- Impactful Research
- Empowering Our People
- A Civic University
- Securing Our Future

An international University, James Cook University takes quiet pride in being recognised as a leading tertiary institution in Singapore, in Australia and among the universities of the world.

The Singapore campus of James Cook University is EduTrust certified

The Singapore Private Education Act 2009 requires registration of all private education institutions (including James Cook University in Singapore) by the Skills and Workforce Development Agency (SWDA) and those which take international students require additional EduTrust certification.

The registration framework spells out the mandatory registration requirements and legislative obligations which James Cook University must meet. The framework seeks to ensure that all private education institutions in Singapore are of a certain standard in order to protect the interests of students.

EduTrust Star

James Cook University has the highest level of quality assurance in Singapore for Private Education Institutions. This is known as EduTrust Star and is a symbol of recognition for outstanding achievement. EduTrust Star is awarded to those institutions for attaining a commendable level of performance in managing their institutions and providing an outstanding quality of education and welfare for their students. James Cook University is the first organisation with EduTrust Star. By obtaining this award for the third time in 2023, James Cook University has displayed its commitment and focus as a student centric educational institution.

Cert No. : EDU-1-1001
Validity : 10/04/2023 - 09/04/2027

Further information on both schemes:
https://www.skillsfuture.gov.sg/pei

Quality assured course delivery

James Cook University Australia owns and delivers all their course and subject materials. They have Academic Board approval for delivery in Singapore. All individual subjects, and in particular assessment requirements and examination content are determined by the relevant faculties based in Australia.

Suggested changes to programs and subjects, emanating from environmental issues or research findings are encouraged throughout all JCU campuses including Singapore. There is a rigorous approval process involving the university academic board prior to implementation.

All lecturers in all subjects are assessed at the end of each trimester. The Campus Dean approves all lecturers, who must meet minimum academic standards and also have the approval of the relevant Faculty Head in Australia prior to employment.

Course Information

Course Requirements

For a Bachelor's course, the academic entry requirements differ from country to country but in general, applicants must have satisfactorily completed 12 years of schooling or equivalent. Applicants must also meet English Language proficiency requirement equivalent to IELTS 6.0 (no component lower than 6.0) unless otherwise specified.

For a Master's course, applicants must have completed a Bachelor's program equivalent to an Australian undergraduate bachelor award. Applicants must also meet English Language proficiency requirement equivalent to IELTS 6.5 (no component lower than 6.0) unless otherwise specified.

Pathway Programs

The Singapore campus of James Cook University offers English Language Preparatory Program (ELPP) for applicants who are unable to meet English Language proficiency requirements. ELPP is divided into three levels, each with an IELTS equivalence of between 5.0 to 6.0.. Each level is offered for four months. Applicants will be assessed based on the submitted IELTS score or equivalent. The successful completion and passing of ELPP will then enable student to be enrolled in the applied JCU foundation, diploma or degree.

Similarly for applicants who are unable to achieve direct entry into our degree programs, The Singapore campus of James Cook University offers Pre-University Foundation Program and Pre-University Foundation Program Extended. The program covers 10 to 12 subjects for duration of 8 to 12 months respectively. Applicants must have satisfactorily completed 11 years of schooling or equivalent and meet English Language proficiency requirement equivalent to IELTS 5.5 (no component lower than 5.0) in order to join this program.

The Diploma of Higher Education is recognised as a qualification designed for students who do not meet the direct entry requirements of a Bachelor degree. Depending on the preferred JCU undergraduate degree courses, the applicants can choose from Business Studies, Information Technology or Psychological Science majors of the Diploma program. The Diploma programs are equivalent to the first 8 subjects of appropriate Degree programs where students will be given a tailored program within the allocated study period to acquire the necessary skills needed to progress to our JCU undergraduate degree program. The Diploma can be an exit point by itself.

Course schedule

The Singapore campus of James Cook University has a three-tier calendar comprising semesters and trimester.

The three trimesters will commence in January, May and September of each year.

James Cook University publishes a full academic calendar on an annual basis. Details are available on the web site at https://www.jcu.edu.sg/student-life/calendars-and-timetables

In addition the course calendar can be accessed at https://www.jcu.edu.sg/student-life/calendars-and-timetables

Detailed information on courses is provided at https://www.jcu.edu.sg/courses-and-study/courses

International students should be aware that they are only able to undertake full time programs and must not take part in any form of employment while residing in Singapore on a Student's Pass.

For more information, visit:
https://www.ica.gov.sg/

Course application

Applicants can submit their interest through our authorized agent/overseas representative or directly to the Singapore campus of James Cook University via online application, post or email. The latest application form can be downloaded at https://www.jcu.edu.sg/student-life/student-support-services/forms

Students should pay particular attention to ensure that all required documents are attached to the application form and that the application form is accompanied by the prescribed application fee. Applications received will be checked for completeness. Partially completed applications will not be processed. The application process generally takes 4 to 6 weeks with the following stages:

- Assessment of application
- Issuance of the Letter of Offer and Standard Student Contract for successful outcome to the applicant
- Acceptance of the Letter of Offer and Standard Student Contract by the applicant
- Processing of Student's Pass Application with the Immigration & Checkpoints Authority, Singapore (ICA) for international applicants
- Issuance of the ICA In-Principle Approval letter for successful outcome of the Student's Pass application for international applicants

Conditional Offers

Students with conditions that have not been met at the point of new intake reporting will not be enrolled and will not be able to join the intake. The conditions will be clearly reflected in the letter of offer and students should fulfil the conditions prior to arriving on campus.

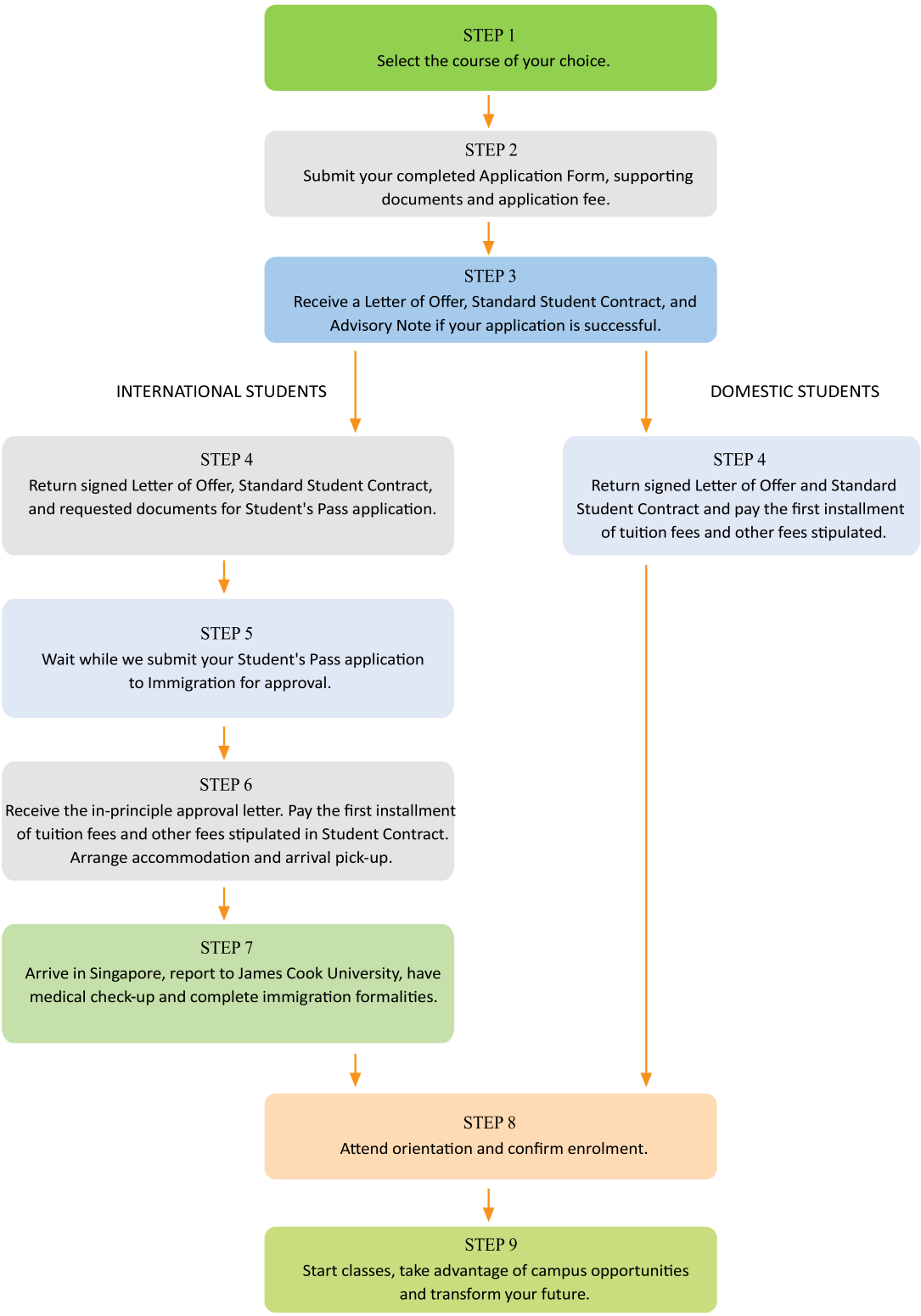
Reporting on Campus

International students who receive the ICA In-Principle Approval letter should make arrangements to arrive at the Singapore campus of James Cook University for Reporting and Verification Session in Week (-1). Both domestic and international students are required to bring along the original or notarised documents for verification at the time of reporting such as NRIC/Passport, academic qualifications, birth certificate and other necessary documents. Students will also be required to pay any outstanding fees or charges, including the first installment payment of their tuition fees. International students will also be advised of the ICA Formalities which includes medical check up session and Student's Pass collection. Latest information can be found on the website closer to the applied intake: www.jcu.edu.sg/courses-and-study/orientation

Admission Process

For more information on JCU Admissions, please visit https://www.jcu.edu.sg/courses-and-study/admissions/admissions-procedures-And-requirements/admissions-international-students

Admissions Procedures



Pre-Departure Information

James Cook University's website provides information on the pre departure details for students prior to them leaving their home for Singapore and advising of initial activities when they arrive. The information is of a general nature and provides a good introduction to life in Singapore. All students are encouraged to visit James Cook University's website to view these details:

The information about living in Singapore can be found at: https://www.jcu.edu.sg/student-life/accommodation/living-in-singapore

Student Accommodation

The Singapore campus of James Cook University provides students with assistance in locating appropriate short or long term accommodation. Our accommodation staff is well aware of the various options available and will be able to provide advice as to what is most appropriate for individual tastes and budgets. The matter of accommodation should be resolved well before students arrive in Singapore. James Cook University has developed a "Pre Arrival Online System" for arrival pick-up and accommodation bookings. This online system will assist agents and students to book their preferred airport pick up, and accommodation options. Students are advised to log in to the Pre Arrival Online System after they have received the ICA approval letter and confirmed their flight details. Please allow us up to 72 hours to make the necessary arrangements.

Orientation Program

Orientation is held during the week prior to the commencement of the course. The program is mandatory for all new students. It provides an opportunity for new students to become familiar with James Cook University and the services it provides.

Additionally new students are able to meet senior academic staff, gain a better understanding of the logistics of program delivery and to ensure that they fully understand the enrolment process. It also provides the opportunity for Student Affairs to provide information on post arrival formalities, such as the medical check and Student's Pass collection which needs to be completed.

Lastly and just as importantly, it is an opportunity for new students to meet their new classmates and begin to develop friendships which often last well beyond a student's time at James Cook University.

The information about Orientation Program can be found at: www.jcu.edu.sg/courses-and-study/orientation

Complete ICA Formality

The Singapore campus of James Cook University will send the in-principal-approval letter to the student once it is approved by ICA.

This will be sent to the student prior to arrival in Singapore, allowing the student to enter the country. In the week prior to the commencement of your first trimester, Student Affairs will arrange for ICA officers to come down to campus for ICA formalities. During the formalities, you will need to present the following document:

- Original passport
- IPA Letter
- One passport sized photo
- Any other original document as required in IPA letter

Once these are checked by ICA, a Student's Pass will be issued on an assigned date. Upon reaching Singapore, Student Affairs staff will advise students when and where to collect Student's Pass. Please note that all international students who attend the university must have a valid Student's Pass prior to attending classes.

ICA requirement for Special Pass Holders

For students who are under special pass holders such as dependant pass or long term visit pass, to apply for full time study in the Singapore campus of James Cook University, student will need to get the letter of consent from ICA. The letter of consent allows foreign students who are under special pass to study full time in James Cook University. Student's Pass is not required for Special pass holders. As long as the letter of consent is granted by ICA, students can attend the class. In case the dependant pass or long term pass is expired within the study period, students need to either extend their special pass or apply for Student's Pass in advance.

Student Fees

Student fees are categorized as either tuition fees (i.e. fees associated with the delivery of your course) or non-tuition fees (fees associated with the administrative aspects of your course).

Tuition Fees

Tuition fees differ from student to student depending on exactly what subjects and program the individual student is doing. The fees for a student will appear in their student contract. If the requirements are not met for any subject, there may be additional charges to a student who wishes to repeat the subject. Further details can be obtained from our Student Affairs.

