



Form A101B APPLICATION FOR NEAS QUALITY ENDORSEMENT OF A RETURNING ELT CENTRE

TAX INVOICE ABN 29 003 980 667
WHEN COMPLETED THIS FORM BECOMES A TAX INVOICE

PLEASE COMPLETE ALL FIELDS

Name of Ultimate Holding Entity

Name of Legal Entity (Provider) making this submission

Trading Name

Name of Principal Administrator

NOTE

- (i) all sections of the application must be completed
- (ii) all attachments must be included with the application, clearly marked as indicated
- (iii) all criteria must be satisfactorily addressed

PLEASE ENSURE THAT YOU HAVE READ AND UNDERSTOOD ALL INSTRUCTIONS AND THE FOLLOWING DOCUMENTS PRIOR TO COMPLETING THIS APPLICATION:

- *NEAS Quality Assurance Framework*
- *A Plain Guide to NEAS Quality Endorsement*
- *Instructions for Applying for Quality Endorsement*

SUBMITTING THE APPLICATION

- Organise documents in sequence with clear referencing
- All documents to be in Word or PDF (not scanned)
- Submit documents electronically

Email completed forms and attachments to:
neas@neas.org.au

CONFIDENTIALITY: The information contained in this submission remains confidential to the Directors and Staff of NEAS and to individual NEAS Quality Assessors and members of the Quality Endorsement Committee who are under contract of confidentiality to NEAS. The information may also be made available to governments.

Keep a copy of this application and attachments. All documentation must be complete and payment received before this application can be processed.

PAYMENT

FEE PAYABLE \$4,550.00
+ GST \$455.00
Total: **\$5,005.00**

Please indicate method of payment:

CHEQUE (payable to NEAS)
CREDIT CARD (neas.org.au/formsandguides/payments)
EFT (BSB 032-099 ▪ A/C No 187624 ▪ A/C Name NEAS)

When making payment please quote A101B and Provider Name

Indicate date of payment:

NEAS
ABN 29 003 980 667
Suite 211
25-29 Berry Street
North Sydney NSW 2060
T + 61 2 9055 9275
E neas@neas.org.au
W neas.org.au

To complete this application you will also need:

Instructions for Applying for Quality Endorsement
Application for Endorsement of an ELT Course
NEAS Quality Assurance Framework
A Plain Guide to NEAS Quality Endorsement

These documents are available from NEAS or can be downloaded from the NEAS website.

Declaration

I declare that the information in this application is true and correct

I am authorised on the behalf of the provider to submit this application

I have read and understand the Terms and Conditions

Signature:

Provider Profile and Declarations

Name of Ultimate Holding Entity (Member)

ACN (if company) ABN

Postal address of registered office of
ULTIMATE HOLDING ENTITY

Name of Legal Entity (Provider)

ACN (if company) ABN

Type of Legal Entity

- Company
- Partnership
- Trust
- Sole proprietor
- Other (please specify)

Postal address of registered office of
LEGAL ENTITY

Provider's main area of operation

- Government Non-government
- ELT only
- VET
- Higher education
- School

Trading Name to be used for ELT Centre

Postal address of ELT CENTRE
(for all NEAS correspondence)

Street address of premises for delivery of ELT
programs

Phone number of ELT CENTRE

Website of ELT CENTRE

General email address of ELT CENTRE

Name of Principal Executive Officer

Email address of Principal Executive Officer

Name of Principal Administrator

Email address of Principal Administrator

All electronic correspondence from NEAS will be sent to
this address

Name of Academic Manager

Email address of Academic Manager

CRICOS Code

ELT Centre's proposed maximum student number at
start-up

ELT Centre's proposed total number of shifts at start-
up

Does the Provider intend to enrol students under 18
years of age?

