

ESOS Advisory Group (EAG) Meeting**Meeting 1/2009****Wednesday March 18, 2009, 10.00 am
Council Rooms, Clayton campus****MINUTES**

Agenda item	Action
1. Attendance and apologies	
Present: Andrea Waller (Enrolments), (Chair), Robert Barrett (Enrolments), Katrina Faria (Enrolments), Cathy Barnett (Faculty of Medicine, Nursing and Health Sciences), Rebecca Hillman (Monash Research Graduate School), Cathryn Bunney (Enrolments), Tamara Forbes (Health Wellbeing and Development.), Eliana Hruby (International Recruitment Services), Judy Duffy (Faculty of Business and Economics), Wendy Blastock (Health Wellbeing and Development), Lauren Scott (Monash Student Association), (Leonie Garlepp (Faculty of Business and Economics), Amali Weeratunga (Monash College Pty Ltd), Kendall Williamson (Executive Services), Madeleine Soederberg (Executive Services), Anita Blom (Art&Design)	
Apologies: Gene Moore (Monash Student Association), Gina Vassos (Monash Abroad), David Lau (Monash Research Graduate School).	
2. Minutes of the previous meeting	
The minutes of ESOS Advisory Group (EAG) meeting 3/2008 held on 19 November 2008 were approved as an official record of the meeting.	
3. Matters arising from the minutes	
3.1 Proforma advice to students letter The Manager, ESOS and Visa Compliance advised that the proforma advice letter had been updated with the additional sentence: "You must respond by x date or further action will be taken and your enrolment will be reviewed".	
4. ESOS Compliance	
4.1 Compliance certification The certification schedule for 2009 was outlined. There will be two rounds- the first in May and the second October. Organisational Units will be asked to return the checklist within two weeks of receipt.	
4.2 ESOS Manual feedback Most faculties have not yet reviewed the manual content. An exception is FIT which noted that the material in the Introduction and the manual purpose statement was very useful and will distribute it to academic staff.	
Group members agreed to review the manual carefully and provide feedback	All EAG

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prior to the next meeting.

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members

The provision of ESOS information at Induction was also considered. There was general agreement that Induction needed to be provided at organisational unit level and that Induction information was on the web site. This information will be reviewed and updated as required.

Robert
Barrett

4.3 Monitoring of course duration

The meeting considered the course extension and CoE process and the use of the Duration report to monitor duration.

CoE extensions

Hub will continue to do CoE extensions in the foreseeable future. The paper application has been re-designed to include the reasons for course extension. The on line form will also be enhanced so that when faculties return the email to Hub the decision and reasons for it will be included. Both developments result in standard 9 requirements being embedded in the process more fully.

The Coordinator, Student Experience advised that in the longer term Student Administrations and Systems will replace the current dual system of applying for a CoE (on line and paper) by an online system through WES.

Duration report

In order for faculties to monitor course duration, the Duration report in the MRS ESOS folder should be used. The Chair sought feedback from Faculties about their use of the report and with the exception of one faculty, (MNHS) all advised that they needed time to consult further. The requirement in the National Code for faculties to monitor expected duration was reiterated.

Robert
Barrett

It was agreed that faculties will be contacted to provide information about their use of the Duration report, when they run the report and follow up action. Following this response, a schedule of mail outs to students will be proposed and the ESOS manual updated.

5 ESOS Reporting**5.1 ESOS reporting statistics**

Statistics for the current period –January and February 2009- were tabled at the meeting. Comment was made that the inclusion of Country of Origin was a useful addition to the statistics. The ESOS Reporting Officer advised that while the APC reports do not appear on the sheet, 25 students have been reported in March following exclusion from their faculty

5.2 APC process

The Executive officer for Executive Services summarised the current appeal situation. He said that fifteen (15) appeals against exclusion had been received to date, eight (8) were ESOS students and four (4) have been dismissed. Three (3) appeals resulted in new hearings being convened.

While the new proformas appear to be working well, it was important that faculties didn't deviate from the standard wording because it could lead to claims of procedural irregularity eg an action being advised contrary to procedures. One

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of the matters being debated occupying Law Chairs time is when the appeal ground of new evidence should apply and when is evidence 'reasonably available'.

The provision of information about the impact of cultural differences is not new evidence. Further, he advised a short delay in keying exclusions into Callista if an appeal has not been received by the end of the 20 working day period. He reaffirmed the importance of the student address being maintained and suggested that teleconferencing should be avoided if possible as Student Rights officers have expressed concerns about the difficulty providing support in this situation. Comment was made that students who choose to Teleconference should be made aware of the advantages and disadvantages of this process. Natural justice concerns were also relevant: the right to hear APC members clearly and the right to respond to questioning.

The Manager ESOS and Visa Compliance summarised the ESOS matters arising from this round of APC reporting. He said that:

- the lack of consistency in the use of Express Post and Registered Post has meant that the Reporting Officer has had to chase up faculties to determine what sort of postage is using (which will have a bearing on deemed delivery dates).
- In two cases, requests of faculties have been made to re-issue letters because in the one case the full 20 working days to lodge an appeal has not been given and in the other, a student had been advised verbally by a faculty to lodge an appeal to the Dean when in fact the appeal should have been made to the Exclusions Appeals Committee (EAC).
- While most of the revised proforma letters referred to copying to 'the Reporting Officer (RO)', the RO was not always receiving these letters resulting in requests of faculties being made
- Ideally a central database could be established which would allow all appeals to be noted and documents to be attached.

5.3 CoE's for transfer students

The Coordinator, Student Experience outlined the role that the Hub is now playing in creating CoE's for transfer students. Now that faculties have assumed responsibility for all Transfer students and the Hub is responsible for creating CoE's for continuing students, a new system had been designed through the Transfer working party for providing the necessary information to the Hub so CoE's could be created. It was agreed that the spreadsheet compiled by the Admissions Unit for load planning could be modified to include information required by the Hub. However faculties have not added the required information to the database about predicted course end dates. Ms Blastock will now follow the interim process of sending a report from the spreadsheet to faculties asking for the predicted course end date information.

6. ESOS Training**6.1 2009 training schedule**

The Manager ESOS and Visa Compliance outlined the SDU ESOS training schedule for 2009. He said that the SDU has reassessed its training priorities for 2009 and reduced the ESOS training to one session for each of level 1 (21 April) and 2 (21 August). The group expressed concern over this development as

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ESOS training was a compliance requirement under the National Code. The group resolved that SDU should be re-contacted to determine whether an additional Level 1 training session could be provided.

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Robert Barrett

In addition there was agreement that an ESOS training session would be provided at the end of May for Organisational Unit Compliance Officers.

Robert Barrett

7 Updates**7.1 Skilled migration**

Recent changes to the skilled migration program were summarised. The Government has announced that the skilled program for this financial year has been cut from 133,500 to 115,000. The group affirmed that students who seek advice about migration options should be referred to the [DIAC web site](#) or to a registered migration agent or lawyer through the [Migration Agents Registration Authority website](#) (MARA).

7.2 CRICOS

As advised at the previous meeting IRS was planning to conduct a CRICOS audit due for return early May. The first of the biannual CRICOS meetings (jointly arranged by IRS and Enrolments) will be held end of May.

8. Next meeting

The next meeting will be held at 10 am on Wednesday June 24 FIT Board Room, Building H, Level 6, Caulfield campus