

NEAS QUALITY
ASSURANCE
FRAMEWORK
MAPPED TO THE ELICOS
STANDARDS 2018 AND
THE NATIONAL CODE
2018



# **QUALITY AREA A: TEACHING, LEARNING AND ASSESSMENT**

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle A1 Course design supports quality learning outcomes.	C1 Sets out mandatory requirements for course applications.	8.1 The registered provider must monitor overseas students' course progress
<ul> <li>A1.1 Courses are designed to meet student learning needs, goals and interests.</li> <li>A1.2 Course design is informed by developments in language teaching methodology and technology.</li> <li>A1.3 Each course has specific objectives which are achieved through detailed learning outcomes.</li> <li>A1.4 Student achievement is measured through validated assessment instruments mapped to course learning outcomes, to ensure assessment is valid, reliable, fair and flexible.</li> <li>A1.5 Assessment is moderated to ensure consistency of assessment judgement.</li> <li>A1.6 Syllabus documents provide effective guidance for teachers, in lesson and assessment planning and delivery, to meet course objectives.</li> </ul>	See Note A1 below for further details.  C1.1 Course applications are provided in the format required by the designated authority and include: i) course outcomes expressed in learner oriented terms  P3.1 The provider has policies and procedures in place to ensure that: c) class sizes are appropriate  P3.2 Planning policies and procedures enable teachers to: a) customise teaching to student needs b) access resources required for delivery of the course c) research any special purpose course content and developments in English language teaching to meet student needs.  P4.1 Assessment policies and procedures provide for: a) formative and summative assessment b) clear identification of assessment outcomes as they relate to progress through the course c) assessment that is valid, reliable, fair, flexible and clearly referenced to criteria	<ul> <li>8.7 The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:</li> <li>8.7.1 requirements for achieving satisfactory course progress for the course</li> <li>8.7.2 processes for recording and assessing course progress</li> <li>8.7.3 details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress</li> </ul>

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle A2 Teachers have appropriate training and experience for the courses they deliver and assess.  A2.1 Teachers hold the following minimum qualifications:  • a recognised degree or equivalent  • a recognised TESOL qualification  A2.2 Teachers are allocated to levels and courses based on their experience and training.  A2.3 Teachers plan lessons and activities appropriate to the course learning outcomes and the needs of students.  A2.4 Teaching strategies are appropriate to the objectives and level of each course.	<ul> <li>P3.2 Planning policies and procedures enable teachers to: <ul> <li>a) customise teaching to student needs</li> <li>c) research any special purpose course content and developments in English language teaching to meet student needs.</li> </ul> </li> <li>P3.3 Records of teaching delivery ensure: <ul> <li>b) learning outcomes to be achieved are documented</li> </ul> </li> <li>P6.4 ELICOS teachers have the following: <ul> <li>a) a degree or diploma of at least three years full-time or equivalent (teaching or other)</li> <li>b) a suitable TESOL qualification or qualification that contains TESOL as a method</li> <li>c) appropriate TESOL teaching experience or are formally mentored by a senior staff member with this experience.</li> </ul> </li> <li>P6.7 The registered ELICOS provider verifies the qualifications of all teachers employed by the provider.</li> </ul>	<ul> <li>8.7 The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:</li> <li>8.7.3 details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress</li> </ul>

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<ul> <li>Quality Principle A3</li> <li>Students are enrolled in courses and levels that reflect their language proficiency and learning goals.</li> <li>A3.1 The range of courses offered is appropriate to the profile of students enrolled.</li> <li>A3.2 The Centre has effective procedures for assessing each student's capability to undertake a particular course and for placing students in appropriate classes.</li> <li>A3.3 There is regular and formal provision for students to demonstrate their ability to progress to a higher level or different course.</li> </ul>	P3.1 The provider has policies and procedures in place to ensure that:  a) students are placed in a class appropriate to their current language proficiency level, learning goals and learning needs and consistent with their written agreement  b) where a special need is identified for a student, arrangements are put in place to address the need and support the student to learn effectively	<ul> <li>2.2 The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.</li> <li>8.1 The registered provider must monitor overseas students' course progress</li> <li>8.7 The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:</li> <li>8.7.1 requirements for achieving satisfactory course progress for the course</li> <li>8.7.2 processes for recording and assessing course progress</li> <li>8.7.3 details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress</li> </ul>
Quality Principle A4 Course delivery, assessment and teaching approaches optimise outcomes for students.  A4.1 Lessons are student-centred to maximise engagement and ensure a positive learning atmosphere.  A4.2 Assessment policies and procedures provide for both formative and summative assessment.  A4.3 Where an ELICOS course is accepted for direct entry into a tertiary education course, assessment outcomes are formally benchmarked against relevant tertiary education admission criteria.  A4.4 Teachers select teaching and assessment resources relevant to student needs, goals and interests.  A4.5 Teachers use feedback and correction techniques that maximise student learning and participation.	P3.2 Planning policies and procedures enable teachers to: b) access resources required for delivery of the course	<ul> <li>6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.</li> <li>8.1 The registered provider must monitor overseas students' course progress</li> <li>8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.</li> </ul>

