

## Workflow Illustration of Airport Pick-up Arrangement

James Cook University Pre-Arrival and Accommodation department staff to send Pre-Arrival Notification to all new international students. The email is titled, "Access to JCU Pre-Arrival Service Portal".

Timeline: Upon submission of ICA documents and acceptance of the university's letter of offer (concurrent payment of corresponding International Student Registration Fees) – Data to be retrieved from the James Cook University Admissions department.



Upon receiving their In-Principle Approval (IPA), the new international student is to login into the [JCU Pre-Arrival System portal](#) and complete the form indicating if the new international student require airport pick-up services and/or accommodation assistance.

Timeline: Upon receiving of In-Principle Approval (IPA) letter.



James Cook University Pre-Arrival and Accommodation department staff will send an email to the new international student to confirm information submitted in the portal.

Timeline: One (1) working day upon receiving the submission.



James Cook University Pre-Arrival and Accommodation department staff will send an email to the new student with the finalised information of the airport pick-up. This includes the contracted driver's and James Cook University Meet & Greet Buddy's (if applicable) information.

Timeline: One (1) day before the arrival of the new international student.



Contracted driver will pick up the James Cook University Meet & Greet Buddy from their residential address and will be transported to the airport.

Timeline: Fifteen (15) minutes from the scheduled arrival of the new international student.



James Cook University Meet & Greet Buddy will wait at the arrival hall for the new international student.

Timeline: Forty-five (45) minutes to one (1) hour from the scheduled arrival of the new international student.



James Cook University Meet & Greet Buddy will meet up with new international student and assist the new international student to purchase local SIM card and/or currency exchange.

Timeline: Fifteen (15) minutes upon meeting the new international student.



Contracted driver and James Cook University Meet & Greet Buddy will transport the new international student to their pre-arranged accommodation location.

Timeline: Twenty (20) minutes of traveling time.



James Cook University Meet & Greet Buddy will ensure the new international student is safely settled into their pre-arranged accommodation before leaving the student.

Timeline: Fifteen (15) minutes upon reaching the new international student pre-arranged accommodation location.



Contracted driver will send James Cook University Meet & Greet Buddy back to their residential address.

Timeline: Fifteen (15) to thirty (30) minutes after leaving the new international student's pre-arranged accommodation location.