Non-tuition Fees

- Application Fee (Non-Refundable)
  (Not Applicable for Higher Degrees by Research programs)
  - S$260 for international students
  - S$210 for domestic students
- International Student Registration Fee (For students enrolled in study abroad program only)
  - S$327.00

  All Other Courses
  - S$872.00
- FPS Insurance: The premium is currently 0.52% of the sum of all fees per year subject to a minimal fee of S$10.90.

Medical Insurance

The Singapore campus of James Cook University has in place a Group Hospitalisation and Surgical insurance scheme for all its students. This coverage includes hospitalization, surgery and treatment costs:

- Annual limit of S$20,000 medical costs coverages;
- As charged in B1 wards (4-Bedder) in Singapore Government/Restructured Hospitals; and
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities) subject to insurance policy terms and conditions.

International Student Registration Fee

The international student registration fee is a one-off contribution by the student towards the cost of a range of services provided to students during their time at the Singapore campus of James Cook University.

These services include (but are not restricted to):

- An initial airport pick up service
- Initial and ongoing support with arranging accommodation and resolving any issues which may arise from time to time
- Arranging the Student's Pass
- Arranging the initial medical check
- Student study assistance including access to purpose designed study areas and where necessary learning support
- Job application readiness skills workshops
- Group Hospitalisation and Surgical insurance scheme for all international students

Commitment to correct price charging

Singapore campus of James Cook University is committed to ensuring that you are charged exactly in accordance to James Cook University policies and are neither under nor over charged. In order to ensure this is the case, we:

- Have a list of course fees, published in our brochures which gives details of the amounts which make up the fee and the total cost both excluding and including GST, and

- Indicate the total course fee payable and the breakdown of the fees in our Student Contract

Details of all course fees are provided at:
https://www.jcu.edu.sg/courses-and-study/courses

Payment options available

The Singapore campus of James Cook University has a variety of payment channels available to students:

- Bank draft/cheque - made out to "James Cook University Pte Ltd"
- Electronic Fund Transfer
- Credit Card – Visa, Mastercard, Amex, UnionPay
- 0% Installment Plan – applicable to Singapore credit card holder and for selected banks only
- Cash: due to the cost of course this method is not recommended
- Local and international payment through Flywire (https://www.flywire.com/pay/jcusgp/)
- International payment through Convera Global Pay: (https://students.convera.com/jcu#!/)

James Cook University in Singapore bank account details

Account Name:	James Cook University Pte. Ltd.
Bank Name:	DBS Bank Limited
Branch:	DBS Buona Vista Branch
Branch Address:	Block 43 Holland Drive, #01-53/59, Singapore 270043
Account No.:	032-900070-8 (SGD Account)
SWIFT:	DBSSSGSG

NOTE:

- All payments should be in Singapore Dollars.
- Students are responsible for all bank charges associated with their payments.
- Please indicate the student's full name with the payment to ensure payment confirmation.
- Students need to send an email to finance-singapore@jcu.edu.au to inform them of any payment which are not made at Student Affairs One-Stop Centre.

Receipts

The receipt details:

- James Cook University name
- Student's name and identification number
- The purpose of such payment (with a proper breakdown of the payment amount, where applicable)
- The date of payment
- The course and intake
- The amount paid
- The name of the person who collected the money and issued the receipt
- The receipt number
- Any outstanding amount
- Any GST amount
- Insurance policy number (where applicable)

Student Code of Conduct

The Student Code of Conduct provides a clear statement of the University's expectations of students in respect of academic, personal, and professional behaviour. All students must meet these standards of behaviour as they participate in University activities and when they interact with other students, staff, and other members of the University Community. This Code provides a structure for the development and management of student conduct in order to promote high levels of professional behaviour and ethical standards within the University and to resolve breaches of the Student Code of Conduct fairly, promptly, and efficiently. In this way we can guarantee a quality education for the students who are on campus to learn.

Students are highly advised to take some time to read the overarching Student Code of Conduct: https://www.jcu.edu.sg/jcus-student-code-of-conduct

Students studying at James Cook University in Singapore are expected to:

- Allow others to pursue their studies, research, duties, community engagement, and other lawful University activities, in an environment of intellectual freedom, critical and open inquiry, and social responsibility.
- Act in a manner where tolerance, honesty, inclusivity, and respect are the basis of the University community.
- Uphold high academic standards, intellectual rigor, and ethical behavior to maintain the University's academic integrity.
- Accept dress and grooming choices of everyone, subject to legal boundaries.
- Not engage in unlawful behaviour.
- Meet the monthly and overall minimum attendance level requirements.
- Ensure that all students study and socialise in an environment that is based on inclusivity, respect, and free from bullying, discrimination, harassment, and sexual violence.
- Act in a reasonable and sustainable manner to ensure that University facilities, property,and services are used appropriately and available to other students to share and utilize and which minimizes environmental impact; and ensure that the reputation of the University is upheld.
- Practice good personal road safety and arrive campus safely.

Singapore has strict laws against littering, smoking and vaping. Offenders will be fined up to $300, $10,000 or $2,000 respectively and/or be ordered to perform corrective work order if they are caught by officers from the National Environment Agency (NEA). For further information, visit: www.nea.gov.sg

Campus location and facilities

The Singapore campus of James Cook University is located at Sims Drive. The campus provides students with access to a full range of facilities and services to support their learning. These include lecture and seminar rooms, library and associated study facilities, computer laboratories, aquaculture research and teaching facility, financial lab.

Additionally, you will have access to a range of sporting facilities and can join a number of interest groups.

We aim to provide a full university experience and not just a study program.

Sims Drive Campus

Sims Drive Campus

149 Sims Drive, 387380

Campus Opening Hours

Study Week

Mondays – Saturdays	: 7am - 10pm
Sundays & Public Holidays	: Closed

Exam Preparation Week and Exam Week

Mondays – Saturdays	: 7am - midnight
Sundays & Public Holidays	: Closed

Student Affairs Operating Hours

Mondays – Fridays	: 8.30am – 7pm
Saturdays	: 9am – 1pm
Sundays and Public holidays	: Closed

Library Operating Hours

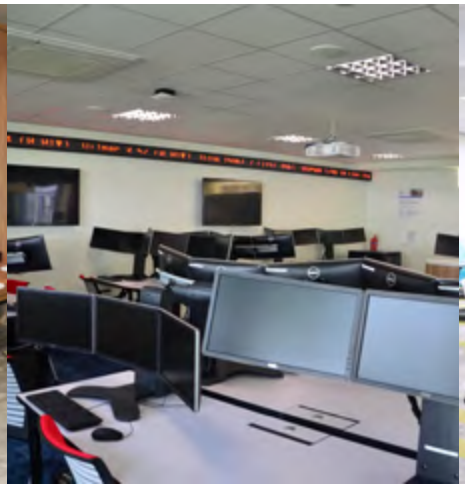
Mondays – Fridays	: 9am – 9pm
Saturdays	: 9am – 6pm
Sundays and Public holidays	: Closed

Public transport available

Bus Number around the area:
2, 13, 21, 26, 51, 62, 63, 64 67, 80, 100, 125 and 158

Nearest MRT Stations: Aljunied MRT & Kallang MRT

JAMES COOK UNIVERSITY



Student Affairs

Lim Tjie Siew

Message from Student Affairs

Welcome to James Cook University in Singapore!

To all the international students, we are delighted to have you with us in Singapore.

The staff and students at the Singapore campus of James Cook University come from a diverse educational and cultural background. This makes for an interesting and enriching student experience. We suggest that you take this opportunity to engage and connect to the JCU community and have a wonderful multi-cultural experience here in Singapore.

This stint in JCU will open up your thoughts and you will be more open-minded. You will learn about other cultures and expand your social networks and horizons. You will establish new friendship during your studies at JCU. This network of friends will go a long way even after you have graduated. We urge you to go ahead and make as many new friends as possible while you are pursuing a degree at JCU.

Adapting to University life can be challenging at times, especially when you are an international student. You might need assistance in some customs and practices, dos and don'ts, Student's Pass etc.

For all students, you might need advise on areas such as booking of seminar rooms, campus activities etc. You will find that the Student Affairs staff are very friendly and helpful. They are more than happy to assist you if you approach them.

We are pleased to present you with this Student Handbook. Please use it as your guide in your journey as a student of James Cook University in Singapore. You will find answers to most of your questions. Do not hesitate to contact any of the Student Affairs staff for any assistance.

To keep the Handbook brief, we have included only the essential information which are pertinent to your study in James Cook University in Singapore. You will be able to find more information on the James Cook University in Singapore's website.

We welcome your feedback on ways to improve the contents in this book so that it is more "user friendly". Please write to us if you have any comments or suggestions.

On behalf of all of us at the Student Affairs, we wish you a very fulfilling, enriching and enjoyable year.

Lim Tjie Siew
Director Student Affairs

James Cook University Basics

Important phone numbers & contact details

James Cook University
(main line) 6709 3888

Student Affairs

Hotline 6709 3688
Lost & Found 6709 3688
Student Attendance 6709 3874
After office hours & campus hotline
(Emergency Hotline) 9321 6833

Estate Management and Security

Estate Management Hotline 6709 3890
Security Hotline 6709 3892

Emergency Services

Police 999
Ambulance 995

Sexual Misconduct Officers

Vanessa Cannon
T: +61 419 245 992 E: vanessa.cannon@jcu.edu.au

Nola Kuilboer
T: +61 7 4781 4929 E: nola.kuilboer@jcu.edu.au

If it relates to…

Student Affairs:
studentaffairs-singapore@jcu.edu.au

Student ID cards:
studentaffairs-singapore@jcu.edu.au

IT Support for students:
ithelpdesk-singapore@jcu.edu.au

Academic subject enrolment:
enrolments-singapore@jcu.edu.au

Exams:
exams-singapore@jcu.edu.au

AccessAbility:
accessability-singapore@jcu.edu.au

Graduation matter:
graduation-singapore@jcu.edu.au

Progression:
jcusprogressions@jcu.edu.au

Timetabling:
pd-singapore@jcu.edu.au

Student Careers:
careers-singapore@jcu.edu.au

Campus activities (eg sports related interest groups, arts related group and University events):
campusactivities-singapore@jcu.edu.au

Finance Department:
finance-singapore@jcu.edu.au

To report building fault or any environmental, health and safety issues:
estate-management-singapore@jcu.edu.au

If it relates to academic study content:

JCU Singapore Language School
Ms Pamela Arumynathan
T: 67093775 E: pamela.arumynathan@jcu.edu.au

JCU Singapore Business School
Dr Wang Pengji
T: 67093719 E: pengji.wang@jcu.edu.au

JCU Singapore Pathways School
Carla Victoria Bridge
T: 6709 3780 E: carla.bridge@jcu.edu.au

JCU Singapore School of Social and Health Science
Dr Ai Ni Teoh
T: 6709 3740 E: aini.teoh@jcu.edu.au

JCU Singapore School of Science and Technology
Dr Roberto Dillon
T: 6709 3711 E: roberto.dillon@jcu.edu.au

JCU has two mandatory online modules that all students are required to complete when first joining the JCU community. The modules are located in LearnJCU under the 'subjects' tab.

JCU Academic Integrity online module

Academic integrity is the commitment to act ethically, with honesty, respect and fairness in creating and communicating information in an academic environment. This applies to both staff and students. In short, it means to produce original work and use other people's academic work with honesty and acknowledgement. JCU takes an educative approach to academic integrity and has developed a series of online modules that support both students and teaching staff.

JCU Respect online module

JCU Respect is an online module addressing sexual harassment and sexual assault that all students and staff are required to complete. The module provides introductory content on recognising a problem (including basic consent/ bystander behaviours), responding to disclosures by others, referring to appropriate support services, and reporting to the University and other agencies. The module includes discussion of sexual harassment and sexual assault.

(If you feel unable to complete the JCU Respect online module for personal reasons you can contact a Sexual Misconduct Officer to arrange a confidential exemption.)

** Please note, failure to complete both modules by census date may result in a sanction applied to your MyStudent account, preventing you from accessing your results at the end of the study period.*

Digital Student Identification Card

All students can obtain their digital student ID card once they are enrolled with James Cook University. The digital student ID card is accessible at anytime and anywhere via the JCU Singapore app downloadable from the App Store or Google Play.

The digital student ID card allows a student to:

- provide proof of ID at One-Stop Centre or when discussing their enrolment with James Cook University staff
- borrow books from the library
- provide proof of ID when attending exams
- access buildings and computer labs
- reserve facilities (classrooms, research labs…)
- join the James Cook University Privilege program membership at special discounts and promotions

James Cook University email account

James Cook University provides every student with an email address. James Cook University staff regularly communicate with students using the JCU email network. It is important that students know how to use their JCU email account and check their email account regularly.

All important messages will be sent to students via this medium. James Cook University assumes that messages emailed to a student have been received, read and acted upon where required by the student.

Student's Pass for International Students

Student's Pass is the primary identification for international students in Singapore. It is very important that all of our international students hold valid Student's Pass at all times while studying at James Cook University. Students will have to ensure that the ICA Formalities have been completed accordingly and the digital pass from FileSG website is retrieved for the University's records.