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<ul> <li>Quality Principle A5</li> <li>Students are encouraged to take control of their language learning.</li> <li>A5.1 Language learning strategies which encourage student autonomy are embedded in course design.</li> <li>A5.2 Students receive regular feedback on their progress in relation to course objectives and learning outcomes.</li> <li>A5.3 Students are inducted into the effective use of self-paced study resources offered by the Centre.</li> <li>A5.4 Students are provided with opportunities to discuss their learning goals and pathways with an appropriately trained member of staff.</li> </ul>	<ul> <li>P4.1 Assessment policies and procedures provide for: d) clear, regular reporting to the student and their parent or guardian, where the student is under 18, of their assessment outcomes and progress through the course.</li> <li>P4.3 The registered ELICOS provider issues a document to each student, on completion (or partial completion) of study, that: a) indicates the CRICOS course name, registered ELICOS provider and contact details, dates of study, course duration, levels of achievement or proficiency, authorised signature and name of signatory</li> <li>b) includes, or is accompanied by, an explanation in plain English of the terms used in awarding grades at all levels.</li> </ul>	<ul> <li>6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.</li> <li>8.7 The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying: <ul> <li>8.7.1 requirements for achieving satisfactory course progress for the course</li> <li>8.7.2 processes for recording and assessing course progress</li> <li>8.7.3 details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress</li> </ul> </li> </ul>
<ul> <li>Quality Principle A6</li></ul>	P3.3 Records of teaching delivery ensure:     a) efficient administration     b) learning outcomes to be achieved are documented     c) effective review, revision and delivery of         courses.P3.4 & P4.4     Delivery of courses is continuously improved by:     b) monitoring appropriateness of delivery for student         groups     c) regularly evaluating learning outcomes achieved.  P4.2 Records of assessment ensure:     a) efficient administration     b) documented learning outcomes     c) effective review and revision of assessment as         necessary.  P4.4 Assessment of courses is continuously improved by:     c) regularly evaluating course outcomes achieved.  P6.1 The registered ELICOS provider has an academic     management system that ensures:     b) a coordinated and effective approach to developing,         implementing and reviewing curriculum	

### Note A1:

## **QUALITY AREA B: THE STUDENT EXPERIENCE**

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle B1 The application and enrolment process is clear and easy to follow for students and agents.		3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the
B1.1 Admission procedures are implemented by trained staff.		student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the
B1.2 Government regulations are well understood and readily explained to students by admissions staff.		requirements of the ESOS Act and the National Code.  See 3.3 – 3.5 for details
B1.3 Provision is made for enquiries and enrolments originating from a range of channels.		6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware
B1.4 A regular review mechanism is in place to ensure admission procedures and related documents are updated in line with changes to regulatory requirements.		of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle B2 Students have the information and support needed to adjust to living and studying in this country.	P2.1 Arrangements for students aged under 18 years comply with Australian, state and territory government legislation.	5.2 Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on:
B2.1 Provision is made for the well-being and welfare of students, relevant to their personal and cultural backgrounds and the Centre's location.	P2.2 Facilities and operations for any mixed-age student cohorts are appropriate to the enrolment of younger students.	5.2.1 who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider
<ul><li>B2.2 Students are provided with an orientation program on arrival.</li><li>B2.3 Students are well informed as to how to act safely and</li></ul>	P4.1 Assessment policies and procedures provide for: d) clear, regular reporting to the student and their parent or guardian, where the student is under 18,	5.2.2 seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
<ul> <li>B2.3 Students are well informed as to how to act safely and seek help as needed inside and outside the Centre.</li> <li>B2.4 Students under the age of 18 are provided with appropriate support services.</li> <li>B2.5 Students can readily access assistance to locate and arrange suitable accommodation.</li> <li>B2.6 Where a student support service is outsourced, effective processes are in place to ensure the quality of the service provided.</li> </ul>	parent or guardian, where the student is under 18, of their assessment outcomes and progress through the course.  P6.5 Where the registered ELICOS provider offers courses of preparation for entry to Australian state or territory secondary schools, an appropriate percentage of the TESOL teachers are registered to teach in the Australian state or territory primary/secondary system as determined by state/territory legislation or policy.  P6.6 Where students are 12 years old or less, their teachers hold a TESOL qualification and a recognised primary teaching qualification.  P6.9 The registered ELICOS provider:  a) employs or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about:  ii. welfare matters.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses, including:  f) offices for the management of the ELICOS provider and for the confidential counselling of students.	<ul> <li>physical or other abuse.</li> <li>6.1 The registered provider must support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program</li> <li>See 6.1.1 – 6.1.9 for details of information required</li> <li>6.2 The registered provider must give relevant information or provide referrals as appropriate to overseas students who request assistance in relation to the services and programs set out in Standard 6.1, at no additional cost to the overseas student.</li> <li>6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.</li> <li>6.9 The registered provider must:</li> <li>6.9.1 take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety</li> <li>6.9.2 provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents</li> </ul>
		6.9.3 provide overseas students with or refer them to (including electronically) general information on safety and awareness relevant to life in Australia.

