

# Welcome to NEAS Benchmarking



Quality Review of the Australian ELT Sector (2014 – 2015)

QUALITY ASSURANCE  
IN ENGLISH LANGUAGE  
TEACHING

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# NEAS Benchmarking

A combined report that reflects the ELT sector's commitment to the NEAS Quality Principles & the ELICOS National Standards

The most comprehensive collection of quality assurance data ever collected from the Australian ELT sector from:

- Twenty + leading universities
- International high schools
- Technical and Further Education colleges (TAFE)
- Vocational and higher education private institutions
- “Stand-alone” private ELT centres
- Multinational education providers

# NEAS Benchmarking

Two years quality assurance data from:

- 200+ English Language Teaching Centres based around Australia and South-East Asia
- Respondents inc. 17,000 students & 3,000 ELT professionals
- Average of 50 questions answered per stakeholder surveyed
- Qualitative validation of quantitative data undertaken via focus groups

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# NEAS Benchmarking

Quality Assurance Data reflecting sector performance in:

- A. Teaching, Learning and Assessment
- B. The Student Experience
- C. Resources and Facilities
- D. Administration, Management and Staffing
- E. Promotion and Student Recruitment

# NEAS Benchmarking

Student  
Data



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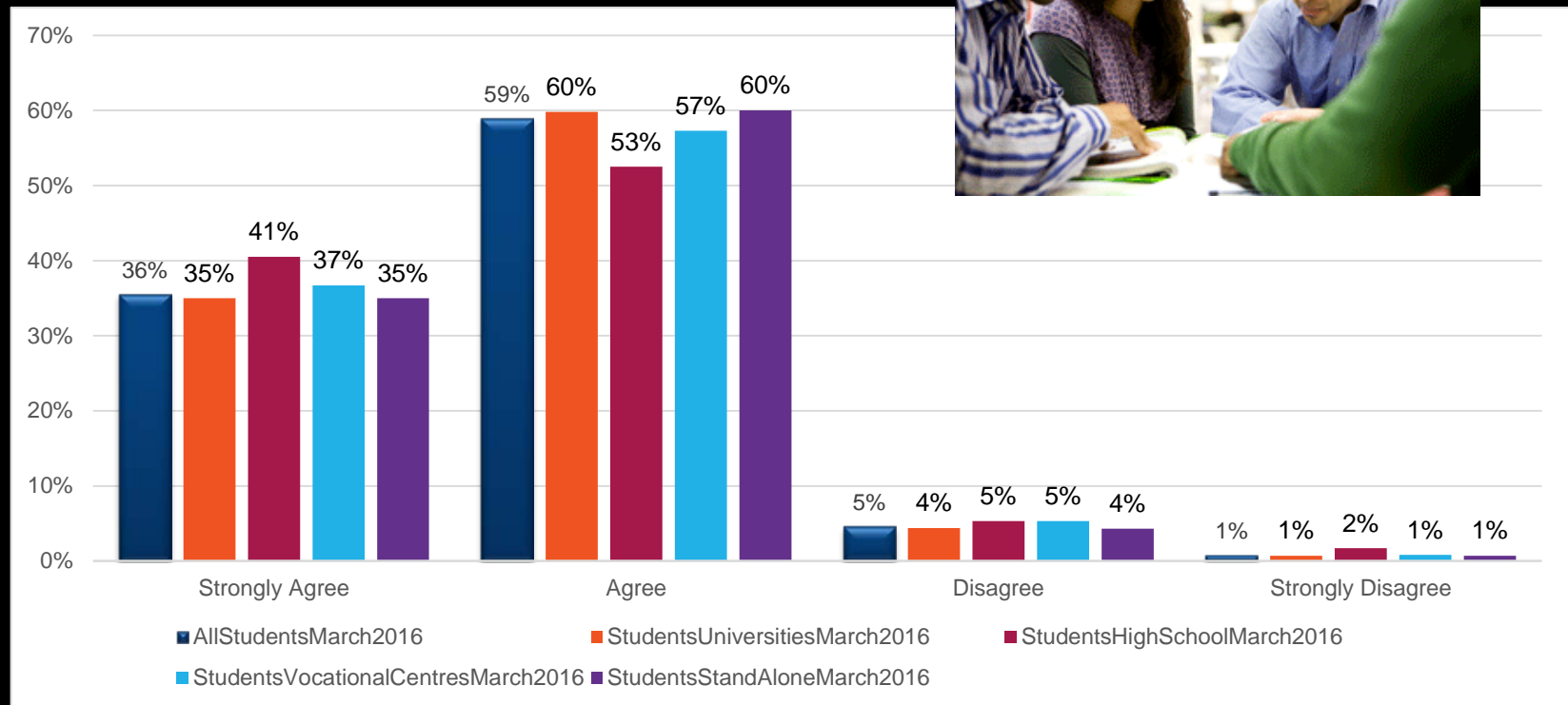
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# NEAS Benchmarking