Current international students are required to apply for their student's pass independently which includes Student's Pass extension, renewal and new applications. Before student submit their student pass application, James Cook University (Singapore campus) will register their details with ICA's SOLAR system to generate a SOLARPLUS Registration number (Student's Pass Application number) which is needed for a student to apply for a Student's Pass. They will be informed of this number once it is generated. Students have to ensure all their details are accurate and inform Student Ambassador for any errors immediately. Further details how to apply for student pass, please refer to https://www.jcu.edu.sg/current-students/students-pass-application-guide

As a Student's Pass holder, please take note of the following:

- Any form of paid/unpaid internship/employment or in any business, profession or occupation in Singapore during the validity of the Student's Pass is strictly not allowed.
- Remember that overstaying is a punishable offence under the Immigration Act. Students will have to take note of the expiry date of the Student's Pass and to submit an online application to request for an extension at least one month before its expiry if necessary. Students who require an extension of the Social Visit Pass can do so directly with the Immigration & Checkpoints Authority. For more information, please refer to https://www.ica.gov.sg/
- Application for cancellation of existing Student's Pass in the event of course completion or withdrawal of course, or Leave of Absence or Student's Pass extension rejection or any other reason, should be submitted via our Online form(please specify the name of the form) seven days before the Student's Pass expiry date.

Required documents

A valid signed student contract for the duration of the study you are applying Student's Pass now

Your travel documents biodata page and birth certificate (if applicable)

Your personal information, including the list of countries/ places you have previously resided in, your educational background, employment history and financial support

Your parents', spouse's, and/or siblings' personal information (if applicable)

Your residential address and contact details in Singapore (use your preferred contact number(local) for ICA to reach out to you)

Reachable James Cook University email address. No changes to the email address will be allowed once the eForms is submitted to ICA. All future correspondences including the digital student pass issuance if the application is approved, will be directed to the email address provided in the eForms.

James Cook University in Singapore will register your details with ICA's SOLAR system to generate a SOLARPLUS Registration number (Student's Pass Application number) which is needed for you to apply for a Student's Pass. You will be informed of this number once it is generated. Ensure all your details are accurate and inform Student Ambassador for any errors immediately.

For payment: VISA or Master Credit/Debit Card, American Express Card or Internet Banking Details). Please refer to this link for the payment mode: https://www.ica.gov.sg/payment-refund

Your recent, passport-sized, digital, colour photograph taken within the last three months. Please refer to the photo guidelines for more information.

Student's Pass Application Guide

01

SOLARPLUS Student Login

- Upon receiving your SOLARPLUS Registration number from James Cook University in Singapore, go to this link: **https://eservices.ica.gov.sg/ipsolarplus/web/index**
- Click [Private Education Institution (PEI)] to proceed.

02

Complete and Submit eForms then pay for processing fee: Please make sure all your particulars are correctly captured in the eForms

- For renewal of Student's Pass Application, you will be directed to complete and submit eForm 16.
- New Student's Pass Application, you will be directed to complete and submit eForm 16 and eForm 36.

For further information please refer to this website: **https://www.jcu.edu.sg/current-students/students-pass-application-guide**

03

Monitor your Student's Pass Application status regularly

- Login to SOLARPLUS (ica.gov.sg) using the SOLARPLUS Registration Number
- Select "View Application Status"
- Review the application status and attend to clarifications if required by ICA.
- For Student's Pass Application which are rejected, students need to inform Student Ambassador for further advice.

04

Completion of Formalities (COF) for APPROVED Student Pass Application

- Select "View Application Status"
- Print outcome letter and upload the documents required by ICA in STEP 1.
- Once Step 1 status becomes "COMPLETED" proceed to Step 2: "MAKE PAYMENT" for issuance fee.
- Once Step 2 status changes to "COMPLETED" proceed to Step 3 and click: "MAKE APPOINTMENT"

05

Issuance of your Digital Student Pass

- Follow the instructions stated in Step 3
- Scenario 1: Required to complete additional formalities in person at the ICA building
- Scenario 2: Exempted from reporting to ICA for the completion of formalities Retrieve your digital Student Pass Copy from FileSG

Credit source: www.vividmarketing.com

06

Send a copy of digital student pass to Student Ambassador via email.

Forms

All forms used by James Cook University are available either at the One-Stop Centre, Library or at https://www.jcu.edu.sg/student-life/student-support-services/forms

A list of the current forms is provided below for information:

Course Related Forms

Application for Advance Standing
Application for Course Transfer
Change of Major Form
Continuous Learning Scheme Form
Application for Withdrawal
Application for Leave of Absence
(For semester leave)
Application Form for Deferment
Variation of Enrolment Request
Student Move-up Application
(https://services.jcu.edu.sg/StudentLogin/Account/StudentLogin?App=SASMU)

Examination & Graduation Related Forms & Information

James Cook University Grading Policy
Application for Academic Completion Letter
Application for Academic Record
Application for Special Consideration to Defer an Exam/Quiz/Assignment Extension
Formal Review of Final Subject Result
Appeal of Final Subject Result
Visa Letter (Graduation) Request
Medical Certificate Form for Deferred Examination
Based on Medical Grounds
Assignment Authorship

Other Applications & Information

JCU Singapore Official Letter Request Form
Facilities Booking Online System
Student Request Form
Request Form for Student Finance
Cancellation of Student Pass
Additional Information on Applicant for Application for Student's Pass
ICA e-Appointment Guide
Locker Rental Application
Lost & Found Report Form
Application for Campus Transfer
Application Form For Car Park Decal – Student
Attendance Undertaking Form
Internship Request Form
Mentorship Application Form - Mentees
Mentorship Application Form - Mentors
SSA-MRF (Applicable to HDR candidates only)
Campus-Based Event Request Form
JCU Singapore Health Services & Claims Policy
Manual for MediHub - Registration
Group Personal Accident Policy
Benefits Schedule
GHS Policy

Sexual Misconduct

Sexual Misconduct Report Form
(https://www.jcu.edu.au/respect-singapore)

Tips for Success at James Cook University

Ask your questions - no question is unimportant

Every student may need assistance during their University years. It's important that you ask for help when you need it, don't delay. We are here to help you achieve success. Utilise Student Affairs and other campus resources to help resolve your challenges.

Attend classes

Attendance is expected with a minimal attendance rate of 90% for international students and 75% for domestic students. Students who are unable to meet this, should discuss their reasons with the Head of Academics Group/Head of Department/ Academic Manager as soon as possible.

Plan and manage your time effectively

Plan all activities; use a calendar or other resources to keep track of important tasks, class times, course assignments, exam dates, course registration dates, deadlines and campus activities. Make a detailed schedule each semester and allow blocks of time for studying specific subjects.

Locate a study place that suits you

It is important to have a quiet place, without distractions, for studying. Find a place that suits your needs. There are many such places available around the Singapore campus of James Cook University.

Participate in campus life

Going to University is not just about the academic studies. There are many activities and opportunities available: sports group, music group, dance group, community group and others. Spend time exploring the rest of campus life, get involved and participate. Take advantage of the opportunity to meet and interact with individuals from diverse cultures and backgrounds.

Limit your activities outside campus

It might take some time to adjust to campus life and life in a new country can be very exciting with a lot to explore and discover. Remember, the primary responsibility is to your academic studies.

Plan your activities accordingly. Whilst it's good to have a study:life balance you should not have excessive outside activities to compromise your ability to excel academically.

Read all James Cook University in Singapore documents carefully

You are responsible for reading and adhering to all academic and institutional policies including, but not limited to, all of those presented in the Student Handbook and the Singapore Campus of James Cook University website. Make sure you also read all official emails. It is assumed that you know of the contents once the email is sent to you.

Stay in touch with your family and friends

A strong support network can increase your chances of success and help ease the transition to campus life and life in a new country. Let your family know about your progress and how you are doing.

Student Support

Career Advising

Map your steps towards your future career with the support of our Career Advisors. These complimentary advising sessions aim to unlock your awareness on the various career pathways available to you. Our friendly advisors will also point you in the direction of the career support services relevant to you during your journey with the university.

Career Tools and Industry Ready Workshops

Get equipped with must-have career tools such as a resume and interview skills, and be industry ready by attending Employability Workshops with will upskill you to meet industry standards. These workshops are conducted in line with outcomes from the annual James Cook University (Singapore campus) Employers' Survey (https://www.jcu.edu.sg/current-students/student-support-services/careers-services/graduate-outcomes) such as Time Management, Effective Communication and many more!

Mentorship Matters

Receive direct industry guidance through our version of a mentoring program - Mentorship Matters. This value-add industry engagement activity and our version of a mentoring program where students are connected with experienced industry professionals who provide guidance and insights into the real working world giving mentees that edge towards employability.

Career Convention

Explore your future careers and through this week-long event organized to connect students and alumni with industry through various career related activities such as recruitment drives, career talks and placement support.

Career Portal

Access job opportunities from employers who are ready to hire our students and alumni through this portal created especially to support our JCU Singapore community with their job search.

Internships

Internships are work integrated learning subjects that offer meaningful and practical workplace experiences prior to your graduation. It allows you to apply the knowledge you have gained through your study program, learn new skills, and provides opportunities for your career exploration and development, while at the same time gaining academic credit towards the fulfillment of your course requirements. From physical internships in Singapore and Home Country to virtual internships which expose you to international work experiences, there is an opportunity for everyone.

Connect with Us!

Student Careers Office
Block C, Level 1
Opening hours: 8.30 am to 6 pm
T: 6709 3677
E: careers-singapore@jcu.edu.au

Note: James Cook University does not guarantee that students will gain employment at the completion of their course. Finding employment is a student responsibility. However, on completion students will have a well-recognised Australian qualification which will be of significant benefit in easing the transition from university to employment.

Counselling Services

The counselling team is committed to promoting and supporting student's mental wellbeing.

Free, confidential counselling services are provided to all enrolled students, providing a safe and supportive environment for students to share any difficulties and challenges you may be facing.

Some of the benefits gained from counselling include:

- Improved communication and interpersonal skills
- Greater self-acceptance and self-esteem
- Enhanced expression and regulation of emotions
- Increased confidence and decision-making skills
- Greater ability to manage stress effectively

Counselling sessions are available through face-to-face or zoom platform.

Location. The Counselling and Progressions Office is at Block D, Room D1-14, near the New Student Hub and Canteen of our Campus.

Hours. Office Hours are from Monday to Friday, 9am to 6pm (closed from 12pm to 1pm). The office is closed during Public and University holidays.

To book a counselling session, please visit this link: jcu.sg/counselling

For further information, please contact studentcounselling-singapore@jcu.edu.au

Psychology Clinic

The Singapore campus of James Cook University has a Psychology clinic which provides a range of psychological services in the following areas:

- Psychotherapy for a wide range of mental health issues, including anxiety, depression, emotional distress, relationship problems, phobia, stress management, poor self-esteem and low self-confidence.
- Psychometric assessment for a variety of difficulties.

The Clinic is open to members of the public, including students. Office hours are 9 am – 5 pm.

- People can refer themselves to the Clinic by calling telephone number 67093762; or sending an email to psyclinic-singapore@jcu.edu.au.
- Services are provided by trainees who are completing a Masters degree in Clinical Psychology. Trainees are supervised by experienced, registered Clinical Psychologists. Quality of service, ethics and confidentiality are closely monitored to ensure adherence to current practice and ethical guidelines as set out by the Singapore Psychological Society.

Disability Support

Singapore campus of James Cook University is committed to ensuring that all students have equal opportunities to access, engage and participate in all levels of our university. If you live with disability, are neurodivergent, have a temporary or permanent health condition or injury that impacts on your studies, you may be eligible for support. Please contact your Student Ambassador to find out more.

Opportunity for Further Study

The qualification provided to students on completion of their university level course is taken from the Australian Qualification Framework. Opportunity for further study is available at James Cook University or at any other Australian University and other universities around the world. Students who are interested in pursuing further study opportunities should discuss their aspirations with our academic staff.

Continuous Learning Scheme

James Cook University Alumni members enjoy an attractive tuition fee relief through our continuous learning scheme.
For further details about this scheme, please visit https://www.jcu.edu.sg/alumni/continuing-education or arrange a meet up with our admission staff at Blk A Corporate Reception.

AccessAbility Office at Singapore Campus

James Cook University (Singapore Campus) is committed to fostering an inclusive higher education setting. If you live with condition, are neurodivergent, have a temporary or permanent health condition or injury that impacts on your studies, AccessAbility advisors are here to provide support with reasonable adjustment towards your study needs.

AccessAbility Service is a free and confidential support service. AccessAbility advisors are experienced practitioners and have a professional background in occupational therapy, rehabilitation, psychology and education and have strong connections with academic, professional and support staff at JCUS and within the wider community.

The AccessAbility Advisor will get to understand your documented health disability, injury, illness, short or long-term health condition, issues that you may face in your studies along with your request for reasonable accommodation in your studies with us. After the assessment, the advisor may provide you with an Access Plan based on your health circumstances and course requirements outlining the type(s) of recommendation/s and reasonable accommodation(s) towards your exam and assignment as part of the access plan. These exam adjustments may include additional working time, rest breaks, and alternative rooms.

