



NEAS AUSTRALIA ANNUAL REPORT 2025



MESSAGE FROM THE CHAIR OF THE BOARD AND CHIEF EXECUTIVE OFFICER

This past year has been one of renewal and progress for NEAS. We were especially pleased to see our CEO, Adam, complete his first full year of leadership, guiding the organisation with energy and purpose. I extend my sincere thanks to our dedicated assessors, whose expertise and commitment to excellence continue to underpin the quality and reputation of NEAS. Our strong governance model, supported by an independent Board, remains critical to maintaining rigorous oversight and ensuring NEAS' integrity as a trusted quality assurance provider.

Our expertise and deep understanding of the sector continue to be recognised and respected by Australian regulators. Over the past year, NEAS has played an active role in government engagement as regulators pursue their mandates. We were delighted to welcome representatives from ASQA, TEQSA, and TPS to our annual conference, where they participated in open, constructive dialogue with members. Additionally, NEAS proudly reinstated a Memorandum of Understanding (MOU) for information sharing with ASQA, reinforcing our commitment to transparency and collaboration.

NEAS is also pursuing a vision far beyond simply exporting Australian standards abroad. We have forged meaningful, ongoing partnerships within the South East Asian region, reflecting our dedication to the idea of NEAS being a truly international organisation. Our engagement with the ASEAN Universities Network, the ASEAN Australian Education Dialogue, and active participation in international forums supported by offshore regulatory bodies underscore our aspiration to be a global leader in ELT quality assurance. With representatives now in Jakarta and Hanoi, we maintain close contact with local providers, aligning our standards with regional contexts while listening and learning from the communities we serve.

To this extent, we were pleased to welcome Hossein Davari, Director RMIT Vietnam, to the NEAS Board. At the same time, we farewelled Katherine Olston, whose valuable contribution and service to NEAS over many years are warmly acknowledged with gratitude.

In support of continuous improvement, NEAS undertook a comprehensive review of its quality assurance processes during the year. This review was informed by benchmarking against an international consortium of like-minded organisations known as QALEN (Quality Assurance Leaders in English Networks). The insights gained enabled us to identify new opportunities for enhancing productivity, consistency, and quality assessor benchmarks – raising the bar on performance at every level.

Complementing this benchmarking exercise, the NEAS CEO commissioned an in-depth report exploring innovative approaches to our process, including new ways of integrating assessment

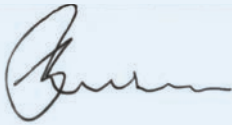
decision-making with governance procedure. Extensive interviews with a representative sample of members provided valuable feedback on current practices and future improvements. This consultative process ensures our quality assurance model evolves with member needs while upholding the rigorous standards of a leading QA body.

These achievements have been realised against a backdrop of heightened pressures in Australia's education sector. College closures and the cessation of ELICOS programs have become common themes in our conversations with members, and NEAS is not immune to these same challenges. Like you, we have been navigating difficult times, remaining committed to innovation and best practice. At the same time, the growth of short programs, study tours, and transnational education highlights the continuing importance of quality English Language Teaching (ELT) and the role of robust assurance in supporting recovery and growth.

Looking ahead, NEAS' dedication to quality assurance, robust governance, and genuine regional engagement positions us well to support members through ongoing challenges and into new opportunities, fostering a vibrant, high-quality international education sector in Australia and abroad.

Finally, in my last year as Chair of NEAS, I am proud to be able to look forward to the year ahead with optimism, before passing the baton to the next phase of NEAS leadership. It has been an honour to serve in this role and to work alongside our members, assessors, staff and board directors in advancing the quality of English language education.




Adam Kilburn
Chief Executive Officer &
Public Officer




Prof Tanya Buchanan
Chair



NEAS AUSTRALIA

A GLOBAL LEADER

NEAS Australia leads a global community of English Language Teaching (ELT) providers and professionals, dedicated to fostering continuous improvement, thought leadership, and focused professional development.

We believe that quality assurance forms the best foundation for professional development, ensuring that it is grounded in sector standards and best practices.

Our quality assurance products are regularly reviewed to incorporate diverse stakeholder feedback and to maintain the capacity to inspire confidence and trust across the ELT sector.

NEAS' approach to quality assurance is grounded in the NEAS Quality Assurance Framework, the standards that guide providers in meeting and exceeding their quality goals.