Student  
Data

I enjoy my course

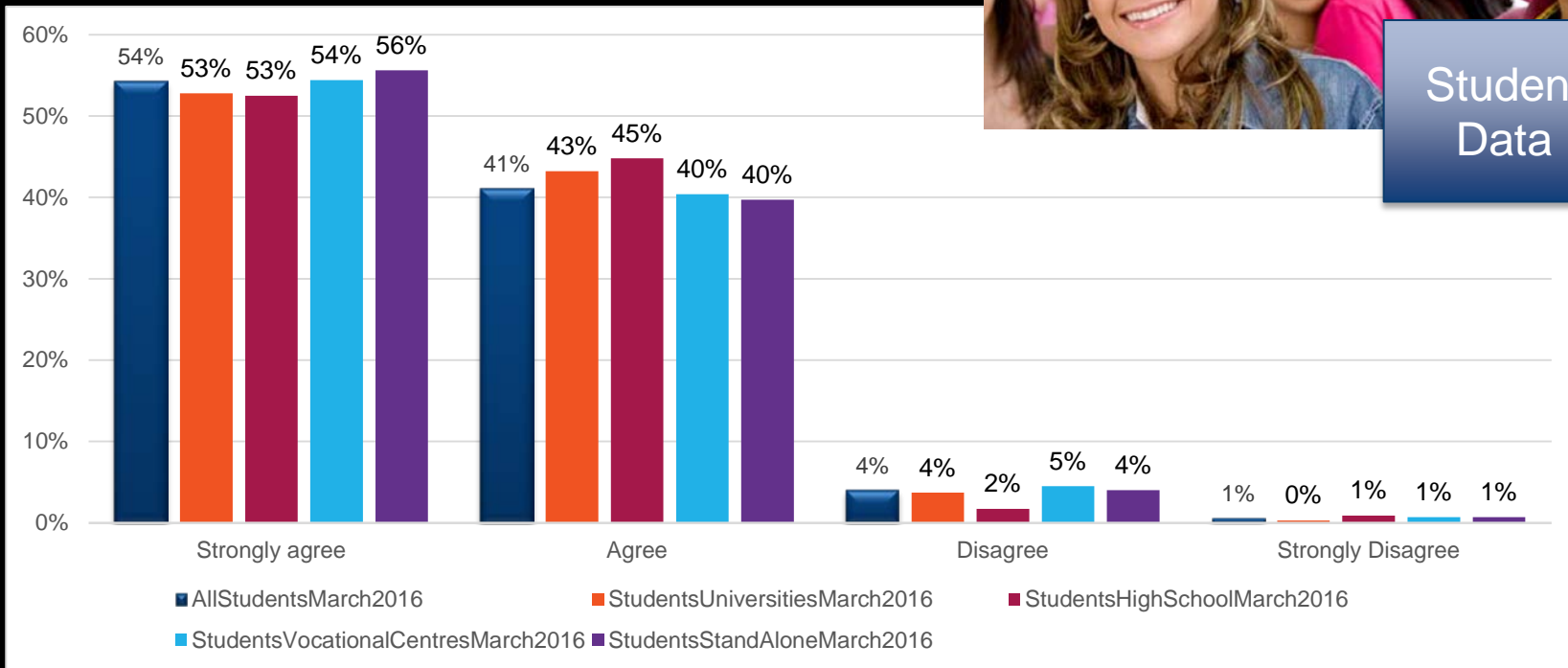


# NEAS Benchmarking

My teachers explain things clearly



Student  
Data

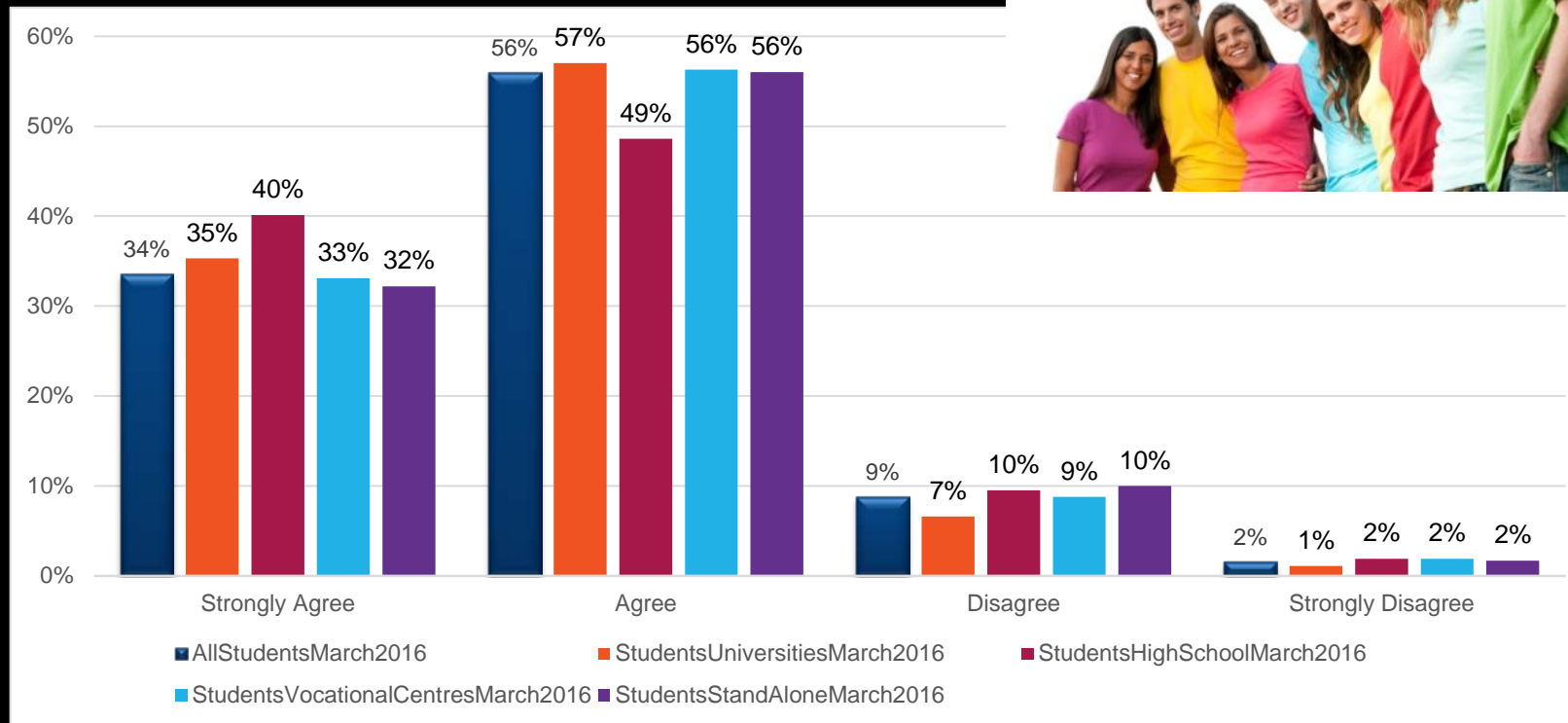


# NEAS Benchmarking

Student  
Data



The level of my class is good for me

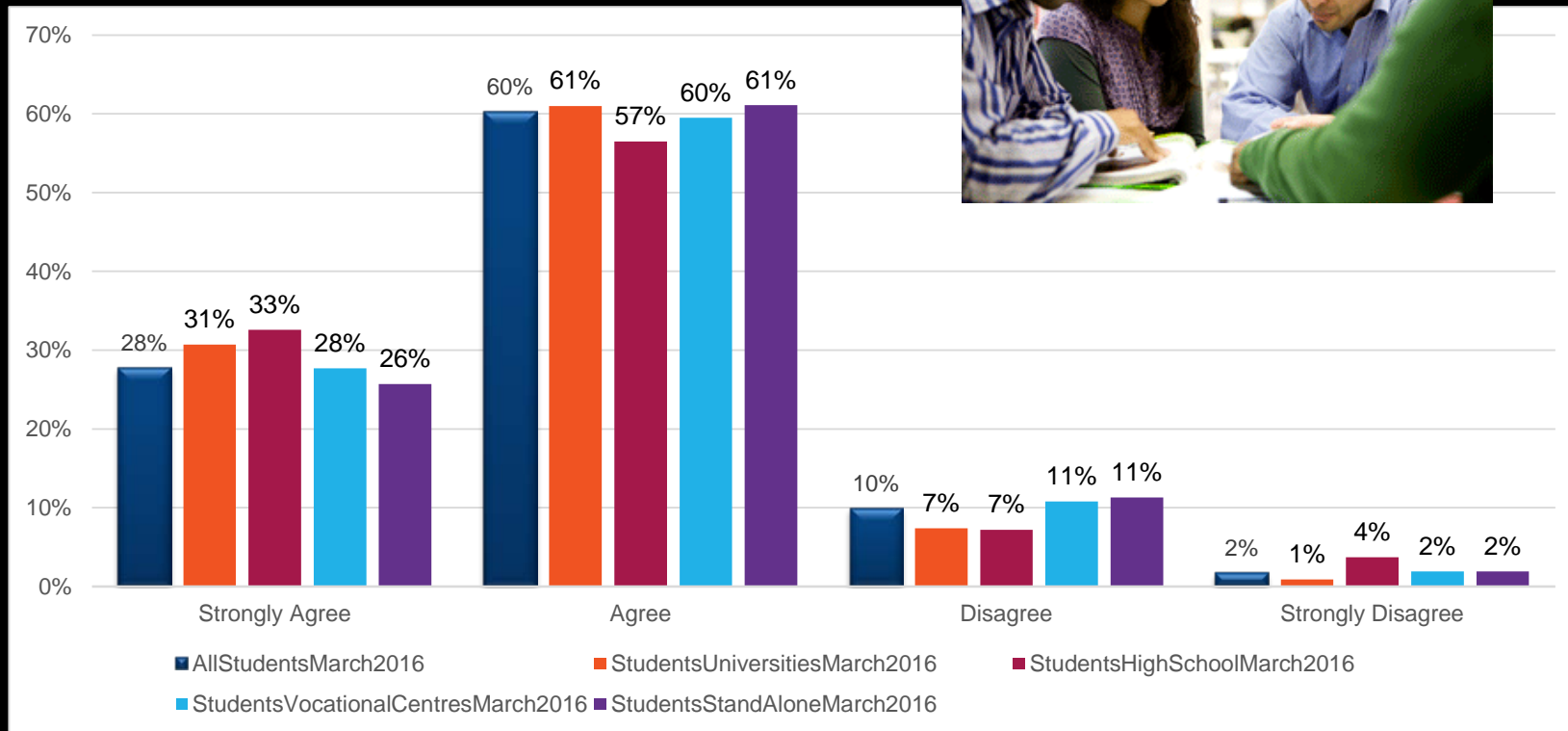




# NEAS Benchmarking

Student  
