

**ESOS External Audit**

**Monday 7 June 2021 – Friday 11 June 2021**

**Interview Schedule**

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| **TIME** | **EVENT** | **DURATION** |
| **DATE: Monday 7 June, Day 1 ESOS External Audit**  **LQS Contact: Michelle Quilliam 8313 2441** | | |
| 8:30 – 9:00 am | **Office Set Up**  *Dr Alek Voninski to meet* ***Ms Michelle Quilliam*** *(Manager, Educational Compliance, LQS) at the rear lifts to Rundle Mall Plaza (RMP), enter via Stephens Place*  *Michelle will show Dr Voninski to meeting room 6 and acquaint him with the facilities on level 3, then walk him to the Cog - Wills Meeting Room 703, North Terrace campus – approx. 10 minutes* | 30 mins |
| 9:00 – 9:30am | **Welcome Meeting** (The Cog, Wills Meeting Room 703)  **Professor Jacqueline Lo**, Pro Vice-Chancellor (International)  **Mr Dave Lamb,** Executive Director, Student Operations & PEO | 30 mins |
| 9:30 – 10:30am | **Tour of North Terrace Campus**  **Mr Eng Tan,** Country Manager – Hong Kong, Macao, Japan, South Korea, Taiwan, Mongolia | International Recruitment  (*Eng will collect Dr Voninski from the Cog, Wills Meeting Room 703 and escort him back to RMP Level 3 at the conclusion of the tour)* | 60 mins |
| 10:30 – 10:45am | **Break –** *Tea and Coffee available in RMP (Level 3)* | 15 mins |
| 10:45 – 11:15am | Travel to Waite Campus – approx. 20 minutes  *Dr Voninski to arrange transportation to Waite Campus (Hartley Grove, Urrbrae) (suggested pick up is Gawler Place or Stephens Place)* | 30 mins |
| 11:15am -12:15pm | **Tour of Waite Campus – School of Agriculture Food and Wine Office, Hartley Grove – map and directions attached**  *Meet with Professor Cole at his office*  11:15am – Meeting with **Professor Martin Cole,** Dean of Waite, **Dr Beth Loveys** Deputy Head (Learning and Teaching) and **Associate** **Professor Chris Ford,** Deputy Head of School (International) inProfessor Coles’ office  11:35am – Meeting with [**Yatong Cao**](http://www.adelaide.edu.au/directory/yatong.cao)**,** Senior Student Systems Officer  11.50am – Tour of the Hub **Professor Martin Cole,** Dean of Waite, **Dr Beth Loveys** Deputy Head (Learning and Teaching) and **Associate** **Professor Chris Ford** Deputy Head of School (International)  12.00pm – Meeting with **Helen Brown,** Manager, Undergraduate Teaching Unit (UTU) in her office | 60 mins |
| 12:15 - 12:45pm | Travel to North Terrace – approx. 20 minutes  *Dr Voninski to arrange transportation to Adelaide RMP* | 30 mins |
| 12:45 - 1:30pm | **Lunch** *RMP meeting room 6 available for use* | 45 mins |
| 1:30 – 1:40pm | LQS staff member to escort Dr Voninski to the AGC, level 10 Schulz (meet at Room 6, RMP) | 10 mins |
| 1:40 – 2:20pm | **Meeting with Adelaide Graduate Centre** (in AGC, level 10 Schulz) | 40 mins |
|  | **Dr Doreen Krumbiegel,** Director, Adelaide Graduate Centre  **Darlene Truong**, Manager Admissions and Scholarships, Adelaide Graduate  **Mel Lewis,** International Admissions Officer, Adelaide Graduate Centre |  |
| 2:20 – 2:30pm | **Darlene Truong to escort Dr Voninski to RMP** | 10 mins |
| 2:30 – 3:15pm | **Standard 4 – Education Agents** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Michael Aust,** Director International Recruitment  **Shirley Yeo,** Regional Manager (Oceania), Marketing & Recruitment  **Vivek Arora**, Regional Manager (South East Asia, Europe and Latin America), Marketing & Recruitment  **Kristina Qiu,** Regional Manager (North Asia), Marketing & Recruitment  **Nish Vora,** Regional Manager, South Asia, Africa, MENA  **Bek Palmer**, Agency Partners Coordinator, International Recruitment  **Laura Giaretto,** Senior Legal Counsel, Legal and Risk |  |
| 3:15 – 3:30pm | **Break -** *Tea and Coffee available in RMP* |  |
| 3:30 to 4:15pm | **Standard 10 – Complaints and Appeals** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Michael Physick,** Manager Student Affairs  **Kate Borrett**, Student Grievance and Conduct Advisor  **Brett Kahland**, Student Grievance and Conduct Advisor  **Laura Giaretto,** Senior Legal Counsel, Legal and Risk |  |
| 4:15 – 5:00pm | **Meeting with Students from UoA** (RMP meeting room 6 Level 3)  [Names and programs of students to be confirmed] | 45 min |
|  | **End of Day One** |  |

