

ESOS Advisory Group (EAG) Meeting

Meeting 1/2008
Wednesday June 25, 2008, 10.00 am
H2 Caulfield campus

MINUTES

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 (MRGS), Eliana Hruby (International Recruitment Services), Yvonne Joyce (Monash Student Association, General), Ahuva Shavit (Faculty of Science), Tamara Forbes (Health Wellbeing and Development, Pharmacy), Martine Rambert (Faculty of Information Technology), Judy Duffy (Faculty of Business and Economics), Leonie Garlepp (Faculty of Business and Economics), Kelly Tsagournos (Faculty of Law), Ajitha Perera (Monash College).

Apologies: Amali Weeratunga (Monash College Pty Ltd), Wendy Blastock (Health Wellbeing and Development) Molly Bonnefin (Monash College Pty Ltd), Eve Hiland (Faculty of Art & Design).

2. Minutes of the previous meeting

The minutes of National Code Implementation Group (NCIG) meeting 1/2008 held on 10 April were approved as an official record of the meeting.

3. Matters arising from the minutes

3.1 Charter and membership

At meeting 1/2008 the National Code Implementation Group (NCIG) agreed to create a charter for the EAG and review its membership in light of the agreement to incorporate the NCIG into the ESOS Advisory Group.

The group considered and approved the [EAG charter](#). Some changes were made to the [membership list](#) circulated at the meeting including the inclusion of representatives from the library. Both the Charter and the revised membership list will be made available on the ESOS website at:

<http://www.monash.edu.au/international/esos/staff.html>.

RB

4. National Code 2007

4.1 Education Policy and Procedures Committee (EPPC) 4/2008 progress report

The Manager, ESOS and Compliance spoke to the progress report submitted to EPPC Meeting 4/2008. Members were advised that the following educational issues associated with implementation of the National Code 2007 were of

primary concern.

- the written agreement with students (item 5 refers)
- transfer between registered providers
- duration report (item 6.1 refers)
- [Faculty mid year intervention strategy procedures](#)
- Callista project (item 6.4 refers)
- maximum number of students
- student complaints to DEEWR
- APC template letters (item 4.1 refers).

In some cases, further work was needed to achieve compliance (eg written agreement, APC template letters) and in other cases, compliance would be further enhanced (duration report. Callista project).

4.2 Implementation work table

At NCIG meeting 1/2008 it was agreed that the Implementation work table be revised and consolidated and incorporated into an excel spreadsheet. Members noted the revised document.

During discussion a question was raised regarding instances in which a student could lawfully transfer between registered providers under the National Code. Different scenarios were discussed such as students choosing TAFE because of improved permanent residency outcomes or a Monash student requesting to transfer to a similar program at TAFE.

Mr Barrett advised that the Monash [International student transfer between registered providers policy](#) provided guidance as to what should be considered when a transfer application is being assessed namely:

1. a course is academically unsuitable for a student - eg where a student is better suited to a different learning environment or the course does not meet the student's educational or developmental needs and/or
2. compassionate or compelling reasons for the transfer exist.

To further assist administrators in making decisions relating to transfers between providers, the group agreed that it would be useful to have examples of previously approved transfers. It was agreed that examples of previously approved provider transfers would be published on the ESOS staff website at: <http://www.monash.edu.au/international/esos/staff.html>.

RB

5. ESOS Reporting

5.1 ESOS Reporting Officer

At NCIG Meeting 1/2008 Ms Faria, the ESOS Reporting Officer tabled a report on 2008 ESOS reporting statistics as at 31 March 2008. At that meeting members commented on the usefulness of the data and it was agreed that a similar report would be included on each agenda of the NCIG.

Ms Faria tabled a report outlining reporting statistics up to the end of May 2008

and briefed the group on ESOS reporting to the Department of Immigration and Multicultural Affairs (DIAC) for the year to date. Members were advised that the 'students reported columns' in the report referred to reports made where a student had a current electronic Confirmation of Enrolment (CoE) and action could be taken on the CoE. Students who had not been reported (with the exception of unsatisfactory academic progress reporting) were students without a current CoE and therefore no reporting action was required.