Data

There is a good amount of homework

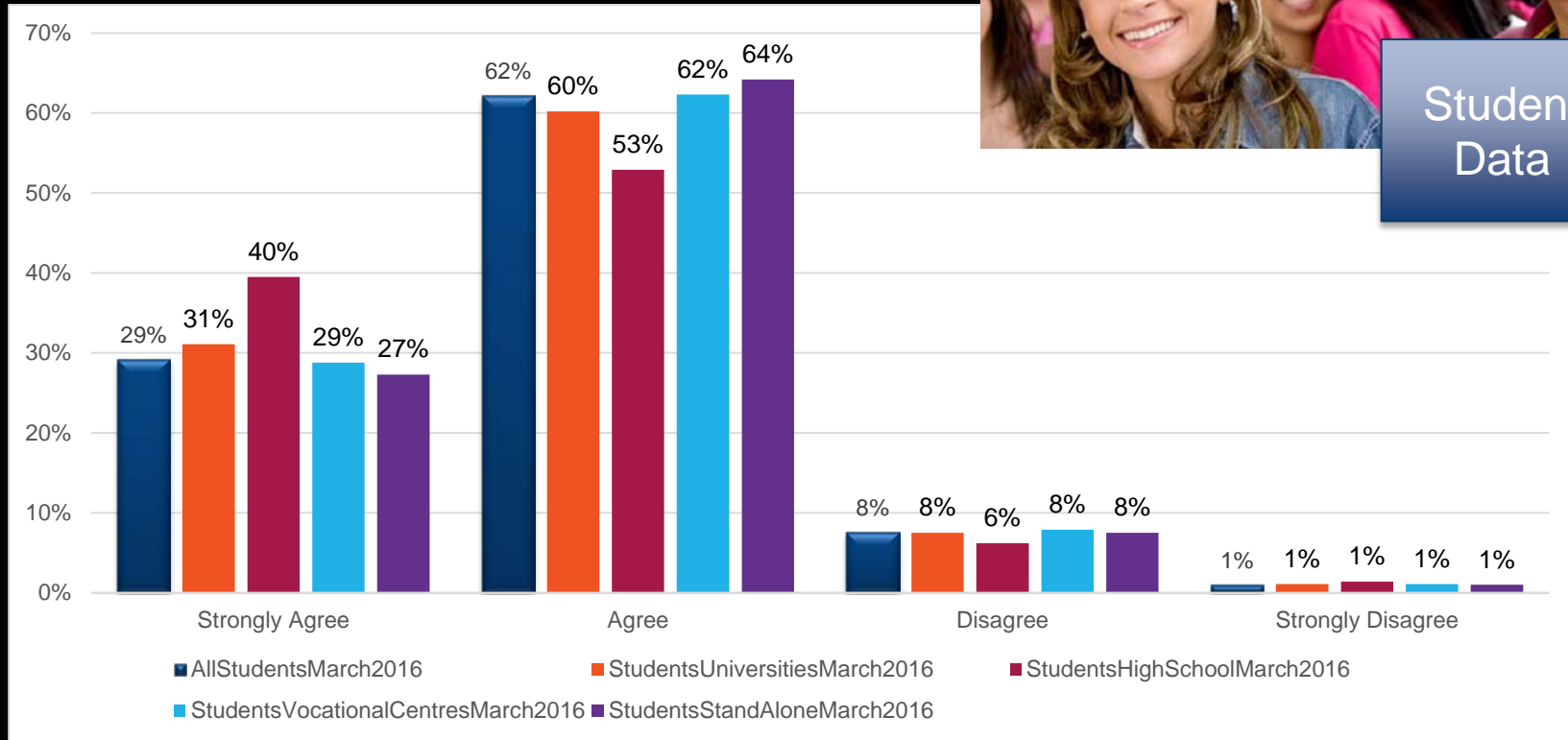


# NEAS Benchmarking

The assessment in my course is fair



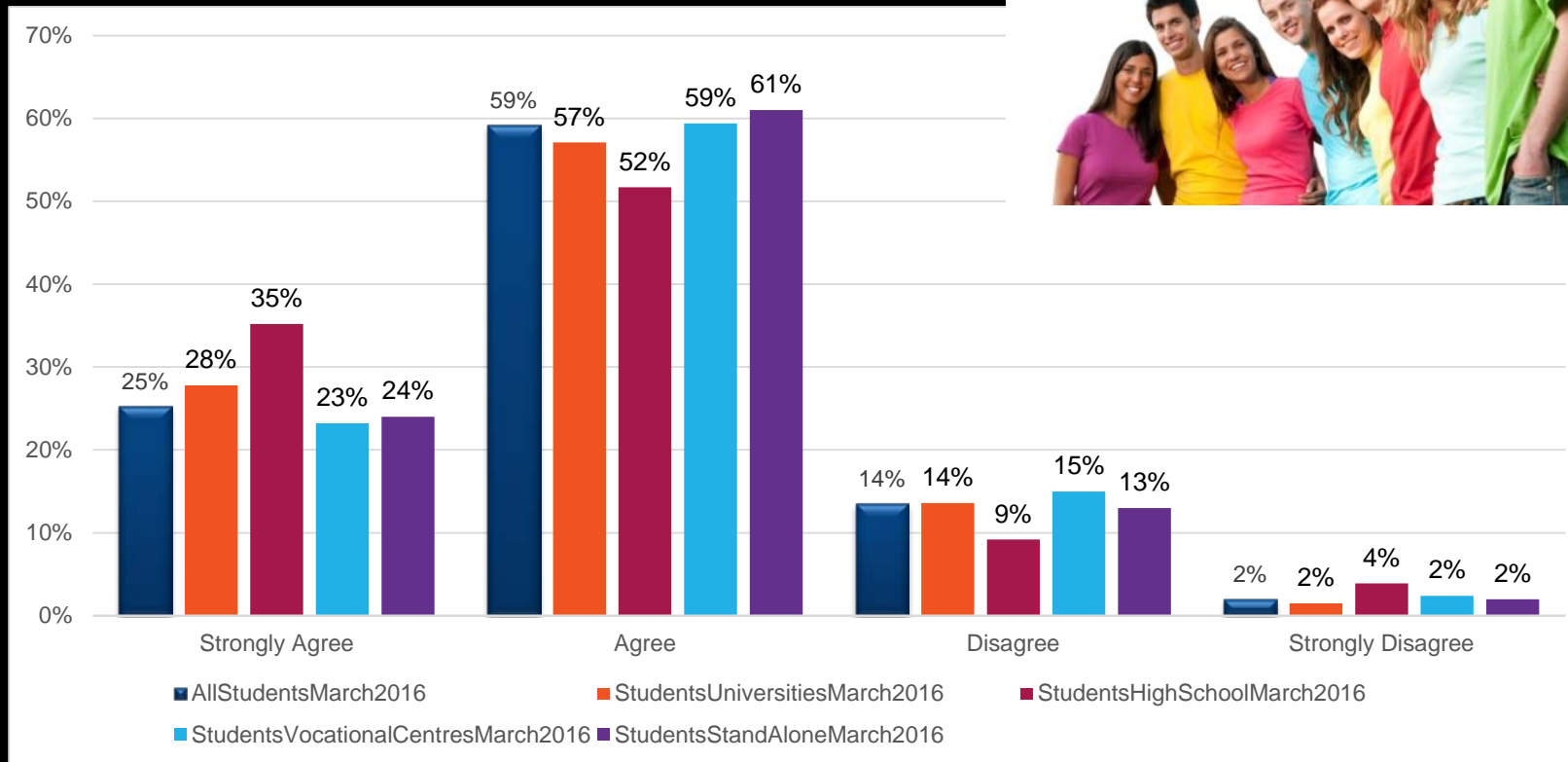
Student Data



# NEAS Benchmarking

Student  
Data

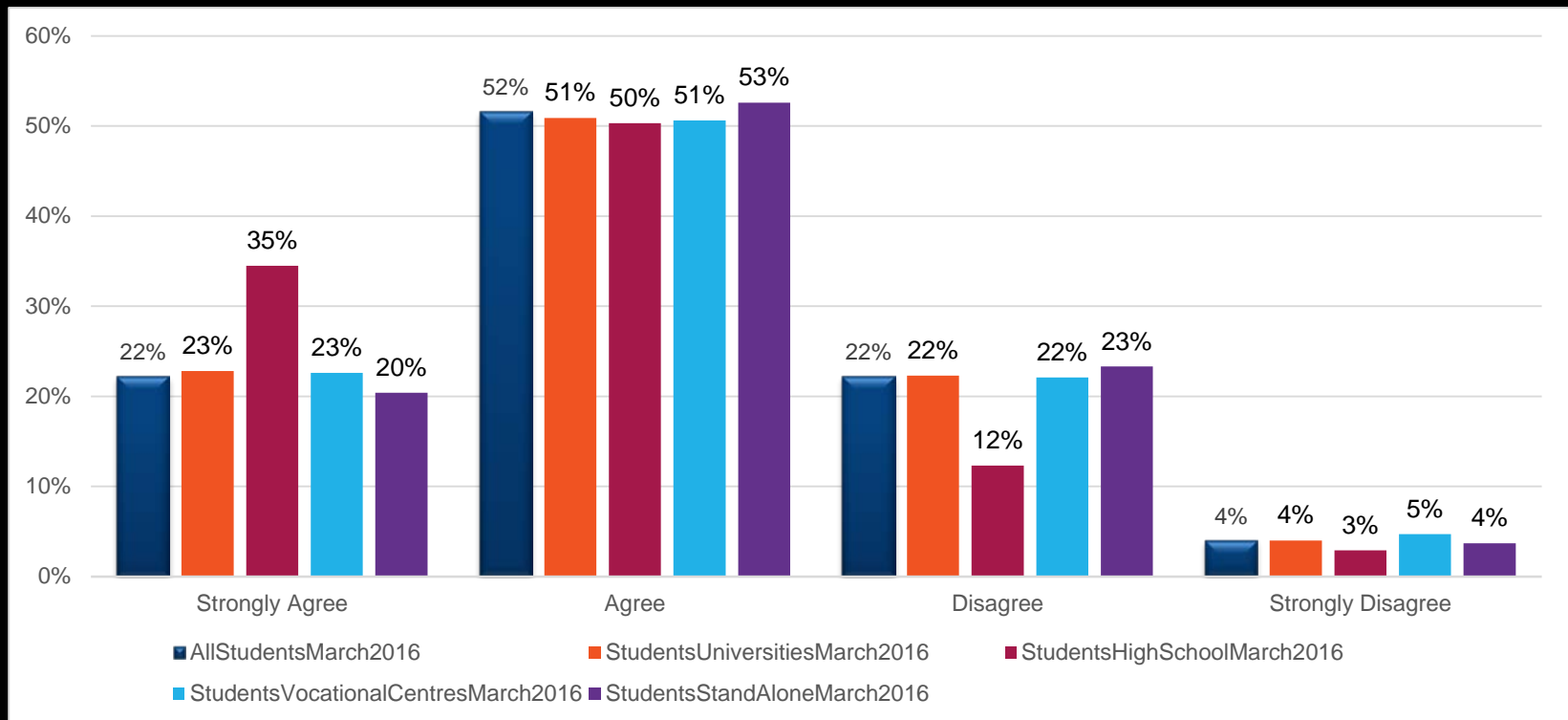
Is easy to get information before enrolling



