

ESOS Advisory Group (EAG) Meeting**Meeting 3/2009****Wednesday September 16, 2009, 10.00 am****Sir George Lush Room, Building 3a, Clayton campus**

UNCONFIRMED MINUTES

1. **Attendance** Cathryn Bunney (Enrolments), (Chair), Robert Barrett (Enrolments), Rose Rijadi (Enrolments), Liz Nolan (Faculty of Arts), Tamara Forbes (Health Wellbeing and Development), Annalise Tindal (Faculty of Pharmacy and Pharmaceutical Sciences), Wendy Blastock (Health Wellbeing and Development), Lauren Scott (Monash Student Association), Leonie Garlepp (Faculty of Business and Economics), Carol Nahal (Faculty of Business and Economics), Ed Irons (Faculty of Art&Design), Kendall Williamson (Executive Services), Andrea Waller (Faculty of Engineering), Tangerine Holt (DVCI), Karen Allman (International Recruitment Services), Martine Rambert (Faculty of Information Technology), Kathleen Howard (Faculty of Law), Amali Weeratunga (MCPL) Rebecca Hillman (MRGS)

2. **Apologies:** Cathy Barnett (Faculty of Medicine, Nursing and Health Sciences), Lara Osborne (MRGS), David Lau (MRGS), Eliana Hruby (International Recruitment Services), Gina Vassos (Monash Abroad), Anita Blom (Faculty of Art&Design), Kelly Tsagournos (Faculty of Law)

3. **Minutes of the previous meeting**

The minutes of ESOS Advisory Group (EAG) meeting 2/2009 held on 24 June 2009 were approved as an official record of the meeting.

4. **Matters arising from the minutes**

Training of ESOS compliance officers

The Manager, ESOS and Visa Compliance advised that the planned training of ESOS Compliance officers for October was still planned. Faculties however should advise Robert of preferred dates if they wanted to proceed.

Robert Barrett

ESOS Manual- standard 9 revisions

This chapter has been re-written subject to information about CoE's for excluded students being included

Robert Barrett

Induction material on ESOS web site

This review is still in progress and to be finalised

Robert Barrett

5. **Policies and Procedures**

5.1 **Critical Incident Policy**

Ms Wendy Blastock, Coordinator International Student Experience, outlined the status and approval of the policy. She said that the policy has been approved by the University Security Manager who has responsibility for the university's Crisis Management Response. The Manager advised that no other

approval was required. The approval process occurred after a series of meetings with Monash Security and Safer Monash. The Director Education from the office of DVCI noted that senior officers of the University have recently been engaged in a mock critical incident which reconfirmed the importance of this policy. She added that a recent student forum had stated that safety was one of the top priorities of students.

The question of privacy was considered. The privacy Act says that if there is a significant risk, disclosure can be made; however, only the Community Care line has authority to approve disclosure (and after consultation with the Solicitors Office and Privacy Officer if necessary).

It was agreed that the Critical Incident Guidelines would be published on ESOS web site.

Rose
Rijadi

6 ESOS Compliance

6.1 Compliance certification outcomes

Mr. Robert Barrett, Manager ESOS and Visa Compliance, summarised the outcome of responses to the checklist for semester 1, 2009. He said that:

- Comments concerning Release letters from a number of areas indicated that the process for approval of letters was not fully understood.
- The faculty of Business and Economics had concerns about its ability to recruit qualified staff in one department which had experienced a huge growth in student numbers. The University has directed that the faculty continue to enrol students even after teaching had commenced and it is now significantly over-enrolled. This in turn has placed pressure on education support resources and facilities within the faculty.
- Another faculty was now putting procedures in place to inform IRS of changes to CRICOS registered courses.
- With staff changes, the ability to train all staff in ESOS was a concern for a few faculties.

In general discussion the following comments were made;

- ESOS training- one additional option available was for staff to access the ISANA training on line if a Monash ESOS session was not available.
- Maximum numbers- DVCI is preparing a paper concerning student recruitment and will gather evidence revolving around quality and recruitment issues.

Finally, the checklist for semester 2, 2009 will be distributed towards the end of October or early November.

6.2 Associate Directors International (ADI) workshop 2009

The Manager Enrolments noted that DVCI has requested SA&S to deliver a paper for a meeting of Associate Directors International (ADI) in November. The paper will cover the National Code standards and compliance requirements, reporting and sanctions.

One comment made was that the paper should note how resource intensive ESOS compliance is, especially for faculties.

Secretary's note: Further to the details above, the focus of the ADI Workshop has been changed and SA&S are no longer required to attend and provide a presentation about ESOS and National Code compliance.

7. ESOS Reporting

7.1 ESOS reporting statistics

The ESOS Reporting Officer Ms Rijadi commented on the current round of statistics as distributed. She noted that the statistics now included the comparison statistics for the same reporting period in the previous year.

