

ESOS Advisory Group (EAG) Meeting
Meeting 3/2008
Wednesday November 19, 2008, 10.00 am
FIT Board Roo, H6.90, Caulfield campus

MINUTES

<u>Agenda item</u>	<u>Action</u>
<p>1. Attendance and apologies</p> <p>Present: Robert Barrett (Enrolments), (Chair), Katrina Faria (Enrolments), Cathy Barnett (Faculty of Medicine, Nursing and Health Sciences), Rebecca Hillman (MRGS), David Lau (MRGS), Tamara Forbes (Health Wellbeing and Development, Pharmacy), Karen Allman (International Recruitment Services), Ahuva Shavit (Faculty of Science), Judy Duffy (Faculty of Business and Economics), Wendy Blastock (Health Wellbeing and Development), Leonie Garlepp (Faculty of Business and Economics), Kendall Williamson (Executive Services), Renee Bartholomeusz (Faculty of Information Technology), Trudi Robinson (Faculty of Information Technology).</p> <p>Apologies: Andrea Waller (Enrolments), Molly Bonnefin (Monash College Pty Ltd), Gene Moore (Monash Student Association, Eliana Hruby (International Recruitment Services), Martine Rambert (Faculty of Information Technology) Gerard Schnabl, (Faculty of Education), Amali Weeratunga (Monash College Pty Ltd), Joanna Donagan (Faculty of Education), Gina Vassos (Monash Abroad).</p>	
<p>2. Minutes of the previous meeting</p> <p>The minutes of ESOS Advisory Group (EAG) meeting 2/2008 held on 17 September 2008 were approved as an official record of the meeting.</p>	
<p>3. Matters arising from the minutes</p> <p>3.1 Proforma advice to students letter The revised letter was distributed at the meeting. It was agreed that one further sentence should be added to the letter: "You must respond by x date or further action will be taken and your enrolment will be reviewed". The letter to be amended to reflect this change.</p> <p>3.2 Transfer between registered providers The Manager, ESOS and Visa Compliance advised that until more examples of approved transfers are provided, the publication of examples of these transfers on the ESOS web site would not proceed.</p>	<p>RB</p>
<p>4. Policies and Procedures</p> <p>4.1 Critical Incident Policy The Coordinator International Student Experience Ms Wendy Blastock briefed</p>	

the group on the status of the Critical Incident Policy. She explained that she had discussed the policy with Mr Russell Gammie, University Security Manager with responsibility for the Critical Incident Policy. Mr Gammie indicated that the policy extends to off campus incidents.

Ms Blastock explained that she has been developing a business practice for international students to provide more guidance concerning critical incidents affecting international students.

Ms Blastock introduced Ms Stella Birch from the Health Wellbeing and Development Safer Community Program who briefed the group on her role. One of Ms Birch's key tasks is to investigate reports from the university where there are concerns for the safety or well being of a student. All incidents are recorded and follow up action documented and one area of particular focus is that of following up missing students.

4.2 Brand Identity Policy and Procedure

The group was notified that the Brand Identity policy and procedure has been approved by the Strategy and Resources Committee.

5 ESOS Compliance

5.1 Compliance certification

The Manager, ESOS and Visa Compliance summarised the main feedback received from the return of the compliance certification checklists:

- No courses were identified where Monash had entered into an arrangement with another provider to deliver a Monash course.
- Some issues with training had emerged- one faculty indicated that the availability of training sessions was limited and another faculty indicated that some new staff were not yet trained
- In one faculty some marketing material brochures were not compliant and this is being rectified
- Resource issues in one faculty meant that further growth in student numbers was not possible
- One course listed in Course Finder had the wrong CRICOS number and was being rectified
- Selection and credit procedures in one faculty were being updated.

In general discussion it was mentioned that in addition to SDU training, the ESOS and Visa Compliance manager can be contacted to provide ad hoc ESOS training as required. A number of faculties have arranged training this year- Business and Economics, Medicine, Nursing and Health Sciences and Art and Design. The group supported continued face-to-face training, referred to the ISANA training as being useful and recommended that online training geared to academic staff be developed. More advanced training for ESOS compliance officers across the university was also supported.

5.2 ESOS risk register

Distributed with the papers for this meeting was the ESOS risk register. This register is provided to the university's Audit and Risk Management group biannually after being reviewed and updated. The Manager, ESOS and Visa Compliance noted some of the risk treatment strategies listed in the register:

- A recommendation that a CRICOS audit be undertaken by IRS

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<ul style="list-style-type: none"> - Reconstitute the biannual meetings with CRICOS staff - To develop a business practice for the ongoing monitoring of Under 18 students who discontinue - Conduct an annual refresher workshop for ESOS Compliance officers across the university - Faculties conduct an audit of compliance with standard 12.1(b) (provision of record of course credit to student and student acceptance of credit). 	

Faculty representatives agreed to conduct the standard 12.1(b) audit during 2009. IRS noted that an audit of the Monash CRICOS register was built into their operating procedures.

Faculties

6. Standard 9 and course extension process

6.1 Course extension update

Ms Wendy Blastock, Coordinator International Student Experience, briefed the group on the course extension process. She explained that there were two mechanisms for applying for a new CoE to extend course duration – paper application or on line application. At present HWD were responsible for issuing the CoE. In the future (timeline not yet confirmed) responsibility would devolve to the Service Centre. Ms Blastock outlined that both the paper and on line applications were being revised to incorporate National Code (standard 9.2) requirements.

Revisions to the paper and electronic application have commenced and changes should be in place for semester one, 2009.

WB

EAG members confirmed that faculties have accepted responsibility for decision making re CoE applications.

6.2 Course extension scenario

Trudi Robinson, Manager, Academic Programs Support, FIT, delegating for Martine Rambert, spoke to Martine's course extension scenario.

One of the questions raised by the scenario was that while extension of the course on course progression grounds could be supported, it was not quite as clear whether there was a corresponding obligation for a faculty to provide all units each semester. In general discussion it was agreed that this was not possible.

7. Academic Progress Committee (APC) proformas and training

Mr Kendall Williamson, Executive Officer, Executive Services, briefed the group on APC requirements and planning for forthcoming APC training. He outlined that the Solicitors Office has drafted changes to various University regulations and statutes incorporating ESOS requirements- these changes will be considered by Academic Board today. Included in the changes is embedding the 20 working day requirement in all relevant regulation and statute and the abolition of 'five minute hearings'.

One significant change is that in responding to the Notice of Referral, students can opt in or out of attending a hearing. Students who respond and choose not to attend a hearing still have the right to appeal to EAC. Non responders can only appeal to the Dean. For the Dean's appeal, the appeal will be lodged with

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APC Secretaries.

In addition Executive Services has conducted a major review and updating of the APC proforma letters. These revised letters will be considered by EPPC next week.

Finally, APC training has been scheduled for December 11.

8. ESOS Reporting**8.1 ESOS Reporting Statistics**

Statistics for the current period were tabled at the meeting.

9. ESOS reports update**9.1 Duration report**

The Duration report has now been moved to Production in MRS. This report is used to monitor the expected completion of students and should be run during the first week of classes (and earlier if possible) as well as mid semester. It identifies students who won't complete on time and enables early identification so that students who are under-enrolling have the opportunity to correct their enrolment.

9. Next meeting

The next meeting will be held at 10 am on Wednesday 18 March 2009 in the Sir George Lush Room, Building 3a, Clayton campus.