# NEAS Benchmarking

Student  
Data

The school helps me practice English outside of class

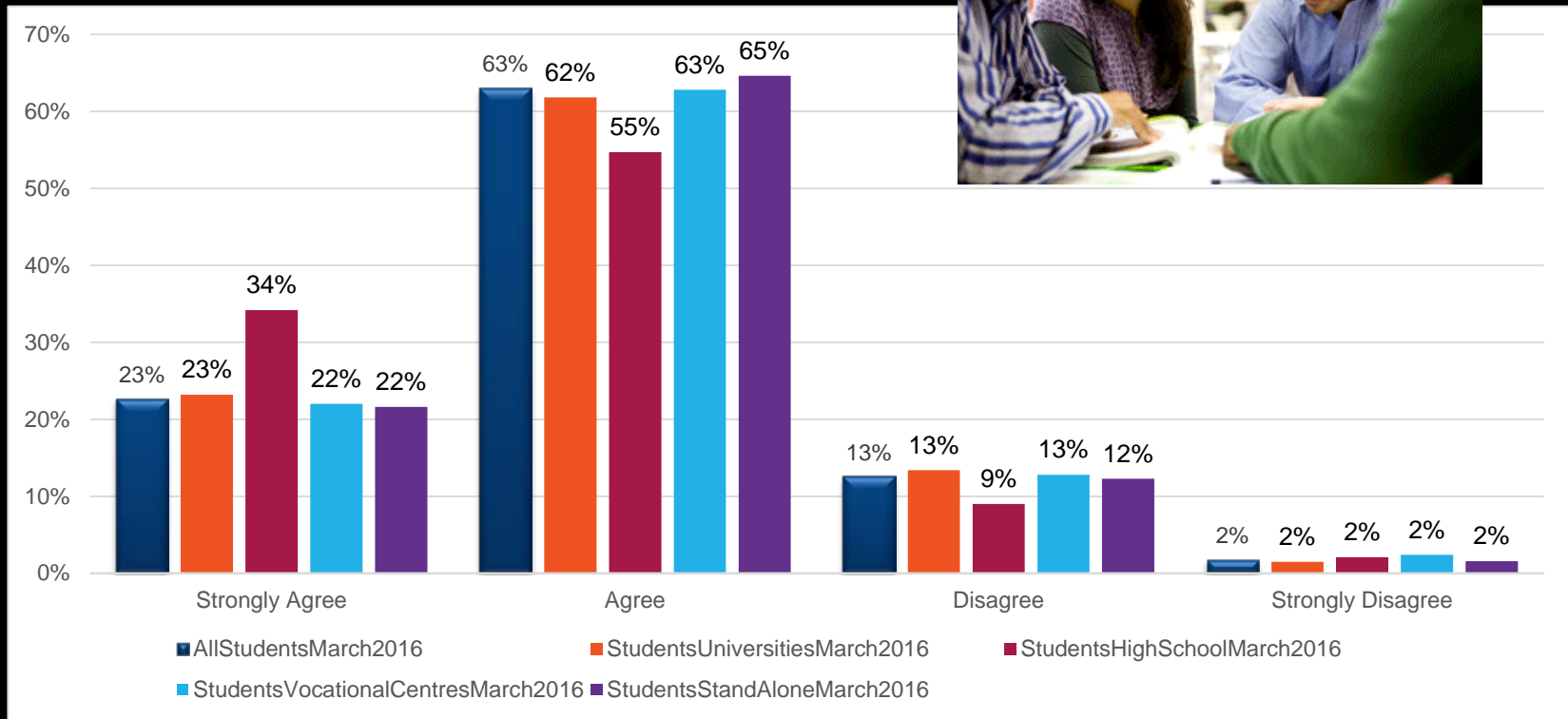


# NEAS Benchmarking

Student Data



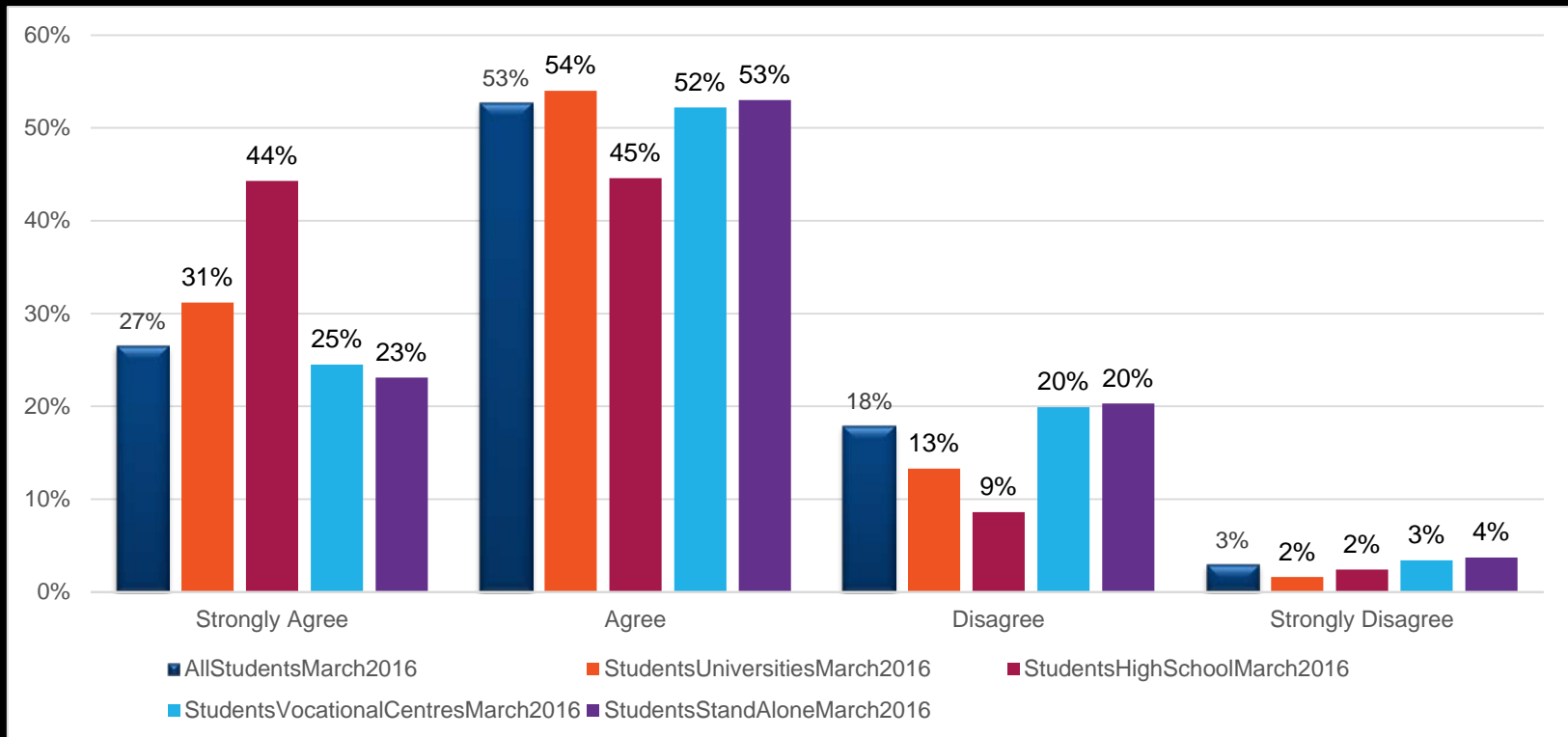
I know what to do if I have a complaint



# NEAS Benchmarking

Student  
Data

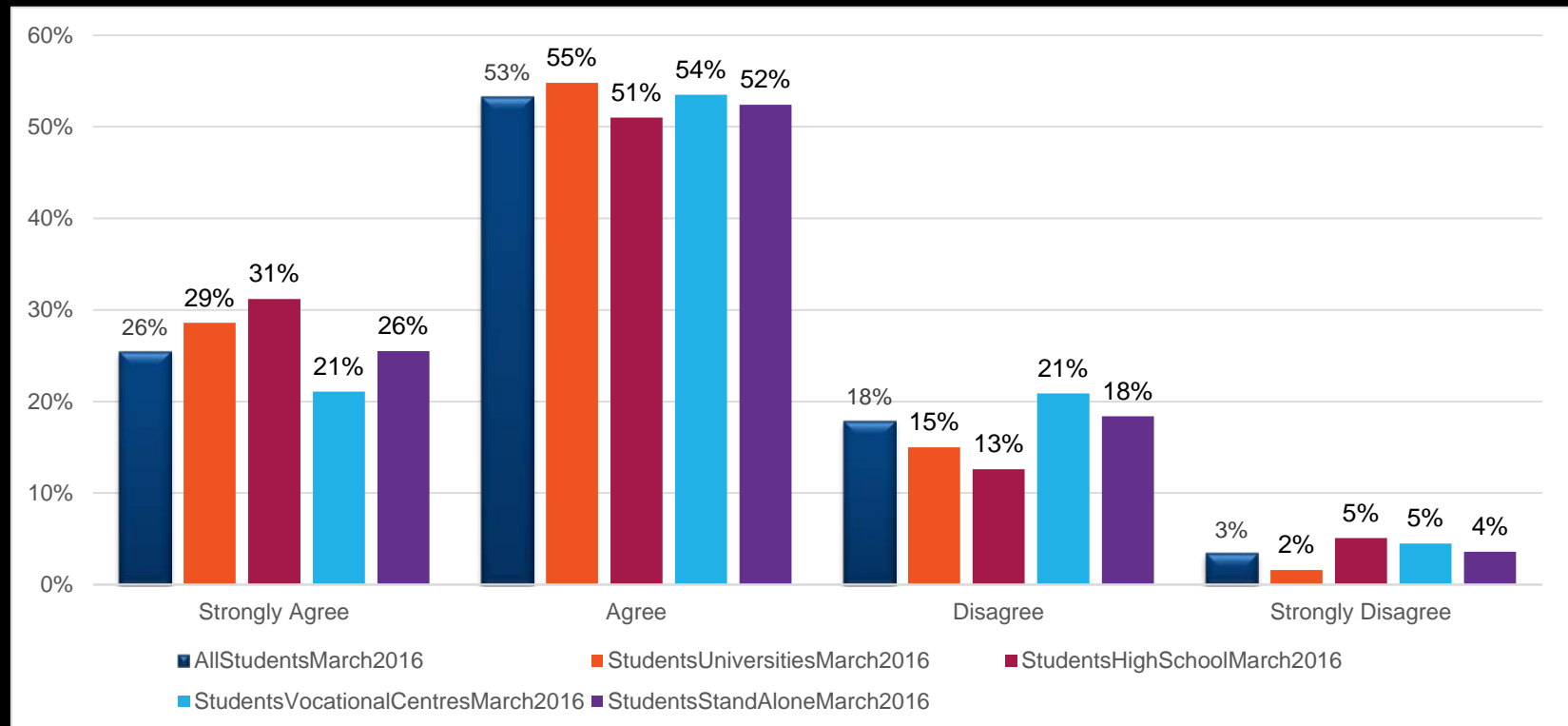
The school gives me useful information about living in Australia