Yes No

Projected number of student weeks in next 12 months

Provider Profile and Declarations (continued)

Please ensure attachments are clearly identified by numbers below.

| Attachment | Documentation |
|------------|---|
| 1.1 | Statutory Declaration by Principal Administrator |
| 1.2 | Statutory Declaration by Academic Manager |
| 1.3 | Statement by Independent Accountant |
| 1.4 | Statement of gross annual turnover from all ELT activity during the last financial year |
| 1.5 | Copy of most recent regulatory audit report (ASQA, TEQSA and/or State) |
| 1.6 | Evidence of membership of peak bodies, if any |

If changed since Quality Endorsement Cessation Date, please also attach the following:

| Attachment | Documentation |
|------------|--|
| 1.7 | ASIC printout showing directors of legal entity, if incorporated (Australia only) |
| 1.8 | Certificate of Registration of Trading or Business Name of the ELT Centre, showing ownership of the name by the legal entity |
| 1.9 | Organisational chart of the ELT Centre showing positions, names and lines of responsibility |
| 1.10 | Organisational chart of the whole organisation, if different from Attachment 1.9 |
| 1.11 | Copy of Principal Administrator's position description |

Premises

Please ensure attachments are clearly identified by numbers below.

| Attachment | Documentation |
|------------|---|
| 2.1 | Copy of current fire safety certificate |

If changed since Quality Endorsement Cessation Date, please also attach the following:

| Attachment | Documentation |
|------------|--|
| 2.2 | Information regarding current lease or ownership. If a lease, information should include: <ul style="list-style-type: none"> ▪ Expiry date ▪ Any restrictions to operations |
| 2.3 | Copy of final occupation/occupancy certificate issued by the local government authority or registered independent certifier indicating zoning for educational purposes, maximum number of occupants and any limits to hours of operation |
| 2.4 | Policy and procedures for emergency evacuation |
| 2.5 | Floor plans showing the function of each room (indicate on the plan any rooms or areas shared with non-English-language programs) |
| 2.6 | List of classrooms and additional study areas, with dimensions of each in square metres |

Appendix

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA A TEACHING, LEARNING AND ASSESSMENT

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | Documentation |
|------------|--|
| A1 | List of courses currently endorsed by NEAS to be delivered at the additional ELT centre (To add a new course, please complete an Application for Accreditation of an ELT Course form.) |
| A2.1 | List of all ELT teachers currently employed at the additional ELT centre, tabulated under the following headings: <ul style="list-style-type: none">▪ Name▪ Qualifications▪ Years of TESOL experience▪ Date of commencement at the ELT centre |
| A4 | Timetable for each class showing hours of instruction and breaks |

If changed since Quality Endorsement Cessation Date, please also attach evidence that workplace documentation and communication practices and systems provide and support:

| Attachment | Documentation |
|------------|---|
| A2.2 | <ul style="list-style-type: none">▪ Allocation of staff appropriate to programs and students, including programs for students aged under 18 (if applicable)▪ Covering absent teaching staff |
| A5.2 | Regular feedback to students on their progress and achievement |
| A5.4 | Counselling of students on academic matters and future educational opportunities |
| A6 | The evaluation and review of courses, including: <ul style="list-style-type: none">▪ Analysis of student achievement▪ Teaching records▪ Stakeholder feedback▪ Results of external testing and/or further study (if applicable)▪ External benchmarking |
| A6.1 | Validation of assessment instruments |

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA B THE STUDENT EXPERIENCE

Name of staff member nominated as student contact for student services matters:

Name of staff member nominated as student contact for homestay and accommodation matters:

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | Documentation |
|------------|---|
| B2 | <p>Schedule of when the following staff are on-site at the ELT Centre:</p> <ul style="list-style-type: none"> ▪ The Academic Manager ▪ The person responsible for student welfare counselling ▪ The person(s) responsible for counselling on academic matters and future educational opportunities |

If changed since Quality Endorsement Cessation Date, please also attach evidence that workplace documentation and communication practices and systems provide and support:

| Attachment | Documentation |
|--------------|---|
| B1 | <ul style="list-style-type: none"> ▪ Induction and training of admissions staff ▪ Responsibility for keeping staff up to date with government regulations ▪ Review and update of procedures and documentation as required |
| B2.1 | <ul style="list-style-type: none"> ▪ The well-being and welfare of students, relevant to their personal and cultural backgrounds and the Centre's location ▪ The recording, monitoring and reporting of student attendance |
| B2.2 B2.3 | <p>Information and support for students to adjust to living and studying, including:</p> <ul style="list-style-type: none"> ▪ Orientation program ▪ Welfare counselling ▪ Accommodation assistance ▪ Information to assist students to act safely and to seek help as needed inside and outside the Centre |
| B2.4 | <p>The care, accommodation and supervision of students aged under 18 (if applicable), including:</p> <ul style="list-style-type: none"> ▪ Carrying out checks on those with whom students under 18 will come into contact while enrolled with the provider ▪ Provision of homestay and guardianship services ▪ Copy of information provided to accommodation providers ▪ Communication with parents, guardians and agents regarding student progress and welfare ▪ Monitoring of student welfare ▪ Measures taken by the centre to prevent access to inappropriate electronic material ▪ Copy of complaints and appeals procedures appropriate to younger students |
| B2.5 | <p>The provision of assistance with accommodation, including homestay service, and other outsourced services (if applicable)</p> |
| B4 | <p>The handling and review of complaints and appeals</p> |

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA C RESOURCES AND FACILITIES

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

If changed since Quality Endorsement Cessation Date, please attach the following:

| Attachment | Documentation |
|------------|---|
| C4 | List of ELT Centre's educational resources for course planning and delivery, including independent learning |
| C5 | Policy for the acquisition, development and use of educational resources, as made known to staff |

QUALITY AREA D ADMINISTRATION, MANAGEMENT AND STAFFING

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | Documentation |
|------------|--|
| D4 | <ul style="list-style-type: none">Professional development program for the last twelve monthsProfessional development program for the next six months |

If changed since Quality Endorsement Cessation Date, please also attach the following:

| Attachment | Documentation |
|------------|--|
| D1.2 | Organisational goals including mission, vision, values |
| D2.4 | <ul style="list-style-type: none">CV of Academic ManagerCopies of qualifications of Academic Manager verified by the Principal Administrator |
| D2.5 | Copy of letter of appointment of Academic Manager and position description |

Evidence that workplace documentation and communication practices and systems provide and support:

| | |
|--------------|---|
| D2 | <ul style="list-style-type: none">Arrangements for counselling students on academic matters and future educational opportunitiesArrangements for student welfare counselling |
| D1.3 | The regular review of strategic goals and quality of services |
| D3.1 D3.2 | The dissemination of information to students, staff and other stakeholders |
| D3.3 | The induction of teaching, administration and marketing staff |
| D4.1 | The mentoring and support of newly qualified ELT staff |
| D4.3 D4.4 | The planning and provision of professional development for all staff |

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA E PROMOTION AND STUDENT RECRUITMENT

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | | Documentation |
|------------|------------------------|--|
| | E1 E2 | Copy (or draft) of the ELT Centre's promotional material, including printed material (e.g. brochure, fliers) and on-line information |

If changed since Quality Endorsement Cessation Date, please also attach the following:

| Attachment | | Documentation |
|------------|-------------|--|
| | E2 | <ul style="list-style-type: none">▪ Copy of the written agreement between the ELT Centre and the student▪ Copy of documents provided to students prior to enrolment |
| | E1.2 | Procedure for maintaining the consistency, accuracy and clarity of all forms of promotional material |

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA F WELFARE OF STUDENTS AGED UNDER 18 YEARS

Will you be enrolling students aged under 18?

| Response | | Documentation |
|----------|-----|-------------------------------|
| | NO | None required in this section |
| | YES | As below |

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | | Documentation |
|------------|----------------------------|--|
| | F1 | <ul style="list-style-type: none"> ▪ Information provided to education agents making clear: <ul style="list-style-type: none"> - The legal requirements, contractual obligations and service expectations regarding the transport of minors - Support which agents are required to provide for students and parents ▪ Contract with provider of airport meeting service if this is outsourced |
| | F1.3 F3.4 | Information about living and studying in Australia as provided to students, agents, parents, guardians and/or carers |
| | F2 | <ul style="list-style-type: none"> ▪ Accommodation standards applying to homestay or on-site boarding facilities ▪ Contract with homestay provider company OR individual host family ▪ Responsibilities of the Centre's homestay officer and/or homestay provider company |
| | F3.1 | Contract with carer |