To apply for the service, you can download the **AccessAbility Services Request Form** and the **AccessAbility Consent to Release Information Form** under "Other Applications & Information". https://www.jcu.edu.sg/current-students/student-support-services/forms

Application process:

- Email accessability-singapore@jcu.edu.au to have a chat with us
- Fill in AccessAbility Services Request and AccessAbility Consent to Release Information Form
- Email to us the two forms along with supporting documents from your external practitioner

Contact us accessability-singapore@jcu.edu.au to find out more.

Campus Life

Bookshop
Our bookshop (Booklink @ JCU) is located at B1-02. They offer textbooks, stationaries and printing services.

Food and beverage
The canteen offers a wide range of food options.

Opening hours: Monday – Friday 8am – 7pm,
Saturday, Sunday and
Public Holiday closed.

Sandwiches, Fruit Juices, Snacks, Hot & Cold Drinks, Bottled Drinks Vending Machines and Water Dispenser are located around campus.

Sims Vista Market and Food Centre is located 5 minutes away from our Campus for more Local Food.

Emergency contact
An emergency is: "The actual or imminent occurrence of an event which endangers or threatens the safety or health of any person in the area; and/or destroys, or threatens to destroy or damage any property."

In any life threatening situation, please contact the Police (999) or Singapore Civil Defence Force (SCDF) (995). Then notify JCU Estate Management Hotline at +(65) 6709 3890 or 24hrs Security at +(65) 6709 3892.

Lost and found
Please contact the Student Affairs for any lost and found items. You can walk in to One-Stop Centre or call 67093688 during operating hours.

Religious and spiritual life
There are prayer rooms available on campus.

More information on the groups is available on Showcase Day in the second week of every new trimester or by visiting the Campus Activities office.

Sports facilities
There are various sports facilities on campus including Multi-Purpose Court (Basketball), Gymnasium (Paid membership), Table Tennis and Cricket. Please approach Campus Activities Office for more information or booking for sports facilities. In addition, shower facilities are provided in the gym and Block E Level 1 Toilet.

Gym
The gym is open to students from 8 am to 10 pm, Monday to Friday and 8 am to 6 pm on Saturday. The gym is closed on Sunday and Public Holidays.

Students who wish to sign up for the Gym membership can contact Campus Activities for more information.

Student Hub

It is nice to have a place to unwind a little with friends between classes, read a magazine, play a board game or just relax. There are a range of magazines available for reading in the student lounges. Board games are available from the Campus activities office.

JCU Singapore Merchandise

Head down to I♥JCU wall at Block C Level 1 Student Hub to take a look at our JCU merchandise such as caps, koalion plushies, t-shirts, Lululemon hoodies and sportswear. Please approach our Student Ambassadors at One-Stop Centre for purchase.

Transport and parking

Cycling is the easiest and cheapest way to get around. There are bike racks available on campus. If driving, parking is free on campus although parking lots are subject to availability.

The Singapore campus of James Cook University is accessible by public transport. Details of the buses/ trains to take to the campus is on page 14 of this handbook. For public buses and MRT, you can pay using cash or a contactless stored value card (Ezlink card) which can be purchased from any Transitlink Ticket Offices found at MRT stations and bus interchanges. The value of the Ezlink card can be topped up at the ATMs or AXS machines located at petrol kiosks or major landmarks across Singapore.

James Cook University student privileges

There are other advantages to being a James Cook University student. The digital Student ID gives students access to a wide range of discounts and offerings from businesses across Singapore including: hotel, dining, IT, wellness, entertainment, gifts and others. For more information, please visit: www.jcu.edu.sg/current-students/jcu-privilege-programme

IT Helpdesk

Technology is a fast changing area and the Information and Communications Technology (ICT) team at Singapore Campus of James Cook University is here to help you change along with it. We aim to ensure that your experience with information and communication technology at the Singapore Campus of James Cook University meets your needs and exceeds your expectations.

The ICT portal (https://jcu.sg/ict) provides essential information on different IT services including:

- Access and account management
- Computer Lab and Software
- Wireless setup and more with detailed step-by-step guides to using them

Study Rooms & Discussion Rooms

The Singapore campus of James Cook University has a Student Hub which is available for students use 6 days per week. Consultation rooms are also available at the Student Hub for booking at maximum 2-hour per day. Additionally we allocate classrooms as discussion and private research areas on a daily basis. The LCD monitors located around the campus provide information on which rooms have been allocated for which purpose in each study timeslot. Lastly individual study carrels are provided in the library for students who need a quiet place to work.

Student Locker

Student lockers of various sizes are available on a rental basis. Students who wish to rent a locker on either a long or short term basis should discuss their needs with the library staff.

Campus Activities and Student Organisations

Campus Activities

Anyone who claims that there is nothing to do on campus is just not looking very hard. At the Singapore campus of James Cook University there is generally a variety of activities going on at little or no cost during the week or weekend. The Campus Activities office plans a number of events and details will be sent to your official JCU email address. Take the opportunity to try new experiences, activities, meet new people. The campus is brimming with activities and there is never a dull moment.

The Campus Activities office complements the academic student life, nurturing and supporting student life through life-enhancing workshops and interest group meetings, providing an outlet to relax with friends or play some sport. Campus life is not just about studying but meeting others and having fun. Consider some of the events/activities/ groups below and enjoy some real study: fun balance in your life!

- Showcase Day in week 2 of every study trimester showcases all activities being offered in the new trimester and/or new interest groups which students would like to create. Students are encouraged to join any group they are interested in as long as it does not clash with their academic timetables.
- One-day events throughout the trimester for many sports and activities. These are a useful for trying out a new sport before joining a interest group or just for a quick study break. Activities include: Basketball, Football, Badminton, Dance, Cultural Learning, Guest speaker seminars, charity runs and many more!
- Cultural events celebrating cultural diversity on the campus and in Singapore and to promote cultural harmony.
- Community work is encouraged and arranged at James Cook University. Students volunteer participates at a number of events during the study year.

Student Organisations

Student Council
JCU Singapore

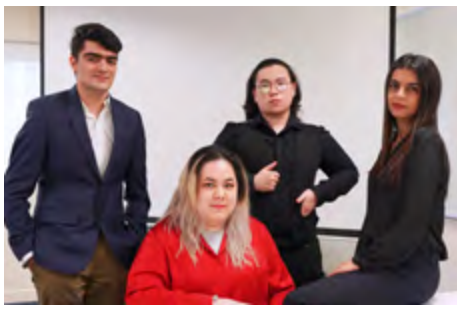
James Cook University Student Council

The Student Council has an arm that looks into building a strong student community by bringing together the new students with the senior students. This is also known as the Mateship Joey Program, which are held every first week of the academic week. It is an optional, opt-in program if the student would like a senior student to teach them the ropes of university life and to help them settle in.

Academic

Psychology Society

Psychology Society welcomes students that are eager to work together to organise events that benefit students interested in the field of Psychology. Non-Psychology majors are also welcomed!



Finance, Accounting and Banking

The Finance, Accounting, and Banking (FAB) Interest Group at James Cook University (Singapore Campus) is a student-led community committed to strengthening financial knowledge and career readiness beyond the classroom. Open to students from all disciplines, FAB creates opportunities to explore investment, financial literacy, corporate finance, fintech, and emerging trends in global banking.

Environmental Science and Aquaculture Society

ESAS is a dynamic and forward-thinking group promoting the principles of sustainable aquaculture and environmental science in Singapore. They actively collaborates with local agencies, institutions, and related companies to provide our members with valuable industry insights and networking opportunities.

Community Engagement

Volunteer

Volunteer Interest Group believes in the value volunteers bring in terms of building helpful and peaceful communities. Any events that need us, we will be there to help. By developing long-lasting relationships with other non-profit and charity organisations in our communities, we are able to provide meaningful personal and professional growth opportunities for our members through volunteering. Volunteer Interest Group is committed to connecting members to meaningful volunteer opportunities in a group setting, fostering life-long volunteering, projecting the value of volunteering to our communities and encouraging the integration of new members.

Christian Fellowship

We are a group of Christian students from different backgrounds, countries and denominations. We believe that our time in university is more than just getting a degree but building a strong fellowship, growing in character, sharing lives and encouraging each other to step out to serve.

Creative and Performing Arts

Dance Interest Group

Dance Interest Group is a place that students are able to express and improve their dance skills. We welcome and believe in everyone's capabilities and strive to bring the best out of them. We also believe that Dance is not only an individual or group expression. But rather it is a cultural mirror which reflects the spirit, character and artistry of its time.

Music Interest Group

Connecting those passionate about music and turning their musical interest into best university life experiences with heart-warming friendship and unforgettable performances.

Sports and Fitness

Basketball

Basketball Interest Group is a platform for students from all around the world to interact and form friendships through basketball. Trainings are held at the campus outdoor basketball court every week. We are currently working towards forming a competitive team with our coach. This Star Team will represent JCU Singapore at competitions.

Badminton

Badminton is one of the most widely played sport in Singapore. It is the fastest racquet sport in the world, with shuttlecock speeds reaching more than 200 miles per hour. Badminton gives you a full body workout improving your strength, endurance, agility, muscle power, quick reflexes and speed endurance. Badminton games can be played as singles, doubles, or mixed doubles.

Volleyball

Volleyball Interest Group is a passionate and diverse sports team heavily involved with the local community. Together with our committed coach, we aim to build a strong and committed team by individually coaching each player according to their skill set. We welcome any passionate players who are willing to join our volleyball team.

Other Activities

There are other activities that Campus Activities, Student Affairs organises and supports to enhance campus experience and to facilitate the students' holistic development. These include leadership training, orientation program, participation to outside activities, talent searches and many others. For more information, please visit:
www.jcu.edu.sg/current-students/student-clubs

Guidelines for borrowing and using recreational materials

The primary objective of having recreation materials available for the students is to complement James Cook University student's university life and to make accessible more alternative, relevant, and educational activities for indoor and outdoor leisure during break times, or periods which does not conflict with the student's class schedule. These materials are not meant to disrupt or interfere with the academic progress of the student.

To book recreational materials contact the Campus Activities office.

Operating hours

Mondays to Fridays: 8.30 am–5.30 pm

Items available for borrowing

- Sporting Materials/Equipment: soccer, basketball, cricket and table tennis.
- Board games: Boggle, Taboo, Pictionary, Scrabble, Money talk, chess, checkers, Upwords, The Game of Life.

Eligible borrowers

- Faculty members.
- University staff.
- Bona fide full time and part time students in all courses.

Borrowing procedures

- Present valid and current student card.
- Complete and sign the Borrower's Register.
- Check whether the material/s is complete and free of damage.
- Items borrowed must be returned on the same day they are borrowed.

General guidelines

- The use of recreational materials should be limited to a reasonable number of minutes/hours in consideration of the others who might also want to use the material/s.
- Each borrower is limited to borrowing 1 material per transaction. The complete sporting gear/ equipment which is required for a play is considered as one material.
- Sporting equipment should be itemised when signing up the Borrower's Register.
- In case of loss or damage, the borrower should bear the cost of repair or replacement, or indemnify the University in the amount equal to the price of the damaged or lost material or equipment.
- In signing the Borrower's Register, the borrower assumes full responsibility of the borrowed materials.
- Due diligence is expected from the borrower in handling the materials/equipment.
- In returning the equipment, the borrower should make sure that all pieces of the set material/ equipment are accounted for. Should there be a discrepancy in the record as noticed by the next borrower; the name of the borrower reflected last in the list will be held accountable.

Academic Services and Progression (ASP)

The Academic Services and Progression (ASP) can help with any general enquiries relating to courses, subjects as well as information and enrolment/ withdrawal procedures.

For any queries relating to examinations or awards ceremonies, please contact the examination office located at Singapore campus of James Cook University.

Study plan

All students negotiate an individual study plan which guides their progress while at the Singapore campus of James Cook University. The study plan details the subjects to be undertaken and the timeline in which these will be completed. The study plan is renegotiated where student aspirations change or progress through the course is not as expected.

Enrolling in subjects

- A student would check their subject enrolment through MyStudent portal. https://jcu.t1cloud.com/T1Default/CiAnywhere/Web/JCU/LogOn/%24S1_STU
- If student would like to make any changes, please email to Enrolments Team at **enrolments-singapore@jcu.edu.au** or by submitting their request through MyStudent portal during the self-enrolment period: https://jcu.t1cloud.com/T1Default/CiAnywhere/Web/JCU/LogOn/$S1_STU
- It is important that time is spent planning what subjects the student wants to enrol in before submitting the online request. Do not rush this step – we recommend every student spend several days thinking about their subject selection.
- There are many resources available to help a student with their decision:
  - Timetable for subjects available, schedule and location;
  - Study plan: https://www.jcu.edu.sg/current-students/calendars-and-timetables/study-plan;
  - Subject search (https://handbook.jcu.edu.au/);
  - Enrolment information sessions
- The enrolment information sessions will help students understand the degree rules, enrolment requirements and what is needed to complete the course.
- Self-enrolment normally opens from week 9 until week 10 of current trimester for enrolling in subjects for next study period. For eg: Week 9 - Week 10 of TR2 will be open for enrolment in subjects for TR3.