# NEAS Benchmarking

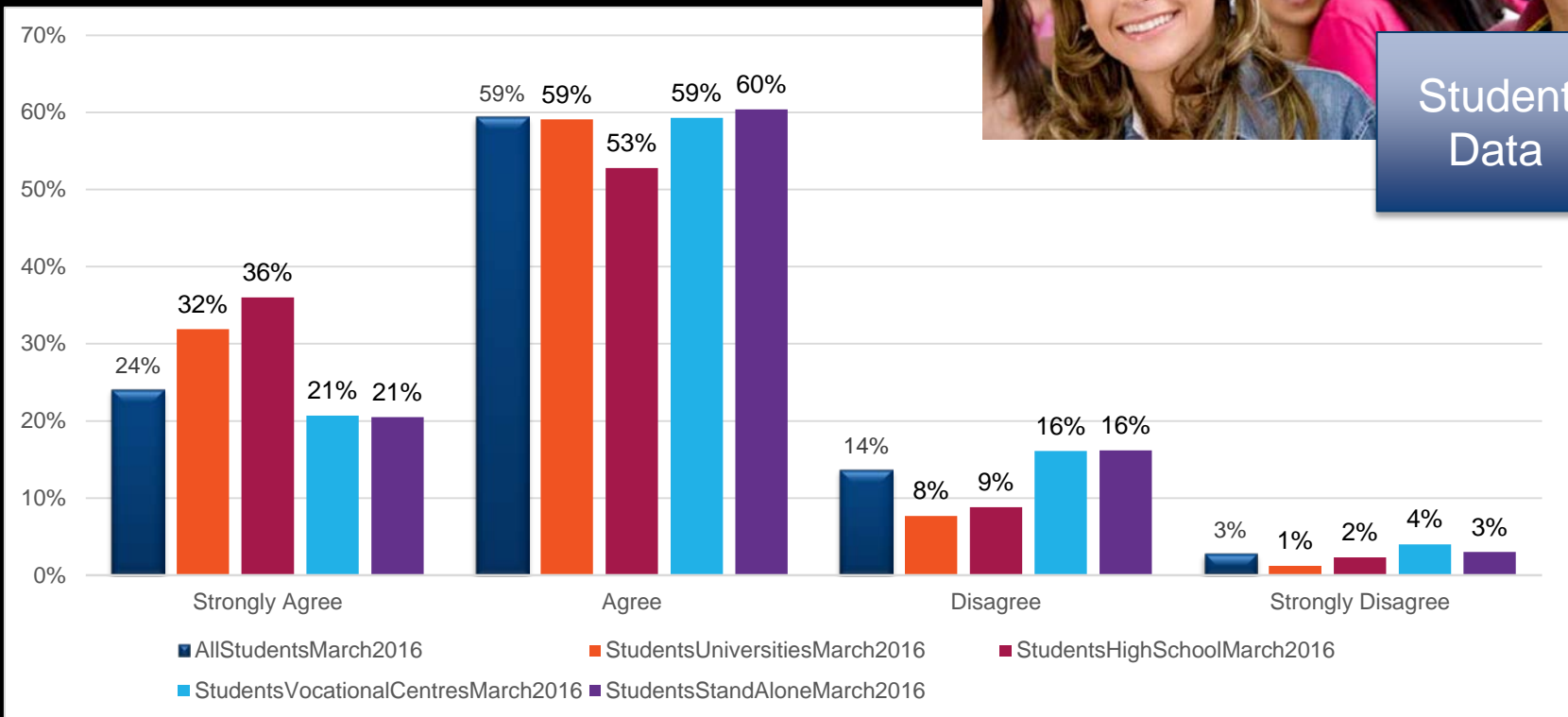
Student  
Data

The school informs me about interesting things to do in free time



# NEAS Benchmarking

Books & resources are useful / up-to-date



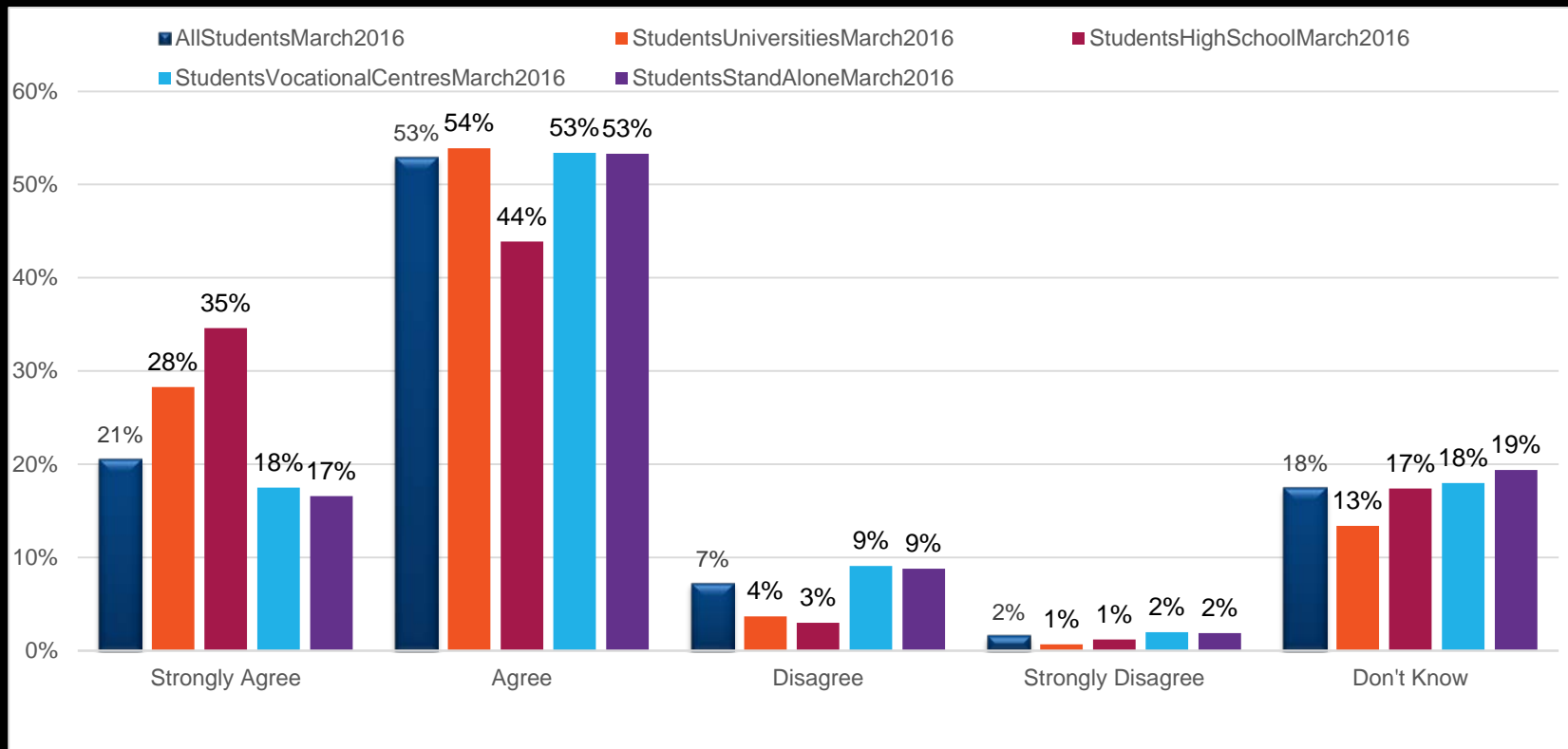
Student  
Data



# NEAS Benchmarking

Student  
Data

## Websites & brochures are accurate



# NEAS Benchmarking

ELT  
Professionals  
Data



- Teachers
- Marketing Staff
- Administration Staff
- Managers

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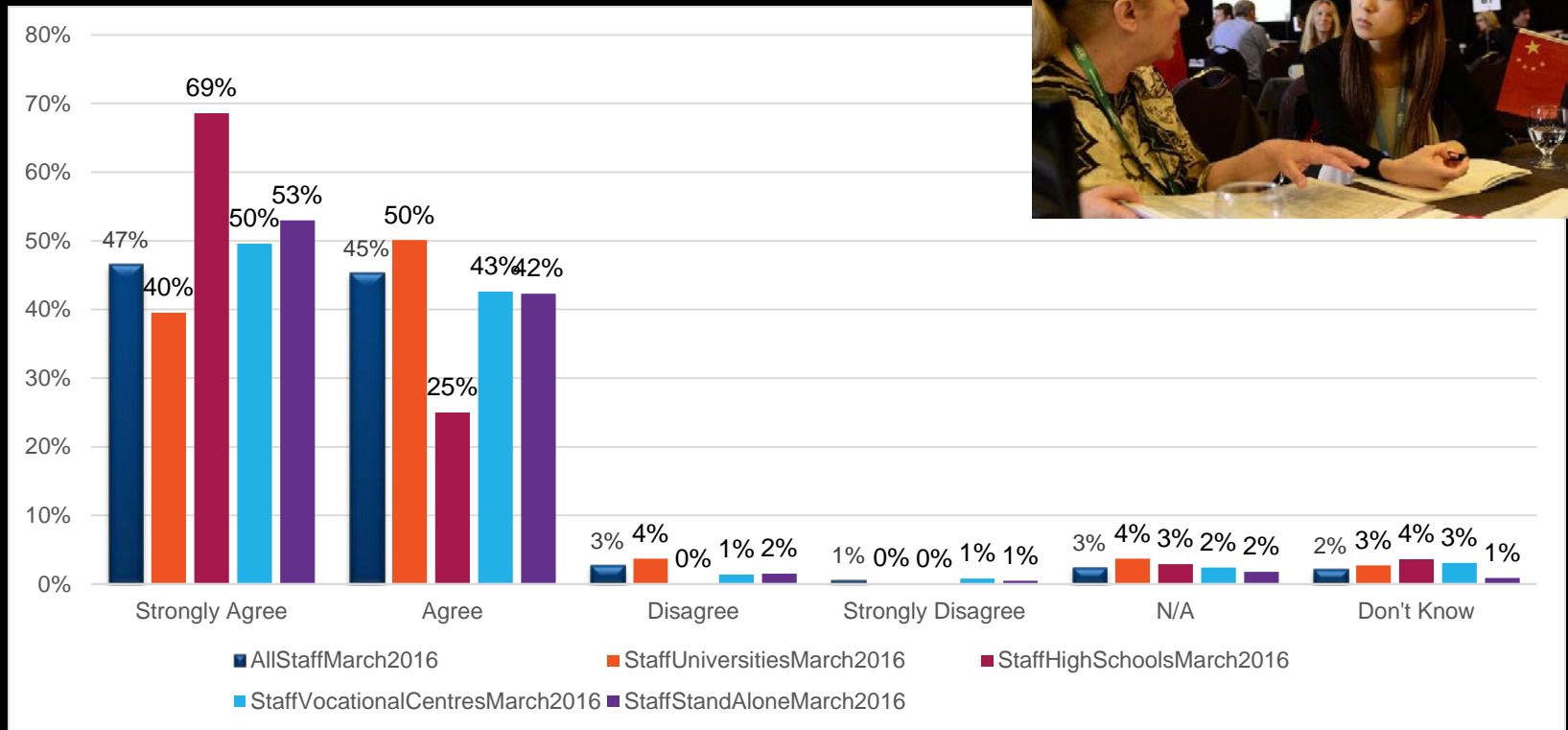
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# NEAS Benchmarking

ELT Professionals Data

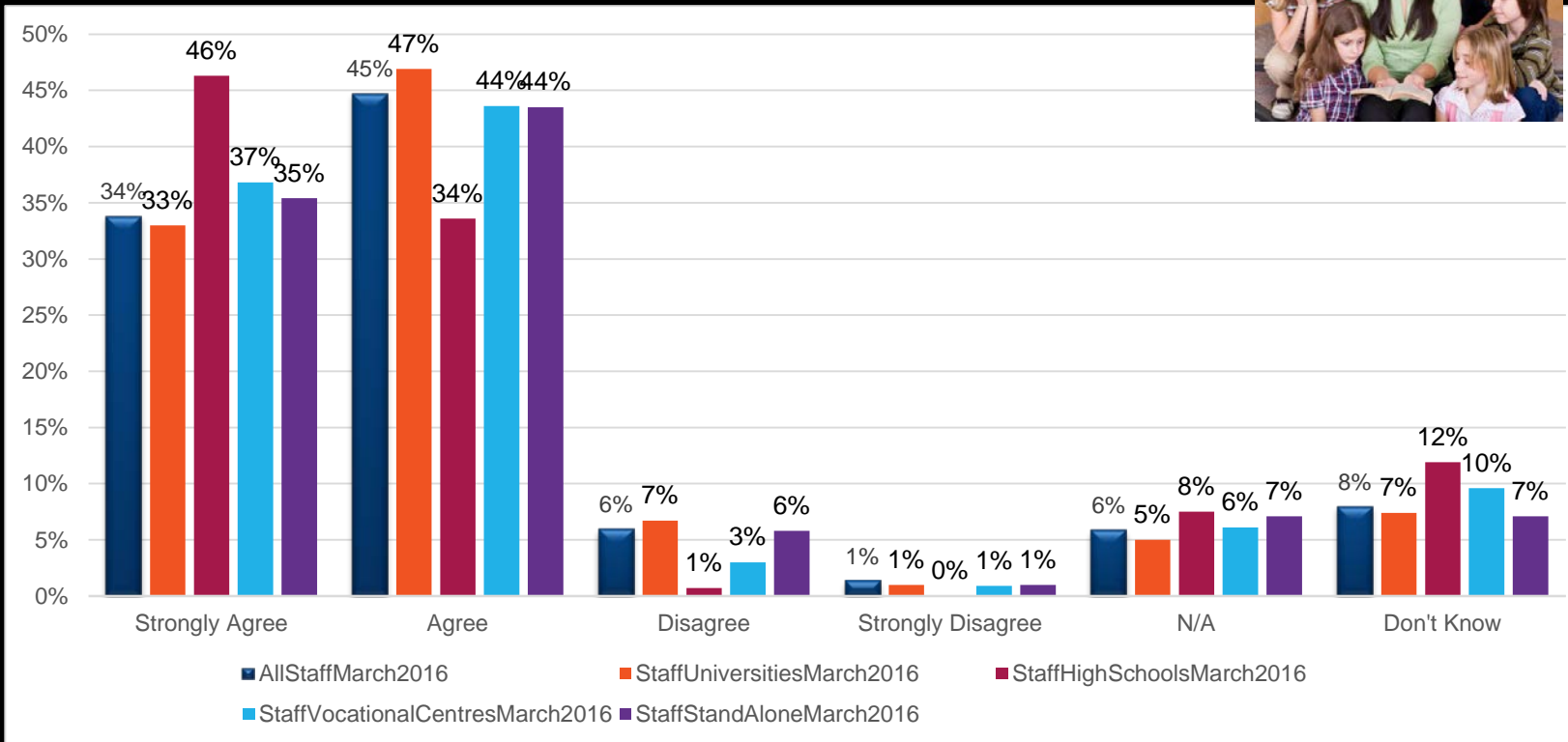
Courses are designed to meet student goals



