



Stakeholder Driven Quality Assurance

*....supported by the most
demanding critics*

An Agents Guide to **NEAS** Quality Endorsement



NEAS Quality Endorsement

“Supported by the most demanding critic our students”

What is NEAS Quality Endorsement?

NEAS Quality Endorsement is **earned** by ELT Centres, **rated as being high quality** by their most demanding critics (who are):

- Students; Teachers and Marketers

The **NEAS Mark of Quality** confirms a provider’s quality standing for education and the student experience

How do ELT centres achieve NEAS Quality Endorsement?

Quality Endorsement is underpinned by the **NEAS Quality Assurance Framework**, which is the foundation of the **ELICOS National Standards** in Australia. Endorsement is granted with national compliance is achieved **and**:

- Anonymous surveys and face-to-face focus groups **confirm that stakeholders are delighted** with the centre

Who makes the final decision about granting Quality Endorsement?

Quality Endorsement is a ratification of the **Stakeholder-Driven** anonymous survey and focus group results.

How do Centres maintain their Quality Endorsed status?

- NEAS Quality Endorsement is granted for a period of **ONLY two years** and annual check-ups monitor the ELT Centre’s operations
- Site reviews, surveys and focus groups are held every two years to confirm ongoing quality

Can Centres fail their Quality Endorsement Review?

Of course! Poor feedback from stakeholders can result in a centre having its NEAS Quality Endorsement suspended or cancelled. **NEAS only accepts** centres who have been rated highly **by their most demanding critics our students**

Find out more at www.neas.org.au/endorsement/