The NEAS endorsement service offering includes:

- Quality Centres
- Quality Education Agents
- Quality Products & Services
- Quality ELT Professionals
- Premium Products
- Online Delivery
- Foundation Programs
- Transnational Delivery
- Homestay Service Providers

Drawing on over 35 years of experience, NEAS leverages its legacy to drive new achievements. Inspired by the creativity of its diverse network, NEAS is committed to leading its members and the broader ELT sector as it continues to grow and adapt to the changing needs of the industry.

SUPPORTING CHANGE AND GROWTH GLOBALLY

THE NEAS OUTLOOK

NEAS recognises quality assurance as its core business and seeks to provide its membership with excellent service, while exploring new opportunities and attracting new members.

We are committed to:



Expanding and diversifying memberships within continuously evolving definitions of quality



Serving our membership communities with quality and improvement services



Delivering Quality Assurance to ELT as our core business



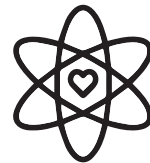
OUR VISION

NEAS leads quality assurance in the ELT sector.



OUR PURPOSE

NEAS raises quality standards in English language teaching communities.



OUR VALUES

Quality
Collaboration
Innovation
Trust

STRATEGIC GOALS



STRENGTHEN OUR FOUNDATIONS

Financial sustainability is required for a strong foundation.

The best decisions are made with good governance and good data.

Committed members and a valued brand provide a firm base for extension.



INCREASE QUALITY IN ELT AND RELATED ACTIVITIES AND SECTORS

Our core business is quality assurance in ELT.

Our model of quality assurance is highly transferable to related sectors.

Improvement is tied to learning and leadership.



NURTURE AND PROMOTE PROFESSIONAL EXCELLENCE AND THOUGHT LEADERSHIP

NEAS Professional Development meets the needs of our diverse sector.

NEAS is ahead of the wave and inspires innovative response to change.



DRIVE GROWTH AND REALISE NEW POTENTIAL

As our industry matures, we seek new and different members and partner relationships.

Our diversity provides financial sustainability and new opportunities for collaboration.



2024-2025 KEY ACHIEVEMENTS

Strengthen our foundations

- Completed a review of our quality processes to drive ongoing improvement.
- Appointed specialised staff and contractors to strengthen our capabilities and better support our initiatives.
- Committed to a new member engagement system to enhance service and support for our members.

Increase quality in ELT and throughout the education sector

- Continued collaboration with regulators, including a live exchange between ASQA, TEQSA and TPS, and representatives of our membership at the 2025 NEAS Conference.
- Further strengthened the relationship with ASQA by formalising this commitment through an MOU.
- Undertaken stakeholder consultations to establish a quality-endorsed homestay association – with StudyNSW's support.

Nurture and promote professional excellence and thought leadership

- Participated in the Koala News forum series, advocating for homestay provision in the international education space, with a paper presented to the Hon. Julian Hill, Assistant Minister for International Education.
- Ran a successful 2025 NEAS Conference, bringing together a strong sense of community and reminding us of the purpose behind our work as educators.

Drive growth and realise potential

- Appointed in-country business development experts to strengthen our presence internationally.
- Our member recruitment and engagement activities offshore included travel to Cambodia, Indonesia, Laos, Malaysia, and Vietnam, as well as speaking at international conferences such as AAED and CamTESOL.
- Signed an MOU with Muhammadiyah, one of Indonesia's largest and oldest nationwide community building organisations, known for its commitment to education, social welfare, and community development.

NEAS IS THE GLOBAL LEADER IN
QUALITY ASSURANCE IN ELT

NEAS NOW

Globally Benchmarked

Quality Assurance

Framework provided to all international education and related sectors.

**162
Endorsed
Members.**



150+ events,
workshops, webinars
and online courses
available to more than
5,960 users in FY25.

The 2025 NEAS Conference

was a highly successful
event, marked by strong
community engagement
and valuable networking
opportunities.

100 Endorsed

ELT Centres across all
of Australia.

23 Endorsed ELT Centres in
ASEAN and China.

39 Endorsed education agents,
products and services and ELT
professionals.

50 Associate Members
across Australia and
ASEAN.



2025 NEAS CONFERENCE

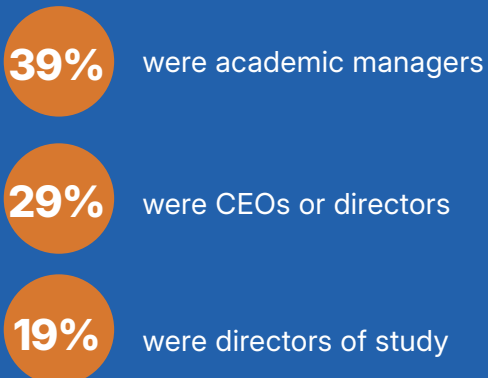
The 2025 NEAS Conference, themed *"Pathways to Belonging: Our Role in Building Communities,"* brought together educators and industry leaders to explore the significance of developing inclusive environments in ELT. The event highlighted the important role of ELT professionals in creating a sense of belonging and connection for their students, setting the foundations for a more meaningful learning experience.

