

ESOS Advisory Group (EAG) Meeting
Meeting 2/2008
Wednesday September 17, 2008, 10.00 am
Sir George Lush Room, Clayton campus

1. Attendance and apologies

Present: Carol Nahal (Enrolments) (Chair), Robert Barrett (Enrolments), Cathy Barnett (Faculty of Medicine, Nursing and Health Sciences), Rebecca Hillman (MRGS), David Lau (MRGS), Eliana Hruby (International Recruitment Services), Gene Moore (Monash Student Association, General), Ahuva Shavit (Faculty of Science), Amali Weeratunga (Monash College Pty Ltd), Martine Rambert (Faculty of Information Technology), Wendy Blastock (Health Wellbeing and Development), Leonie Garlepp (Faculty of Business and Economics), Kelly Tsagournos (Faculty of Law), John Tang (Marketing and Student Recruitment), Christene Melhem, (Pharmacy and Pharmaceutical Sciences)

Apologies: Katrina Faria (Enrolments), Molly Bonnefin (Monash College Pty Ltd), Eve Hiland (Faculty of Art & Design), Tamara Forbes (Health Wellbeing and Development, Pharmacy), Judy Duffy (Faculty of Business and Economics)

2. Minutes of the previous meeting

The minutes of ESOS Advisory Group (EAG) meeting 1/2008 held on 25 June 2008 were approved as an official record of the meeting.

3. Matters arising from the minutes

3.1 Charter and membership

Members noted that the Charter and the revised membership list are now available on the ESOS website at:

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

3.2

Transfer between registered providers

Publication on the ESOS web site of examples of previously approved transfers is still to be actioned.

RB

3.3

Advice from solicitors office re 20 working day requirement to lodge an appeal against exclusion for unsatisfactory academic progress

A copy of advice from the Solicitors Office regarding when the 20 working days to lodge an appeal begins was distributed. The advice from the Deputy University Solicitor dated 20 November 2007 stated:

‘a student will have been assessed as not achieving satisfactory

progress when the student has been advised in writing of that decision by an APC after which the student will need to be given 20 days in which to appeal'. (20 working days)

3.4 Faculty proforma re advice to students if underload

A draft proforma was distributed and discussed. It was noted that some faculties currently contact underloaded students directly by phone and this was found to be effective.

4. National Code 2007

4.1 National Code 2007 implementation work

The Manager, ESOS and Visa Compliance spoke about outstanding implementation work. He said that work was progressing in the following areas:

- Draft Marketing policy and procedure prepared by Marketing and Recruitment incorporating brand guidelines. Draft has been submitted to Publications Committee.
- A Business practice for standard 5.1- continuing to check the suitability of arrangements when the enrolment of a student under age 18 has been suspended or cancelled
- A Business practice for the international component of the Critical Incident policy needs to be finalised (standard 6.1)
- Duration report development (see item 8.1)
- Guidelines for approving course extensions (new CoE's) needs to be finalised (see item 6)
- Process for internal transfer students receiving a new written agreement to be finalised
- Refinement of APC template letters (standard 10) by Executive Services.

Mr Barrett advised that the primary work for the implementation had now been completed and that the best way of tracking future implementation work was the Risk register. The risk register is maintained by Enrolments and is submitted to Audit and Risk Management biannually. The register lists the main areas of ESOS risk and strategies and action plans to manage those risks.

A copy of the Risk Register will be made available for the next meeting.

RB

4.2 Compliance certification update

The Manager, ESOS and Visa Compliance summarised the annual ESOS compliance requirements. These are:

- ESOS certification for the Monash annual report to Parliament needs to be provided to Executive Services in the first fortnight of December
- Statement of annual compliance with the ESOS Act for Audit and Risk Management 30 November
- Biannual Risk Register to Audit and Risk Management 30 March and 30 September
- ESOS Compliance checklist to relevant organisational units October 2008 and for 2009 May and October.

4.3 ESOS Compliance manual

This is to be finalised incorporating National Code 2007 requirements and made

RB

available on the ESOS web site by December 2008

4.4 APC letters

In general discussion it was noted that Executive Services is redrafting the proforma APC letters and that these letters need to be available for faculties by November. A guideline for sending out these letters should be prepared.

It was noted that the two appeal letters should be stand alone letters- Dean's appeal and Exclusions Appeal Committee (EAC) - and that the EAG was seeking advice about when APC training dates would be confirmed.

Also, clarification would be sought by the Manager, Student & Academic Services, Faculty of Law, from the Exclusions Procedures Advisory Committee (EPAC) about whether a APC forum would be held this semester.

CN
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KT

5. ESOS Reporting

5.1 ESOS Reporting Statistics

Statistics for the June-August quarter prepared by the ESOS Reporting Officer were considered. The changed format was well received and a suggestion made that it would be useful to include Country of Origin for the ESOS to Permanent Residency table.

6. Course extension and CoE's

6.1 Course extension and Underloading FAQ's

Draft FAQ's prepared by the Manager ESOS and Visa Compliance were considered. To enable wider feedback it was agreed that comment would be obtained by faculties within the next two weeks so that any final changes could be made.

Faculty/
RB

Some underload scenarios were discussed including the following. A student with five units to complete, who enrolled in three units in semester one and two units in semester two but fails a deferred exam from semester one in August, will need to repeat the unit in 2009. It was agreed that the student should complete the Underload form for semester 2 and a copy provided for central file.

6.2 Draft faculty letter for students Underloading without approval

The draft letter and suggested changes were considered. Faculties agreed that the letter would be used for students who have underloaded without approval. The re-drafted letter to be made available for the next EAG meeting.

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6.3 Draft HWD CoE application

The Manager International Student Experience, HWD, spoke to the draft CoE application for students seeking to extend their study in Australia. Students can apply for a CoE on line or manually and the new form is for students applying on line. The application is distributed to faculties and they decide on whether to approve the course extension and the proposed course end date.

Ms Blastock advised that the new form captured National Code requirements in that as well as faculties indicating a course end date they would also let HWD know whether the course extension has been approved and the basis for the course extension. Faculties would indicate which of the following grounds in standard 9.2 forms a basis for the approval:

- compelling or compassionate grounds
- activation of intervention strategy or
- approved deferment or suspension of studies.

The Manager ESOS and Visa Compliance stated that there would be circumstances when a course extension should be refused. These circumstances would be exceptional and should only occur when an extension could not be approved on 'compassionate or compelling grounds' and there was evidence of contact and correspondence with a student advising of the consequences of Underloading which had been ignored.

He said that he would place this item on the agenda for the next VIDC ESOS meeting and report back to the next EAG on practices at other Victorian institutions.

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In further discussion it was noted by the Director, International Recruitment Services that it is a concern that the code is out of synch with Monash processes and by the Manager, Student Services Admissions, Faculty of Information Technology that Student Rights need to be informed of this process. She would provide details of the next meeting of the Student Equity Officers.

MR

The Manager ESOS and Visa Compliance agreed to produce a guideline on course extensions to be made available for the next EAG meeting.

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7. Course transfer working party and written agreement with students

The Acting Manager Enrolments briefed the group on the work of the working party. Ms Nahal stated that agreement had been reached concerning a standard offer letter- email for transfer students which would include an addendum to the written agreement. Also, arrangements would be made for ensuring transfer students are issued with a new CoE.

8. Student Systems

8.1 Duration and ESOS students report

A report is now available in MRS listing all ESOS students. The Duration report is in QAF and ready for testing.

9. Next meeting

The next meeting will be held at 10 am on 19 November 2008 at the Caulfield campus, Faculty of IT Board Room, Building H, Room 6.90.