Withdrawing from subjects

- An existing student can withdraw from subjects through MyStudent portal during self-enrolment: https://jcu.t1cloud.com/T1Default/CiAnywhere/Web/JCU/LogOn/$S1_STU
- After the self-enrolment is closed, if a student wants to make any changes then please email to enrolments teams at enrolments-singapore@jcu.edu.au
- If a new student would like to withdraw from subjects, please email enrolments-singapore@jcu.edu.au
- Before withdrawing, a student should always consider the Census date, the last date to withdraw without incurring fees for that subject.
- There are 3 types of withdrawals:
  - Early withdrawn: withdrawal before the census date, no fees for that subject will be incurred.
  - Withdrawn: Withdrawal made after the census date but before the academic penalty date, fees for that subject will be incurred.
  - Fail Withdrew: Withdrew after the prescribed last date for withdrawal without academic penalty. A Fail result (FW) will apply.

  Important dates are available at: https://www.jcu.edu.sg/courses-and-study admissions/academic-calendar

Course Transfer

- Students who wish to transfer course will need to be currently admitted to an award course at the University;
- Have no outstanding Sanctions in place that prevent enrolment of subjects; Need to have at least one pass or fail result under the current course is recorded on the student's Academic Record; and
- Have met the Course and Subject Handbook Requirements for the new course. Students who are under 18 years old must have permission from their parents/legal guardian to transfer course.
- Students need to pay an administrative fee of S$218 (include 9% GST).

- All applications should be lodged by application deadline which is stated in the Course Transfer form.
- When the transfer of course application is unsuccessful, the student will remain enrolled in the current course. If the student does not wish to continue with the current course, the student will need to formally withdraw from enrolled subjects and from the course.
- When the transfer of course application is approved, the student will be required to sign a new contract for the new course and apply for a transfer of course with Immigration Checkpoint Authority for a change in Student Visa by themselves.
- Student must meet the entry requirement of the new course and pay the new course fee at the point of transfer.
- The transfer application will be processed within 4 weeks.

Course Transfer Procedure

1. Student to complete the Course Transfer Application Form and submit the form.
2. Student also needs to pay an administrative fee of S$218 (inclusive of prevailing 9% GST).
3. For students below 18 years of age, the application must have the parental /guardian approval prior to processing the request for the transfer.
4. A student is also recommended to seek consultation with enrolment team on the course transfer before actually submitting and paying the administrative fees for the course transfer application.
5. Students applying for a course transfer will be subject to the new course fee.
6. Enrolments Team will take further actions to assess the course transfer application.
7. The course transfer application will be processed within 4 weeks.
8. When the transfer of course application is approved, Student Administration will prepare a new contract and the student will be required to sign the new contract for the new course.
9. Finance will cancel the current FPS Insurance and purchase a new FPS insurance for the new course.
10. International Students will be required to apply for a new student pass for the new course (transfer course). Please refer here for further information on how to apply for a Student's Pass: https://www.jcu.edu.sg/current-students/students-pass-application-guide
11. When the transfer of course application is unsuccessful, the student will remain enrolled in the current course. Student Affairs will notify the student of the outcome via their James Cook University email address. If the student does not wish to continue with the current course, the student will need to formally withdraw from enrolled subjects and from the course.

Change of Major

- Any request for change of major will be reviewed by enrolments team. If approved, the student's study plan will be modified and they can continue enrolling into the subjects for their new major.
- Student also needs to pay an administrative fee of S$218 (inclusive of prevailing 9% GST).
- It is recommended that students check the Study Plan on website: https://www.jcu.edu.sg/current-students/calendars-and-timetables/study-plan to know the available major you want to change to under your currently admitted program and the core subjects you have to take under new major.
- International Students will be required to apply for a new student pass for the new major. Please refer here to have further information how to apply for student pass application: https://www.jcu.edu.sg/current-students/students-pass-application-guide

Deferment of course

- If a new student who has been admitted into their applied program at James Cook University wishes to defer their enrolment for that year before the census date, they will need to contact the Admissions team. Please be aware that in some courses there are restrictions on deferrals.
- Admissions does not process Leave of Absence (LOA).

Credit for previous study

- Student is required to submit an Application for advanced standing (credit for previous studies) form to the Student Affairs if seeking credit for previous studies.
- If applying for credit for previous studies outside of James Cook University, the student will need to submit a certified copy of their Official Academic Record. The Official Academic Record is available from the institution at which the student studied, and is usually on special letterhead/paper with the signature of the Registrar or Director of that Institution.

Required documents and process:

1. Complete Application for advance standing form
2. Submit a detailed unit/subject outlines that include learning outcomes for the year you completed the unit/subject (knowledge, skills and performance/ assessment criteria) in a PDF format .
3. The Head of Academics Group/Head of Department/ Academic Manager/Program coordinator will assess the application. Processing time: Up to 2 weeks.
4. A student can request for a re-assessment if they feel more subjects should receive exemption. Complete another Application for advanced standing form and provide with a letter explaining the reasons for requesting the re-assessment.
5. ASP will inform the student of the assessment outcome via their James Cook University email address.
6. A revised student contract will be generated and Student Affairs will contact student for signing the student contract.

Inter-Campus Exchange Program

- The program is a great opportunity for students to spend up to two semesters/trimesters at our Townsville and Cairns campuses in Australia. You will remain a Singapore-campus student. Students will study in Australia for I or 2 terms. More details about the program can be found at: https://www.jcu.edu.sg/courses-and-study/inter-campus-exchange-program

Graduation

Congratulations, it's graduation time!

- Eligible students are provided with a testamur indicating the level of the course (Bachelor, Master etc). In addition students are provided with a statement of academic record (official transcript) which details the course, subjects completed and results for each subject. The Foundation and English programs are non award university preparation programs and as such no award is provided at the completion of the course

Completion statements

- Upon successfully completing a degree (i.e. passing all subjects necessary in that degree), a student may request a statement of completion.

Campus transfer

- Students wishing to transfer campuses may approach the Enrolments Team and email to enrolments-singapore@jcu.edu.au to discuss this in detail before completing the Campus Transfer application.
- To request, student to submit the form available at https://www.jcu.edu.sg/current-students/student-support-services/forms

Pre-requisite subject	Subjects that must be completed successfully before a student can continue their enrolment in the subject that lists the pre-requisite. If the student withdraws or fails the pre-requisite subject, they will be also withdrawn from the second subject.
Co-requisite	Subjects that a student must take at the same time as the subject that lists the co-requisite. If a student withdraws from one subject, they will automatically be withdrawn from the second subject.
Study period	The period of time in which a subject is taught. At the Singapore campus of James Cook University, study periods include: Trimesters: TR1S, TR2, TR3: commence in January, May, September RP1/RP2 (open intake for Higher Degree by Research programs) S1 (commences February) S2 (commences July) Each study period has a designated start date, end date, payment due date, census date, last date for addition or substitution of subjects without prior approval of subject coordinator, last date for withdrawal without academic penalty, date for release of subject results. The calendar of study periods: https://www.jcu.edu.sg/current-students/calendars-and-timetables
Study plan	This is a summary of each student's course structure, including the core, options, elective and major subjects. The study plan indicates those subjects passed, exempted, enrolled in and planned for future completion.
Census date	A student is liable for all fees for all subjects they are enrolled in after the census date. After the census date, a student cannot add subjects for that study period. If a student chooses to withdraw, they are still liable for the fees after the census date.
Academic penalty date	Withdrawal after this day results in a "FAIL" grade and the student will be liable for the penalty fees.
Credit point	Each course has a specified number of credit points (CP) that you must successfully complete. For example: Bachelor of Business/ Bachelor of Information Technology/ Bachelor of Psychological Science: 72 Credit points (72 CP), Master of Information Technology/ Master of International Tourism and Hospitality Management: 48 Credit Points (48 CP). Each subject normally has a CP value, mostly 3 CP. the number after the colon in the subject code, for example BU1002:03 is a 3 CP subject. The info of course credit points and subject credit points are available at Course and Subject Handbook via https://handbook.jcu.edu.au/

The Examination Office

1. Examination timetables

1.1. Exam timetable

- The Examinations office will release two versions of the exam timetable (except for ELLP):
  - Draft exam timetable in academic week 7 of the study period on Monday; and
  - Final exam timetable in academic week 8 of the study period on Monday.
- Do not make prior arrangements (such as booking flights etc) based on the draft exam timetable as there may be changes made to it before it is released as the final exam timetable.

1.2. Supplementary/deferred timetable

- The Supplementary/Deferred exam timetable will be released three days after the official result release.
- The Supplementary/Deferred exam is scheduled to be on the Academic Week 0 of the following trimester starting from TR1s 2026.
- Students who obtain the following results are eligible to complete supplementary/deferred exam:
  - FSE*: Fail (supplementary examination granted)
  - FSA*: Fail (supplementary assessment granted)
- Student may apply for deferred examination via: www.jcu.edu.au/students/assessment-and-results/special-consideration
- For more information on Special Consideration application, please refer to: www.jcu.edu.au/policy/procedures/student-services-procedures/special-consideration-procedure2

1.3. Exam timetable location

The Examination Timetable can be found at https://www.jcu.edu.sg/current-students/calendars-and-timetables/exam-calendar

2. Examination information

2.1. Release of exam results

- Every student can access their own exam results on My Student portal approximately 3 weeks after end of the study period.
- The Exam result release date is indicated on the Final Exam Timetable.
- Note that the student must complete the "ACI Academic Integrity Module" and "JCU Respect Module" in LearnJCU before they can view their final results in the My Student portal.

2.2. Grade range and legend

- Refer to https://www.jcu.edu.au/students/exams-and-results/subject-results-and-grades-explained

The grade range is as follows:

- Pass with High Distinction
- Pass with Distinction
- Pass with Credit
- Pass

Results legend: Explanation of grades

HD	Pass with High Distinction
D	Pass with Distinction
C	Pass with Credit
P	Pass
S	Satisfactory (a passing level in an ungraded subject.)
F	Fail. Did not meet the passing requirements in a graded subject; or possible outcome under the Academic Misconduct Procedure
U	Unsatisfactory (failed to reach a passing level in an ungraded subject)
FW	Fail (withdrew after the prescribed last date for withdrawal without academic penalty)
WD	Withdrawn (withdrew before the prescribed last date for withdrawal without academic penalty) (Administrative process only)
X	Fail. Did not complete any assessment (did not make a reasonable attempt to meet the criteria of the assessment); or possible outcome under the Academic Misconduct Procedure.
SP	Pass after sitting a supplementary examination or supplementary assessment
SS	Satisfactory after sitting a supplementary examination or supplementary assessment (a passing level in an ungraded subject)

Interim subject results

AP	Assessment Pending – approval for student to complete outstanding assessment
PP	Placement Pending – approval for a student to complete outstanding placement
RP	Result Pending – finalisation required by the College due to but not limited to marking moderation, review of assessment, or academic misconduct.
FSE	Fail (supplementary examination granted)
FSA	Fail (supplementary assessment granted)
SPE	Special examination granted
SPA	Special assessment granted
ED	Deferred Examination granted
KU	Interim result for a subject which forms part of a subject chain

2.3. Absence from an exam

- If a student is unable to sit an exam due to extenuating circumstances, such as severe illness, they must submit a Special Consideration form for a deferment of examination with supporting documents no later than 2 working days of the exam date at www.jcu.edu.au/students/assessment-and-results/special-consideration
- Application for deferment is subjected to approval.
- A response to the deferred examination application will be communicated within 3 university working days of receiving the application.
- If the student is granted a deferred exam, your subject result will appear as 'ED'.
- Only medical certificates from doctors and dentists registered with the Singapore Medical Council and the Singapore Dental Council respectively are accepted.
- For more information refer to www.jcu.edu.au/policy/procedures/student-services-procedures/special-consideration-procedure2

2.4. Review of Final Subject Result

- Contact the subject lecturer or the Subject Coordinator if there are concerns about the subject results received within 5 university working days of the publication of final subject results.
- If the student is not satisfied with the explanation, they may lodge an application to review a determination from an Original Decision Maker..
- A Review Application must be made within 5 University Working Days of the receiving feedback from the Original Decision Maker. For review, student to use the University's Review Application form and accompanied by sufficient evidence to demonstrate there are one or more Legitimate Grounds of Review.
- The Review of Final Subject Grade form is available online at www.jcu.edu.sg/current-students/student-support-services/forms/current-students
- For more information refer to https://www.jcu.edu.au/policy/procedures/student-services-procedures/academic-and-statutory-decisions-review-and-appeal-procedure

3. Graduation

- On your last trimester of study period, you will be advised on graduation registration. Once you received the advice, you will need to log-in to My Student portal to confirm your attendance for the graduation ceremony.
- If you do not wish to attend the ceremony, your award will still be conferred and we will contact you within a week of the conferral date with regards to collection of the Statement of Academic Record and Testamur.
- Graduates will also recieve their digital testamur and academic record via MyeQuals.
- An email will be sent to their preferred email address listed in MyStudent portal, containing a link to create their MyeQuals account, within one week from their conferral date.

Important to note:

- You will be prevented from graduating if you have a financial and library sanction. You can check whether you have a sanction through eStudent.