The conference turnout affirmed NEAS' role in bringing the ELT community together. Its success was driven by the meaningful connections formed between participants. The quality of the interactions was notably high, with important conversations focusing on meaningful matters that impact the sector.

Attendee feedback highlights its successes:



Of all attendees,



“ This shows just how much the conference resonates with those leading the way in ELT. Most importantly, many participants mentioned how the format and sessions created a real sense of community, bringing together individuals who often work in isolated and niche areas, and reminding us all of why we do what we do and how much we can achieve when we come together.

“

This conference completely changed my outlook.



“

Thank you for the opportunity to belong!





THE PEOPLE AT THE HEART OF NEAS AUSTRALIA



At the core of NEAS is our diverse Board, composed of both independent and member-elected directors. This unique structure creates a professional environment where member-elected directors bring valuable industry knowledge, and independent directors introduce external expertise and fresh perspectives. The result is a balanced, creative, and industry-focused Board, informed by our membership and enriched by broader experience. This blend of internal knowledge and external insight allows us to be proactive in developing constructive solutions to the challenges facing the sector.

Most recently, we reached a significant milestone with the appointment of our first member-elected director based offshore, Hossein Davari, taking a significant step towards broadening our global reach and ensuring the international perspective is always represented in our decision-making.

Our staff team has experienced positive change, with new members joining to strengthen our existing team. The Board has overseen the appointment of in-country business development contractors and the ongoing commitment to a new member engagement platform, continuing our investment in the growth and support of our membership. Through this investment, we aim to nurture our community while ensuring we stay aligned with the sector's future needs.

Similarly, our Advisory Council has seen a blend of fresh faces and seasoned experts. As a result of recent retirements and term completions, we have welcomed new members while maintaining a strong foundation of experience. The Council now brings together a wide range of perspectives across different sectors of ELT, including representation from our offshore membership through the appointment of Dr Ho Thi My Linh and Wai Cheng Lau. This diversity ensures the Council remains well-rounded and reflective of our community. Meeting regularly, the Advisory Council supports the Board and CEO in strategic decision-making, ensuring that the voice of our members is always heard and considered.

Finally, the renewal and reinvigoration of our assessor team brings fresh energy, complemented by the ongoing expertise within the group, ensuring that NEAS continues to provide high-quality, insightful assessments.

The NEAS governance, staffing structure, and systems, are all designed to ensure we are of and for our members. They provide us with our direction. They inform our choices and define who we are, especially in times of change.

PEOPLE AT NEAS AUSTRALIA

Board of Directors



Prof Tanya Buchanan
Chair



David Yoo
Director



Hossein Davari
Director



Dr James Langridge
Director



**Assoc Prof Pamela
Humphreys**
Director



David Riordan
Director



Chloe Tanner
Director

Staff



Adam Kilburn
Chief Executive Officer



Silvia Loss
Member Engagement



Richard Stevenson
Manager Quality and
Professional Development

In-Country Business Development Experts



Gita Nasution



Huyen Bui Phuong

Quality Assessors



Darren Brookes
Quality Assessor



Denver Craig
Quality Assessor



David Hill
Quality Assessor



Lesley McNiven
Quality Assessor



Oksana Razoumova
Quality Assessor



Andrea Pugh
Quality Assessor



Linda Towler
Quality Assessor

Advisory Council



Craig Shayer
Co-Convener
Focus Language School



Ian Hewitt
TasTAFE



Sharon Leslie
Southern Cross University
College



Jane Roberts
Sarina Russo Institute



David Ferguson
John Paul College



Justin Foot
Albright Institute of
Business and Language



Dr Ho Thi My Linh
Hoa Sen University



Wai Cheng Lau
ELC (English Language
Company) Malaysia

2024-2025 ACTIVITIES

NEAS Australia remains committed to being the global leader in Quality Assurance for the ELT community.

In FY25, NEAS has strengthened its position as a global leader in quality assurance for the ELT sector by deepening regional partnerships and advancing strategic initiatives that address the needs of an evolving sector.

