

## Job Training Institute (JTI) Deferment, Suspension and Cancellation Policy and Procedure – CRICOS (Overseas Students)

### **A. Purpose**

- Outline the circumstances in which an overseas student's enrolment may be deferred, suspended or cancelled, either at the student's request or as initiated by JTI.
- Ensure decisions are fair, transparent, documented and compliant with the ESOS Act 2000, ESOS Regulations 2019, National Code 2018 and Standards for RTOs 2025.
- Protect student rights through clear procedures, access to complaints and appeals, and timely communication.
- Ensure enrolment management supports student wellbeing while meeting JTI's regulatory and reporting obligations.

### **B. Definitions**

- **Deferral:** Delaying the commencement of a course before studies begin.
- **Suspension:** Temporary pause of enrolment after studies have commenced.
- **Cancellation:** Permanent termination of enrolment.
- **Compassionate or Compelling Circumstances:** Situations beyond the student's control that significantly impact their ability to study, such as serious illness, injury, bereavement, major political upheaval or natural disaster.
- **Extenuating Circumstances:** Critical situations posing an immediate risk to the student or others, including welfare concerns, violence, severe health issues or criminal activity.
- **Misbehaviour:** Conduct breaching JTI behavioural expectations, including threats, harassment, violence, academic misconduct, non-compliance with safety instructions, or ongoing failure to meet course progress requirements.
- **PRISMS:** Provider Registration and International Student Management System used to report enrolment changes.

### **C. General Information**

- Students may request deferment, suspension or cancellation of enrolment in writing and must provide supporting evidence.
- JTI may initiate suspension or cancellation due to misbehaviour, unsatisfactory course progress despite intervention, non-payment of fees or conduct placing others at risk.
- Approved changes to enrolment status are reported to PRISMS within required legislative timeframes.

- Students are advised that changes to enrolment may affect visa status and are referred to the Department of Home Affairs for guidance.
- Enrolment is maintained during internal appeals unless extenuating circumstances apply relating to safety or welfare.

## D. Procedure

### 1. Before Enrolment

- Prospective students are informed of deferment, suspension and cancellation grounds before enrolment.
- Information is provided through pre-enrolment materials, the Written Agreement and the Student Handbook.
- Students are informed of their right to access JTI's complaints and appeals process.

### 2. Student-Initiated Applications

- Students complete the Deferral, Suspension or Cancellation Application Form and attach supporting evidence.
- Applications must be submitted at least ten business days before the requested date, unless unexpected emergencies occur.
- Requests are approved only on compassionate or compelling grounds or through approved misconduct processes.
- Students may be granted deferment or suspension for up to one study period per approved request.
- Additional requests are assessed on a case-by-case basis and are not automatically approved.
- The International student Coordinator and trainer both reviews applications and may meet with the student to clarify circumstances.
- Written outcomes are issued within five business days.
- If approved, PRISMS is updated within ten business days.
- If refused, students receive written reasons and information about appeal rights within twenty working days.

### 3. Rejoining After Deferral or Suspension

- Students may rejoin their course at the next available intake or study period following an approved deferment or suspension.
- Where the course end date is affected, a revised CoE is issued through PRISMS.
- Students are advised to contact the Department of Home Affairs regarding visa implications.

### 4. JTI-Initiated Suspension or Cancellation

- JTI may initiate suspension or cancellation due to misbehaviour, serious academic breaches, non-payment of fees or safety concerns.
- Students are notified in writing of JTI's intention and provided reasons and supporting evidence.

- Students are provided twenty working days to access the internal complaints and appeals process.
- Enrolment is maintained during the internal appeal process except where serious safety or welfare risks exist.
- In safety-related cases, temporary exclusion from classes may occur while access to learning materials is maintained.

## 5. Appeals

- Students may lodge an internal appeal within twenty working days at no cost.
- During the internal appeal process, enrolment is maintained.
- Students may lodge an external appeal with the Overseas Students Ombudsman if dissatisfied with the internal outcome.
- External appeal outcomes are implemented within five business days of receipt.

## 6. PRISMS Reporting and CoE Outcomes

- All approved enrolment changes are reported through PRISMS within ten business days.
- PRISMS outcomes may include deferment or suspension without CoE end-date change, issue of a new CoE with revised dates, or cancellation of enrolment.
- Students are notified of all reporting actions and advised to seek visa advice from the Department of Home Affairs.

## E. Responsibilities

- Course Coordinator/ Trainers and International team : Reviews applications, makes decisions and communicates outcomes.
- Student Support Officer: Assists students and ensures documentation is complete.
- General Manager or CEO: Reviews complex or serious cases and oversees compliance.
- International student coordinator : Updates PRISMS and ensures accurate reporting and recordkeeping.

## F. Recordkeeping

- All application forms, evidence, correspondence and decisions are stored securely in the student file and Deferral, Suspension and Cancellation Register.
- Records are retained for a minimum of two years after the student ceases enrolment and up to seven years internally for audit purposes.
- Confidentiality and privacy are maintained in accordance with the Privacy Act 1988.

## G. Enrolment Status During Complaints and Appeals

- Enrolment is maintained throughout all internal appeal processes.
- For external appeals relating to course progress, enrolment is not maintained beyond one external appeal.
- For appeals relating to misbehaviour, enrolment is maintained only during the internal process.

- Students may be temporarily excluded from classes for behavioural concerns while access to learning materials is provided.

## **H. Continuous Improvement**

- Outcomes of deferment, suspension and cancellation decisions are reviewed in management meetings.
- Trends and systemic issues are identified to strengthen consistency and student support practices.
- Improvements are recorded in the Continuous Improvement Register.