

**NEAS**  
**NATIONAL ELT ACCREDITATION SCHEME LIMITED**  
**ANNUAL REPORT**  
**2016 - 2017**

**A Not for Profit Charity to Further Education and Training**

Australian Company Number (ACN) 003980667  
Australian Business Number (ABN) 29003980667

## MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER

This year NEAS celebrated 27 years of operation. NEAS, the National English Language Teaching Accreditation Scheme, is a not-for-profit organisation registered with the Australian Charities and Not for Profit commission. NEAS provides an independent quality assurance service to the English language teaching sector in Australia and overseas.

NEAS was established in 1990 in conjunction with the Commonwealth Government, in response to calls for better regulation and risk management to protect international student interests in English Language Teaching delivery. NEAS' remit is to be an independent quality assurance body for the entire English Language Teaching sector in Australia and overseas, safeguarding the interests of all students, including international, domestic, migrants and refugees studying English through a tightly controlled monitoring framework.

The past year has seen a transformation of NEAS, responding to changes in the economic, political and educational landscape of Quality Assurance in Australia, and with the appointment of a new Chief Executive Officer, Patrick Pheasant.

NEAS' Quality Assurance process continues to support our members in doing the right things, the right way. Quality assurance can only be effective when all stakeholders understand and embrace its challenges and benefits. Developing a culture of quality requires strong, committed stewardship from leaders in this sector such as NEAS. We provide the framework to support all areas of education and training in efforts to foster a culture of quality.

Australian international education is a world-leading brand. Hundreds of thousands of students are attracted to Australia each year, and Australian teaching and research is delivered around the world. It provides high-quality education for students at all levels, from school through to higher education, vocational education and training and English language tuition. It is a valuable component of the Australian economy, and it builds capacity and networks for national and international business and industry. However, there continues to be significant opportunities to expand and improve our education offerings.

As a response to this environment, NEAS has led the way in Quality Assurance, adding new dimensions of stakeholder feedback to our Quality Assurance Process. Services to

members have expanded with the addition of NEAS Assist, NEAS Benchmarking and NEAS Premium Endorsement. These services integrate with one another to provide a sophisticated snapshot of the quality of each of our member centres. Members are provided with ongoing support and information through the NEAS Quality Learning Series, NEAS News and website.

In early 2017, the CEO and NEAS Board developed a new three-year strategy to take NEAS to 2020. NEAS is now poised to extend more services to more members. Providing quality assurance to a wider segment of Education and Training in Australia and globally, can make future growth possible. Strategy for growth will be focused around six strategic pillars: Trust, Capability, Reach, Capacity, Innovation and Leadership. NEAS has served the English language-teaching arm of international education and is now ready to extend quality assurance to all areas of education and training.

NEAS' mission is to support the achievement of quality outcomes for education and training globally and advance global quality assurance. NEAS empowers knowledge partnerships with education and training communities. NEAS' Quality Assurance process is supporting our members in doing the right things, the right way.

Core to NEAS' vision and mission is our Quality Endorsement process. This process is cyclic and stakeholder driven. NEAS Quality Endorsement relies on a 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. In this financial year (FY2017) 87 Quality Review Visits were conducted by NEAS staff throughout Australia, and an additional 14 offshore. Over 17,000 students and upwards of 3,500 staff members and teachers completed the anonymous surveys. 30 Quality Learning Series Workshops to members were scheduled, reaching 800 English Language Teaching (ELT) professionals with quality professional development. NEAS supports the maintenance of Quality Endorsement through its annual desk review of our 189 endorsed centres throughout Australia, Indonesia, Vietnam, Cambodia and United Arab Emirates, workshops delivered through the Quality Learning Series and the annual NEAS Management Conference, frequent updates through NEAS News and supporting resources on the NEAS website.

NEAS has extended quality assurance into new spaces and in addition to our six Quality Areas of Teaching, Learning and Assessment, The Student Experience, Resources and Facilities, Administration, Management and Staffing, Promotion and Student Recruitment and Welfare of Students Aged Under 18 Years, we are in the process of adding Strategy, Risk and Governance in late 2017. This reflects our commitment to providing support and ensuring quality in the sector across more elements of our providers' organisation and activities.

Building on and maintaining the trust and capability of NEAS is essential in keeping our providers engaged and continuing to choose to be part of NEAS. This has been done by heightening the capability of the various internal stakeholders of NEAS to support outreach and industry engagement. We have reached out to an additional 86 potential providers and continue to maintain good relations with existing providers.

The next phase of growth for NEAS is around building reach and capacity. By developing multiple communities of practice, NEAS will reach more members, in more regions. Focus will be on building a hub and spoke model with best practice advocates and state-based teams. Membership categories will be enhanced and extended to agents, partners, teachers, government and industry and online providers. Synergies will be explored to extend our quality assurance process to the wider international education community. A client relationship database and a new NEAS learning management system will be utilised to track and support a growing networked community of organisations, individuals, partners, teams and regions. NEAS News and the website, in conjunction with the LMS, will be utilised to expand reach with professional development and resources for members.

The long-term goals of the NEAS strategy are to demonstrate innovation and leadership in Quality Assurance for all members of Education and Training, nationally and then globally. NEAS is the preferred international model for QA. Other countries look to Australia and to NEAS for models and best practice on Quality Assurance. In 2018, there will be greater global membership and the NEAS conference in Sydney will be more international with a strong representation from Asia and the Middle East. The NEAS Brand has become synonymous with Quality Assurance.

