

ANNUAL REPORT

2011–2012



QUALITY ASSURANCE IN ENGLISH LANGUAGE TEACHING



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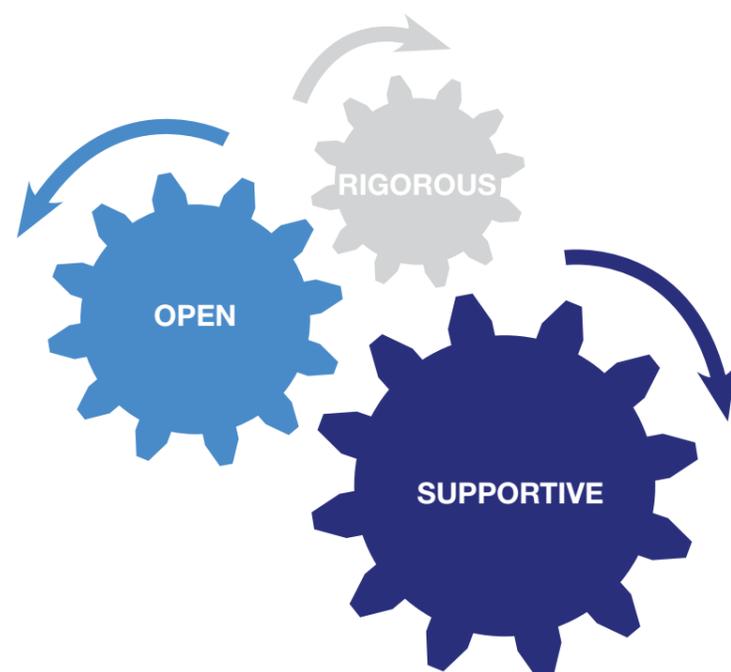


NEAS is a not-for-profit organisation established in 1990 by invitation from the Commonwealth government to provide independent quality assurance in the burgeoning English Language Teaching (ELT) sector.

NEAS was established by the ELICOS Association (EA, now English Australia) in 1990 in the wake of the college collapses resulting from the 1989 Tiananmen Square incident. The Federal Government wanted no further responsibility for regulating the English Language Intensive Courses for Overseas Students (ELICOS) industry and approached the peak body, the ELICOS Association, to take over and, as a result, EA established NEAS. In 2004 EA Council decided that NEAS should be independent of the industry association and drafted a new constitution giving NEAS an “arm’s length” accreditation role.

More than 20 years later, NEAS has grown to become a global leader in ELT accreditation and quality assurance, with over 250 accredited centres in Australia and over 20 centres across South-East Asia and the Middle East.

NEAS’ familiar blue-and-white logo stands as an internationally recognised mark of quality in ELT education.



NEAS ACCREDITATION STANDARDS

NEAS assesses ELT centres for accreditation by applying the Standards and Criteria for ELT Centres. The standards address the following aspects of the ELT centre’s operations:

- Standard A: Management and Administration
- Standard B: Premises
- Standard C: Specialist Staff
- Standard D: Student Services
- Standard E: English Language Programs and Assessment
- Standard F: Educational Resources and Equipment
- Standard G: Promotion and Student Recruitment
- Standard H: Younger Students

ELT centres must show compliance with the standards in order for accreditation to be granted. The Standards and Criteria for ELT Centres set out the standards which apply to accredited ELT centres and the criteria by which compliance with the standards is assessed.

Accreditation is normally granted on the basis of facilities and resources existing at the time of accreditation assessment, and within a defined scope. Any future changes to these conditions of accreditation are subject to assessment against the criteria.



MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

The past year has been a period of transition for NEAS in moving away from our previous regulatory role to concentrating more on our quality assurance and accreditation role. The theme, *Quality in a Time of Change*, was adopted to encapsulate the organisation's commitment first given in 1990 - to represent a bastion of quality in the ELT sector.

The biggest challenge for NEAS during the year was to build a sound working relationship with government in the national regulation of ELICOS. Dialogue with the vocational training and higher education regulators, ASQA and TEQSA, centred on minimising the regulatory burden for providers accredited by NEAS and on assisting government in maintaining the quality of Australian international education. The regulators' acknowledgment that NEAS quality is a significant contribution to the registration process forms a basis on which to take discussion forward.

In the transition from state to national regulation, ELT centres continued to turn to NEAS for support in the new environment. NEAS retained a strong loyalty base largely through our ability to listen and react in a timely manner and support providers in their quest for continuous quality improvement.

The contract with DIAC to monitor delivery of migrant English programs was renewed for three years with the option of a further three year extension.

Despite NEAS' main focus for the year necessarily being on national developments, interest in international accreditation remained steady and NEAS' interaction with quality assurance bodies worldwide increased substantially.

NEAS successfully held our annual ELT Management Conference at the Sheraton on the Park, with very positive feedback on the event.

Innovations this year to improve service to NEAS accredited providers includes the introduction of an Info Desk, videos to advise providers on the accreditation and registration process, the development of a new website, the installation of an improved data-system and increased communication with stakeholders.

NEAS has been strongly supported by the industry associations in the changing regulatory environment, particularly by English Australia in their communication with ASQA, TEQSA, providers and the media.

The biggest challenge for providers during the past year remained the strong Australian dollar and its

deterrent effect on international student enrolments. A small number of providers decided to withdraw from the ELICOS market until there were signs of recovery, but the number of NEAS accredited centres remained largely consistent with the preceding year and there was a steady level of activity in centres' change of scope applications. Providers' applications for amendments on the Commonwealth Register of Intensive Courses for Overseas Students (CRICOS) were formally listed by ASQA and TEQSA based on legislative compliance and their NEAS accreditation.