# NEAS Benchmarking

ELT Professionals Data

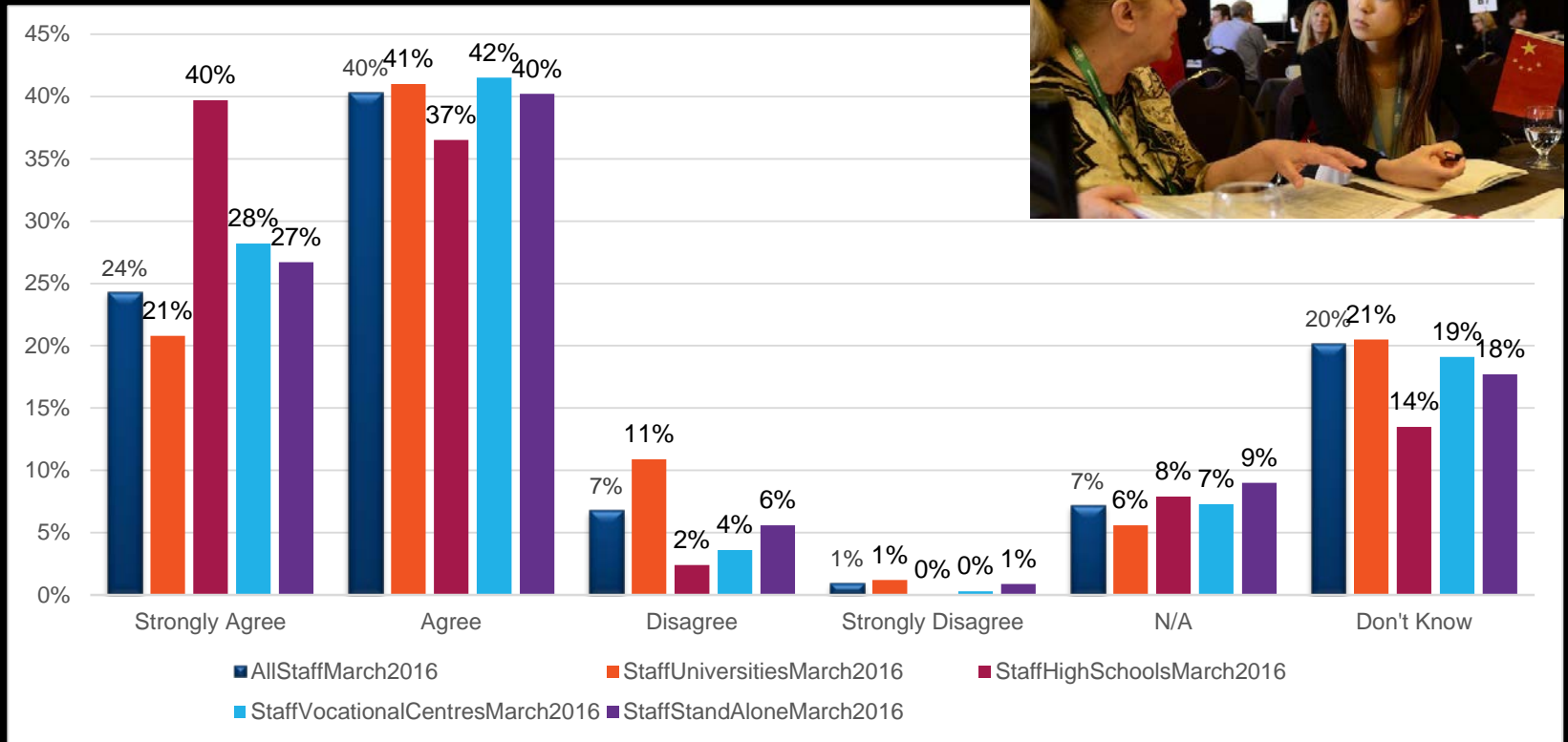
## Syllabus documents guide teaching & assessment



# NEAS Benchmarking

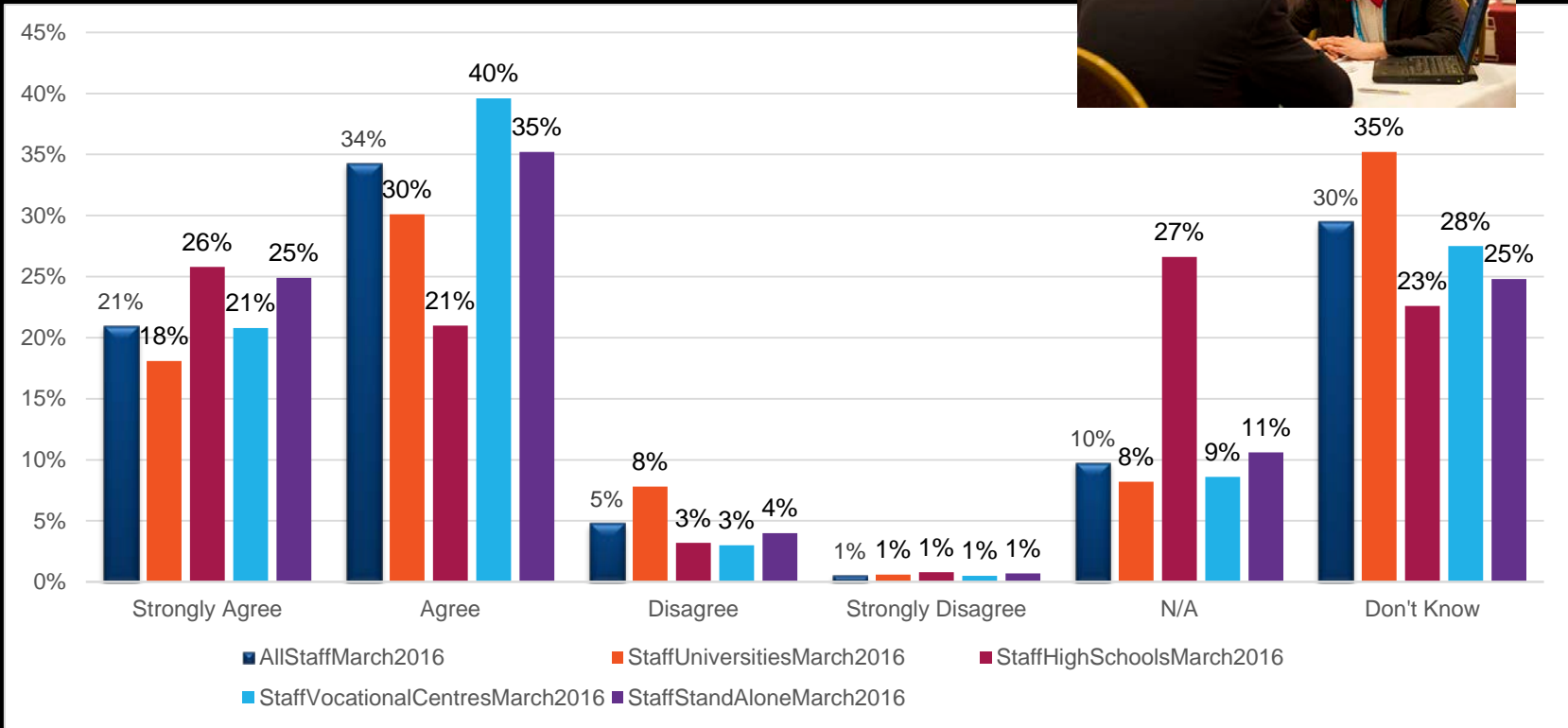
ELT Professionals Data

Validation of assessment is via peer review



# NEAS Benchmarking

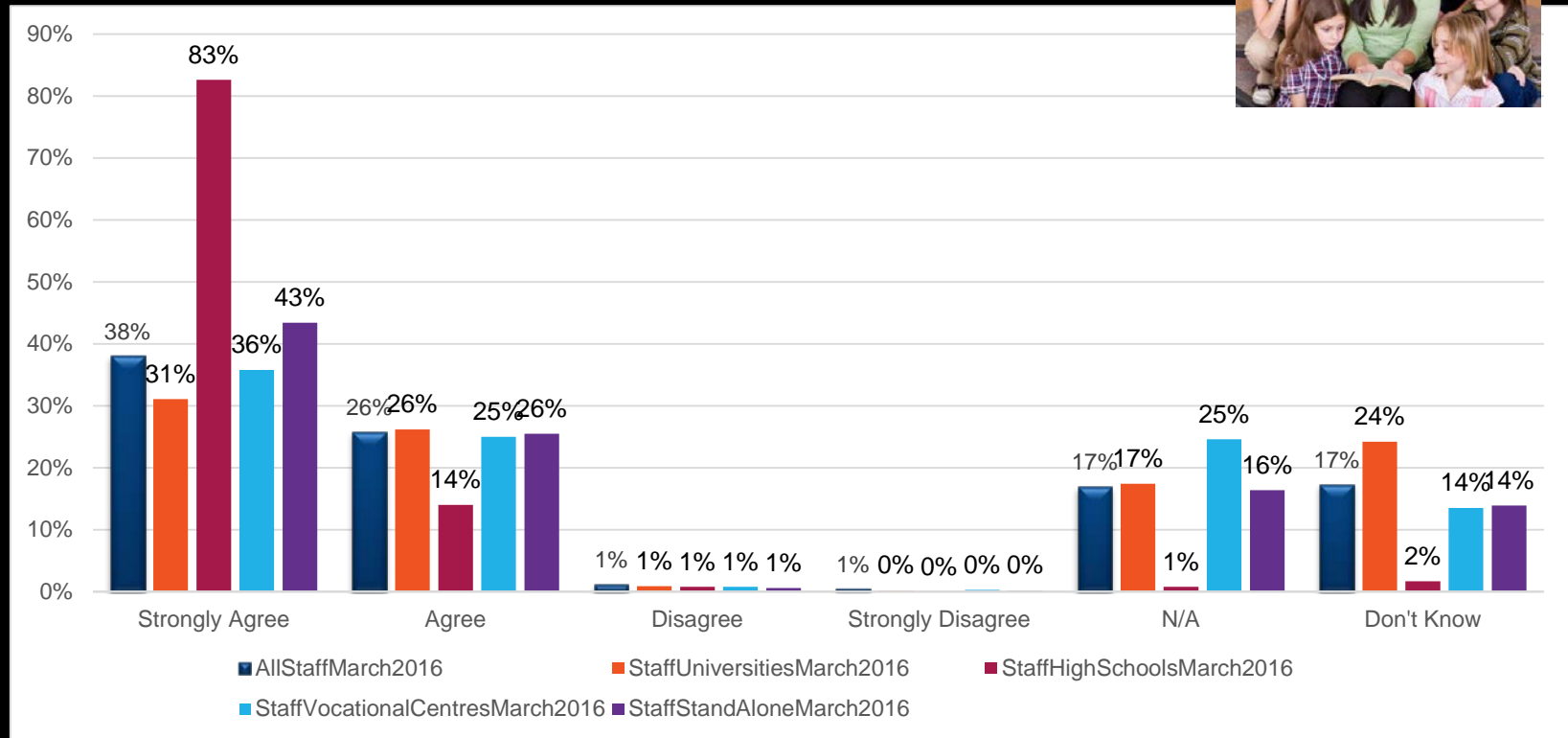
Student results contribute to quality review



