

**La Trobe University**  
**ESOS National Code 2007**  
**Academic Board Policy Statements**

**Standard 1 – Marketing information and practices**

The University will ensure that the marketing of its education and training services is accurate and ethical, and maintains the integrity and reputation of the higher education industry.  
Responsible Officers: D-LTI / AD-LTI / D-LTUIC

**Standard 2 – Student engagement before enrolment**

The University will ensure through documented procedures that the recruitment of students is conducted in an ethical and responsible manner. Information provided to students will enable students to make an informed decision about studying at the University. The University will ensure that students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.  
Responsible Officers: D-LTI / AD-LTI / D-LTUIC

**Standard 3 – Formalisation of enrolment**

The University will ensure that a written agreement between the University and the student sets out the services to be provided, fees payable and information in relation to refunds of course fees.  
Responsible Officers: D-LTI / AD-LTI / D-LTUIC

**Standard 4 – Education agents**

The University will enter into a written agreement with each education agent it engages to represent it and take all reasonable measures to use only education agents that have an appropriate knowledge and understanding of the Australian international education services industry. The University will not use education agents who are dishonest or who display a lack of integrity.  
Responsible Officers: D-LTI / AD-LTI

**Standard 5 – Younger students**

The University will ensure through documented procedures that where a student under the age of 18 is not being cared for in Australia by a parent, guardian or suitable nominated relative, the University will ensure that appropriate arrangements are made to protect the personal safety and social well-being of the student.  
Responsible Officer: D-LTUIC

**Standard 6 – Student support services**

The University will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their course of study and underpin this with a documented critical incident policy.  
Responsible Officers: D-LTI / M-SL / D-LTUIC

**Standard 7 – Transfer between registered providers**

The University will assess requests from students for a transfer between registered providers within the first six months of the commencement date of a student's principal course of study, through a documented student transfer request policy and procedures.  
Responsible Officers: D-LTI / D-LTUIC

**Standard 8 – Complaints and appeals**

The University will ensure that its complaints and appeals processes are independent, easily and immediately accessible, and inexpensive for the parties involved.  
Responsible Officer: PVC (Equity & Student Services)

**Standard 9 – Completion within the expected duration of study**

The University will monitor in accordance with documented policy and procedure the workload of students to ensure that they complete the course within the expected course

duration, registered on CRICOS and as identified by their Confirmation of Enrolment (COE).  
Responsible Officers: D-AS / M-RSC / D-LTUIC

#### **Standard 10 – Monitoring course progress**

The University will systematically monitor students' course progress through documented procedures. The University will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. The University will report students to DIAC who have breached course progress requirements, as required under section 19 of the ESOS Act.

Responsible Officers: Registrars / M-RSC / D-LTUIC

#### **Standard 11 – Monitoring attendance**

The University will, where required, systematically monitor students' compliance with student visa conditions relating to attendance. The University will be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. The University will report students who have breached the attendance requirements under section 19 of the ESOS Act but develop documented procedures to identify students at risk.

Responsible Officer: D-LTUIC

#### **Standard 12 – Course credit**

The University shall have a documented procedure for advanced standing and course credit that recognises the ESOS framework.

Responsible Officer: D-AS

#### **Standard 13 – Deferment, suspension of study or leave of absence during enrolment**

The University will establish a documented procedure to prescribe how students may defer commencement, or suspend their studies during the course, through formal agreement in certain limited circumstances. The University recognises that students granted a deferment, leave of absence or suspension of their enrolment will be required to return home unless compassionate and compelling circumstances prevent them from doing so.

Responsible Officer: D-AS

#### **Standard 14 – Staff capability, educational resources and premises**

The University will ensure through documented procedures that staff of the University are suitably qualified or experienced in relation to the functions they perform for students. The University will ensure that the educational resources of the University support the delivery of courses to students. The University will ensure that the premises of the University, including the floor space available for each student, support student achievement of their course outcomes.

Responsible Officers: ED-VCO, ED-I&O, ED-P&C, D-LTUIC

#### **Standard 15 – Changes to registered providers' ownership or management**

The University will proactively inform the appropriate designated authorities of prospective changes to its ownership and/or management.

Responsible Officer: ED-VCO

#### **ESOS Compliance for NSW Programs**

B. Bus, BIS, and FSDP at ACN Navitas; AD (I&S) L&M and D- LTUIC  
Bachelor of Business (Tourism & Hospitality) at William Blue College of Hospitality and Tourism: AD (I&E) L&M

#### **Course duration on CRICOS**

Course duration on CRICOS needs to be consistent with AQF; see Part C of the Code, paragraph 7.1; "The registered duration cannot exceed the time required for completing the course on the basis of the normal amount of full-time study."

Responsible Officers: Chair / Secretary Programs Committee

## Compliance Monitoring

Responsible Officer: DVC (I&FS)

### Resources

AVCC [now Universities Australia] Code of Practice and Guidelines for Australian Universities

<<http://www.avcc.edu.au/documents/publications/CodeOfPracticeAndGuidelines2005.Pdf>>

ESOS Explanatory Guide (DEEWR):

<<http://aei.gov.au/AEI/CmsTemplates/GeneralTemplates/ContentPage.aspx?NRMODE=Published&NRNODEGUID=%7bA102AF59-2483-4474-8A34-C9A966C1981A%7d&NRORIGINALURL=%2fAEI%2fESOS%2fNationalCodeExplanatoryGuide%2fDefault.htm&NRCACHEHINT=ModifyGuest>>

ISANA on-line ESOS tutor <http://www.isana.org.au/>

La Trobe ESOS Transition project <<http://www.latrobe.edu.au/international/esos.html>>

National Code 2007

<<http://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/default.htm#structure>>

### GLOSSARY

AD (I&S)	Associate Dean (International & External), Faculty of Law and Management
AD-LTI	Associate Director (Marketing and Recruitment), La Trobe International
AQF	Australian Qualifications Framework.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DEEWR	Department of Education, Employment and Workplace Relations
DIAC	Department of Immigration and Citizenship
D-LTI	Director – La Trobe International
D-LTUIC	Director – La Trobe University International College
DVC	Deputy Vice-Chancellor
ED-I&O	Executive Director, Infrastructure and Operations
ED-P&C	Executive Director – People & Culture
ED-VCO	Executive Director – Vice-Chancellor’s Office
ESOS	Education Services for Overseas Students Act 2000
ISANA	International Education Association
M-RSC	Manager, Research Scholarships & Candidature
M-SL	Manager – Student Life, LTI
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
PRISMS	Provider Registration and International Students Management System (the electronic system that holds CRICOS and the eCoE). This is the approved form for reporting information under s19 of the ESOS Act 2000.
RPL	Recognition of Prior Learning.

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1 September 2009