The Board of Directors has focused during the current year on planning strategy in the face of so many economic and regulatory changes in international education, in ensuring good governance and in focusing on the business model to ensure a sustainable future for NEAS.

Our thanks go to Emeritus Professor Millicent Poole, who was appointed Chair of NEAS in 2008 and retired from the Board on 30 June 2012, for her tireless efforts in steering NEAS through a constantly changing educational environment.

NEAS' Assessment Officers continue to support the ELT industry with professionalism, expertise and support for providers. Policies and processes have been undergoing an internal review to ensure their effectiveness for maintaining quality and reputation.

NEAS' Assessment Panellists are central to maintaining the integrity, rigour and fairness of our monitoring responsibility, for contributing to the review of NEAS' Standards and Criteria for ELT Centres and for their professional insight into quality processes.

Thank you to the members for your continuing support of NEAS' role in assuring quality in international education, in advising on improvements to our processes and in alerting us to developments of interest to the industry.

It has been a challenging year for NEAS, but our financial results clearly indicate that our organisation is well placed for the year ahead, focusing strongly on quality of international education provision, working in cooperation with the national regulatory bodies, achieving growth in international accreditation and maintaining a significant role among quality assurance organisations worldwide.

With 22 years' accreditation experience, NEAS is well placed to contribute to Australia's reputation for quality in education.

Denise Taylor
Chair NEAS

Anne Holmes
Executive Director



PEOPLE AT NEAS

BOARD OF DIRECTORS



**Emeritus Professor
Millicent Poole**

Chair – Appointed April 2008
BA, BEd, MA (Hons), PhD
Retired Vice Chancellor
Appointed as a director on 21
April 2009 and resigned on
30 June 2012



Ms Cynthia Kralik

Director – Elected November
2006
BA, CELTA, DELTA, MEd
(International Education)
Academic Director, RMIT
English Worldwide
Appointed as a director on 16
November 2006 and resigned
on 20 December 2011



Ms Bianca Panizza

Director – Nominated
by English Australia
February 2011
BA (Hons), CELTA, DELTA
Director of Centre for
English Language Teaching,
University of Western
Australia
Appointed as a director on 23
February 2011



Mr Robin Simpson

Director – Elected November
2005
Higher National Diploma
(Hotel and Catering
Administration), City & Guilds
Adult Teaching Cert
Managing Director, Langports
Appointed as a director on 23
November 2005



Ms Denise Taylor

Chair - Appointed June 2012
Director – Appointed March
2012
MEd, Grad Dip Sch Lib, Dip
Tch, Cert Tch
Dip Company Directors
Course
Company Director
Appointed as a director on 1
February 2012



Mr Seamus Fagan

BA, Higher Dip Ed, MA
Director, University of
Newcastle Language Centre
Appointed as a director on 29
February 2012

COMPANY SECRETARY



Ms Emma Lawler

Appointed April 2011

EXECUTIVE STAFF



Ms Anne Holmes

Executive Director



Ms Diane Price

Assistant Manager



Mr Stefan Boffa

Operations Manager



Ms Suzannah Clerc

International Accreditation
Manager



Ms Ana Bratkovic

Assessment Officer
Assessment Task Bank
(ATB) Manager



Mr John Price

Assessment Officer



Ms Jan Collins

Assessment Officer



Ms Elena Estrina

Accounts Officer



Ms Jenny Batten

Administration Officer



Ms Chris Hollister

Admin Support



Mr Eugene Brcic

Communications Manager

NEAS ASSESSMENT PANEL

NEAS acknowledges the professional and excellent work undertaken by the NEAS Assessment Panellists. The trained team of Assessment Panellists is integral to NEAS accreditation and their on-site assessments and associated reports help maintain the quality of the sector overall.

New South Wales	Queensland	Victoria	Western Australia
Ms Marion Bagot	Dr Pamela Beaumont	Mr Harvey Broadstock	Mr Colin Beasley
Ms Janet Conroy	Dr Gary Birch	Ms Sue Casey	Ms Toni Dobinson
Mr Denver Craig	Mrs Margaret Casey	Ms Lesley Crommelin	Mrs Christabel Lee
Mrs Janet Halliday	Ms Del Childs	Dr Carol Gibson	Mr Paul Mercieca
Ms Sharon Luhr	Ms Ronda Dove	Ms Jane Hayman	
Ms Carolyn Matthews	Ms Deborah Kemish	Ms Elizabeth Kemp	South Australia
Mr Paul Mattingly	Ms Cath Moore	Ms Shirley Martin	Dr Jonathan Crichton
Ms Glenys Merrifield	Ms Jill Schiffmann	Ms Margot Tucker	
Ms Pamela Riley	Ms Sue Woods		
Ms Mary Ann Szeps			
Ms Noreen Whittaker			



GOVERNANCE

NEAS is committed to implementing a system of corporate governance to guide its operations and practices. Monitoring, evaluating and improvement of NEAS' system of corporate governance is undertaken continuously.

