



Enrolment Information

Student Handbook

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ENROLMENT INFORMATION

Overview

This handbook is designed to provide students with key information related to enrolment at Higher Education Leadership Institute (HELI) and provides a framework for HELI's enrolment policies and procedures.

Policies and Procedures

Enrolment at HELI is guided by the **Enrolment Policy**. The timelines around enrolment, such as the final dates for enrolment or re-enrolment, are set out on APIC's academic calendar which is located on the **website**.

Student Identification cards

Students collect their HELI student identification cards from Student Services when they commence their studies, usually during weeks 1 and 2 of the trimester. Students must always carry their identification card when at the Institute and when sitting examinations.

Student Portal

HELI's Student Portal is the student's administration portal. Students use the Student Portal to enrol each trimester; view their unit enrolment/s, results, fee invoices, payments made; make payment via credit and debit cards; and manage their personal contact information.

1. URL: <https://heli.meshedhe.com.au/>
2. Username: Your student ID number
3. Password: Your date of birth in the following format DDMMYYYY (e.g. 9 February 1999 would be 09021999, no forward slashes, enter 0 before a single digit day and/or month). You should update your password after logging in for the first time

Updating your Contact Details

Students will be prompted to update your contact information upon initial login into your Student Portal. It is the responsibility of all students to ensure HELI always has their current and correct contact information. Student visa holders **MUST** notify the Institute of any changes to their contact information within 7 days. Even if a student has relocated to another address for a short period of time, they must update their contact details with the Institute.

Information regarding Visa conditions can be located on the Department of Home Affairs **website**.


To update your contact information:

1. URL: <https://heli.meshedhe.com.au/>
2. Click on Profile
3. Follow the instructions on the screen

Student Email Account (Microsoft Office 365)

HELI provides Microsoft Office 365 to every student free of charge for the duration of their studies. This means the latest version of the full Office productivity suite, including Outlook, Word, Excel, PowerPoint, OneNote and OneDrive cloud storage. This software is available free of charge during your HELI studies and students can install it on up to 5 of their compatible devices.

To access your Office 365 account, follow these simple steps:

1. URL: <https://portal.office.com>
2. Username: Your student ID number + @student.heli.edu.au
3. Password: HEL! + Your date of birth in the following format: HEL!ddmmyyyy (e.g. HEL!09021999 enter 0 (zero) before a single digit day and/or month). Please note the exclamation mark (!) in the password (not a capital I)
4. Click on the Outlook icon  to open your student email account.

All Institute communications are sent to students HELI Office 365 Outlook student email account; students must activate their Institute email as soon as possible and check their emails regularly.

If students can't reset their HELI Office365 password, please lodge an IT ticket by sending an email to: itsservicedesk@eca.edu.au. The email must include the students HELI identification number, their name and clearly state their request or describe the issue they are experiencing.

Academic Calendar

HELI's academic calendar is based on a trimester model. This model provides three study periods of equal length during the year. Students are required to enrol in units for each study period unless they have been granted leave of absence or a deferral of their commencement for that study period. The trimester model also provides students the opportunity to enrol into all trimesters within an academic year. HELI's academic calendar is published on **the website** under the "Current Students" tab.

International Students

The enrolment of international students is highly regulated. International students must enrol in a full-time study load (one EFTSL per year), are not permitted to enrol entirely in online units in any one study period and cannot complete more than 33% of their course with online units.

All international students must complete their course within the terms of their Confirmation of Enrolment (CoE). CoEs can only be extended for compassionate or compelling circumstances or if the Institute intervenes to help students progress through their course. For more information please refer to the Institute's **Compassionate and Compelling Circumstances Guidelines** and **Student Progression Policy**.

International students are also restricted from moving between registered providers in the first six months of their course. International students may only transfer to another registered provider under certain conditions which must be approved by the Institute. The **International Student Transfer between Registered Providers Policy** details the circumstances under which a transfer will be approved.

The Australian Government is committed to ensuring international students have an excellent education experience in Australia and have produced a **fact sheet** that contains important information about their rights and responsibilities while studying in Australia.

This fact sheet gives you information on:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help.

Enrolment opening and closing dates

The enrolment opening and closing dates for each trimester are published via the **Academic Calendar**. All students are expected to enrol within the published dates. Re-enrolling/continuing students as well as new students must enrol by the Friday of week 1 of the trimester.

