

ADVISORY COUNCIL

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Advisory Council ~~2022~~

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HIGHLIGHTS AND ACHIEVEMENTS

NEAS Quality Assurance framework with Activity Summary

NEAS Quality Endorsement relies on a stakeholder-driven feedback model based on inputs from students, teachers, administrative and marketing staff. Inputs comprise anonymous surveys, focus groups and meetings grounded in the NEAS Quality Assurance Framework. The Quality Assurance Framework was updated this year to introduce a sixth Quality Area focusing on the welfare of students aged under 18.

The Framework now comprises the key areas:

- A. Teaching, Learning and Assessment
- B. The Student Experience
- C. Resources and Facilities
- D. Administration, Management and Staffing
- E. Promotion and Student Recruitment.
- F. Welfare of Students Aged Under 18 Years

From July 2015 until June 30 2016, 85 Quality Review Visits were conducted by NEAS staff throughout Australia, and 12 offshore. Over 9,000 students and upwards of 2,000 staff members completed the anonymous surveys. Quality Review Visits to members are scheduled every two years. NEAS supports the maintenance of Quality Endorsement through its annual desk review, workshops delivered through the Quality Learning Series and the annual Conference, frequent updates through NEAS News and supporting resources on the NEAS website. Members can access the Quality Assurance Framework and supporting documents such as *The Plain Guide* on the NEAS website.

As at 30 June 2017

NEAS centres Australia	154
QRVs in Australia	75 (49%)
NEAS centres International	34
QRVs International	25 (74%)

Adult Migrant English Program (AMEP)

NEAS undertook quality monitoring of AMEP providers throughout 2016-2017, with a total of 74 delivery locations across 27 contract regions assessed. These sites ranged from large centres to small community-based sites and included distance learning. Assessments highlighted

quality service delivery across all states and territories, with all providers focused on meeting client settlement and language needs.

In addition, NEAS continued its management of the Assessment Task Bank (ATB), which at 30 June 2017 had 2,961 authorised users and 545 tasks across four CSWE levels. NEAS facilitated the National Working Group, representing all providers nationally, to review ATB tasks and engage in professional development. NEAS uploaded 41 newly validated tasks to the ATB web portal and provided help desk facilities and support to teachers and assessors across the 27 contract regions.

NEAS Quality Learning Series (QLS)

The NEAS Quality Learning Series (QLS) entered its third year of delivery. Sponsored by IELTS and Bentley's, the QLS workshops reflect issues that arise out of NEAS quality assurance processes, including the Annual Return of Information and Quality Review visits, as well as suggestions from NEAS members.

QLS workshops in the past 12 months have included:

Quality Area A: Teaching, learning and assessment:

Assessing against learning outcomes

Quality Area D: Administration, Management and Staffing:

Building a culture of quality

Quality Area D: Administration, Management and Staffing:

Career development for teachers

Quality Area A: Teaching, learning and assessment:

Designing a blended learning solution

Quality Area B: The Student Experience: Enhancing the student experience

Quality Area D: Administration, Management and Staffing:

Motivating teachers

Quality Area B: The Student Experience: Student engagement

Quality Area A: Teaching, learning and assessment: Test Teaching Strategies (IELTS)

Quality Area A: Teaching, learning and assessment:

Working with the NEAS syllabus template

NEAS also offered its first Executive QLS sessions, delivered in the evening, and aimed at business owners, principal administrators and Academic Managers. The first workshops, delivered in Sydney and Melbourne, examined Strategy, Risk and Governance, a key quality area that is currently being developed into a new NEAS Quality

Framework area. Both sessions were well attended, with participants valuing the opportunity to reflect on best practice in their Centres.

A total of 30 QLS sessions were offered over the course of the year, in Brisbane, the Gold Coast, Melbourne, Perth, Sydney, Cairns and Adelaide, with consistently strong turnouts. Feedback from participants was overwhelmingly positive, with over 90% of participants indicating that the sessions would help them to do their job better. The opportunity to network with and share ideas with peers was of particularly high value.

As QLS sessions are free to NEAS members, we depend on the generosity of member centres who agreed to host them. Our thanks this year go to Bridge Business College, Cambridge International College, Kaplan English, Impact, Langports, Sarino Russo, Academy of English, Bradford College, International House, Polytechnic West, Phoenix Academy, Central Queensland University, Imagine Education, Ozford College, Australian Pacific College, Cairns Language Centre and Discover English.