For more information regarding Graduation preparation, feel free to visit:

www.jcu.edu.sg/graduation
or www.jcu.edu.au/graduation

4. Academic Progression for ELPP and Foundation Students

- Exam results will be released officially approximately one week before the start of new trimester. Please refer to the Academic Calendar for official result release date: https://www.jcu.edu.sg/courses-and-study/admissions/academic-calendar
- If a student fails an ELPP level/Foundation subject for the second (2) time, they will be suspended from the study for one (1) trimester. The Exam Office will issue an official suspension letter via email on the official exam result release date.
- Students may appeal the suspension by submitting an appeal via email to the Exam Office within seven (7) university working days from the official exam result release date.
- While awaiting outcome of the appeal, students currently in Singapore may continue attending classes as usual. The appeal decision will be communicated to the student within three (3) university working days after the appeal submission.
- If the appeal is successful, the student may continue attending classes as usual.
- If the appeal is unsuccessful, the student must stop attending classes immediately, and their student pass (if applicable) will be cancelled.

Academic Performance Notice

To achieve satisfactory academic performance as a student, you must pass all core subjects; and

Maintain a course Grade Point Average (GPA) of 4.00 or above; and pass more than 50% of completed credit points.

If you do not achieve satisfactory academic performance, your academic status will change, and the University will send you an Academic Performance Notice.

The Academic Performance Notice will:

- Advise of your current academic status.
- Advise conditions, if relevant, placed on your study/ enrolment which you must meet in the following or future teaching periods in order to continue in the course;
- Provide details on the next stages of the progression process if you continue to fail to achieve satisfactory academic performance;
- Provide email address to the University's support services, including academic and learning resources;
- Provide information on the formal Review and Appeal process, and other options.

Maintaining satisfactory academic performance is important because this indicates that you are achieving the required learning objectives for each stage of your course. You need to do this in order to re-enroll and progress through your course.

Academic Status

There are varying consequences if you do not meet the minimum academic standards or award requirements for your course. If you fail to meet the minimum academic standards, your academic status on your internal academic record will change and the University will send you a notification. There are different types of notifications and each notification will require you to take action(s). James Cook University will notify you if your academic status changes to any of the following:

- Academic Caution
- Conditional
- Exclusion

Time to complete your course

You also need to be aware of the maximum completion time for your course. This information is set out in your course's award requirements. If you do not meet the minimum academic standards in a trimester or teaching period this can have an impact on the maximum completion time for your course and you might not be permitted to re-enrol or complete your course.

For more information, please kindly visit the website below.
www.jcu.edu.au/students/assessment-and-results/maximum-time-to-complete

Student Advisory

The Student Advisory services aim to provide support in clarifying JCU Singapore student-related policies and procedures in the areas of Academic Status and Academic Misconduct. All information provided are independent of the decision-making process.
Student Advisors can be contacted through
jcusstudent-advisor@jcu.edu.au

Key contacts for general course enquiries

Service Contact	Contact
Academic progression	Progressions team jcusprogressions@jcu.edu.au
Advanced standing	Enrolments Team: Tel. 6709 3782 / 6709 3703 / 6709 3694 enrolments-singapore@jcu.edu.au
Consultation with Senior Director, ASP, Examinations, Student Systems, Senior Executive	Senior Director, ASP: Tel. 6709 3782 / 6709 3703 / 6709 3694 shanti.ms@jcu.edu.au
Discussion on subject selection	Enrolments Team Tel. 6709 3694 / 6709 3897/ 6709 3703/ 6709 3656 enrolments-singapore@jcu.edu.au
Enrolment and withdrawal of subjects	Enrolments Team enrolments-singapore@jcu.edu.au
Enrolment enquiry	Enrolments Team enrolments-singapore@jcu.edu.au
Examination matters and Graduation matters	Examination Office exams-singapore@jcu.edu.au graduation-singapore@jcu.edu.au
Leave of Absence request	Student Affairs
Transfer to another course/major/campus	Enrolments Team enrolments-singapore@jcu.edu.au

Learn JCU

All James Cook University students have access to LearnJCU, our online learning environment. LearnJCU is a gateway to all the subjects enrolled in.

Through *LearnJCU* a student can:

- access study materials presented by their lecturers
- communicate with their classmates and lecturers, for example to create a group discussion/blog with classmates
- access journal databases/ E-Learning Resources
- submit assignments and receive updates/ notifications relating to classes
- find out which textbooks are needed
- see their grades online and results online

To find out more about this learning tool, visit: https://www.jcu.edu.sg/student-life/student-support-services/library-services

JCU learner support - a friend for every student

Learning Centre helps students enrolled at the Singapore campus of James Cook University succeed in their studies. The Learning Advisors reach out to students via:

- Learning Centre workshops, open to all JCUS students, which cover such skills as statistics for research, essay writing, APA referencing and avoiding plagiarism.
- Small group and individual consultations related to learning, referencing, writing and statistics skills.
- In-lecture workshops requested by lecturers in preparation for specific assignments.
- Peer tutoring program where trained student peer tutors offer guidance with assignments related to English, Mathematics & Statistics, Accounting & Finance, and IT (EMAS).
- English language support sessions for students enrolled in English Language Preparatory Program (ELPP) and Foundation program

Learning Centre's philosophy is:

Give JCUS students a bowl of rice and they will eat for a day; teach them how to grow rice and they will eat for a lifetime.

Library Services

Users have access to online resources which we share with Australia. It includes ebooks, ejournals and databases. Contact library staff with any questions about borrowing items or general enquiries such as locating materials in the library. The library staff also conducts tours of the library and training on how to use the e-services.

There is no reason to compromise study options; approach one of the friendly library staff to learn how to make the most of the resources available.

Free National Library Board Membership

All James Cook University students are eligible for a free National Library Board (NLB) Premium membership. NLB has 25 branches of world class libraries spread across the city. The NLB membership provides students with access to an even wider range of recreational materials

- Students must be studying for a minimum of 3 trimesters (approximately one year) at the Singapore campus of James Cook University.
- One year free membership fee of $53.30 will be paid by JCU Singapore for all foreign students
- For Singaporeans or Permanent Residents (to apply for "Passion Card" costing $12 and submit receipt for reimbursement by JCU Singapore). Free 5-year premium memberships will be given to all Passion Card holders.

Please contact our Librarians for the registration forms and application procedures.

Student lockers of various sizes are available at the campus library on a rental basis. Contact library staff to discuss needs, availability and cost for renting a locker on either a long or short term basis.

Find out relevant study materials https://www.jcu.edu.sg/student-life/student-support-services/library-services

Class timetables and academic calendar

For the latest updates on important dates and academic calendar, visit www.jcu.edu.sg.

Examination timetables

Examination timetables will be available via James Cook University communication points – email and website between academic weeks 8 – 10. Students should review the timetable before planning any other major events, such as trips home.

James Cook University publishes a full academic calendar on an annual basis. Details are available on this web site: https://www.jcu.edu.sg/student-life/calendars-and-timetables

In addition the individual program timetable can be accessed at: https://www.jcu.edu.sg/student-life/calendars-and-timetables

Attendance

Full time international students are required to be on campus for at least 3 hours per day and for 5 days a week. International students are required by Immigration and Checkpoints Authority (ICA) to have an attendance percentage of 90%. Students without valid reason and have an attendance rating below 90% will be reported to ICA monthly. www.ica.gov.sg

Domestic students are required to maintain a class attendance rate above 75%.

Attendance will be regularly monitored throughout each semester. Failure to maintain the required attendance will be subjected to disciplinary action. Students will be liable for associated academic penalty and financial penalty.

If a student is unable to meet the attendance requirement, the student should discuss their reasons with a student counsellor and the relevant associate dean prior to falling behind the attendance requirement.

Leave of Absence

Leave of Absence (LOA) applies for an entire trimester, applications must be submitted with relevant supporting documents. Once application has been approved, the Singapore campus of James Cook University will need to cancel the Student Pass.

Tuition fees paid for the trimester will be kept for the next trimester if students submit the LOA application before census date. Otherwise students are liable for financial penalties i.e. fees paid for the trimester cannot be kept for the next trimester if students submit the LOA application after census date.

The student will need to contact Student Affairs at least four (4) weeks prior to their return as they will have to apply for a new student pass. Student Pass application is subjected to ICA's approval.

Students in any of the pathway programs who would like to defer one trimester before beginning with the move-up courses are also allowed to do. Please refer to page 50 and 51 to see the process workflow for move-up students or Singaporean males who need to defer their courses due to National Service call up.

Please refer to here to see the flowchart of LOA Process.

All returning students from LOA will be issued with a new Student Contract as the old contract will no longer be valid due to the period of absence.

Class leave

If a student is unable to attend class(es) due to medical or compassion reasons, they will need to submit a medical certificate (MC) or supporting documents through the Student First portal respectively.

Failure to furnish the original MC when requested will be deemed as absent. Please note that it is a serious criminal offence to submit fraudulent MCs, chargeable under the Penal Code Chapter 224. Students may be referred to the Police if they are caught doing so. Only MCs from doctors & dentists registered with the Singapore Medical Council & Singapore Dental Council are accepted.

Attendance levels affect retention of international student pass

There are implications if a student fails to comply with ICA requirements <www.ica.gov.sg>. The student's student pass is liable to be cancelled.

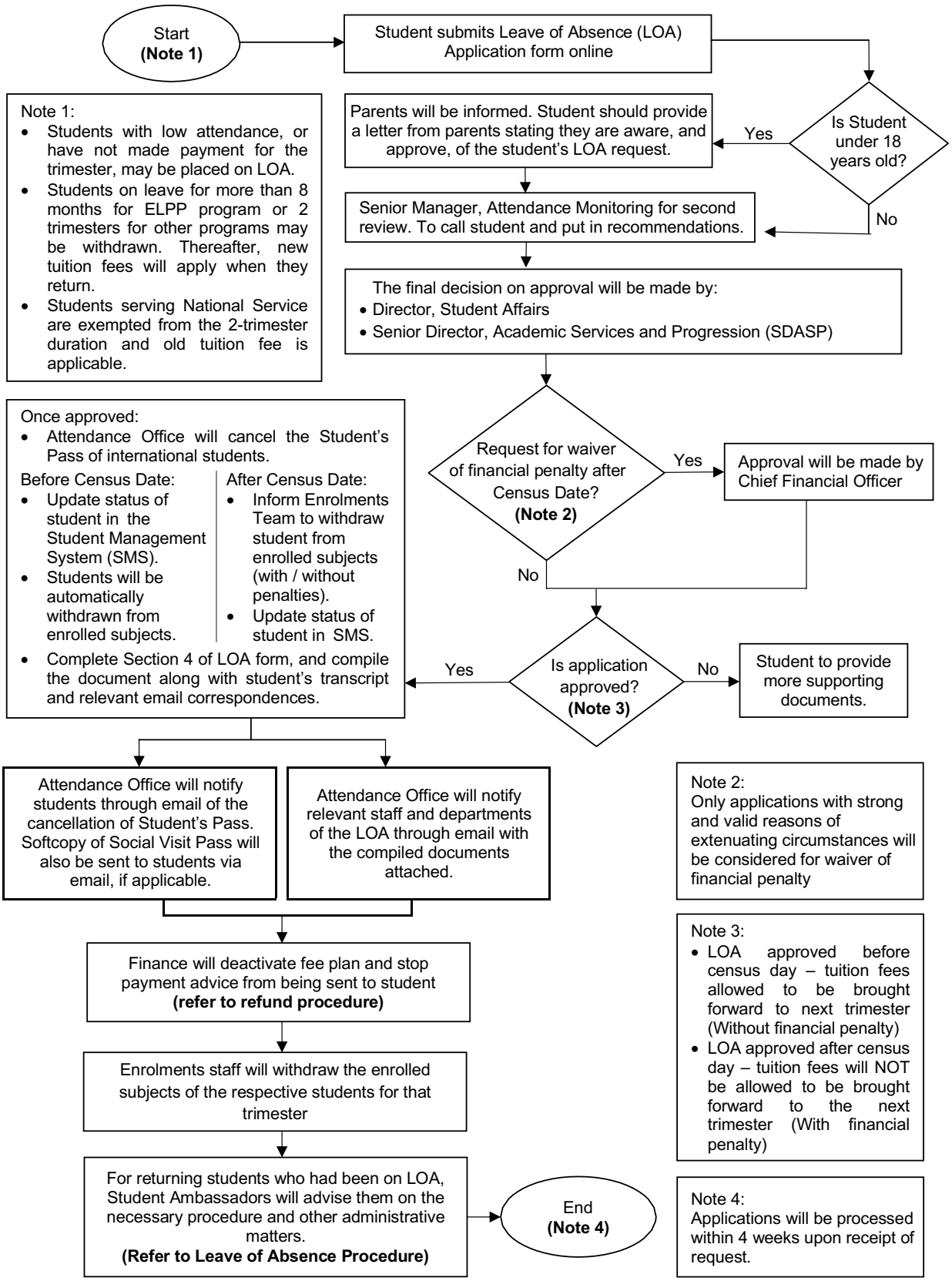
If a student:

- Fails to attend classes for a continuous period of 7 days or more without any valid reason or
- Has an attendance rate of less than 90% in any month, without any valid reason

Change of passport particulars or address

Notify the ICA if there is any change in passport particulars or place of residence within 14 days of the change. A change of address is required to be updated through the Immigration & Checkpoints Authority (ICA) website.