8. Business practices and ESOS reports

8.1 Course extension process

The Manager Students Services and Admissions from the FIT commented on the course extension process. She said that some students were avoiding being warned by maintaining a normal enrolment into the semester but withdrawing their load at the census date. Then, a request for a new CoE may be made but there is no paper trail- no application to underload and no warning letters. One suggestion made was that students like this should be barred from WES.

FIT requested that a global email be sent to students at the beginning of each semester reminding them of their enrolment obligations and the consequences of not completing on time. It was noted that Hub sends monthly emails to international students and the Coordinator International Student Experience Programs agreed to include this information in their first email of each semester. This email would be sent as a stand-alone email focusing on warning students about the course extension process.

Robert
Barrett &
Wendy
Blastock

8.2 Duration report

The current status and use of these reports was considered. Mr Robert Barrett, Manager ESOS and Visa Compliance, advised that it is now necessary to just run the Duration report. Elements of the Underload report have been incorporated into the Duration report so it is possible, using this report, to also identify students who are underloaded this semester.

8.3 Transfer report

Ms Wendy Blastock, Coordinator International Student Experience Programs, outlined the proposed Transfer report in ESOS folder. The report is being developed by Enrolments. She said that as Faculties were now responsible for making offers and sending the addendum to the written agreement to Transfer students, Hub had taken responsibility from IRS for issuing the new CoE's for these students. The report will identify all transfer students and can be sorted by faculty and campus. Faculties will need to run the report from MRS, add the expected completion date for the students identified and return to Hub.

8.4 ESOS indicator lamp in Callista and upload process

Ms Rose Rijadi, ESOS reporting Officer, briefed the group on the CoE upload

process and identification of ESOS students in Callista. She said that the list of student's with a current CoE and 'studying' status is downloaded from PRISMS fortnightly and sent to Student Systems. Student systems then uploads the CoE's to Callista which triggers the Student Indicator Lamp. The Visa Subclass number that shows in Callista is derived from the course identified on the CoE eg a Postgraduate Research course equals subclass 574 and Higher Education equals subclass 573. Ms Rijadi said that because the upload process occurs every two weeks, sometimes there will be a delay in Callista showing a student's correct status. If the Callista record is uncertain and faculties are unclear about a student's status they should seek advice from Enrolments and then make decisions following that advice eg if Callista shows that a student is an ESOS student but information is available showing that a student is no longer holding a student visa, then faculties are not restricted to decision on an application for intermission on the basis of 'compassionate or compelling circumstances'.

8.5 Callista

Ms Cathryn Bunney, Manager Enrolments, said that Callista had been investigating new developments which would incorporate ESOS compliance requirements. She said that future Callista developments included recording welfare details for Under 18 students and a process for tracking students who had reached the limits of permissible DE/Online study. These changes are planned for the Callista version 14.0 release

9. ESOS updates

9.1 Written agreement

Mr Robert Barrett, Manager ESOS and Visa Compliance briefed the group on the status of revised written agreement. He said that work had been undertaken by Enrolments, the Solicitors Office and IRS during the year to draw up a new agreement. It was hoped that it would be finalised by December.

9.2 APC process

Mr Kendall Williamson, Executive Office for Executive Services to brief group on the review of statute 6.2- Exclusion for unsatisfactory progress or inability to progress. He said that a panel of Monash staff has been nominated to review the statute. It was likely that the review would lead to a shift in the process from being heavily weighted at the end stage of the process- after an assessment of unsatisfactory academic progress has been made- to a more active intervention process. That process will hopefully impact on both retention and also earlier student decision making about continuing enrolment at Monash.

It was hoped to complete the review late this year or early next year but it can take up to 6 months for sign off on the statute by the Minister. He commented that transition arrangement will need to be put in place and as the new semester regime commences in 2011 (12 week semester) it would be best if the changes coincided with that new arrangement. Widespread consultation with staff is planned.

9.3 ESOS Amendment Bill

Mr Robert Barrett, Manager ESOS and Visa Compliance, commented on the

proposed amendments to the ESOS Act. The two main provisions were that all existing providers would need to re-register by the end of 2010 and that providers will need to publish names of agents representing them.

9.4 Intermission

The Manager ESOS and Visa Compliance outlined recent changes to DIAC policy concerning student obligations regarding departing Australia during intermission. He said that the new policy was that students could remain in Australia for up to 6 months if they were taking intermission and that advice to students should be limited to this. ESOS reporting letters had been modified to reflect this change. Students should contact DIAC to obtain information about remaining In Australia should they have any questions.

10. Next meeting

The next meeting will be held at 10 am on Wednesday 18 November, FIT Board Room, Building H, Level 6, Caulfield campus.