



A PLAIN GUIDE TO NEAS QUALITY ENDORSEMENT



Applying for NEAS Quality Endorsement

Download [application form](#) from the NEAS website.
Read application form notes and associated documents.

- Prepare** application and required documents
- Detailed assistance can be provided through [NEAS Assist](#)
 - **Submit** completed application to NEAS along with required documents
 - **Pay** endorsement application fee

NEAS review of application documents

- Further information may be required
- Advice available from NEAS

If students are already enrolled:

Full Quality Review Visit

(all areas of *NEAS Quality Assurance Framework*)

- Further action may be required

NEAS Quality Endorsement

- Display logo in Centre and on marketing collateral
- Register for QLS and NEAS conference
- NEAS notifies regulatory authority

Associated documents

available on NEAS website

- [Form A101 Application for NEAS Quality Endorsement](#)
- [Form A102 Application for Quality Endorsement of an ELT Course](#)
- [NEAS Quality Assurance Framework](#)

For Centres which are not already accredited, NEAS recommends applying to the appropriate regulator as early as possible.

If students are not yet enrolled:

Verification Visit

(premises and resources only)

- Further action may be required

Quality Endorsement Pending

- for up to 2 years

This status may also be given to an applicant with classes operating, but which does not meet NEAS standards or has not yet received accreditation by the appropriate regulatory body.

A Plain Guide to NEAS Quality Endorsement

What is NEAS Quality Endorsement?

NEAS Quality Endorsement is achieved by ELT Centres and providers of ELT qualifications who demonstrate their quality through NEAS's rigorous Quality Assurance processes. NEAS Quality Assurance relies on a stakeholder-driven feedback model informed by input from students, teachers, marketers and administrative staff. Through the use of online surveys and on-site focus groups, NEAS Quality Assessors review data from these sources to identify strengths and suggest opportunities for improvement.

How does the NEAS Quality Assurance process work?

The process of achieving Quality Endorsement is grounded in the NEAS Quality Assurance Framework. Click [here](#) for details. The NEAS Quality Assurance process follows a yearly cycle, with one of the three following Quality Review activities taking place each year and contributing the conduct of subsequent activities. Providers are also required to update and confirm information on the Centre's NEAS scope each year.

1. Quality Review Visit

A Quality Review Visit is conducted before Quality Endorsement is achieved, and then at least once every three years.

- Anonymous on-line surveys are completed by students and by managers, teaching, administration and marketing staff in the weeks immediately prior to the site visit. NEAS Quality Assessors use survey results to inform areas of focus for the site visit.
- In conjunction with the site visit, NEAS Quality Assessors hold focus groups or phone interviews with students, teachers and administration/marketing staff to tease out issues arising from survey results. On-line and focus group survey criteria map to the NEAS QA Framework.
- The NEAS Quality Assessor looks for alignment or dissonance between what the centre indicates it does, and what students, teachers, marketers and administrative staff indicate.
- A premises tour and discussions with academic manager(s) and the Centre's senior management, provide avenues for elucidation of survey and focus group findings.
- Following the visit, the Centre receives the survey outcomes and a report identifying strengths and opportunities for improvement, based on the input from the focus groups and management.
- If significant issues are identified, these need to be resolved before Quality Endorsement is finalised.
- When initial Quality Endorsement is confirmed, the Centre receives a Certificate of Quality Endorsement and then has the right to use the NEAS Quality Endorsed logo. Details of the Centre's scope of operations are recorded on the NEAS [website](#) and available to the provider via log-in. A Confirmation of Quality Endorsement document can be downloaded from the website.

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2. Document Evaluation

NEAS specifies a number of documents to be called in for evaluation in accordance with the NEAS Quality Assurance Framework and relevant legislative and regulatory frameworks.

- Outcomes of other Quality Review activities contribute to the selection of documents.
- Amendments may be requested and may contribute to the Centre's next Quality Review activity.

3. Self-Assessment

Centres complete a Self-Assessment to support their ongoing quality improvement processes in accordance with the NEAS Quality Assurance Framework. The Self-Assessment process incorporates a review of current practice along with planning for continuous improvement.

- The Centre selects a minimum of three Quality Assurance Principles from the NEAS Quality Assurance Framework and considers its current practice in relation to each of these in full, addressing each of the Quality Driver statements in each Principle.
- The review and planning process includes actions and timeframe(s) for continuous improvement.
- The Self-Assessment is submitted to NEAS for comment and suggestions. Further detail may be requested.
- Outcomes and actions identified by the process would normally be implemented following submission to NEAS and will be followed up by NEAS at the next Quality Review activity.

Can a Centre fail a Quality Review activity?

NEAS Quality Review activities are not designed as pass/fail audits. The Document Evaluation and Self-Assessment review processes involve feedback from NEAS Assessors to support the Centre's continuous improvement. Further action may be required in order to complete the process satisfactorily.