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| **DATE: Tuesday 8 June, Day 2 ESOS External Audit**  **LQS Contact: Mina Pickett 8313 0531** | | |
| 9:00 – 10:00am | **Travel to Roseworthy Campus –** 1 hour  *Dr Voninski to arrange transportation to Roseworthy Campus, Gate 1, Philp Drive, Roseworthy – map attached*  *(Meet Ms Rebecca Dunbar, Student Services Officer at the Roseworthy College Hall. The café will be open if early.)* | 1 hour |
| 10:00 – 11:00am | **Tour of Roseworthy Campus**  **David Purdie,** Manager Student Services Roseworthy  **Rebecca Dunbar,** Student Services Officer - Roseworthy Campus  **Associate Professor Kapil Chousalkar,** School of Animal and Veterinary Sciences | 1 hour |
| 11:00 – 12:00pm | **Travel back to North Terrace**  *Dr Voninski to arrange transportation to Adelaide, RMP* |  |
| 12:00 – 12:45pm | **Standard 1 – Marketing Information Practices** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Michelle Coe**, Recruitment Marketing Coordinator, Marketing & Recruitment  **Eng Tan**, International Student Recruitment Officer, Marketing & Recruitment  **Mina Pickett,** Senior Compliance Officer**,** LQS  **Justine Robins** (Student Recruitment Coordinator ECMS)  **Ari Traucki** (Team Leader, Student Recruitment Sciences)  **Beth Ottaway,** Marketing Coordinator-Creative/Publications, Faculty of Arts |  |
| 12:45 – 1:40pm | **Lunch** *RMP meeting room 6 available for use* | 55 mins |
| 1:40 – 2:15pm | **Standard 8** – **Overseas Student Visa Requirements (Part A- Monitoring Progress)** (RMP meeting room 6 Level 3) | 35 mins |
|  | **Professor Amanda Able**, Deputy Dean (Learning & Teaching) Faculty of Sciences  **Jessica Raeburn**, Educational Compliance Coordinator, Learning & Quality Support  **Elijah Price**, Program and Student Support Coordinator, FHMS  **Sheryl Borland**, Academic Program Support Team, Professions  **Rose Cecere**, Team Leader Student Experience, Sciences |  |
| 2:15 – 2:30pm | **Break -** *Tea and Coffee available in RMP* | 15 mins |
| 2:30 – 2:40pm | **Mina Pickett, LQS to escort Dr Voninski to ELC, 115 Grenfell Street (via Adelaide Arcade)** | 10 mins |
| 2:40 – 3:20pm | **Meeting with English Language Centre and tour of Grenfell Street premises**  **Room 9.01, Level 9, 115 Grenfell Street** | 40 mins |
|  | **Jo Simpson,** Director ELC  **Tanya Dahlenburg**, ELC Operations Manager  **Hung Dao**, ELC Student Services Advisor  **Linh Tran**, ELC Administrator - Admissions  **Sandra-Caon Parsons**, Education Advisor |  |
| 3:20 - 3:30pm | **Tanya Dahlenburg, ELC to escort Dr Voninski to RMP** | 10 mins |
| 3:30 – 4:15pm | **Standard 9 – Deferring, suspending or cancelling the overseas student’s enrolment** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Debbie Chua**, International Student Support Coordinator **Ryan Cortazzo**, Team Leader Student Administration, Faculty of Arts  **Dave Thompson,** Ask ECMS Team Leader  **Merrilee Pillion**, International Admissions Officer, International Admissions Services |  |
| 4:15 – 5:00pm | **Standard 6 – Overseas Student Support Services** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Colleen Lewig,** Director Student Life  **Owen Lindsay**, Student Support Officer – Compliance, International Student Support  **Ewan Wallace,** Manager, Student Engagement and Success  **Ross Kennedy**, Manager Ask Adelaide  **Alexandra Williams**, Progress and Student Success Team Leader, Professions Support Hub  **Antonette Severino,** Student Advisor, Professions Support Hub |  |
| 5:00 pm | **End of Day Two** |  |