Student Leave of Absence Process



Support Services

No employment while studying

International students cannot to be engaged in any form of employment or in any business, profession or occupation in Singapore whether paid or unpaid, without a valid work pass issued under the Employment of Foreign Manpower Act (Cap. 91A).

Industrial attachment and/or on-the-job training (whether provided by any school or otherwise) are also considered as employment under the Employment of Foreign Manpower Act and require a valid work pass.

Confidentiality of student data

Student information may be provided to other areas of James Cook University Australia and to third parties for administrative and legislative purposes (under the Private Education Act 2009) including but not limited to the JCU Student Association; JCU's educational representatives and business partners; Australian Commonwealth and State agencies; other academic institutions to verify my previous qualifications; and the Fee Protection and Medical Insurance providers.

James Cook University will retain the personal data as long as for the purpose which it is collected is served and retention is necessary for business or legal purposes, and may collect, use and disclose my personal data for the purposes of gathering feedback and conducting surveys on matters such as post-graduation employment, delivery of industry relevant engagements and may include being contacted by appointed third parties via email, text messages and/or voice calls for such purposes. Access and correction to personal data, or withdrawal of consent to the collection, use or disclosure of personal data for such purposes can be made at any time. In the event of a withdrawal of consent, any appointed third parties will be informed of such withdrawal and the personal data will no longer be disclosed to any third parties from the effective date of the withdrawal of consent.

All government Ministries and their associated Statutory Boards are exempted from the Personal Data Protection Act (PDPA). Hence, students' information will be furnished to them upon request.

Fee protection scheme

The Singapore Government requires all Private Education Institutions in Singapore to protect any student fees paid in advance. The scheme ensures that if James Cook University is unable to deliver its programs due to closure for any reason, students can claim back any fees which have been paid in advance. All students must be covered by this scheme.

Protection is provided through Fee Protection Scheme Group Insurance taken out by the Singapore campus of James Cook University on behalf of students. James Cook University uses Lonpac Insurance (www.lonpac.com) as the provider of all policies taken out as part of the fee protection scheme. The policy makes provision for the refund of unconsumed fees paid should James Cook University close or be unable to deliver the course as detailed in the contract for any reason. The policy also provides for compensation in the case where James Cook University fails to pay any sum awarded by Singapore Courts to the insured student. The premium is 0.52% of the sum of all fees per year subject to a minimum fees of S$10.90. The premium is paid by the student.

The insurance will protect the students against the following events:

- Loss of fees paid in advance by the insured student due to insolvency or regulatory closure of the school.
- Private Educator's failure to pay sum awarded by Singapore courts to the insured student.

Group Personal Accident Policy

Payment of S$30,000 for any one event and in the aggregate for the insured student's accidental death of total permanent disability by accidental, visible and violent means (excluding self-inflicted injuries, insurrection, declared or undeclared war, participating in riot, felon or competitive racing on wheels)

Singapore legislation

Like all countries, Singapore has a range of legislation governing the manner in which things are done and provide guidance to people who live in Singapore on matters relevant to their daily lives. A full list of the legislation and their contents can be found at: https://sso.agc.gov.sg

Prospective students are advised to visit this site and scan any legislation which they believe might be relevant to them or their activities. In particular we recommend that students have a working knowledge of the requirements of the following Acts:

- Immigration Act
- Road traffic Act
- Sale of drugs Act
- Smoking (Prohibited in Certain Places) Act
- The Private education Act 2009
- Undesirable Publications Act

In addition, international students should be aware that they are not allowed to work while studying in Singapore on a student pass.

Student contract

All students who accept a place at the Singapore campus of James Cook University must sign a student contract which details the terms and conditions of their enrolment. The terms and conditions are specified by Skills and Workforce Development Agency (SWDA).

Currently Skills and Workforce Development Agency (SWDA) requires that any student who seeks to change their course in any way (including re-enrolling/repeating failed subjects) must be provided with a new contract. The Singapore campus of James Cook University will terminate the contract for students caught breaking the Singapore Law.

Withdrawal and refund policy

1. Conditions of Withdrawal

If a student wishes to withdraw from a course prior to its completion. Singapore campus of James Cook University will take no more than 4 weeks to process the withdrawal applications unless otherwise indicated below. For international students, student pass will be cancelled once the application is approved. This policy applies to each of the following withdrawal options.

Withdrawal can be student or university initiated. For a better understanding of the process flow for both types of withdrawal, please refer to page 48 and 49.

1.1 Withdrawal due to non-delivery of Course

The University will notify the Student within 3 working days upon knowledge of any of the following:

1. University does not commence the Course on the Course Commencement Date;

2. University terminates the Course before the Course Commencement Date;

3. University does not complete the Course by the Course Completion Date;

4. University terminates the Course before the Course Completion Date;

5. University has not ensured that the Student meets the course entry or matriculation requirements as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by SWDA.

6. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

1.2 Withdrawal due to other reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the Student Contract, the University will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the Student Contract.

1.3 Withdrawal during the cooling-off period

The University will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the University within the cooling-off period, regardless of whether the Student has started the course or not.

1.4 Force Majeure

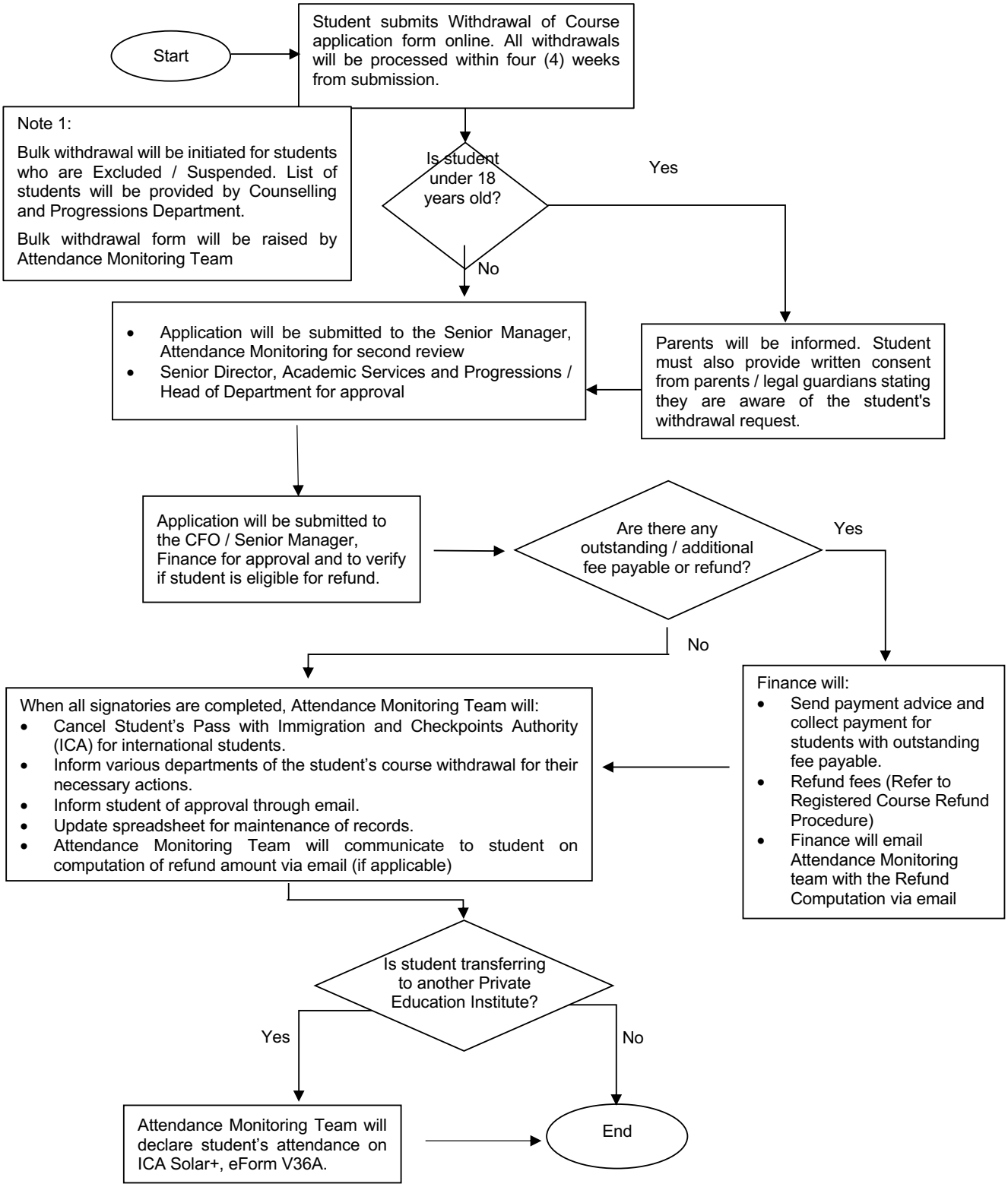
In the event that Singapore campus of James Cook University and the student shall be rendered unable to carry out the whole or any part of its obligations under the Student Contract for any reason beyond the control of that party, including but not limited to acts of God, force majeure, strikes, war, riot and any other causes of such nature, then the performance of the obligations hereunder of that party or all the parties as the case may be and as they are affected by such cause shall be excused during the continuance of any inability so caused, but such inability shall as far as possible be remedied with all reasonable despatch. For the avoidance of doubt, this shall not apply to cases where:

- Singapore campus of James Cook University is declared to be insolvent and/or a winding-up order made or bankruptcy issued by the Singapore court against it; and
- The relevant authority(ies) issue(s) an order to cease and/or terminate the operations of Singapore campus of James Cook University, or the happening of anything of a similar nature under the Laws of Singapore.

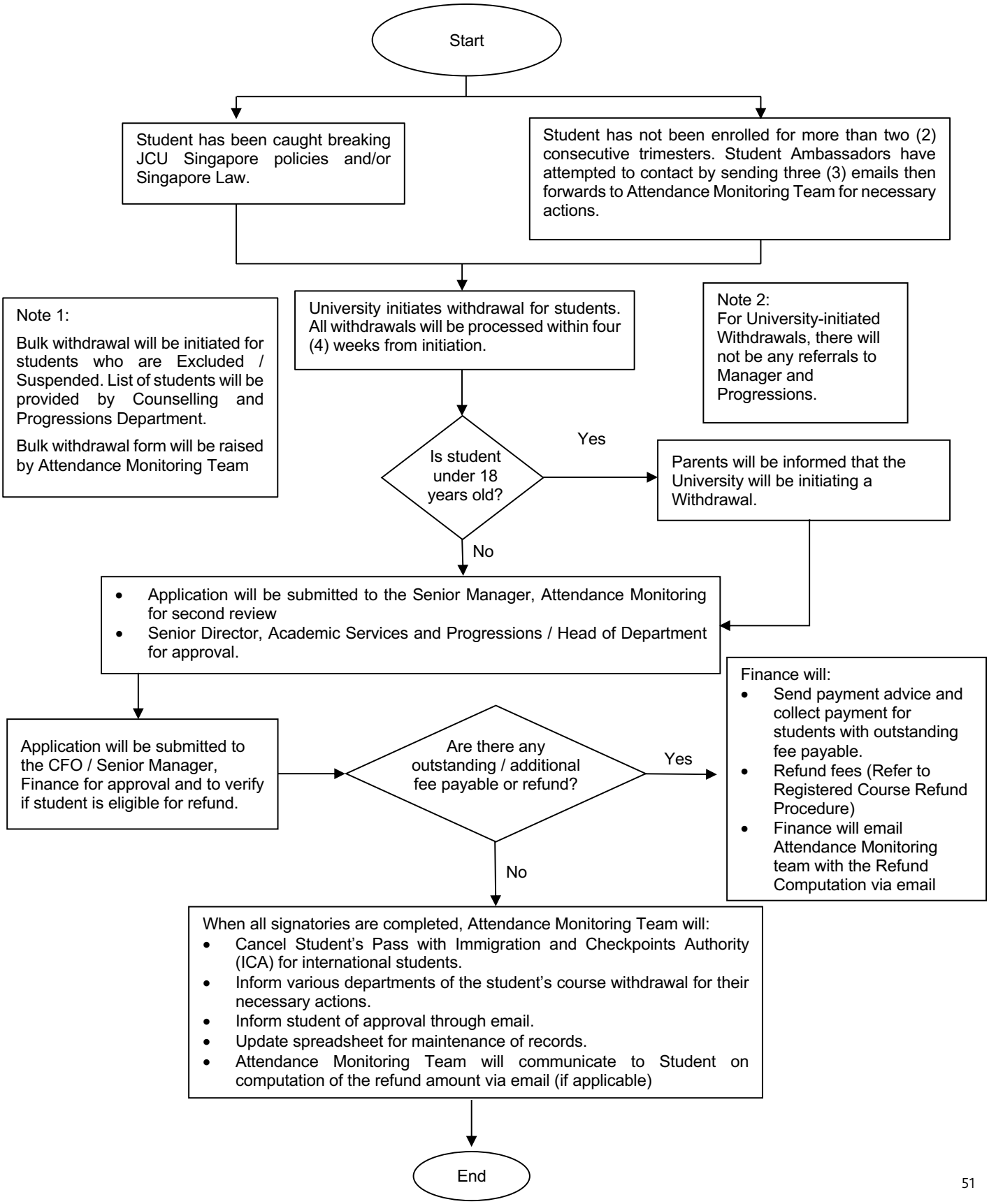
2. Refund Timeframe

All refunds will be processed within 7 working days from lodgement of request.