Board attendance		
Name	Meetings eligible to attend	Meetings attended
Emeritus Professor Millicent Poole (Chair) Appointed April 2008, re-appointed October 2011, resigned June 2012	6	6
Denise Taylor Appointed February 2012 Appointed Chair September 2012	3	2
Robin Simpson Elected November 2005, re-elected October 2012, acting Chair July – August 2012	6	6
Bianca Panizza Elected February 2011, re-elected October 2012	6	6
Seamus Fagan Elected March 2012	2	2
Cynthia Kralik Elected November 2006, resigned December 2011	3	3



HIGHLIGHTS AND ACHIEVEMENTS

1. THE ELT INDUSTRY



1.1 The Regulatory Environment

On 7 November 2011 ASQA informed the Executive Director of their decision to contract NEAS as a “specialist provider” of audit services for CRICOS purposes, for ELICOS and Foundation Programs (Foundation Programs only until TEQSA became operational), as well as auditing those providers for compliance against ESOS and the National Code. The contract was signed by both parties on 27 June 2012. One Foundation Program and National Code audit was undertaken prior to contract signing, with the provider being successfully registered on CRICOS. A National Code audit of a NEAS accredited provider was also undertaken prior to the signing of the contract.

Discussions took place throughout the year with both ASQA and TEQSA regarding the status of NEAS accreditation in the registration process, particularly focusing on the development of a statement for publication which would clarify the relationship with the regulator for NEAS accredited providers.

To date all NEAS accredited centres have been registered on CRICOS by ASQA without the need for any further ELICOS audit.

At the end of June 2012 TEQSA issued the news that they would be assuming the regulation of ELICOS pathway programs into Higher Education.

Discussions with the regulatory bodies are set to continue into the year ahead.

1.2 Adult Migrant English Program (AMEP)

NEAS was again successful in winning the AMEP quality assurance contract for 2011-14, with the option of renewing for a further three years, and is delighted to be working with DIAC once more.

Under the new AMEP model NEAS was also awarded the contract to manage the AMEP Assessment Task Bank (ATB), an area of growth complementary to NEAS’ established role of quality assurance in this world leading program.

The ATB is a resource available online to providers of AMEP delivering the Certificates in Spoken and Written English. Current assessment tasks are held securely, access to them is audited, additional tasks are developed regularly and task validation is organised by the ATB manager on a quarterly basis.

The combined contracts have resulted in an increase of over 50% in NEAS’ AMEP activity, testimony to our track record in the field and the experience and expertise of staff.

While 2011-12 was a period of adjustment for the AMEP, both government and providers continued to value the external validation of service delivery by a recognised specialist in educational quality assurance. By the same token, feedback from professional NEAS assessors served as an overwhelming endorsement of the commitment of providers and their focus on meeting client needs.

NEAS’ support of providers through a continuous improvement approach to quality assurance is complemented by our ongoing support to over 1,500 users of the Assessment Task Bank.

The number of users continues to grow steadily, and with it NEAS’ community of practice is consolidated and strengthened.

1.3 Neas’ Submission to the Chaney Review

The Executive Director NEAS was invited by the International Education Advisory Council, chaired by Michael Chaney AO, to participate in a consultation meeting of stakeholders to inform development of a five year national strategy for international education. Following the meeting, NEAS made a submission to the Council on the effective monitoring of the quality of education provided by Australian institutions to international students.

NEAS maintains that the quality of education provided by Australian institutions to international students can be showcased to the world if Australia can demonstrate that education provision is effectively monitored and that students’ learning experience is of high quality, leading to successful employment outcomes.

1.4 ELT Management Conference

The 16th Annual ELT Management Conference attracted more than 200 professionals to Sydney’s Sheraton on the Park on 10 and 11 May. Under the theme of Quality in a Time of Change, NEAS had a strong line-up of plenary speakers with Professor Richmond Stroupe of Soka University, Tokyo, Professor David Woodhouse, Commissioner for Academic Accreditation, UAE, and Young Australian of the Year, Marita Cheng. There was a wide range of sessions, from effective online marketing with Rob Brown, the export value of International Education with Alan Olsen, the Global ESL Textbook with Professor Jack Richards, the

CEFR in Australian ELT with Mary Jane Hogan, Use of English Proficiency Test Scores with Dr Kieran O’Loughlin to the prevalence of fake academic qualifications with Dr George Brown.

Feedback was strong with more than 80 per cent of respondents indicating that their overall impression of the event aimed at senior ELT administrators and academic managers was either good or excellent. The changed venue was judged a great success with outstanding catering, excellent audio-visual support and numerous opportunities for networking in the spacious exhibition area.

1.5 Launch of NEAS’ Quality Services

At the ELT Management Conference, NEAS launched a suite of new services:

- Professional Development to focus on developments in ELT methodology which are key to quality assurance, and to workshop new modes of quality delivery
- Development of Best Practice documents in dedicated areas of Quality Assurance to showcase key aspects of quality ELT provision
- QA seminars in all states to highlight the benefits of quality assurance and to raise awareness of internal and external quality assurance processes
- An Info Desk to provide quality assurance support to NEAS accredited providers and to advise providers seeking accreditation
- Listing on the NEAS website of Teaching English to Speakers of Other Languages (TESOL) training courses which meet NEAS criteria as a service to teachers seeking training and to employers assessing applications



The 16th Annual ELT Management Conference attracted more than 200 professionals



- Online forums to enable stakeholder discussion on quality assurance topics of current interest and to gather feedback on NEAS services

To support these services, the NEAS Communications Manager developed a small range of videos to inform stakeholders of NEAS' expertise, quality assurance role and relationship with the regulatory bodies.