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| **DATE: Wednesday 9 June, Day 3 ESOS External Audit**  **LQS Contact: Michelle Dicker 8313 4073** | | |
| 9:00 – 9:30am | Free (RMP, room 6 available for use) |  |
| 9:30 – 10:15am | **Standard 7 – Transfer between providers** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Seaneen Hopps**, International Student Advisor, Student Life, International Student Support  **Shawna Hooton**, International Student Advisor, Student Life, International Support  **Tony Palatianos**, Associate Director: Admissions Operations |  |
| 10:15 – 11:00am | **Standard 5 – Younger Overseas Students** and  **Standard 8** – **Student Visa requirements (Part B – extensions, modes of delivery, reporting of unsatisfactory progress)** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Xiaochun Liu**, International Advisor (Compliance and Admin, International Student Support  **Debbie Chua**, International Student Support Coordinator  **Merrilee Pillion**, International Admissions Officer, International Admissions Services |  |
| 11:00 to 11:15am | **Break -** *Tea and Coffee available in RMP* | 15 mins |
| 11:15 – 11:45am | **Standard 11 – Additional Registration Requirements (Part A staff and education resources)** (RMP meeting room 6 Level 3) | 30 mins |
|  | **Jeremy Kwan**, Director, Strategic Portfolio Management  **Teresa Chitty,** University Librarian  **Vince Condina,** Director, IT Strategy, Planning and Governance  **Elysia Ryan,** Executive Director, Human Resources |  |
| 11:45 – 12:15 | **Standard 11 – Additional Registration Requirements (Part B program registration)** (RMP meeting room 6 Level 3) | 30 mins |
|  | **Assoc Professor Lucy Potter,** Deputy Dean, Learning & Teaching, Faculty of Arts  **Mina Pickett,** Senior Compliance Officer, LQS  **Janette Carter,** Quality Support Officer, and APEAC EO, LQS |  |
| 12:15 – 1:15pm | **Lunch** – *RMP meeting room 6 available for use* | 1 hour |
| 1:15 – 2:00pm | **Standard 3 – Formalisation of enrolment and written agreements** (RMP meeting room 6 Level 3) | 45 mins |
|  | **Tony Palatianos**, Associate Director: Admissions Operations  **Jemma Barratt**, Senior Admissions Officer, Projects and Systems  **Jan Schmortte**, Inbound Study Abroad and Exchange Team Leader  **Michelle Dicker**, Education Compliance Coordinator, LQS  **David Thorpe,** Team Leader Student Finance |  |
| 2:00 – 2:45pm | **Standard 2 – Recruitment of overseas student** (RMP meeting room 6 Level 3) | 45 minutes |
|  | **Ivan Li,** Senior Admissions Officer (Operations), International Admissions  **Nici Perriam**, Service Experience Coordinator, Marketing and Recruitment  **Liz Trout**, Student Advisor, Ask ECMS  **Amy Richards**, Senior Student Services Advisor, Faculty of Sciences  **Anne Warman**, International Admissions Officer, International Admissions  **Michelle Dicker**, Education Compliance Coordinator, LQS |  |
| 2:45 – 3:00pm | **Break**  *Tea and Coffee available in RMP* | 15 mins |
| 3:00 – 4:00pm | **Student files review** (RMP meeting room 6 Level 3) | 1 hour |
|  | **Ivan Li,** Senior Admissions Officer (Operations), International Admissions will be available for assistance |  |
| 4:00 – 4:15pm | Travel to: The Village”, 210 Grote Street, Adelaide  *Dr Voninski to arrange transport to “The Village”, 210 Grote Street, Adelaide)* | 15 mins |
| 4:15 – 4:45pm | **Tour of “The Village” 210 Grote Street, Adelaide**  **Geoff Denison,** Associate Director - Accommodation Services  *(Meet in Reception area).* | 30 mins |
| 4:45 – 4:55pm | Travel to Hotel Indigo  *Dr Voninski to arrange transport to hotel* | 10 mins |
|  | **End of Day 3** |  |