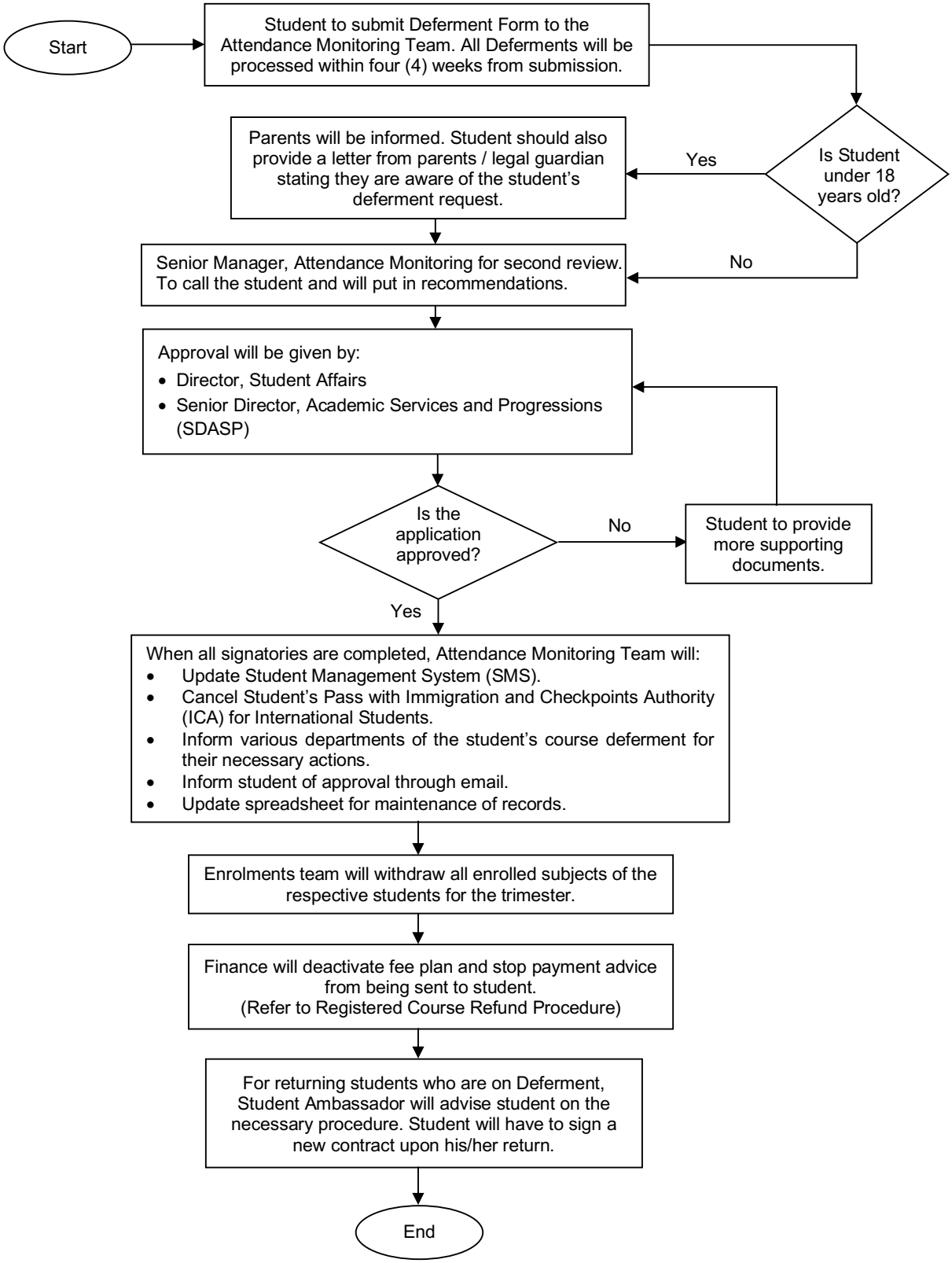
Student-Initiated Withdrawal Process



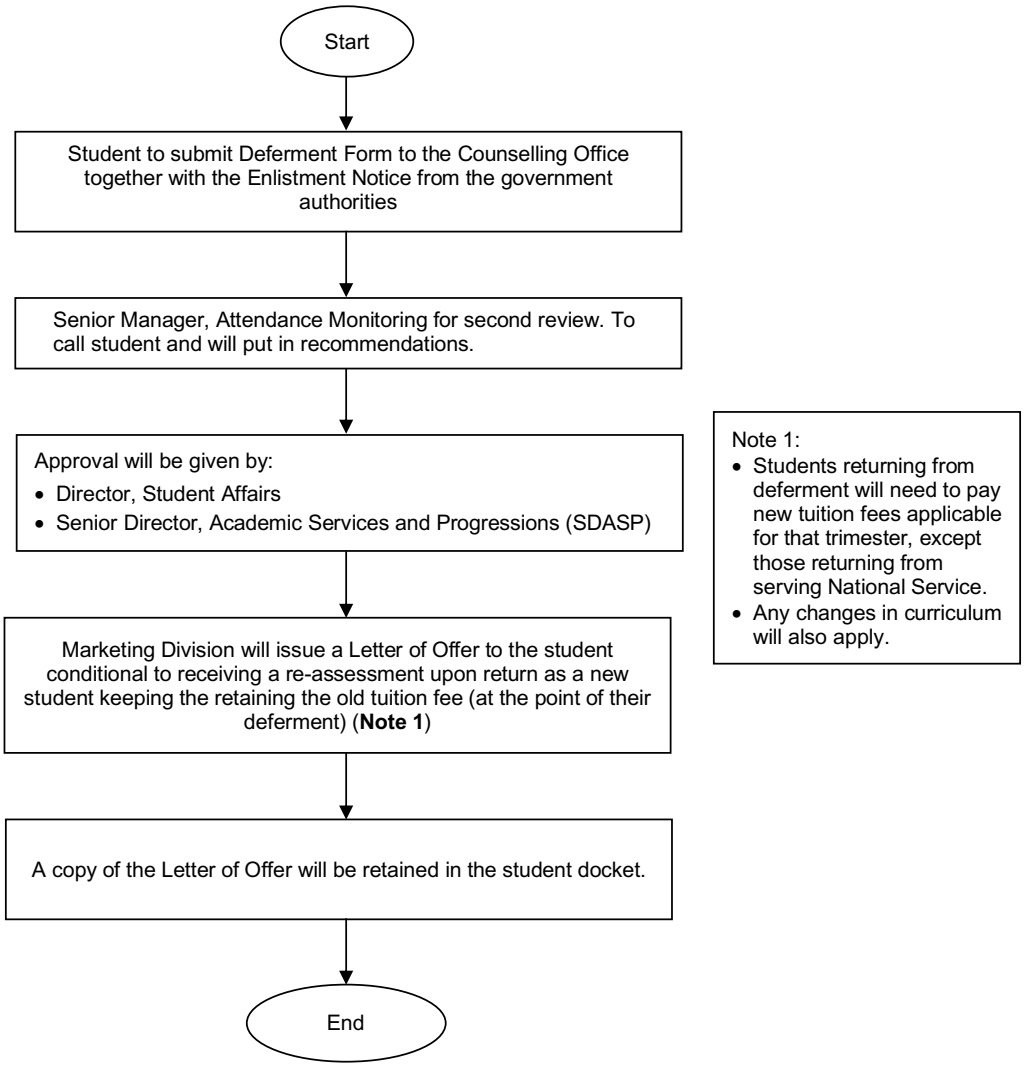
University-Initiated Withdrawal Process



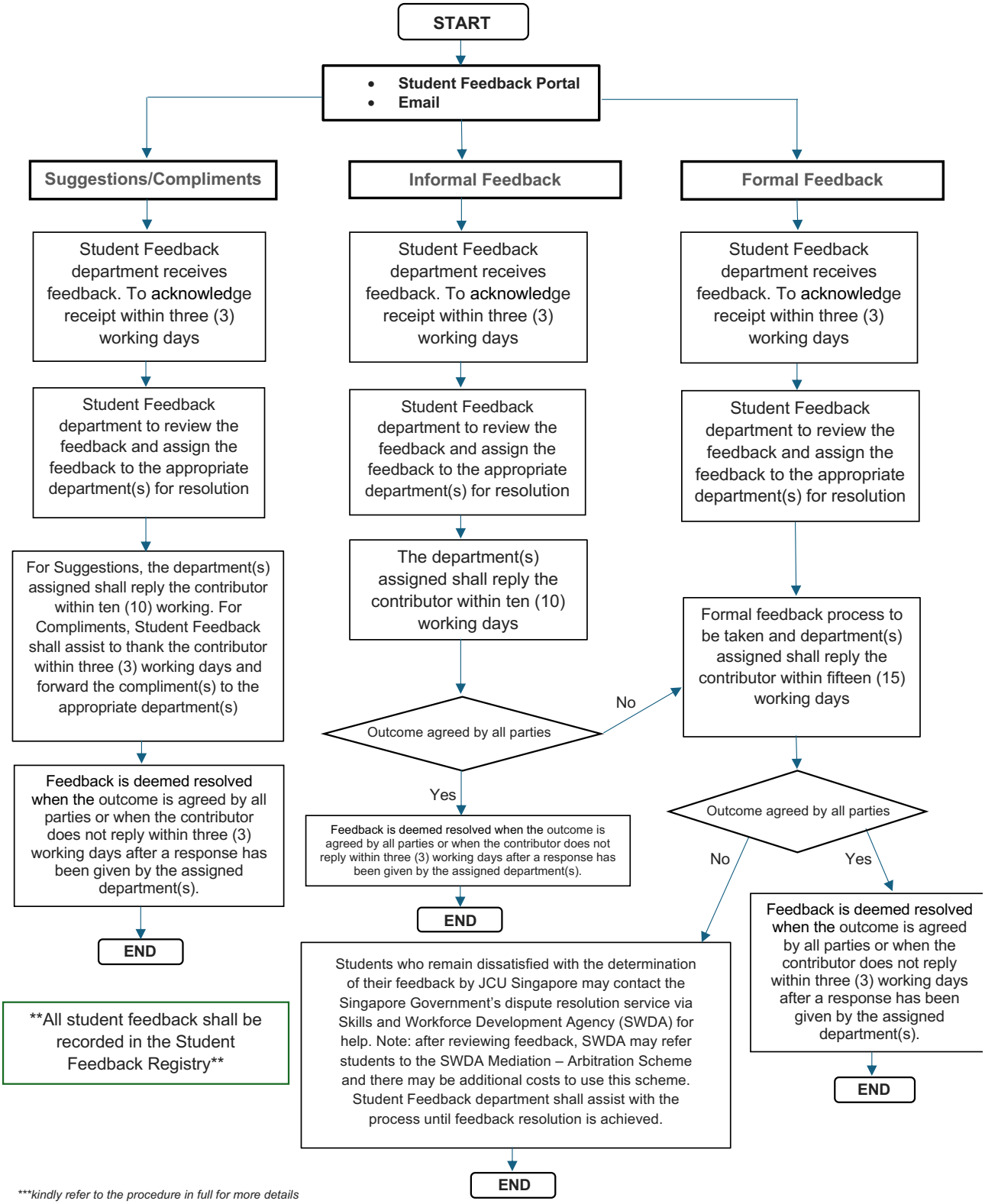
Student Deferment Process (Move-Up)



Student Deferment Process (National Service Enlistment)



Student Feedback Management Procedure Flowchart



****kindly refer to the procedure in full for more details*

JCU Student Feedback Portal

A centralised student feedback portal is available for all students to provide suggestion/compliment and informal/formal complaint as part of our commitment to enhancing student experience and delivering meaningful non-academic support.

- Go to jcu.sg/studentfeedbackportal to submit your suggestions/compliments or feedback.
- For more information, kindly visit the Student Feedback webpage: www.jcu.edu.sg/current-students/student-support-services/student-feedback

Notes:

The Singapore campus of James Cook University has the communication bases covered:

Web
www.jcu.edu.sg

The James Cook University website is the gateway to all the happenings on our campuses. It's the place to go to for information on timetables, lectures, academic calendars, forms and upcoming events and activities. All information on the site is only a few clicks away.

Facebook
jcu.singapore.fanpage

Keep in touch with past and present staff and students, 'like' us and tell us what you are doing! Check out the latest videos and pictures from James Cook University staff and students. Find out about the latest courses, events and campus happenings.

YouTube
jcusingaporevideo

For the latest videos from James Cook University and students, take a look at our YouTube site.

Instagram
@jcusingapore

Follow us on Instagram to keep up to date on our events and activities on campus.

LinkedIn
@James Cook University (Singapore Campus)

Get connected to expand your network.

TikTok
@jcusingapore

Follow us on TikTok to discover short videos related to James Cook University in Singapore.

@jcu.singapore.fanpage | @jcusingaporevideo | @jcusingapore | @James Cook University (Singapore Campus) | @jcusingapore

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