1.6 Principal Administrator Workshops

Principal Administrator Workshops were held in all states this year to assist NEAS accredited providers understand and deal with the new regulatory environment. The NSW Workshop was held in October 2011 following the AGM; those in Queensland, WA, Victoria and SA followed in February and March 2012.

The ASQA state representative was invited to attend each workshop and did so except for the one in South Australia. NEAS took the opportunity to deliver a message on the advantages of quality assurance supported by a quality logo, particularly in a challenging year for providers. NEAS also provided a flowchart of NEAS & ASQA processes as a guide to the registration process.

1.7 NEAS International

NEAS currently has 20 ELT centres accredited internationally. During the last financial year, one new provider was accredited and two existing providers opened additional campuses. Accredited centres are located in Indonesia, Vietnam, Cambodia and the Middle East. Further accreditation activity is taking place in Vietnam, with two NEAS-accredited providers expanding their operations and opening more delivery locations.

There continues to be much interest in NEAS International accreditation, with applications in progress in a number of ASEAN countries. Interest has also been expressed from a provider in Chile and another in Iran.

To be accredited by NEAS internationally, providers must demonstrate that they meet NEAS standards in all respects, through a rigorous accreditation process, which includes a desk audit and on-site assessment. Applicants generally need a period of preparation time to meet NEAS standards, particularly in the areas of teaching qualifications and class sizes. NEAS counsels and supports providers throughout this period to ensure they understand the standards they must meet.

In 2011-2012, NEAS undertook an International Growth Strategy project, headed up by a prominent international education consultant. This project is still underway.

The objectives for growth in international accreditation are:

- diversify NEAS activities and increase revenue streams
- position NEAS strategically in the face of competition from global accreditation bodies
- raise the profile of NEAS International and (as a result) NEAS' profile nationally

The key expected outcomes are:

- identified opportunities to increase fee paying NEAS services internationally
- increased NEAS International profile of expertise in ELT accreditation and associated services
- staged plan for implementation of the strategy for 2012 - 2013 market entry

1.8 CamTESOL Conference

NEAS' continued attendance at and support of the CamTESOL conference has contributed to raising NEAS' profile internationally.

CamTESOL is the prime ELT conference in Asia and this year attracted in excess of 1,600 participants. It is being touted as the premier ASEAN ELT event and each year attracts a greater number of participants and sponsorships. A large number of regional Cambodian teachers, and an ever increasing number of teachers from the ASEAN region, are able to attend thanks to a teacher sponsorship system set up by the organisers of CamTESOL.

The conference provides invaluable opportunities for NEAS to meet a wide range of ELT providers from many countries across a key growth area. Following participation in the 2009, 2010 and 2011 conferences, NEAS was again invited as a key sponsor to the CamTESOL conference on English Language Teaching, held in Phnom Penh from 24 to 26 February 2012.

At the 2012 CamTESOL conference, NEAS sponsored and facilitated the Quality Forum, which was attended by Cambodian government officials, international experts in TESOL and local and international providers. NEAS also sponsored four teachers, two from Indonesia and two from Vietnam, to attend the conference to present papers. NEAS delivered a session for Academic Managers of NEAS accredited centres, which focused on continuous quality improvement, and made contact with ELT centres interested in NEAS' quality assurance processes.

1.9 International Symposium on Quality Assurance in Language Education

In collaboration with Accreditation UK and EAQUALS, NEAS organised a symposium hosted in London by the British Council in September. Forty-five participants from 16 quality assurance of language education agencies attended the one day event to workshop current challenges in external quality assurance, identify a range of solutions and propose a number of initiatives. There was unanimous interest in maintaining regular symposia to continue the exchange of approaches to quality assurance.

1.10 APQN

NEAS is a full member of Asia-Pacific Quality Network (APQN), an association of quality assurance agencies dedicated to setting and maintaining quality standards. NEAS has indicated interest in taking part in a project initiated by APQN to quality assure external quality assurance agencies. To plan for this, NEAS requires a quality assurance framework against which to internally audit our policies and processes prior to undertaking an external audit. This planning will proceed in the year ahead.

As a member of APQN, NEAS is also invited to forums organised by the International Network for Quality Assurance Agencies in Higher Education (INQAAHE). In April the Executive Director and International Accreditation Manager attended a forum in Melbourne on the future of external quality assurance. INQAAHE members met to examine the sustainability of current approaches to QA in the medium and long terms. Many valuable insights were gained about similar models of quality assurance.



In collaboration with Accreditation UK and EAQUALS, NEAS organised a symposium hosted in London by the British Council in September.



Paul Mahony receiving the award for Excellence in Leadership in International Education



Seamus Fagan receiving the award for Distinguished Contribution to the Field of International Education

In the Queen's Birthday Honours, NEAS founders, Ms Margaret Ann Gray and Ms Christine Bundesen were honoured with Member of the Order of Australia.

1.11 NEAS Founders Maggie Gray and Christine Bundesen Honoured

In the Queen's Birthday Honours, NEAS founders, Ms Margaret Ann Gray and Ms Christine Bundesen were honoured with Member of the Order of Australia.

Ms Gray was honoured with a Member of the Order of Australia for her "service to education, particularly through the provision of English language courses for overseas students and adult immigrants, and through advisory and accreditation policy roles."

Ms Bundesen received the same honour for "service to international tertiary education through leadership roles in the field of English Language Teaching, to the development of quality assurance standards, and to professional organisations."

1.12 NEAS Board Director Seamus Fagan and NEAS nominee Paul Mahony Honoured at IEAA 2012 Awards Presentation

NEAS Board Director Seamus Fagan was presented with an award for Distinguished Contribution to the Field of International Education.