Evidence that workplace documentation and communication practices and systems provide and support:

| | | |
|--|----------------------------|--|
| | F1 | <p>The student's safe and efficient:</p> <ul style="list-style-type: none"> ▪ Recruitment ▪ Transit arrangements ▪ Reception arrangements |
| | F2.5 | <p>Awareness on the part of accommodation providers, carers and guardians in relation to:</p> <ul style="list-style-type: none"> ▪ Legal obligations in relation to the care of minors ▪ The Centre's requirements and expectations for support of students |
| | F2.7 | Review of homestay arrangements and/or airport meeting service |
| | F3.3 F3.5 | Regular communication with parents/guardians and carers regarding the student's progress and welfare |
| | F4 F5 | <ul style="list-style-type: none"> ▪ Child protection screening of staff ▪ Training of staff in relation to mandatory reporting requirements and legislation relating to the care of minors ▪ Supervision of students and visitors ▪ Organisation and conduct of excursions including student(s) under the age of 18 ▪ Attendance monitoring ▪ Bullying and cyberbullying ▪ Complaints and grievances ▪ Critical incidents and record management of same ▪ First aid and mental health awareness and management ▪ Privacy and confidentiality ▪ Students' rights and responsibilities ▪ Use of computers and access to online material |

Documents to be submitted with the Application for Quality Endorsement

QUALITY AREA G STRATEGY, RISK AND GOVERNANCE

The attachment numbers correspond to numbering in the *NEAS Quality Assurance Framework*. Please refer to the *Framework* for details, and number attachments accordingly.

| Attachment | Documentation |
|------------|--|
| G1.1 | The organisation's statement of vision and goals |
| G1.2 | The organisation's strategic plan |
| G1.3 | The organisation's business plan |
| G2.1 | Org chart showing reporting lines and responsibilities |
| G2.4 | Position descriptions for three different positions, including qualifications and skills required |
| G3 | Policy and procedure governing reviews and reports by finance committee / delegated officer |
| G3.1 | Name and qualifications of delegated finance officer / head of finance committee |
| G3.4 | Document outlining delegations for approving expenditure, as made available to staff |
| G4.2 | Statement of risk appetite as set by the governing body (or owner operator) |
| G4.3 | Policy and procedures for managing operational risk |
| G4.4 | Policy and procedures relating to crises and business continuity |
| G4.5 | Risk assessment templates in use by staff |
| G5.1 | Staff code of conduct |
| G5.2 | Compliance management policy and procedures |
| G5.3 | Policy and procedures for fraud and corruption control |
| G5.4 | Policy and procedures relating to diversity |
| G5.5 | Policy and procedures relating to sustainability |
| G6.1 | Policy and procedures for ensuring WHS compliance and minimising risk |
| G6.3 | Samples of templates used to receive and respond to information about risks and incidents and to document action taken |
| G6.5 | Policy and procedures to prevent violence, aggression and bullying |

Evidence that workplace documentation and communication practices and systems provide and support:

| Attachment | Documentation |
|------------|---|
| G1.4 | Stakeholder involvement in the development and review of strategic and business plans |
| G1.5 | Reporting against strategic and business plans |
| G2.2 | Induction and development for members of governing body |
| G2.5 | Determination of remuneration for management, teaching and administrative positions |
| G2.6 | Internal and external audits, and follow-up by management |
| G3 | Regular reviews of finance policies and procedures |
| G4 | Regular review of risk management policies and procedures |
| G5.6 | Training on components of the organisation's ethical framework |
| G5.7 | Feedback from stakeholders in relation to monitoring and review of policies |
| G6.4 | Up to date knowledge of WHS throughout the organisation |
| G6.6 | Evidence of monitoring of effectiveness of WHS policy, e.g. minutes, reports |

NOTES – Application for Quality Endorsement of an ELT Centre

To be read in conjunction with NEAS Quality Assurance Framework

PART 1: PROVIDER PROFILE AND DECLARATIONS

- The term **Principal Administrator** designates the person NEAS holds responsible for the ELT centre's compliance with legislative and regulatory requirements regardless of the person's title and other responsibilities within the organisation.

PART 2: PREMISES

Section B: Premises

- Additional study areas may include, but are not limited to:
 - computer room
 - library
 - resource centre
 - language laboratory
 - self-study area
- The size of the area and the facilities offered will differ according to such factors as the size of the student body and the ELT centre's proximity to suitable food outlets.