# NEAS Benchmarking

ELT Professionals Data

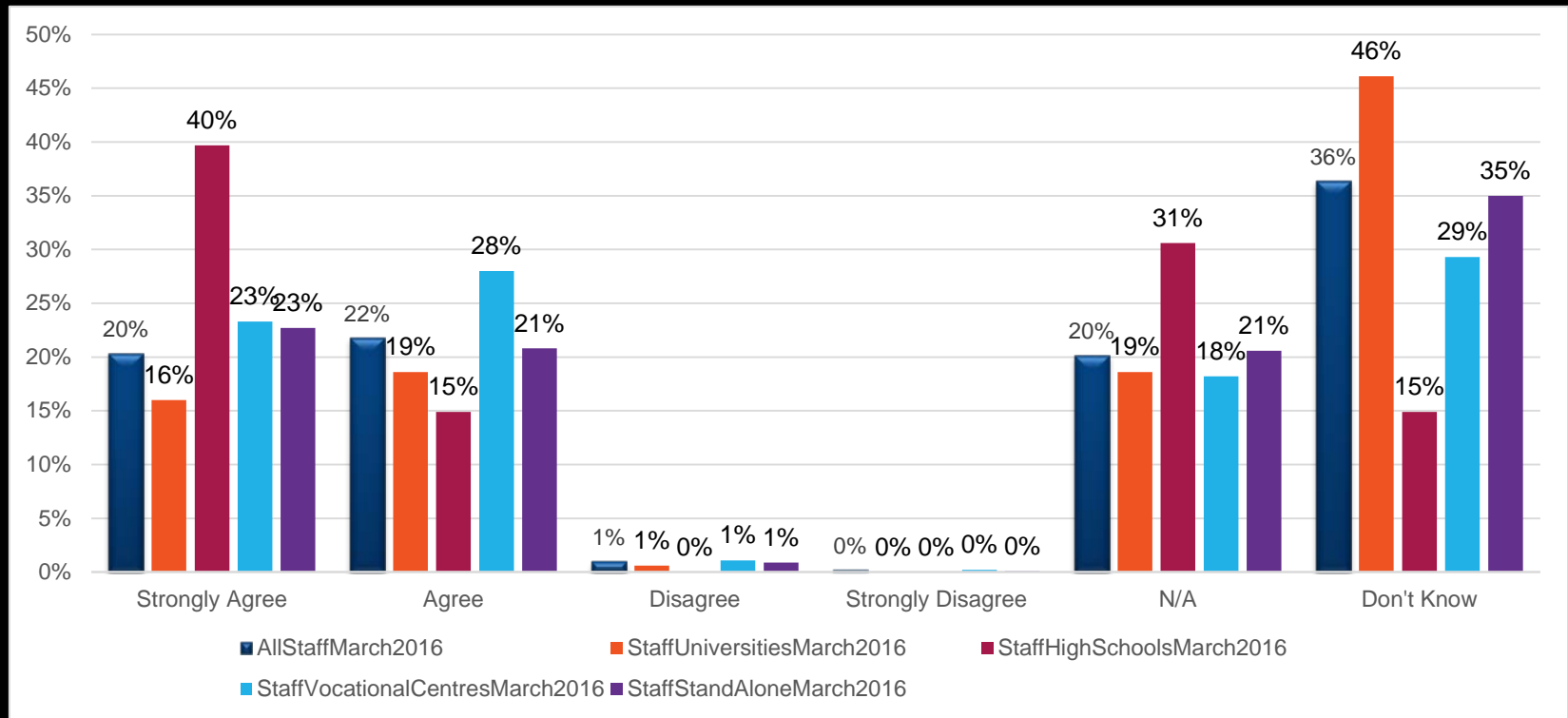
Students under 18 have appropriate support services



# NEAS Benchmarking

ELT  
Professionals  
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Outsourced student support services have quality controls