Paul Mahony, director of one of the first centres internationally accredited by NEAS, received an award for Excellence in Leadership in International Education. Mr Mahony was nominated for the award by NEAS.

1.13 Review of NEAS Standards

A review of NEAS Standards was launched in April, partly in line with the regular review cycle but also as a response to the changing educational environment and to providers' requests for greater flexibility in assessment of programs developed to meet the challenges to the ELICOS sector.

The purpose of this project is to reposition NEAS as an accreditation and quality assurance body in the light of the recent changes in the regulatory framework in Australia, most importantly the creation and introduction of the ELICOS National Standards and the creation of national regulatory bodies ASQA and TEQSA.

Project objectives are fourfold:

1. To strengthen the NEAS position and brand both within the Australian international education industry and internationally as the foremost accreditation scheme in language teaching internationally
2. To conduct a review of standards and criteria, which is transparent in its processes
3. To engage all stakeholders in the review process
4. To develop a set of standards that are responsive to the needs of business, educators and students and to changing modes of communication and study.



Ms Margaret Ann Gray being presented with a Member of the Order of Australia for her "service to education, particularly through the provision of English language courses for overseas students and adult immigrants, and through advisory and accreditation policy roles."



Ms Christine Bundesen being presented with a Member of the Order of Australia for her "service to international tertiary education through leadership roles in the field of English Language Teaching, to the development of quality assurance standards, and to professional organisations."



OPERATIONAL ACTIVITIES

ELT CENTRE ACCREDITATION ACTIVITIES

Although 2011-2012 was a financially challenging year, NEAS recorded a net loss of only eight centres.

The majority of centres that withdrew from NEAS accreditation closed their doors due to their inability to invest in the quality measures required to meet NEAS standards.

2.1 Accreditation Activity Overview

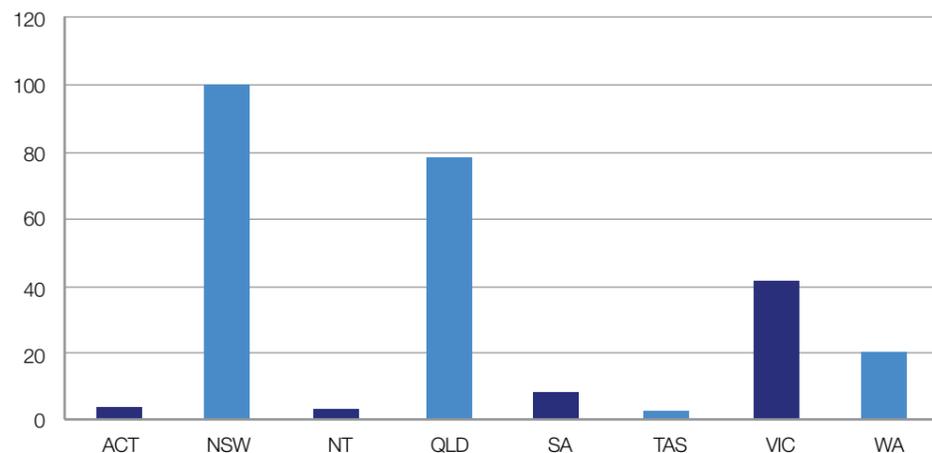
	30 June 2012	30 June 2011	30 June 2010
Accredited Centres – National	256	264	264
Accreditation Withdrawn – National (between 1 July & 30 June) (see trend graph below)	19	14	24
New Accreditations (between 1 July & 30 June)	11	14	22
Accredited Centres - International	20	14	14
Accreditation Withdrawn – International	0	0	0
New Accreditations (between 1 July & 30 June)	6	0	10

The table above illustrates the trend in accreditation activity over three years. Although 2011-2012 was a financially challenging year, NEAS recorded a net loss of only eight centres.

The majority of centres that withdrew from NEAS accreditation closed their doors due to their inability to invest in the quality measures required to meet NEAS standards.

2.2. ELT Centre Numbers

ELT Centres 2011- 2012



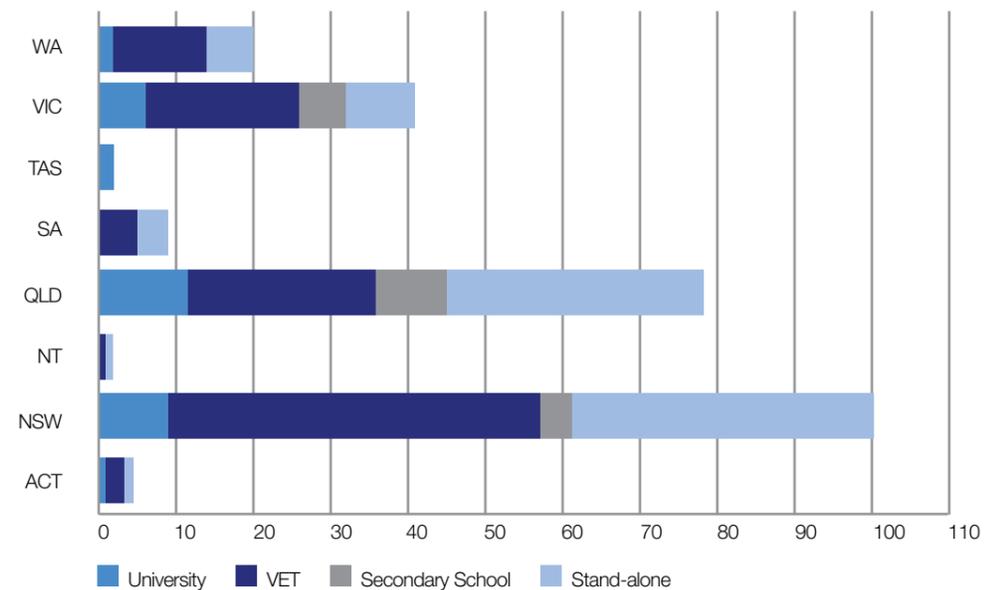
As at 30 June 2012 there were 256 accredited and provisionally accredited ELT centres recorded on NEAS' database. There has been a slight decrease (8 centres) since 30 June 2011.