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<ul> <li>Quality Principle B3</li> <li>Students are provided with support to be actively involved in their learning program.</li> <li>B3.1 Students are made aware of course objectives, expectations, requirements and learning outcomes.</li> <li>B3.2 All students receive appropriate levels of service and support regardless of the timetabling of their classes.</li> <li>B3.3 Students are provided with opportunities to extend their language learning outside the classroom.</li> <li>B3.4 Provision is made to support those students who wish to further their education in English.</li> </ul>	P3.1 The provider has policies and procedures in place to ensure that:  b) students' special learning needs are identified as early as possible and arrangements are put in place to address these needs  e) students are informed of the outcomes to be achieved from the course and, for each learning block, the learning outcomes for that block.  P6.9 The registered ELICOS provider:  a) employs or contracts a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about:  i. academic and future progress advice  b) ensures that the person(s) described in 6.9a:  i. are available at suitable times for access by students  ii. are readily accessible to students.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses, including:  f) offices for the management of the ELICOS provider and for the confidential counselling of students.	<ul> <li>6.3 The registered provider must offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student.</li> <li>6.4 The registered provider must facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts</li> <li>6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.</li> </ul>
Quality Principle B4 Stakeholder feedback is routinely integrated into the Centre's processes designed to enhance the student experience.  B4.1 Stakeholder feedback is used to evaluate programs and services and is incorporated into planning and improvement of courses and services.  B4.2 Complaint handling demonstrates a transparent commitment to resolving problems and improving relationships, programs and services.  B4.3 Complaints are reviewed as part of the quality improvement cycle.	P3.4 & P4.4 Delivery of courses is continuously improved by:  a) making adjustments based on collection and analysis of feedback from students and other stakeholders as appropriate  P8.4 The registered ELICOS provider has management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including:  a) a systematic and continuous improvement approach to managing its operations	10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy. See 10.2 – 10.4 for details required

## **QUALITY AREA C: RESOURCES AND FACILITIES**

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle C1 The Centre's premises reflect a professional workplace. C1.1 The Centre has appropriate signage. C1.2 All areas are kept in a safe, clean and hygienic condition. C1.3 All areas are fitted out and furnished in accordance with their use.	P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.  P5.2 The registered ELICOS provider has educational facilities with sufficient equipment and support resources for the number of enrolled students, including:  c) self-study areas and equipment organised to	11.2.6 The maximum number of overseas students proposed by the provider for the location reflects the appropriateness of the staff, resources and facilities for the delivery of the course.
C1.4 Reception areas are appropriately staffed.	facilitate access and independent use by students.  P7.2 The registered ELICOS provider ensures that students are safe and have access to facilities that support their education, including circumstances:  a) where the provider accesses or uses areas that may also be used for other purposes  b) where facilities are accessed by people not associated with the provider's operations.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses  See P7.3a-f for details	

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle C2     Teaching and study spaces facilitate language learning.     C2.1 Teaching spaces are conducive to studying for extended periods.     C2.2 Design of the teaching spaces promotes student engagement with learning.     C2.3 Teaching spaces are appropriately furnished and equipped for language learning.     C2.4 Teaching spaces and additional study areas reflect and support a language learning environment.	P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.  P5.2 The registered ELICOS provider has educational facilities with sufficient equipment and support resources for the number of enrolled students, including:  b) where the registered ELICOS provider makes material available for self-access or self-study, that material is catalogued and presented for easy access  c) self-study areas and equipment organised to facilitate access and independent use by students.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses, including:  a) rooms of a size appropriate to size of class d) private study areas or areas for related activities, such as library, resource centre and language laboratory	
Student facilities and services foster community.  C3.1 The condition, furnishing and layout of student common areas promote and support student interaction.  C3.2 Students are provided with information regarding the purchase and consumption of food in close proximity to the Centre.  C3.3 Information is provided about available social and recreational activities suited to students' ages and cultural backgrounds.  C3.4 Students are provided with means of sharing information relevant to them.	P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses, including: c) student recreation areas	

#### **Quality Principle C4**

The Centre has resources for each course to meet a range of student learning needs, styles and preferences.