During discussion it was suggested that the report would be improved by defining terms used in the report (eg early completion) and by providing more clarity in the 'not reported' column. These changes and the report will be included on the agenda for the next meeting.

KF

5.2 ESOS Compliance report

Mr Barrett referred members to the EPPC 4/2008 ESOS Progress report as providing a useful summary of work achieved over the intervening two months. In addition he commented on the regular requests received from DEEWR following student complaints concerning their reporting for unsatisfactory academic progress. As of 25 June, six requests had been made by DEEWR to provide further information on students who have been reported as a result of being excluded for unsatisfactory academic performance. Four of the requests had resulted in DEEWR upholding the Monash position and two were outstanding. Feedback from DEEWR would be incorporated into the Monash review of its academic progress (APC) template letters.

In further discussion the following comments made concerning APC matters:

1. the fact that the APC forum had not met this year was of concern to members
2. clarification was sought as to when faculties are obliged to give students 20 working days for students to appeal an APC exclusion outcome. Mr Barrett commented that the Solicitors office had advised late last year that the 20 working days commenced from date of the APC decision.

It was agreed that Mr Barrett would seek further advice from the Solicitors Office on the 20 working days requirement and report back to the next meeting.

RB

6. Written agreement with students

The Manager, Enrolments, Ms Waller reported on the status of the written agreement with students. She advised that the SAN International Offer Letter and the Course Transfer Working Parties had both considered the contents of the agreement. Suggested changes to the offer letters had been forwarded to IRS for comment. Members also noted that a revised offer letter including an addendum to the written agreement has been drafted for further consideration by the Course Transfer Working Party. Ms Waller will report back to next EAG on progress with the written agreement.

AW

7. Student Systems

7.1 Duration report

Ms Waller advised the group that Student Systems has released a test version of the duration report and further modification has been suggested. It is expected

that the final version will be available for the August meeting of the EAG.

During discussion members considered what action should be taken by faculties if a student ignored faculty advice and under loaded without approval. Members agreed that faculties should note the advice given to the student and the student response on the ESOS notes facility in Callista. Mr Barrett advised that in these instances, a student's enrolment would not be cancelled but the student may be refused the issue of a new CoE in order to continue their studies in Australia. It was noted that the Faculty of Business and Economics currently advises students in writing that if they underload without approval the faculty is under no obligation to extend their course in Australia. It was agreed to obtain a copy of this advice with a view to drafting a standard proforma for faculties to use in these situations.

RB

7.2 WES and Underloading

This item was considered in discussion of the Callista project (item 7.4 refers).

7.3 ESOS notes

The draft ESOS notes template was considered and suggested changes made. Template to be published on the ESOS web site. Discussion occurred concerning whether the notes for students taking intermission should be included in the Intermission tab for ENRF4160 or on ESOS notes itself. It was agreed that the Intermission tab should continue to be used as it had the advantage of linking the notes to fixed dates (the intermission period).

7.4 Callista Project 1448 - Progression rules and ESOS compliance

The Manager, Enrolments, the Manager ESOS and Compliance and the Senior Business Analyst (Mr Brent Muir) are currently representing Monash on a project run by Callista covering progression rules and ESOS compliance.

Ms Waller outlined the Callista project 1448 involving Callista users Australia wide. She reported that the project was examining those aspects of the National Code that imposed specific ESOS compliance requirements on providers and that could be incorporated into Callista. These aspects included: fees, the written agreement, the under 18 requirements, the complaints and appeals process, course duration and intermission.

During discussion Ms Waller advised that it is likely that the project will deliver functionality relating to course duration and identifying under loaded students that can then be adapted by Student Systems to develop this functionality in WES. The complaints and appeals requirements were also discussed with broad agreement that the recording of grievances on Callista might be unwieldy and raise issues relating to privacy and the level of access staff would have to the information. It was agreed that the introduction of the TRIM records management system would enable complaints and appeals to be recorded on this system with a higher level of security that Callista was currently able to accommodate. It was also acknowledged that separate processes were already in place to handle matters such as discrimination and sexual harassment.

8. Next meeting

Members noted that the next meeting will be held at 10 am on 17 September 2008 in the Sir George Lush room, Building 3a, Clayton campus.