A total of 19 centres ceased operating during the financial year, voluntarily withdrawing from accreditation for financial reasons or due to low student numbers

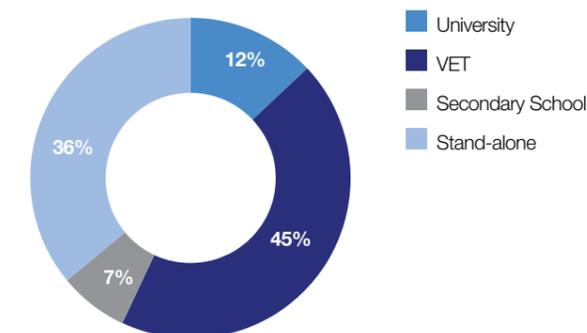
2.3. Provider Types

NEAS categorises providers under four main types - universities, vocational education and training (VET), secondary schools, and stand-alone ELT centres – reflecting the main sector of operation for the legal entity in each case. The prevalence of cross-sector providers observed in previous years was again manifest in 2011-12, with some organisations offering programs across four sectors.

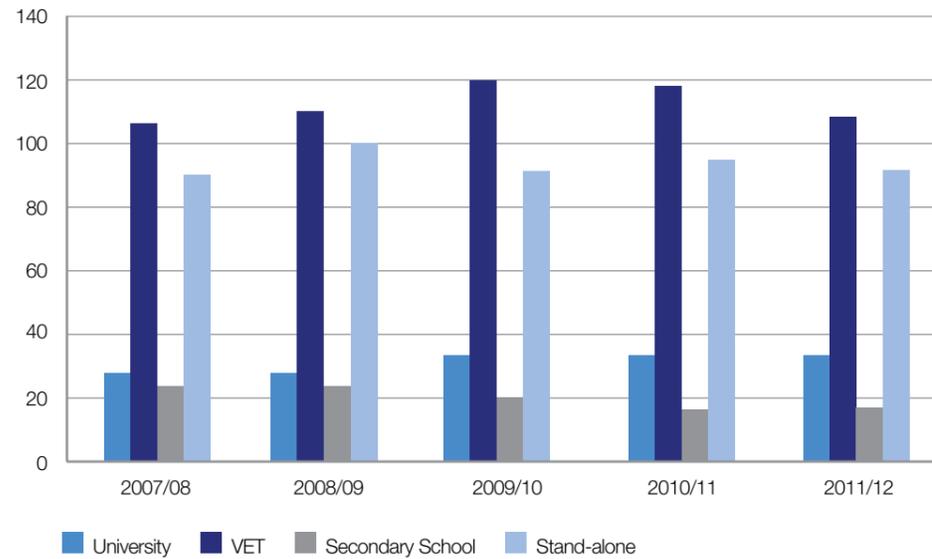
ELT Centres by Type and State



ELT Centres by Type



ELT Centres 2007-2012



There has been a slight decrease in NEAS accredited providers. In 2011/12 Victoria showed the largest decrease in 5 years.

Total 2011/12 by state and by provider type

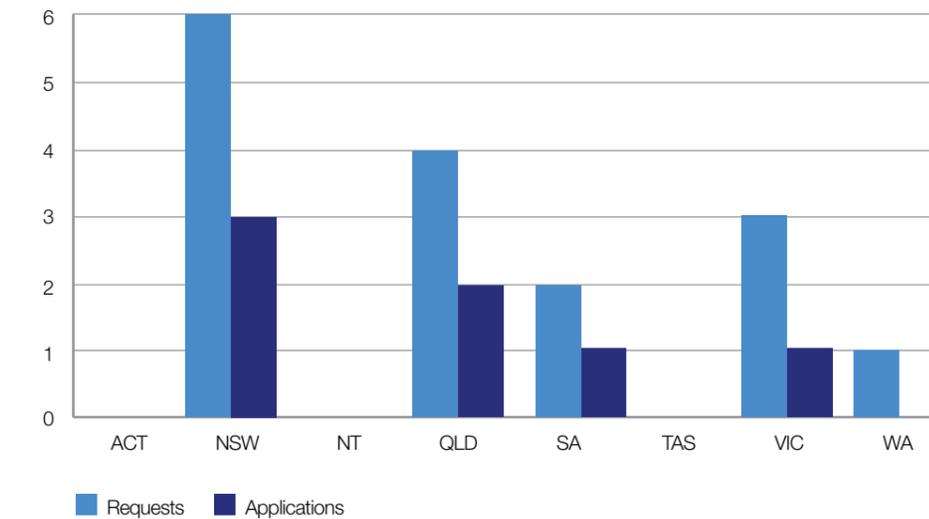
Provider type	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
University	1	9	0	11	0	2	7	2	32
Vocational Education and Training	2	48	1	25	6	0	20	12	114
Secondary School	0	4	0	9	0	0	4	0	17
Stand-alone ELT Centre	1	39	1	33	3	0	10	6	93
Total at 30 June 2012	4	100	2	78	9	2	41	20	256