During a Quality Review Visit, focus groups and online surveys allow NEAS Quality Assessors to identify alignment or dissonance between stated performance and actual performance. Where dissonance is greater, it is more likely that a Centre will be provided with areas for improvement prior to receiving Quality Endorsement.

Compliance with legislative and regulatory requirements is audited by the relevant regulator, and is essential to NEAS Quality Endorsement. It is the provider's responsibility to ensure that its documents and processes are compliant. Any non-compliances that show up in a Quality Review activity must be addressed before NEAS Quality Endorsement can be confirmed.

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So, does achieving Quality Endorsement depend on the students?

Not really – students are usually privy to the circumstances of their own Centre only and are rarely in a position to make a comparative assessment. The process needs to include the input from management, marketers, teachers and administrative professionals to contextualise the Centre, its business model, strategic objectives and pedagogical outcomes.

Who makes the final decision about granting Quality Endorsement?

Following the site visit, the NEAS Quality Assessor submits a recommendation alongside the survey and focus group results. The final decision about Quality Endorsement resides with NEAS senior management and Board.

Once a Centre has Quality Endorsement, what is the process for retaining it?

- Quality Endorsement is granted for a period of one year from the Centre's initial date of application for Quality Endorsement. The next Quality Review activity will take place the following year.
- At that same time each year, fees are payable at that time and a Certificate of Quality Endorsement is issued.
- Each year Centres participate in a Quality Review activity and provide information to enable NEAS to check and update the ELT Centre's scope.
- Annual Quality Reviews are critical in an industry with a high turnover of stakeholders, to confirm ongoing quality.
- In addition to Quality Review Visits, short notice and unannounced site visits may occur at any time.

What about multi-Centre providers?

- Initially, all Centres undergo Quality Endorsement individually. On an ongoing basis, Quality Review activities may be combined across two or more Centres.

Is there an extra fee for NEAS Quality Endorsement?

- No – NEAS Quality Endorsement is covered by the Centre's annual fee. (Contact us for details or check the NEAS website.)
- The Certificate of Quality Endorsement is issued at no additional cost.
- Centres may elect to receive their certificate engraved as a plaque at cost, plus postage and handling.

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Is the NEAS Quality Endorsement process different for Centres outside Australia?

- The Quality Endorsement process is essentially the same for all Centres. Centres can be confident that NEAS Quality Endorsement reflects the same standard of quality assurance, regardless of where they are located.
- However, there will be differences relating to compliance with legislative and regulatory requirements, which vary from one country to another, and to some extent in different states of Australia. Compliance with legislative and regulatory requirements is essential to NEAS quality endorsement.
- Fees also differ for Centres outside Australia. (Contact us for details or check the NEAS website.)

How can a Centre join NEAS and become Quality Endorsed?

- Download an [Application Form](#) on the NEAS website and contact NEAS for advice..
- Various documents are requested as part of the application process. You will be assigned a NEAS Quality Assessor, who can provide advice during the application process.
- During the subsequent desk audit, additional information or amendments may be requested.
- Following the desk audit, a Quality Review Visit takes place at the Centre's premises.

Does NEAS help a new Centre to develop documents and syllabuses?

- The NEAS Quality Assessor can provide advice during the application process but the Centre is responsible for its own documentation.
- The [NEAS Assist](#) service is also available at a fee, if substantial assistance is required with matters such as developing documents or mentoring key staff.

What about a new Centre which doesn't have students yet?

- A Centre which is not yet operational follows the above process for applying to join NEAS and become Quality Endorsed.
- Following the desk audit, a site visit takes place at the Centre's premises. However, a full Quality Endorsement visit is not possible until classes are actually being taught and students and staff are in a position to provide feedback on the Centre's operations.
- Following the initial visit, and once any significant issues have been finalised, Quality Endorsement Pending status is confirmed.
- Once classes are in operation, the Centre notifies NEAS to arrange a supplementary Quality Endorsement visit to complete the Quality Endorsement process.

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What is Quality Endorsement Pending status?

- Quality Endorsement Pending status is given to new applicants who have successfully undergone a desk audit and site visit, but are not yet enrolling English language students.
- Quality Endorsement Pending status can be held for a maximum of two years from the original date of application. If the Centre does not qualify for full Quality Endorsement within this time, Pending status lapses and a new application would need to be submitted.

When does the Quality Review process start?

- The Quality Review process commences when the Centre submits an Application for Quality Endorsement. Initial Quality Endorsement is for a period of 12 months from this date.
- A Quality Review activity is conducted each year. This will be a Quality Review Visit or a Document Evaluation or a Self-Assessment. Successful completion of an annual Quality Review activity is a condition of maintaining NEAS Quality Endorsement.