In July 2017, NEAS met with the Department of Education and Training, the Department of Immigration and Border Protection, TEQSA and ASQA to inform our quality auditing and quality endorsement services. With the Department of Education and Training NEAS submitted feedback from our 189 endorsed providers on the revised National ELICOS

Standards and note that changes to these standards will require providers to participate in benchmarking and stakeholder driven feedback activities as part of their ongoing commitment to quality. To help providers with preparing for their audits, NEAS has offered a pre-audit consultation to all ELICOS providers in Australia, irrespective of their NEAS membership. NEAS endorsed providers also receive the added benefit of insight into best practices and key learnings NEAS has gained from working on behalf of AMEP and ASQA in conducting their audits over the last year. We also hope to be involved with the TEQSA Cycle 2 Assessments starting in 2018, and have already started offering ESOS Audits to our members.

In 2017, NEAS collaborated with peak bodies Australian Council for Private Education and Training (ACPET) and English Australia and supported the work on industry representation that both these member organisations do. We also supported the University English Language Centres of Australia (UECA) with the UECA PD Fests' professional development for teachers by teachers. As part of the PD Fest, in Sydney and Melbourne NEAS conducted an Executive Quality Learning Series on Strategy, Risk and Governance, the first in a series of networking workshops aimed specifically at business owners, senior academic management and professional staff. These are being conducted at capital cities around the country in 2017. In August 2017, NEAS released the first in a series of online courses for managers and teachers. These are four-week courses, where participants can log in for an hour per week at their own convenience and learn about strategy, risk and governance, assessing against learning outcomes and enhancing the student experience in an online environment with participants from all over Australia. They are offered free of charge to members of NEAS and at a small fee to teachers and staff from English Australia and UECA member centres.

NEAS would like to extend our thanks to the Commonwealth Department of Education and Training for their active involvement and engaged participation in quality assurance within the AMEP and ATB programmes.

NEAS is also fortunate in enjoying the support of many industry associations including IEAA, UECA, TAFE Directors Australia, ACPET and English Australia. We are grateful to these organisations for their ongoing commitment and ongoing support of quality assurance in the English language teaching sector.

NEAS is governed by a motivated and effective Board of Directors, who have demonstrated their ongoing commitment to NEAS, and are supported by the NEAS Advisory Council. We are pleased to share that Mr Denver Craig was appointed as NEAS Advisory Council Convenor with a wealth of experience from the ELICOS sector. The board is pleased to report that NEAS' financials and our liquidity continue to provide a solid foundation for future growth.

Indeed, the Board and Management of NEAS would like to extend their gratitude to the NEAS team, for ensuring that the strategic plan is being successfully implemented.

Finally, and most of all, we thank our dedicated quality providers for their continuing support of NEAS' role in assuring quality in international education, and for engaging with us to advise on matters associated with improvements to processes and developments of interest. We acknowledge that the ELICOS sector and quality AMEP providers everywhere are at the forefront of recognising and supporting the value and quality assurance of English language teaching in the classroom.



A handwritten signature in black ink that reads "D. Taylor".

Denise Taylor  
**Chair**



A handwritten signature in black ink that reads "P. Pheasant".

Patrick Pheasant  
**Chief Executive Officer**

# PEOPLE AT NEAS

## BOARD OF DIRECTORS



**Ms Denise Taylor**

Chair  
appointed June 2012,  
Independent Director  
appointed February 2012,  
reappointed October  
2015  
MEd, Grad Dip Sch Lib,  
Dip Tch, Cert Tch, FAICD



**Mr Larry Davies**

Independent Director  
appointed November  
2012  
BCom, MCom  
Consultant, Windmill  
Tilter Consultancy



**Mr Seamus Fagan**

Director  
appointed February 2012,  
reappointed February 2015  
BA, Higher Dip Ed, MA  
Director, University of  
Newcastle Language Centre



**Ms Heidi Reid**

Director  
appointed November  
2013  
BA, Grad Dip Ed, MA  
TESOL  
Principal, Times Academy



**Mr Adam Kilburn**

Director  
appointed August 2014  
BA, Grad Dip TESOL, MA,  
MBA, GAICD  
General Manager, College  
House Group Australia



**Ms Sarah Lance**

Independent Director  
appointed May 2015  
BEd, MBA, GAICD  
Director, LikeMinds  
Consulting



**Ms Christine BUNDESEN AM**

Independent Director  
appointed December 2015  
BA, MA, MACE, MAICD  
Principal cmbGlobal



## EXECUTIVE STAFF



**Mr Patrick Pheasant**  
Chief Executive Officer



**Ms Ana Bratkovic**  
General Manager



**Ms Adriana Leomil**  
Marketing and Administration  
Officer



**Ms Marion Bagot**  
Quality Assurance Assessor



**Mr Benjamin Colthorpe**  
Quality Assurance  
Assessor



**Ms Lauren O'Hern**  
Quality Assurance Assessor



**Ms Diane Price**  
Quality Assurance  
Assessor



**Ms Nicola Gray**  
Quality Assurance  
Assessor



**Mr Cameron Heath**  
Administrative Assistant



**Ms Erika Layton**  
Book Keeper

ADVISORY COUNCIL



**Denver Craig**  
Advisory Council Convenor



**Ivano Buoro**



**Dr Susan Delahunty**



**Julian Wilson**



**Simon Winetroube**



**Callum Cowell**



**Russell Welch**



**Rosa Park**

## 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, Oxford 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 11<sup>th</sup> and 12<sup>th</sup> 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