Totals over 5 years by state

Financial year	ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Total
Total 2011-12	4	100	2	78	9	2	41	20	256
Total 2010-11	4	104	2	78	8	2	47	20	264
Total 2009-10	4	103	1	82	9	2	44	19	264
Total 2008-09	2	110	1	79	10	2	42	20	266
Total 2007-08	2	103	1	77	9	2	38	19	251

2.4. Requests for Applications Packs

Applications 2011-12



NEAS recorded 16 requests for accreditation application packs for ELT centre accreditation within Australia during the 2011-2012 reporting year, down from 28 last year. A total of 7 applications were received in the reporting period (down from 13 in the last reporting year).

2.5. Desk Audit Assessments

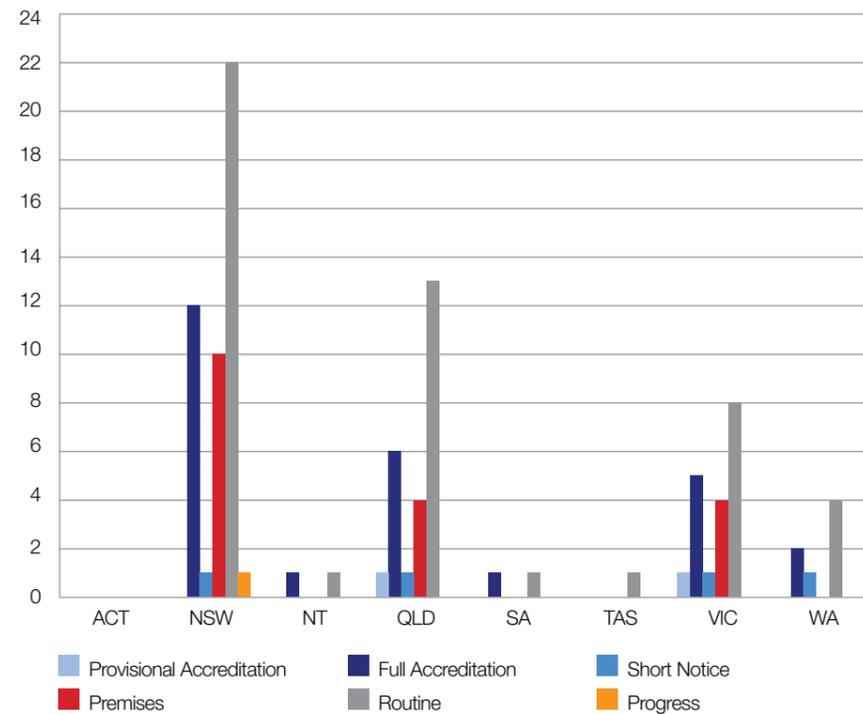
Annual Returns were in the main comprehensive, although many required clarification of details relating to ELT programs offered, the number of students and shifts, as well as promotional material.

Annual Return information was used to update NEAS' database and inform NEAS Assessment Panellists prior to routine monitoring visits. CRICOS-related information regarding providers across Australia was relayed by NEAS to the Australian Skills Quality Authority (ASQA).

2.6. On-site Assessments

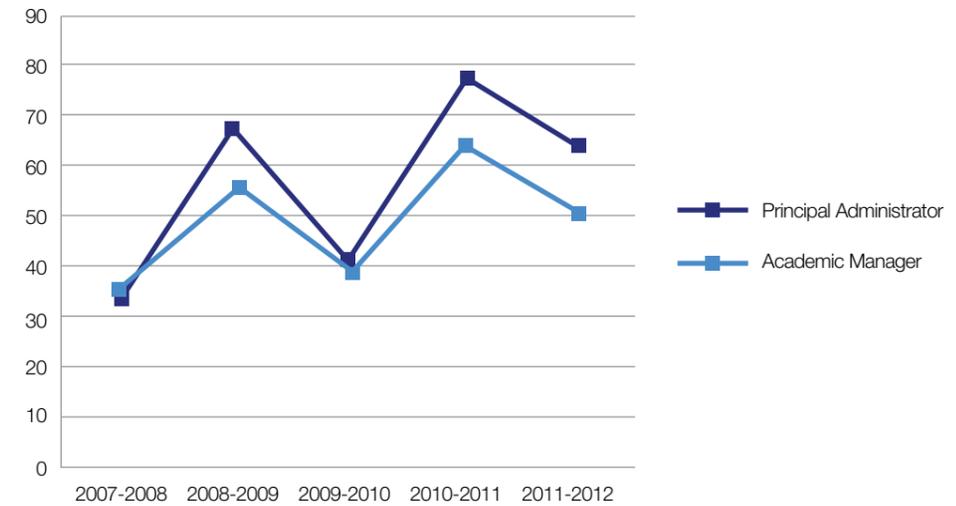
In the 2011-2012 financial year, 102 on-site assessments were undertaken. As with the desk audit process, providers were given 28 days to submit follow-up information. There was a decrease in the number of short notice visits made compared to the previous period, reflecting a decline in complaints.