- C4.1 Each course syllabus includes a range of suggested teaching and learning resources, which are available within the Centre.
- C4.2 Teaching and learning resources meet a range of learning needs, styles and preferences.
- C4.3 Students have ready access to a range of appropriate resources to support self-directed learning outside scheduled course hours.
- C4.4 Assessment resources provide opportunities for students to demonstrate achievement of learning outcomes through different methods of assessment.
- C4.5 Teaching and learning resources are allocated so as to avoid inappropriate duplication of materials across courses and levels and to maximise efficiencies.
- C4.6 Resources are regularly monitored and updated to reflect industry best practice and currency.

- P2.4 Course materials and tutoring must be tailored to meet student learning requirements, taking into account their differing levels of age and maturity.
- P4.1 Assessment policies and procedures provide for:
  - a) formative and summative assessment
  - b) clear identification of assessment outcomes as they relate to progress through the course
  - c) assessment that is valid, reliable, fair, flexible and clearly referenced to criteria
- P5.1 The registered ELICOS provider demonstrates access to educational resources that:
  - a) are sufficient to provide for each student at every stage of their course, as appropriate
  - b) are appropriate for the type and level of courses offered
  - c) include access to a range of multimedia, as appropriate
  - d) enable varied learning activities and teaching methodologies
  - e) are developed for classroom and individual student use and address specific student needs and course outcomes
  - f) reflect new developments in TESOL theory and practice and changes in course offerings and student profiles.
- P5.2 The registered ELICOS provider has educational facilities with sufficient equipment and support resources for the number of enrolled students, including:
  - a) educational and computer technology that supports classroom teaching/learning activities; independent student practice, study and research; and teacher study, research and preparation
- P5.3 The registered ELICOS provider provides its teachers with easy access to reference resources that reflect contemporary knowledge of the theory and practice of TESOL in its own facilities or through easily accessible jointly managed facilities.
  - self-study areas and equipment organised to facilitate access and independent use by students.
- P6.1 The registered ELICOS provider has an academic management system that ensures:
  - c) management of educational resources

Version: 24/05/2019

11.2.5 The provider and any partner they engage to deliver a course or courses to overseas students has adequate staff and education resources, including facilities, equipment, learning and library resources and premises as are needed to deliver the course to the overseas students enrolled with the provider

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018	
Quality Principle C5 Teachers have access to space and resources to create classroom learning materials to meet student needs.	P5.3 The registered ELICOS provider provides its teachers with easy access to reference resources that reflect contemporary knowledge of the theory and practice of		
C5.1 There is a budget for investment in resources and development of teaching materials.	TESOL in its own facilities or through easily accessible jointly managed facilities.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery of its ELICOS courses, including: b) teacher studies/staffrooms	jointly managed facilities.  P7.3 The registered ELICOS provider designates areas of its premises sufficient in size to support quality delivery	
C5.2 Teachers have the opportunity to facilitate innovation in resource development.			
C5.3 The design of work space for teachers supports development of materials.			
C5.4 Innovation in resource design and development is captured for ongoing integration into future resource development.			

# QUALITY AREA D: ADMINISTRATION, MANAGEMENT AND STAFFING

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle D1 The Centre has an organisational structure that effectively supports the provision of services to students.	P6.1 The registered ELICOS provider has an academic management system that ensures: a) clear organisation-wide academic leadership of ELICOS	6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for
D1.1 Reporting lines in the organisational structure support the efficient delivery of services.	<ul> <li>b) a coordinated and effective approach to developing, implementing and reviewing curriculum</li> <li>c) management of educational resources</li> </ul>	overseas students arising from the exercise of these obligations.
D1.2 Management is familiar with the international education environment.	d) provision of guidance to teaching staff.	Standard 7 sets out regulations governing overseas student transfers.
D1.3 The organisational structure supports the educational goals and welfare of students.		
D1.4 All aspects of the Centre's operations are supported by documented policies with clearly articulated procedures to facilitate their implementation.		
Quality Principle D2 The Centre recruits staff to meet regulatory requirements as well as the identified needs of the organisation.	P6.1 The registered ELICOS provider has an academic management system that ensures:  a) clear organisation-wide academic leadership of ELICOS	6.6 The registered provider must have sufficient student support personnel to meet the needs of the overseas students enrolled with the registered provider.
D2.1 Documented recruitment policy and procedures are informed by the Centre's strategic plan.	<ul><li>d) provision of guidance to teaching staff.</li><li>P6.2 Senior academic leadership staff have a degree,</li></ul>	6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the
D2.2 The senior leadership team holds the following minimum qualifications and experience:	suitable postgraduate TESOL qualification/s, and appropriate educational management and TESOL teaching experience or equivalent.	ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.
<ul> <li>a recognised degree or equivalent</li> <li>a TESOL qualification at postgraduate diploma level</li> <li>a robust knowledge of and experience in English language teaching</li> <li>experience in leading and managing people</li> </ul>	P6.3 Senior academic leadership staff maintain an up-to-date knowledge of significant developments in TESOL theory and practice.	osiigalio lo
D2.3 Each staff member has a signed statement setting out the terms and conditions of their employment, and a position description and/or statement of duties.		