Government Relations

TEQSA, ASQA and NEAS continue to enjoy a strong collaborative relationship and one which adds value to NEAS members, who choose to invest in quality. Reduced risk profiling of NEAS endorsed providers continues to be a feature of support from ASQA, with NEAS now also being admitted to the ASQA Panel of Advisors. This development involves NEAS conducting ELICOS audits on behalf of ASQA for vocational and stand-alone ELT providers, until June 2019.

TEQSA is also engaged in an ongoing dialogue with NEAS, whereby co-required documentation is recognised via a single submission. This collaborative element of the NEAS / TEQSA relationship has evolved to consider how NEAS Quality Endorsement can provide greater value to TEQSA in reducing the burden of compliance for providers of English language teaching.

The Queensland Department of Education continues to recognise NEAS in legislation as a baseline compliance requirement for high school providers of ELT courses to international students, and NEAS continues to work with the NSW Board of Studies to conduct quality assurance assessments on independent NSW schools which enrol ELICOS students.

NEAS International

In June 2017, NEAS had a total of 35 international centres with the NEAS “tick” of quality endorsement, assisting in raising NEAS’ profile in the South-East Asian region and supporting its international members with their continual improvement processes.

Country	Number of Centres
Vietnam	26
Cambodia	4
Indonesia	3
Singapore	1
UAE	1

NEAS applied its stakeholder-driven feedback model to all of its international members in 2016-17 with Quality Review Visits being undertaken in each region by NEAS Assessors. In addition, assessors offered on-site QLS workshops to international members to support their staff in maintaining their quality practices.

NEAS Management Conference

The 2017 Management Conference, *The ‘Q’ Factor: Developing a Culture of Quality*, drew more than 280 participants to Pymont’s Doltone House on 11th and 12th May. With an opening plenary by the iconic Ita Buttrose, the conference embraced the importance of identifying and celebrating the best practices for quality in international education.

The program offered 30 sessions across three streams: Trust & Capability, Reach & Capacity and Innovation & Leadership and participants were presented with potentially transformational ideas around professional development, student engagement, leadership and the integration of disruptive technologies. Dinner guests were entertained, moved and inspired by former Olympian Matthew Mitchum, who talked about the highs and lows of success and his own personal Q factor. NEAS thanks the generous sponsors whose support contributes to the continuing success of the Conference.

CamTESOL 2017 Conference

The 13th Annual CamTESOL, held at the Institute of Technology of Cambodia on 18 – 19 February 2017, saw the NEAS Team reinforce the NEAS global leadership role in the driving of quality in the teaching and learning of English and other languages.

In a CamTESOL first, NEAS CEO Patrick Pheasant introduced to the more than 220 delegates a series of five workshops from NEAS staff and other ELT professionals, including:

1. Enhancing the student experience: What we've learned from 300+ review visits – presented by NEAS Quality Assurance Assessor Lauren O'Hern.
2. Accreditation for Quality Outcomes in English Language Learning – presented by NEAS General Manager Ana Bratkovic & Francis O'Brien
3. How to ensure academic quality – presented by Deputy Academic Quality Assurance Manager at Sovannaphumi School Sopheak Thoeun
4. Quality Assurance of English Language Teachers – Thida Sok & Visal Sou
5. The Importance of Quality Assurance and Its Role in Shaping Future Success – presented by NEAS CEO Patrick Pheasant

NEAS is committed to growing and maintaining membership, both locally and offshore, to increase the number of quality providers in the English language learning sector.

Other Conferences

Dates	Conference	Attendee
Oct 2016	AIEC	Patrick Pheasant Heidi Reid
Nov 2016	UECA Directors Workshop	Christine Bundesen Patrick Pheasant
Nov 2016	ICEF Berlin	Ana Bratkovic
Feb 2017	CamTESOL	Patrick Pheasant Lauren O'Hern & Ana Bratkovic
March 2017	APAIE, Kaohsiung Taiwan	Patrick Pheasant
Apr 2017	ANZA Cairns	Adriana Leomil, Lauren O'Hern
May 2017	UECA PD Fest	Ben Colthorpe
July 2017	UECA PD Fest, Melbourne	Patrick Pheasant, Ana Bratkovic Ben Colthorpe