New students who have accepted their Letter of Offer must submit their required documents and enrol by the enrolment closing date for the study period stated on their Letter of Offer, unless they have successfully deferred their studies. Information explaining how to enrol will be sent to HELI student email accounts and discussed during Orientation. Each study period, all students (new and continuing) are provided with information on how to enrol into units. Students enrol in units online each study period by logging into their Student Portal. Students must follow HELI's Enrolment Rules when enrolling in units. The rules are located on HELI's website under **Policies and Forms**.

Census Date

Every trimester has a census date. The Census date is the last date a student can withdraw from a unit(s) without being financially liable (having to pay the fees for the unit they withdraw from). This does not apply to a student who withdraws from their course. Census dates for each trimester are published on **HELI's Academic Calendar**.

Program Structure

Every course at HELI has a course structure. Courses are found under the "Courses" tab on **HELI's website**. Students must attempt only those units that are in their course structure.

Each course structure lists the units in the order that, where possible, they should be attempted. It is expected that all students follow HELI's Enrolment Rules when enrolling in units. The rules are located on the HELI website under **Policies and Forms**.

Award of Credit - Recognition of Prior Learning

Students are able to apply for credit for previous study or work/industry experience as specified in the **Award of Credit Policy**. More information on this can be found in the Academic Information Student Handbook. Students should submit an application for credit before enrolling in any units for which credit may be applied.

Variation to Enrolments

Students can vary their enrolment via their Student Portal up to and including the Friday before the study period commenced. After this date, students can vary their enrolment by submitting an enrolment variation application to the Institute to substitute a unit of study or class for another in certain circumstances and within the designated time frames as outlined within HELI's **Enrolment Policy**. Students may also withdraw from a unit of study or add a unit of study in certain circumstances by submitting a **Reduced Study Load and Overload Application**.

The Institute has a legal responsibility to report any changes to an international student's enrolment, to the Department of Home Affairs (DHA). This includes changes in their study load, course, institute and when they are no longer a student with the Institute. If your enrolment at the Institute is reported to the DHA, you will need to contact the DHA directly to discuss your student visa options.

Course Duration

Each course has a course duration which is the amount of time a full-time student will take to complete the award. There is also a maximum course duration which for international students is equivalent to the course duration. For domestic students the maximum course duration will vary, and students should consult the "Duration" section of their course structure. Course structures are found under the "Courses" tab on the **HELI website**. The maximum course duration can only be extended for exceptional circumstances.

Course Progression

To maintain their enrolment at the Institute students must maintain satisfactory course progression. Satisfactory course progression is defined in the **Student Progression Policy** which is available on the policies page of HELI's website.

When a student's academic performance falls below the standard set out in the policy their course progression status changes to "At Risk". If a student continues to not meet the standards after being "At Risk", the student is identified as making unsatisfactory course progression. A Notice of Intention to Report is sent to the student and their enrolment at the Institute may be discontinued. Students will have twenty (20) working days to appeal the discontinuation of enrolment. International students may appeal the decision. Domestic students can show cause as to why their enrolment should be re-instated

Appealing Cancellation or Suspension of Enrolment

Students can appeal a cancellation or suspension of enrolment under the **Student Academic Grievance and Appeals Policy and Procedure** and **Student Non-academic Grievance and Appeals Policy and Procedure** using the appropriate form.

A student has twenty (20) working days to appeal a provider-initiated suspension or cancellation of their enrolment from the date they are sent notification of the Institute's intention to suspend or cancel their enrolment. A student can appeal this decision by submitting an **Appeals Form** which can be found on **HELI's Policies and Forms** webpage.

Issuance of Awards

To be awarded a certificate, a diploma or a degree the student must have successfully completed the required number of units and corresponding credit points. That is, all the core and the correct number of elective units for the course in which they are enrolled, and which appear in their course structure.

Student Services Contact Information

HELI's Student Services Team are available Monday – Friday between the hours of 9:00am – 5:00pm, excluding public holidays.

The Student Services can be contacted by:

Visiting campus

Telephone: 1300 004 354

Lodging an online enquiry: <https://www.helistudenthub.com/student-enquiry-form>

Institute email: admin@heli.edu.au

Campus Location:

Level 3, 655 Collins Street, Docklands, Melbourne VIC 3008