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle D3     The Centre utilises effective systems for the dissemination of information to stakeholders.  D3.1 Communication with stakeholders is considered and approved through formal guidelines.  D3.2 Staff and students receive information from the Centre through various channels.  D3.3 A formal induction process provides new staff with essential information about the Centre and its operations.	P6.8 The registered ELICOS provider:  a) has and implements policies and procedures for the induction and ongoing professional development of its teaching staff	<ul> <li>6.5 The student contact officer or officers must have access to up-to-date details of the registered provider's support services.</li> <li>6.7 The registered provider must ensure its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.</li> </ul>
Quality Principle D4 The Centre supports a performance and development culture for all staff.  D4.1 Staff performance and development processes occur in a cycle which provides a structure for appraising performance, and developing and refining practice.  D4.2 An established culture of sharing contributes to innovation and best practice.	<ul> <li>P6.1 The registered ELICOS provider has an academic management system that ensures:</li> <li>a) clear organisation-wide academic leadership of ELICOS</li> <li>d) provision of guidance to teaching staff.</li> <li>P6.8 The registered ELICOS provider:</li> <li>a) has and implements policies and procedures for the induction and ongoing professional development of its teaching staff</li> </ul>	
<ul> <li>D4.3 Staff are supported in working towards their professional goals through access to opportunities for development.</li> <li>D4.4 Professional development is aligned with the Centre's strategic goals.</li> <li>D4.5 Innovation and best practice are recognised and captured through a structured process.</li> </ul>	b) develops and implements a program of professional development each year.	

# **QUALITY AREA E: PROMOTION AND STUDENT RECRUITMENT**

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle E1 Promotional material is ethical, accurate and consistent.  E1.1 Accurate information about the Centre and its products and services is readily accessible to all stakeholders.  E1.2 There is an effective procedure to maintain consistency and currency of information.  E1.3 Courses and services which are restricted to certain groups of students are easily identifiable.  E1.4 Stakeholder feedback is integrated into the Centre's quality review and improvement cycle.	<ul> <li>P1.2 Written agreements between registered ELICOS providers and students must specify: <ul> <li>a) a minimum of 20 hours face-to-face scheduled course contact per week for the course</li> <li>b) any other scheduled course contact hours required by the course.</li> </ul> </li> <li>P8.1 A registered provider must: <ul> <li>a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations</li> <li>b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</li> </ul> </li> <li>P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including: <ul> <li>a) a systematic and continuous improvement approach to managing its operations</li> <li>b) management of records to ensure their accuracy and integrity.</li> </ul> </li> </ul>	<ul> <li>1.1 The registered provider must ensure that the marketing and promotion of its courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent (in accordance with Standard 4), is not false or misleading, and is consistent with Australian Consumer Law.</li> <li>See 1.2 – 1.5 for details.</li> <li>2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student</li> <li>See 2.1.1 – 2.1.11 for details of information required</li> <li>4.1 – 4.6 sets out details of requirements that registered providers must ensure that their education agents act ethically, honestly and in the best interests of overseas students as well as uphold the reputation of Australia's international education sector.</li> </ul>
Quality Principle E2 Essential information about the Centre is readily accessible.  E2.1 Promotional information is provided in plain language and images used are clear and relevant.  E2.2 Support is available to assist relevant stakeholders with translation of key policies and information.  E2.3 Web links for relevant information and assistance are clearly indicated and explained on the Centre's website.		<ul> <li>2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student</li> <li>See 2.1.1 – 2.1.11 for details of information required</li> <li>3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.</li> <li>See 3.3 - 3.5 for details.</li> </ul>

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle E3 All staff are involved in promoting the Centre.		
E3.1 Staff are actively involved in building the Centre's reputation and brand equity.		
E3.2 Staff are given strategies for building relationships with students and other stakeholders.		
E3.3 Changes to policies, procedures and services are clearly communicated to staff.		
E3.4 Staff are an effective conduit of information to students.		
Quality Principle E4 The Centre makes explicit its quality assurance commitment.		
E4.1 NEAS Quality Endorsement is appropriately displayed using the NEAS logo.		
E4.2 NEAS Quality Endorsement can be clearly explained by staff.		
E4.3 The Centre's commitment to quality assurance and continuous improvement is identified in promotional material.		