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| **DATE: Thursday 10 June, Day 4 ESOS External Audit**  **Visit with University of Adelaide College (pathway program provider)**  **LQS Contact: Jess Raeburn 8313 7062** | | |
| 9:00am | *Arrive at 132 Grenfell St, Adelaide. Access to the University of Adelaide College is via lift at rear. Meet Siobhan Guy, National Campus Director at Reception on Level 2* |  |
| 9:00 – 9:20am | Tour of College, Level 2, Reception, 132 Grenfell St, Adelaide | 20 mins |
|  | **Siobhan Guy,** National Campus Director |  |
| 9:20 – 9:50am | **Welcome/Introductory meeting –** Room 203 | 30 mins |
|  | **Steve Knussen,** Executive Director Kaplan International Pathways  **Tania Aspland,** VP Academic  **Siobhan Guy,** National Campus Director  **Elizabeth Stuart,** A/Deputy Director Operations  **Paul Aucoin,** Melbourne Campus Manager |  |
| 9:55 - 10.20am | **Standard 1 – Marketing Information Practices -** Room 203 | 25 mins |
|  | **Kate Pretty,** Regional Admissions Manager  **Sonia Mir,** Marketing Manager  **Siobhan Guy,** National Campus Director |  |
| 10.25 – 10.50 am | **Standard 2 – Recruitment of overseas student -** Room 203 | 25 mins |
|  | **Kate Pretty,** Regional Admissions Manager  **Sonia Mir,** Marketing Manager  **Thu Trotter,** Student Services Manager |  |
| 10:50 – 11:05am | **Break** | 15 mins |
| 11:05 – 11:25am | **Standard 3 – Formalisation of enrolment and written agreements -** Room 203 | 25 mins |
|  | **Kate Pretty,** Regional Admissions Manager |  |
| 11:30 – 11.55pm | **Standard 4 – Education Agents -** Room 203 | 25 mins |
|  | **Stacey Keating,** GM Global Engagement & Partnerships |  |
| 12:00 – 12:25pm | **Standard 5 – Younger Overseas Students** | 25 mins |
|  | **Thu Trotter,** Student Services Manager  **Kate Pretty,** Regional Admissions Manager  **Elizabeth Stuart,** A/Deputy Director Operations  **Matthew Sims,** Student Success Advisor |  |
| 12:25 – 12:55pm | **Lunch Break** | 30 mins |
| 12:55 – 1:20pm | **Standard 6 – Overseas Student Support** | 25 mins |
|  | **Thu Trotter,** Student Services Manager  **Elizabeth Stuart,** A/Deputy Director Operations |  |
| 1:25 – 1:50pm | **Standard 7 - Overseas student transfers** | 25 mins |
|  | **Thu Trotter,** Student Services Manager  **Kate Pretty,** Regional Admissions Manager  **Elizabeth Stuart,** A/Deputy Director Operations |  |
| 1:55 – 2:20pm | **Standard 8 - Overseas student visa requirements** | 25 mins |
|  | **Thu Trotter,** Student Services Manager  **Ewa Rutt,** Student Success Advisor  **Matthew Sims,** Student Success Advisor  **Mona Umapathy,** Academic Dean  **Simon Dry,** Academic Manager |  |
| 2:25 – 2:50pm | **Standard 9 - Deferring, suspending or cancelling the overseas student's enrolment** | 25 mins |
|  | **Thu Trotter,** Student Services Manager  **Ewa Rutt,** Student Success Advisor  **Matthew Sims,** Student Success Advisor  **Kate Pretty,** Regional Admissions Manager  **Elizabeth Stuart,** A/Deputy Director Operations |  |
| 2:50 – 3:05pm | **Break** | 15 mins |
| 3:05 – 3:25pm | **Standard 10 - Complaints and appeals** | 20 mins |
|  | **Thu Trotter,** Student Services Manager  **Mona Umapathy,** Academic Dean  **Simon Dry,** Academic Manager  **Elizabeth Stuart,** A/Deputy Director Operations |  |
| 3:30 – 3:50pm | **Standard 11 - Additional registration requirements** | 20 mins |
|  | **Tania Aspland,** VP Academic  **Siobhan Guy,** National Campus Director |  |
| 3:55 – 4:15 pm | **Student interviews - PMP/DTP/FSP** | 20 mins |
|  | **TBC** |  |
| 4:15 – 5:00pm | **Tour of student accommodation - Urbanest** | 45 mins |
|  | **Debbie Armstrong,** Accommodation Manager  **Elizabeth Stuart,** A/Deputy Director Operations |  |