NEAS reinforced its role as a trusted collaborator across diverse educational contexts, from transnational delivery and homestay standards to professional development and regulatory engagement. Participation in major conferences and forums such as The PIE Live Asia Pacific, The Koala News Forum Series, AAED, and CAMTESOL elevated NEAS' international profile while strengthening connections with key stakeholders in Australia and Southeast Asia.

Strategically, NEAS invested in targeted initiatives to enhance member value and sector impact. Workshops focused on specialised areas, like English for Healthcare in Indonesia, and webinars on transnational delivery, showcase NEAS' responsiveness to emerging demands and leadership in quality assurance innovation.

NEAS maintained consistent engagement with Australian regulators, including ASQA, TEQSA, and TPS, and industry bodies like UECA. This ongoing dialogue promotes collaboration and positions NEAS at the forefront of shaping ELT policy and practice.

Commitment to community is clear through outreach efforts like City2Surf participation and the commitment to a new member engagement system, aiming to strengthen our service and support members amid sector changes.

NEAS' ability to blend deep sector expertise with innovative approaches has been further underscored by its proactive leadership in regional quality assurance partnerships, notably with ASEAN University Network-Quality Assurance (AUN-QA). This alliance positions NEAS as a pivotal player in transnational quality assurance, promoting mutual recognition and elevating standards across borders.

Domestically, NEAS continues to advance homestay standards, working closely with government agencies and with the support of StudyNSW. NEAS is now also collaborating with StudyAustralia to further strengthen quality and safety in homestay provision.



NEAS Quality Assurance Framework and Activity Summary

NEAS provides Quality Assurance services and support designed to nurture a culture of continuous improvement within the ELT sector. This is achieved through a comprehensive quality review cycle that includes Quality Reviews, Management Meetings, and Self-Assessment activities. By engaging in this process, NEAS members show their commitment to continuous improvement, while NEAS remains actively involved and responsive to the needs of its membership and the sector.

The NEAS Quality Assurance Framework, which underpins these activities, comprises the following 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
- G. Strategy, Risk and Governance
- H. Online Delivery
- I. ELT Qualifications
- J. Education Agents
- K. Products and Services
- L. ELT Professionals
- M. Transnational Delivery
- N. Foundation Programs
- O. Homestay Service Providers

Between 1 July 2024 and 30 June 2025, 35 Quality Review Visits to ELT Centres and 13 Management Meetings were conducted and 14 Self Assessments were completed.

NEAS Premium Product Endorsement

The global ELT sector is a dynamic and diverse landscape where providers offer distinctive and innovative products and services to support students learning English. NEAS Premium Product Endorsement recognises these innovative products and services by evaluating them against Quality Area K of the NEAS Quality Assurance Framework, ensuring they meet the highest standards of excellence. NEAS Endorsed Premium Products include:

- Intensive English + Test Preparation (IETP) Course, Citipointe Christian College
- CPD Program, Curtin English
- Trinity Certificate in Teaching English to Speakers of Other Languages (CertTESOL), ILSC Sydney
- Foundation Direct Entry (FDE) and Diploma Direct Entry (DDE) courses, Macquarie University College
- International Diploma in Language Teaching Management, UQ College
- CET Connect, EAP Teacher Training and Academic Skills for University Success MOOC Specialization, The University of Sydney Centre for English Teaching
- CELT Academic English and Study Skills Bridging Course, University of Western Australia
- Onboarding Program, Mitchelton State High School.

NEAS Online

NEAS is committed to fostering continuous improvement in the ELT community through professional development and training.

NEAS Online offers members access to over 150 webinars, events, masterclasses, and online courses, including all sessions from the NEAS Management Conference since 2021, as well as all international workshop series.

NEAS provides a structured professional development pathway for ELT professionals, culminating in the Master Practitioner in ELT course.

Over the past year, NEAS Online has seen a steady increase in user registrations.

NEAS International

As at 30 June 2025, NEAS had a total of 23 Endorsed International Centres.

	FY25
Vietnam	4
Cambodia	7
Malaysia	5
China	4
Singapore	1
Thailand	1
Myanmar - Burma	1

NEAS Quality Assurance

NEAS is evolving to meet the everchanging needs of our members and implementing new methods and services to suit our community.

In FY25, NEAS proudly continued to deliver Quality Assurance services to its membership onshore and internationally.