## **QUALITY AREA F: WELFARE OF STUDENTS AGED UNDER 18**

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle F1 Arrangements are in place to facilitate the student's safe and efficient recruitment, transit and reception arrangements.		
F1.1 The Centre communicates to education agents the legal requirements, contractual obligations and service expectations regarding the transport of students and the kinds of support required for students and parents.		
F1.2 The Centre informs students, agents, parents and/or guardians about the Centre and classroom environment, including student age range, to enable an informed decision to be made about enrolling.		
F1.3 Comprehensive and Centre-specific information about living and studying in Australia is provided to students, agents, parents, guardians and/or carers to help facilitate the transition required by students and their families.		
F1.4 The Centre ensures that an appropriate airport meeting service is provided.		
F1.5 Student contact with parents on arrival is facilitated by the Centre.		
F1.6 Arrangements are in place to ensure that the student is transported to and from the Centre on their first day of attendance.		

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle F2 An accommodation service is provided relevant to student needs.		5.1 Where the registered provider enrols a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other
F2.1 Accommodation is available in homestay or on-site boarding facilities suitable to the student's age, gender and culture.		regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.
F2.2 Full information about accommodation options is provided to students, agents, parents and/or guardians at the time of recruitment.		5.3 – 5.7 sets out requirements where the registered provider takes on responsibility under the Migration Regulations for approving the accommodation, support
F2.3 Adults with whom the student comes into regular contact in the accommodation have current child protection screening relevant to the jurisdiction.		and general welfare arrangements.
F2.4 Accommodation providers are made aware of the Centre's requirements and expectations for the physical and mental well-being and support of students.		
F2.5 The Centre ensures homestay families are informed of their legal obligations in relation to duty of care for minors, via face-to-face training and networking which supports the sharing of information and best practice.		
F2.6 Students have opportunities to engage in social activities outside of school hours, organised by the Centre or homestay provider.		
F2.7 The Centre maintains a review process that confirms and records that homestay arrangements are consistent with literature and accommodation provider claims.		

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle F3 The ELT Centre supports effective welfare arrangements for all students.  F3.1 Legislative and contractual obligations of all guardians/carers are identified in a signed contract with their responsibilities and accountability clearly	P2.1 The provider's arrangements for students under the age of 18 must comply with the National Code.  P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.	5.1 Where the registered provider enrols a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.
identified.  F3.2 Up to date contact details of parents and guardians/carers are readily accessible to relevant Centre staff.  F3.3 Where the Centre has accepted Care Accommodation and Welfare respectibility a care reminered by the	P2.3 Students must have access to services, learning opportunities, facilities and equipment that address their English language learning needs.  P4.1 Providers must clearly outline assessment policies and procedures, which must provide for:	<ul> <li>5.2 Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on:</li> <li>5.2.1 who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider</li> </ul>
and Welfare responsibility, a carer nominated by the student's family is subject to the same conditions and expectations as a homestay family.  F3.4 Where a student lives with relative(s) the Centre ensures that they have relevant information to support the student to adjust to living and studying in this	d) clear and regular reporting on assessment outcomes and progress through the course to the student and their parent or guardian, where the student is under the age of 18.  P8.1 A registered provider must:  a) comply with relevant Commonwealth, state or	5.2.2 seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.  5.3 – 5.7 sets out details where the registered provider takes on responsibility under the Migration Regulations for
country.  F3.5 There is regular, documented communication with parents and guardians/carers regarding the student's progress, well-being and welfare.	territory legislation and other regulatory requirements that are relevant to its operations b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.	approving the accommodation, support and general welfare arrangements.
	P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including:  a) a systematic and continuous improvement approach to managing its operations  b) management of records to ensure their accuracy and integrity.	

