



Student Enrolment Policy

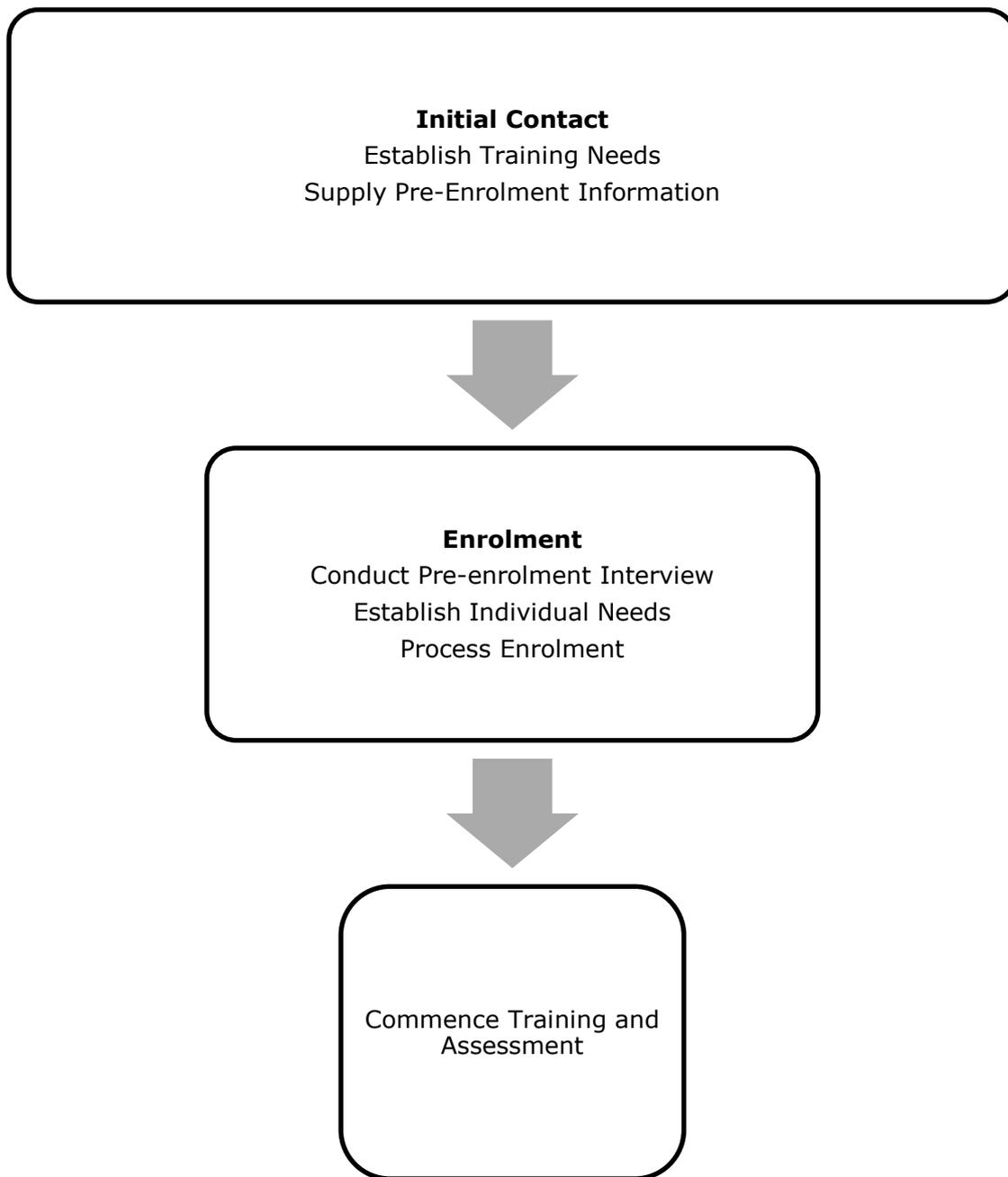
At Broadband Connect our approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers.

We also strive to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this, we will:

- Provide students with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs
- Conduct a one-on-one enrolment interview either face-to-face or over the telephone to individually assess the student's needs and circumstances and provide them information about their rights and obligations
- Inform prospective students about special requirements for their desired training program and pathways to obtain these before enrolment
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program
- Determine if the student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted
- Ensure there are no barriers for people with a disability
- Provide comprehensive administrative support that allows the student to complete enrolment efficiently and commence training at an agreed time and place
- Inform prospective students about alternate pathways to training such as gaining national recognition for current competence or recognition of prior learning

Broadband Connect will apply the following steps during the enrolment process:



Please refer to the following description and associated process diagrams for detailed information on the steps to be taken to fully engage with and induct a student into a course program offered by Broadband Connect.

Initial contact

The primary purpose of the initial contact process is to establish the needs of the client and ensure the client receives all pre-enrolment information applicable to the program they are interested in. Establishing the client needs is important to ensure that those clients enrolling in programs are aligned to training and assessment that

meets their vocational requirements in the industry of their choice. By providing clients with pre-enrolment information early, we are also ensuring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

There will be times when Broadband Connect staff are contacted by potential clients (quite often these contacts will be employers) for information pertaining to available training. Broadband Connect staff should establish a positive client relationship from the start. How questions and answers are provided the client may make a big difference between securing an ongoing relationship and losing them to a competitor.

The following are guidelines are to be applied when engaging with an enquiring person:

- Try to establish over the phone which training program would be most appropriate. If the person really needs a training program that is not on Broadband Connect scope of registration, advise the person that we are not able to provide the training and tell them how they can find a course that better suits their needs. One way of doing this is to direct them to www.training.gov.au or refer the person to an Australian Apprenticeship Centre.
- If the person's needs do aligned with one of our training programs, inform the person of the Broadband Connect delivery model and the choices they have in the scheduling of training to suite their particular circumstances.
- Obtain an email address from the person and send them via email a copy of the student handbook, a copy of the fee schedule, a copy of the course brochure applicable to the program they have enquired about and a copy of the enrolment application form. **Please note.** It is important to stress to a person making an enquiry that they are advised to read carefully the material you are sending to them.
- If the person requests to proceed with enrolment, provide them with instructions on completing the enrolment application form and sending it to Broadband Connect via email or fax.
- Arrange a time for the person to conduct an enrolment interview with a Broadband Connect representative either in person or over the phone.