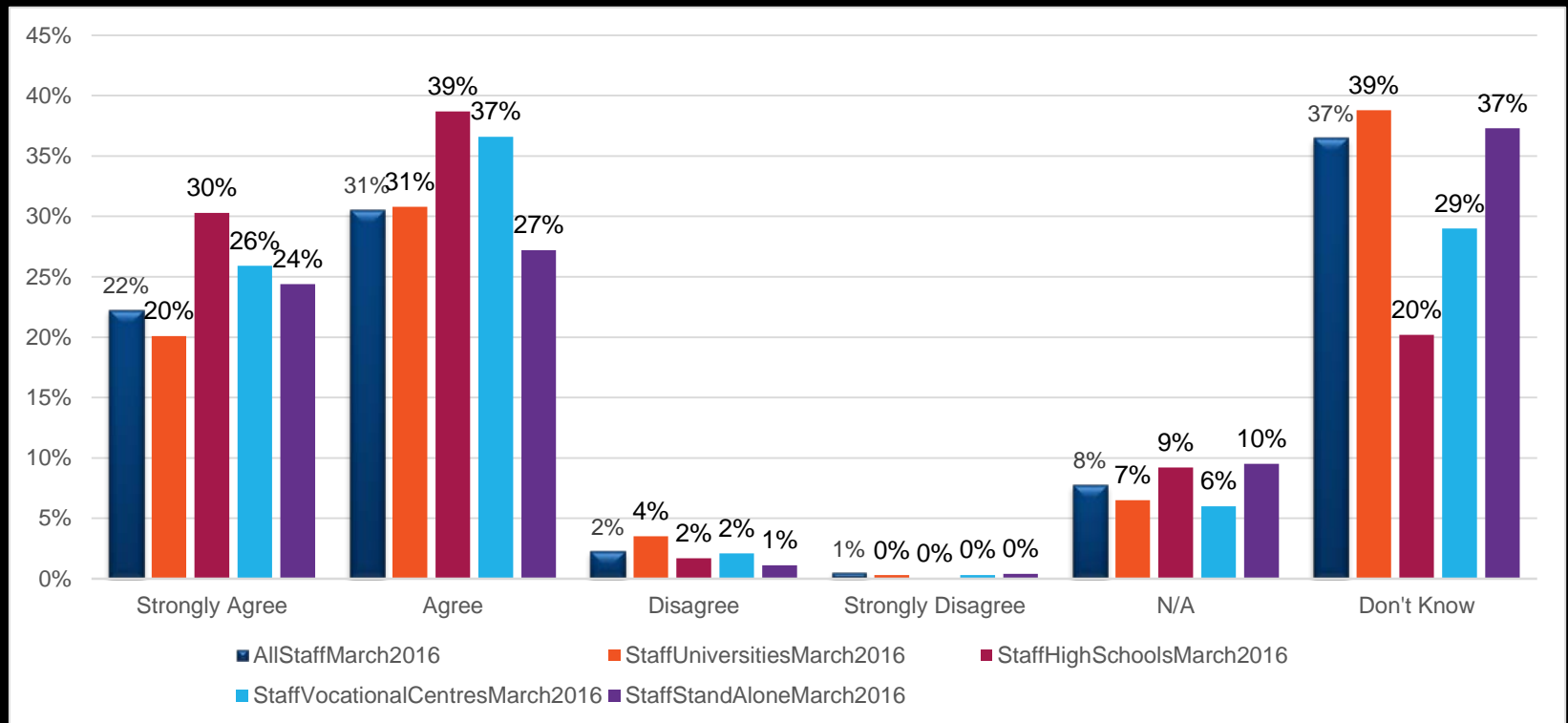




# NEAS Benchmarking

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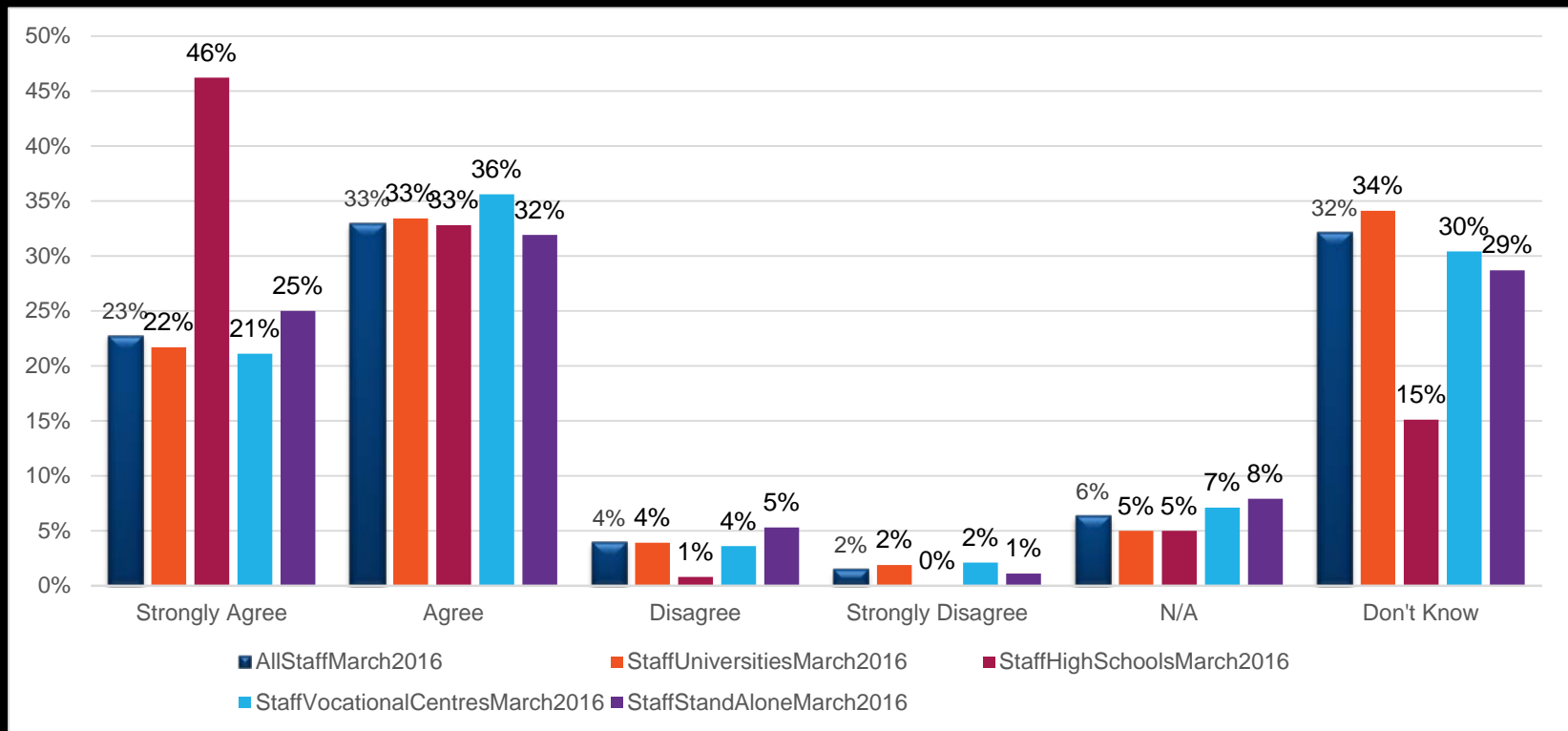
Stakeholder feedback is used to improve courses and services



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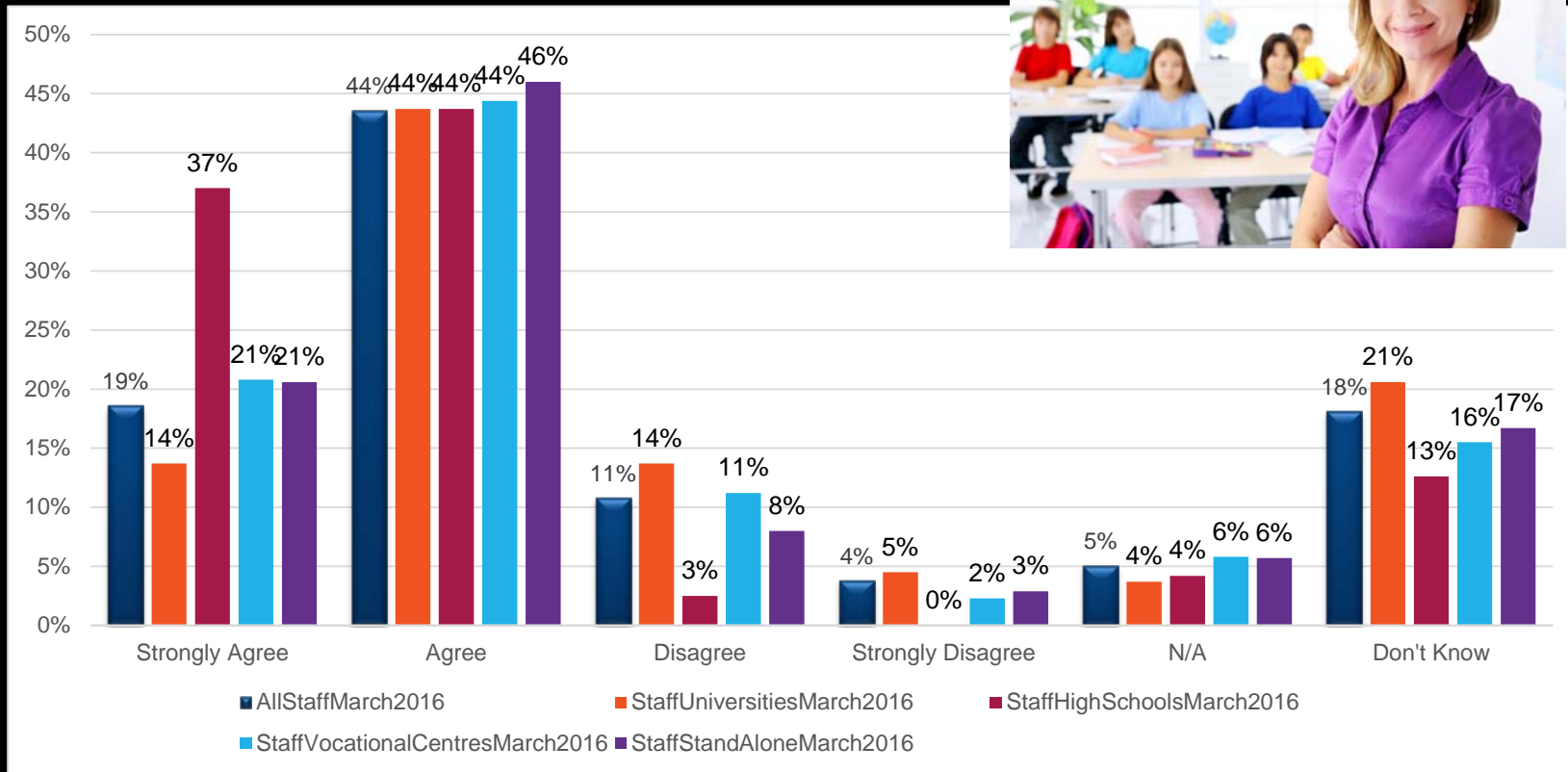
Budget is available to invest in teaching resource development



# NEAS Benchmarking

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Professionals  
Data

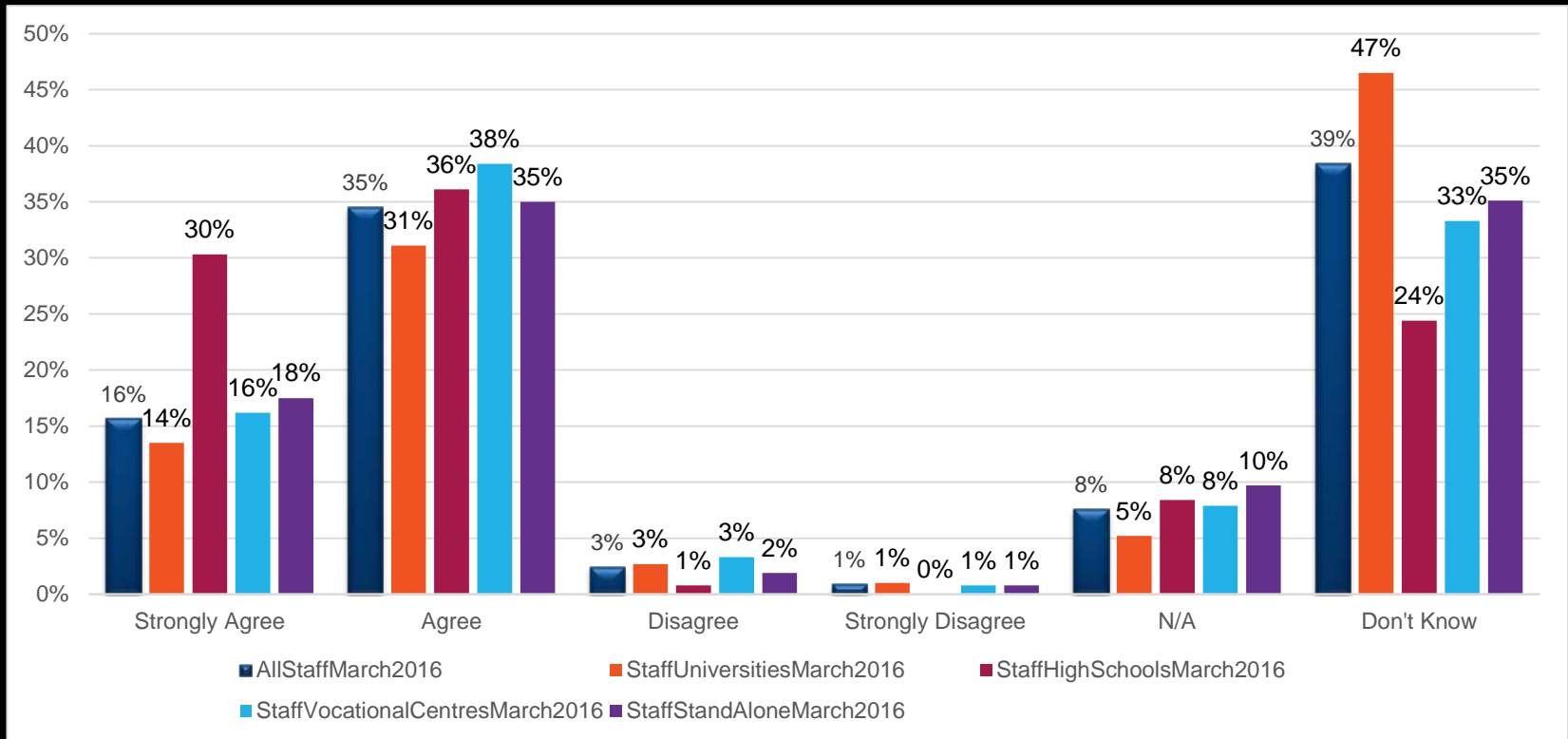
## Staff contribute to Centre strategic planning



# NEAS Benchmarking

ELT  
Professionals  
Data

Strategic plans have measurable goals and allocated resources



# NEAS Benchmarking

ELT  
Professionals  
Data

What do we need to improve?

- 1) Communicate while we might be “doing it” not everyone is aware that we are!
- 2) Collaborate create better channels and awareness for “input” from key stakeholders
- 3) Co-create by *listening* and responding positively to stakeholder feedback, the student experience can be improved

# NEAS Benchmarking

ELT  
Professionals  
Data

What are our competitive advantages

- 1) Teachers  
Are delivering on the core promise of quality in English language teaching and assessment
- 2) Courses  
Courses are well designed and fit for purpose, with greater levels of pedagogical sophistication developing
- 3) Country  
Australia is a great place to study, but we can't afford to rest on our laurels!