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<ul> <li>Quality Principle F4</li> <li>The ELT Centre ensures a safe and secure environment.</li> <li>F4.1 All staff employed on-site have current child protection screening required by the relevant jurisdiction, and visitors without screening clearance are monitored while on the premises.</li> <li>F4.2 Effective arrangements are in place to prevent unauthorised persons from entering the premises.</li> <li>F4.3 Students are supervised at all times while on the premises.</li> <li>F4.4 Where students are brought to and from school by private transport, there is a designated drop-off and pick-up point.</li> <li>F4.5 Students aged under 16 are not placed in classes with adults.</li> <li>F4.6 Written and/or secure digital permission is obtained from parents/ guardians/ carers for all off-site activities.</li> <li>F4.7 The Centre provides a 24 hour emergency contact.</li> <li>F4.8 Attendance is closely monitored and appropriate action is taken within 60 minutes if a student does not arrive or is absent from class.</li> </ul>	<ul> <li>P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of students of different ages, maturity and levels of English language proficiency.</li> <li>P2.3 Students must have access to services, learning opportunities, facilities and equipment that address their English language learning needs.</li> <li>P7.2 The registered ELICOS provider ensures that students are safe and have access to facilities that support their education, including circumstances: <ul> <li>a) where the provider accesses or uses areas that may also be used for other purposes</li> <li>b) where facilities are accessed by people not associated with the provider's operations.</li> </ul> </li> </ul>	<ul> <li>5.1 Where the registered provider enrols a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.</li> <li>6.9.1 The registered provider must take all reasonable steps to provide a safe environment on campus and advise overseas students and staff on actions they can take to enhance their personal security and safety</li> </ul>

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle F5 Staff, accommodation providers and guardians/carers are provided with information and training to support the welfare and wellbeing of students.	P2.1 The provider's arrangements for students under the age of 18 must comply with the National Code. P2.2 Facilities and operations for any mixed-age student cohorts must be designed to meet the needs of	5.1 Where the registered provider enrols a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and
<ul> <li>F5.1 Staff, accommodation providers and guardians/carers are aware of and abide by mandatory reporting requirements and legislation relating to the care of minors.</li> <li>F5.2 Ongoing information and networking opportunities are</li> </ul>	students of different ages, maturity and levels of English language proficiency.  P2.3 Students must have access to services, learning opportunities, facilities and equipment that address their English language learning needs.	protection appropriate to the jurisdiction(s) in which it operates.
provided to ensure that homestay providers are conversant with the physical and emotional needs of adolescents.	P6.9 A registered ELICOS provider must:  a) employ or contract a person or persons with formal qualifications in counselling and/or relevant	
F5.3 The ELT Centre's comprehensive policies and procedures ensuring the safety and wellbeing of students within the Centre and on excursions are incorporated into induction and training for staff and homestay providers.	experience who is able to advise and provide counselling to students in an intercultural context about:  i. academic and future progress advice ii. welfare matters.	
F5.4 16- and 17-year old students placed in classes for adults are clearly identified to staff.	<ul> <li>b) ensure that the counselling services are available and accessible by students at suitable times.</li> </ul>	
F5.5 A designated support person within the school has responsibility for monitoring the well-being and welfare of each student on a weekly basis.	P8.1 A registered provider must:  a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations	
F5.6 Arrangements are in place to ensure the services of a registered child/adolescent psychologist are available if needed.	b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.	

# QUALITY AREA G: STRATEGY, RISK AND GOVERNANCE

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle G1 The Centre has an effective system of strategic and business planning.	P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the	
G1.1 The Centre articulates its corporate vision and goals in a published statement.	provider operates, including:  a) a systematic and continuous improvement approach to managing its operations	
G1.2 The Centre's statement of its vision and goals informs a rolling strategic plan which is published at intervals of three to five years.	to managing its operations	
G1.3 The Centre's operations are supported by an annual business plan which is clearly linked to the strategic plan.		
G1.4 Two-way interaction with staff and other stakeholders informs the development and review of both strategic and business plans.		
G1.5 Processes are in place to ensure regular and timely reporting against both strategic and business plans.		
Quality Principle G2 The Centre has an effective and transparent organisational structure and system of reporting.	P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the	
G2.1 Information about the Centre's governance structure and policies is readily available.	provider operates, including: a) a systematic and continuous improvement approach	
G2.2 There is an induction and development system for members of the governing body.	to managing its operations b) management of records to ensure their accuracy and integrity.	
G2.3 The organisation has documented reporting lines, with clearly identified responsibilities for all positions.		
G2.4 Requirements (e.g. qualifications, skills, performance) for all positions support the Centre's desired organisational culture.		
G2.5 There is a process in place for determining appropriate remuneration.		
G2.6 The Centre has an established system of internal and external audits, both financial and operational, with documented follow-up by management.		