PART 3: QUALITY AREAS

QUALITY AREA A: Teaching, Learning and Assessment

A1 Course design

A detailed guide is attached to the [Application for Endorsement of an ELT Course](#) form available on the NEAS website.

A2 Teacher qualifications

- Qualifications of all teachers should be checked carefully to ensure that they meet NEAS requirements in terms of duration, practicum and recognition. The detailed information necessary for assessing qualifications and/or experience of applicant teachers can normally be found in program transcripts from universities and statements of service from previous employers.
- Patterns of qualifications other than those outlined in the *NEAS Quality Assurance Framework* may also be acceptable.
- Teachers holding degrees or equivalent from overseas institutions should contact the relevant government authority.
- When drawing up contracts or letters of employment for teachers, it is advisable to make explicit the arrangements relating to the ownership of any curriculum and/or instructional materials created or developed by the employee while in the employ of the ELT centre.

QUALITY AREA B: The Student Experience

B2 Living and studying in Australia

- Student visa holders are required to comply with regulatory requirements governing attendance. Each teaching day is divided into a number of study periods, separated by breaks. Attendance records should reflect each of these study periods.
- The ELT centre should refer to the relevant government regulatory authority in relation to working with under 18s.

B2.5 Accommodation

Types of accommodation service include:

- Homestay
- On campus / off campus accommodation
- Hostel accommodation
- Rental accommodation

B4.2 Complaints and appeals

ELT centres should check with the relevant State or Territory government authority to ensure that the complaints and appeals procedures comply with any additional State or Territory requirements.

QUALITY AREA C: Resources and Facilities

C4 Teaching and learning resources

Course materials may include items that are copied from printed, audio-visual or online sources. Copying materials from any of these sources may involve reproducing items protected by copyright. A number of licences are available which permit institutions to reproduce copyright material for educational purposes lawfully.

Information about licences can be obtained by contacting the following organisations:

| | | |
|--|--|---|
| Television courses (including cable and satellite) and radio broadcasts Screenrights www.screen.org | Performance of music and/or printed music APRA/AMCOS www.apra.com.au | Printed material from books, publications and online sources Copyright Agency Limited (CAL) www.copyright.com.au |
|--|--|---|

QUALITY AREA D: Administration, Management and Staffing

D2.4 Academic management

- The term Academic Manager designates the person responsible for the ELT centre's academic program, regardless of title used by the ELT centre (for example, Director of Studies, Program Manager).
- Patterns of qualifications other than those outlined in the *NEAS Quality Assurance Framework* may also be acceptable.
- When drawing up the contract or letter of employment for the person responsible for academic management, it is advisable to make explicit the arrangements relating to the ownership of any curriculum and/or instructional materials created or developed by the employee while in the employ of the ELT centre.

D2.5 Terms and conditions

NEAS does not set down particular working conditions for staff. These should be determined by referring to relevant Commonwealth or State/Territory industrial legislation.

D3.3 Staff induction

- Effective induction of new staff may include but is not limited to information on:
 - organisational structure, policies and procedures
 - expectations of staff; code of practice
 - curriculum/program delivery
 - intellectual property and copyright information
 - occupational health and safety
 - NEAS Quality Endorsement
 - the *National Code 2018* and other legislation and regulations

D4 Professional Development

- Professional development may include but is not limited to:
 - regular seminars or workshops conducted in-house or in conjunction with another ELT centre, each one focusing on an area of interest, eg methodology, materials, activities, ideas and insights gained from professional reading
 - assistance with attendance at relevant conferences
 - encouragement to pursue further qualifications
 - a library of up-to-date teacher references, including journals, which is readily accessible to teachers

QUALITY AREA F: Welfare of Students Aged Under 18 Years

Only those ELT centres intending to enrol students aged under 18 years are required to respond to this section of the application. For further information, please refer to the extensive notes on Quality Area F in the *NEAS Quality Assurance Framework*.

QUALITY AREA G: Strategy, Risk and Governance

Policy and procedure documents

A policy and procedure document should identify people responsible for implementing the policy and should detail the procedures and timeframes involved in its implementation. It is strongly recommended that all documents include page numbers.