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| **DATE: Friday 11 June, Day 5 ESOS External Audit**  **LQS Contact: Michelle Quilliam 8313 2441** | | |
| 9:00 – 9:30am | **Exit Meeting** (DVCA Boardroom, North Terrace Campus) | 30 mins |
|  | **Professor Jacqueline Lo**, Pro Vice-Chancellor International  **Professor Phillipa Levy**, Pro Vice-Chancellor (Student Learning)  **Associate Professor Braden Phillips**, Deputy Dean, Learning & Teaching, ECMS  **Dave Lamb,** Dave Lamb, Executive Director, Student Operations **Michelle Quilliam**, Manager Educational Compliance |  |
| 9:30 – 1.00 | **Free time for any further meetings required, follow up actions etc.** (RMP room 6 available). Michelle Quilliam will be available to assist.  Tentative times put aside to address agents and complaints in further detail:  10:00 to 10:30am – Agents  10:30 to 11:00am - Complaints |  |
| 1.00pm | **Dr Voninski** to depart for airport |  |
|  | **Conclusion of ESOS Audit** |  |

**Contact information**

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| Dr Alek Voninski, Auditor | 0419 684 655 |
| Michelle Quilliam – Manager, Educational Compliance, LQS | (08) 8313 2441  0451 665 944 |
| Michelle Dicker, Educational Compliance Officer, LQS | (08) 8313 4073 |
| Siobhan Guy, National Campus Director, University of Adelaide College | (08) 8313 7314 |
| Mitchell Building Security | (08) 8313 3477 |
| Waite Campus – Karen Chance | (08) 8313 6713 |
| Roseworthy Campus – Rebecca Dunbar | (08) 8313 7853 |
| The Village – Geoff Denison | 0434 070 057 |
| Transport options:  Hughes Limousines  Suburban Taxis  Uber | 1300 615 165  13 1008  https://www.uber.com/au/en/ride/ |
| Accommodation:  Hotel Indigo  23-29 Market Street  Adelaide | (08) 8472 2400 |