NEAS Professional Development

In FY25, NEAS continued to facilitate Communities of Practice (CoP) events, bringing together ELT professionals with shared interests. A High School Preparation CoP was held in Brisbane in July 2024, followed by an Arts-Based Pedagogy in ELT CoP in Adelaide in October 2024.

Alongside in-person events, NEAS expanded its reach through a diverse range of webinars addressing topics relevant to the global ELT community, including a Workshop Series for Healthcare Professionals in Indonesia and several sessions on transnational education.



NEAS Advisory Council

The Advisory Council provides insight to the Board and CEO, in the achievement of superior governance and strategic decision making. The Council's primary function is to serve the interests of NEAS, its members, stakeholders, and the Board by offering expert advice that aligns with the organisation's mission and goals.

Comprising seven industry leaders from some of Australia's leading ELT institutions, the NEAS Advisory Council brings together a wealth of knowledge and experience.

The Council has contributed to shaping several initiatives that further NEAS' commitment to quality assurance and continuous improvement, reinforcing its leadership role in ELT.

NEAS Associate Membership

NEAS Associate Members have access to a range of structured professional development opportunities specifically designed for ELT professionals. Benefits include:

- Access to specialised courses to develop teaching and management skills
- ELT professional listing, to showcase associate members commitment to the industry
- Assessment of qualifications

Associate Membership helps individuals stay connected with the ELT industry, develop professional skills, and gain valuable insights and resources.

NEAS ELT Qualifications

NEAS evaluates ELT qualifications and offers information and guidance to a broad range of stakeholders regarding the quality of ELT qualifications available both in Australia and internationally. NEAS continues to provide Quality Endorsement for TESOL programs and other ELT qualifications, based on the Quality Principles outlined in Quality Area I – ELT Qualifications.

EVENTS AND PROFESSIONAL DEVELOPMENT

NEAS continues to advocate for Quality Assurance in ELT and promote our Endorsed Members at key events in Australia and Internationally.

Date	Event	Location
29-30 Jul	The PIE Live Asia Pacific 2024	Australia
9 Aug	ISQ IE Networking Day on Homestay Standards	Online
10 Aug	City2Surf	Australia
11-13 Sep	English Australia Conference	Australia
22-25 Oct	Australian International Education Conference (AIEC)	Australia
26-27 Nov	THE Campus Live SE Asia Conference	Malaysia
3-4 Dec	ASEAN-Australia Education Dialogue Conference	Laos
13-14 Feb	CamTESOL Conference	Cambodia

Responding to member feedback, NEAS created a professional development program featuring workshops, webinars, and events to keep our community updated with the latest industry knowledge and skills.

Date	Professional Development	Location
2 Jul	Teacher Professional Development: Implementing NEAS-recommended practices for ESL instructors Professional Development plan	Vietnam
4 Jul	Webinar: Essential Coverage: Overseas Student Health Cover (OSHC) and Homestay Protection	Online
26 Jul	Communities of Practice: High School Preparation	Australia
10 Sep & 8 Oct	Enhancing ELT Standards with NEAS Quality Assurance (with AUN)	Online
26 Sep	Webinar: Transnational Delivery	Online
4 Oct	Communities of Practice: Arts-Based Pedagogy in ELT CoP	Australia
11 & 13 Nov	English Language Delivery: Understanding Quality	Indonesia
14 Nov	Developing as a professional: Order and opportunity from chaos	Malaysia
13 Jan	Workshop Series: English for Healthcare Professionals	Online
13 Feb	Workshop: A Holistic Approach: Integrating NEAS Standards for Management, Strategy and Risk	Cambodia
20 Mar	Webinar: Insights into Transnational Delivery – Survey Results and Trends	Online
10 Apr	Webinar: Fundamentals of Copyright in Australia	Online
22-23 May	NEAS Conference <i>Pathways to Belonging: Our Role in Building Communities</i>	Australia

We advance
education by providing
quality assurance services
for everyone in the ELT
community.



**NEAS Endorsed
Quality Centres**

Recognised for their
outstanding commitment
to quality outcomes.



**NEAS Endorsed
Quality Agents**

Agents committed
to aspirational quality
standards.



**NEAS Endorsed
Quality Products &
Services**

The industry's top
products & services.



**NEAS Endorsed
Quality ELT
Professionals**

The who's who of Quality
ELT Professionals.



**NEAS Endorsed
Homestay Service
Providers**

Homestay Service Providers
meeting new levels of
quality in Australia.





neas.org.au



NEAS

QUALITY ASSURANCE
IN EDUCATION AND
TRAINING

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