On-Site Assessments 2011-2012



2.7. Changes to Scope of Accreditation

Management Changes 2007-2012

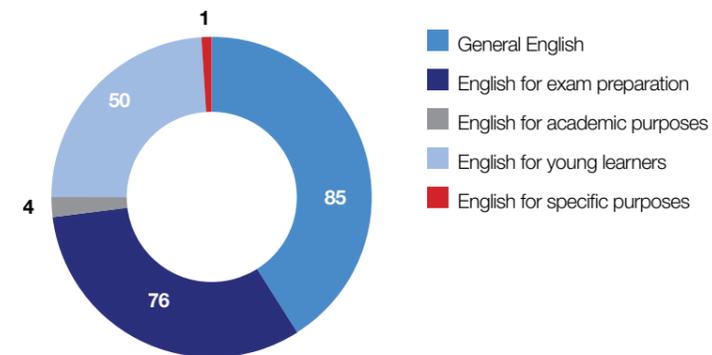


There were 51 changes of Principal Administrator and 64 changes of Academic Manager completed in 2011-2012, down on the previous year.

2.8. ELT Programs

There were a total of 216 new courses accredited during the reporting year but, balancing this, 149 courses were removed from the NEAS database, whether as a result of centre closure or at the request of the ELT centre. Course accreditation activity focused on English for Exam Preparation and English for Academic Purposes.

Course Accreditation 2011-2012



Operating revenue has increased from that of 2010 - 2011 and the retained surplus at 30 June 2012 is \$1,952,472.

3. Finance

The financial report for the year ended 30 June 2012 records a loss amounting to \$21,473, compared with the previous year's surplus of \$145,586. This result is due to expenses associated with NEAS' move to upgraded premises and an increase in expenses incurred on the 2012 ELT Management Conference held at the Sheraton on the Park. However, operating revenue has increased from that of 2010 - 2011 and the retained surplus at 30 June 2012 is \$1,952,472.

4. Staffing

NEAS staffing remains stable, with very low turnover. The depth of experience of NEAS staff and their wide knowledge of quality in international education well equips them to support providers.

After 13 years of distinguished service, Assistant Manager, Diane Price, took the decision to retire. Di's expertise and professionalism have been a great strength to NEAS, ensuring solid support for providers. NEAS greatly appreciates Di's commitment to the ELT sector, her contribution to the development and review of standards and her tireless work with government.

NEAS was fortunate to engage Marion Bagot to take up a position as Assessment Officer from the beginning of July 2012. Formerly the Manager of TAFE English Language Centre, Northern Sydney, Marion is highly qualified, with a Master in Adult Education and three post graduate diplomas in education. She has actively established systems in the workplace to support

quality assurance in teaching and administration. Marion has also worked as a consultant in Australia and internationally. Prior to her appointment, she undertook some auditing work as a NEAS Assessment Panellist.

In February 2012 NEAS, for the first time, engaged a Communications Manager. This initiative was undertaken in response to the report on the Stakeholder Survey published in May 2011. Eugene Brcic brings experience as a communications strategist with large international and Australian companies, as well as a varied background as foreign correspondent for The Associated Press and other leading news services. Eugene has proved a valuable addition to the NEAS team.

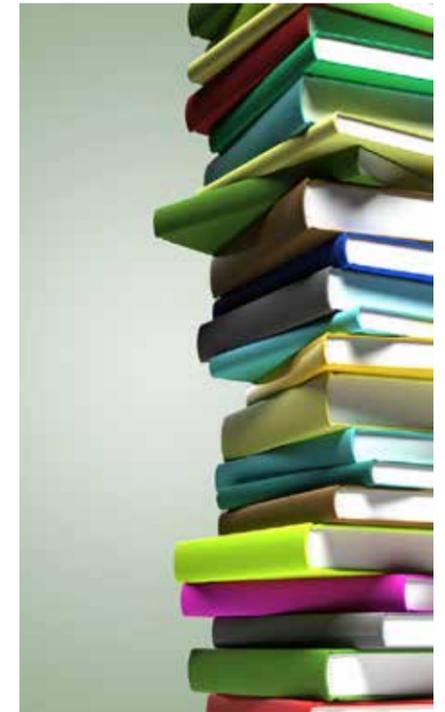
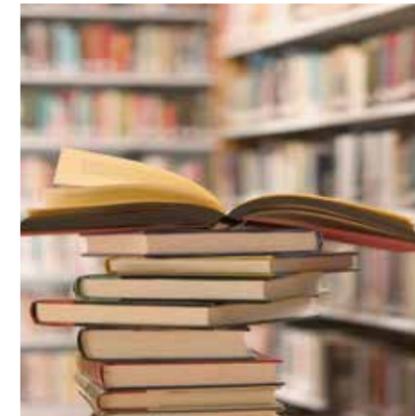
6. Premises

NEAS' office in North Sydney had become increasingly cramped over some years and the decision was taken to move to larger premises.

A suitable space was located, also in North Sydney, and the move effected with little disruption to the staff in continuing quality assurance roles. The new office provides Assessment Officers with private spaces in which to work more efficiently and a meeting space for providers, panellists and stakeholders to take part in workshops, training and professional development sessions.

7. Technical support

To ensure effective delivery of NEAS' quality assurance role, to access data to better inform NEAS of the profile of our accredited providers and to broaden communication channels with our stakeholders, we undertook an upgrade of our server, software and workstations. At the same time it was clear that a more extensive and efficient database was required and a more user-friendly website. A software system was identified to supply an effective, reasonably priced and secure database and a website designer engaged to upgrade the website for ease of navigation and to support on-line submissions and social media.



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