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle G3 Robust financial systems are in place.  G3.1 The Centre has a delegated independent officer and/or committee which meets regularly and includes a qualified accountant or financial professional with accounting experience.  G3.2 The delegated officer or committee is responsible for reviewing internal and external audit reports, risk assessments, budget, staffing and organisational structure.  G3.3 The delegated officer or committee has full and timely access to all relevant information and staff.  G3.4 Delegations for approving expenditure are documented, regularly reviewed and clear to all staff.  G3.5 Financial reports are signed off by the CEO and CFO, or equivalent.	<ul> <li>P8.1 A registered provider must: <ul> <li>a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations</li> <li>b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</li> </ul> </li> <li>P8.3 A registered ELICOS provider must: <ul> <li>a) have its accounts prepared to Australian Accounting and Auditing Standards, at least annually</li> <li>b) provide the certificate of accounts to the ESOS agency on request</li> <li>c) provide a full audit report of its financial accounts from a qualified and independent auditor, if the ESOS agency reasonably deems this necessary</li> <li>d) provide other business management documents as requested by the ESOS agency, if reasonably deemed necessary.</li> </ul> </li></ul>	

NEAS QA Framework	ELICOS Standards 2018		National Code of Practice 2018
Quality Principle G4 The Centre has a comprehensive and documented risk management program.  G4.1 Risk management is embedded into governance processes and is clearly linked to strategic and business planning.  G4.2 The risk appetite for the Centre is set by the governing body and documented in a formal statement.  G4.3 Operational risks are managed and documented through internal control systems.  G4.4 Documented crisis management and business continuity plans support the Centre in facing emergencies and unforeseen circumstances.  G4.5 A common risk vocabulary promotes a culture where	P8.2 A registered provider must hold public liability insurance throughout its registration period.  P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including:  a) a systematic and continuous improvement approach to managing its operations b) management of records to ensure their accuracy and integrity.	5.1	Where the registered provider enrols a student who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.  Registered providers must ensure students under 18 years of age are given age-and culturally-appropriate information on:  5.2.1 who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider  5.2.2 seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.
everyone accepts responsibility for identifying and managing risk.		6.8	The registered provider must have and implement a documented policy and process for managing critical incidents that could affect the overseas student's ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. The registered provider must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an accepted student.

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
<ul> <li>Quality Principle G5 An ethical framework supports the Centre's organisational culture.</li> <li>G5.1 The Centre's culture and ethics are articulated in a publicly available code of conduct which is signed by all staff annually.</li> <li>G5.2 The Centre's legal and regulatory obligations are documented in a compliance management policy, with established processes for monitoring compliance and addressing breaches.</li> <li>G5.3 A fraud and corruption control framework stipulates internal reporting mechanisms and informs regular risk assessments.</li> <li>G5.4 A diversity policy identifies areas of diversity applicable to staffing and ELT delivery.</li> <li>G5.5 A sustainability policy informs actions and strategies to improve the sustainability performance of the Centre, its partners and suppliers.</li> <li>G5.6 Awareness training in all areas of the Centre's ethical framework is provided annually to the Centre's management, staff and partners.</li> <li>G5.7 Policies are monitored and regularly updated, with feedback sought from relevant stakeholders.</li> </ul>	<ul> <li>P8.1 A registered provider must: <ul> <li>a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations</li> <li>b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</li> </ul> </li> <li>P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including: <ul> <li>a) a systematic and continuous improvement approach to managing its operations</li> <li>b) management of records to ensure their accuracy and integrity.</li> </ul> </li> </ul>	10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.  See 10.2 – 10.4 for details required

NEAS QA Framework	ELICOS Standards 2018	National Code of Practice 2018
Quality Principle G6 The Centre makes clear its commitment to Work Health and Safety.  G6.1 A formal WHS compliance and monitoring program ensures legal compliance, and identifies hazards and minimises risk.  G6.2 Members of the governing body maintain up to date knowledge of WHS and exercise due diligence through verifying implementation of policies.  G6.3 There are established processes for receiving and responding promptly to information about risks and incidents, maintaining records and documenting follow-up action.	<ul> <li>P8.1 A registered provider must: <ul> <li>a) comply with relevant Commonwealth, state or territory legislation and other regulatory requirements that are relevant to its operations</li> <li>b) ensure that its staff, students and other clients are fully informed of all regulatory requirements where they affect their duties or participation in ELICOS education.</li> </ul> </li> <li>P8.4 A registered provider must have management systems that are responsive to the needs of students, staff and stakeholders and the environment in which the provider operates, including: <ul> <li>a) a systematic and continuous improvement approach to managing its operations</li> <li>b) management of records to ensure their accuracy and integrity.</li> </ul> </li> </ul>	National Code of Practice 2018
G6.4 There are processes in place to keep WHS knowledge up to date throughout the Centre through provision of information, training and supervision.		
G6.5 Policy and procedures are in place to prevent violence, aggression and bullying in the workplace, with designated responsibilities for receiving and responding to complaints.		
G6.6 The effectiveness of WHS policy and procedures is regularly monitored.		