

# Form A104 APPLICATION FOR NEAS QUALITY ENDORSEMENT OF AN ADDITIONAL 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 (Member)

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*
- *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](mailto: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 \$1,850.00  
+ GST \$185.00  
Total: **\$2,035.00**

### Please indicate method of payment:

CHEQUE (payable to NEAS)

CREDIT CARD ([neas.org.au/formsandguides/payments](https://neas.org.au/formsandguides/payments))

EFT (BSB 032-099 ▪ A/C No 187624 ▪ A/C Name NEAS)

**When making payment please quote A104 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](mailto:neas@neas.org.au)  
W [neas.org.au](https://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:

Name and position:

## Provider Profile and Declarations

### Name of Ultimate Holding Entity (Member)

ACN (if company - Australia) **ABN**

**Postal address** of registered office of  
ULTIMATE HOLDING ENTITY

### Name of Legal Entity (Provider)

ACN (if company - Australia) **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

**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**

**If the Provider is already CRICOS registered:**

**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)

Attachment		Documentation
	<b>Attachment 1</b>	Certificate of Registration of Trading or Business Name of the ELT Centre, showing ownership of the name by the legal entity
	<b>Attachment 2</b>	<a href="#">Statutory Declaration by Principal Administrator</a>
	<b>Attachment 3</b>	<a href="#">Statutory Declaration by Academic Manager</a>

## Premises

Attachment		Documentation
	<b>2.1</b>	Information regarding current lease or ownership. If a lease, information should include: <ul style="list-style-type: none"><li>▪ Expiry date</li><li>▪ Any restrictions to operations</li></ul>
	<b>2.2</b>	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
	<b>2.3</b>	Copy of fire safety certificate
	<b>2.4</b>	Floor plans showing the function of each room (indicate on the plan any rooms or areas shared with non-English-language programs)
	<b>2.5</b>	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 <a href="#">Application for Accreditation of an ELT Course form</a> )
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"> <li>▪ Name</li> <li>▪ Qualifications</li> <li>▪ Years of TESOL experience</li> <li>▪ Date of commencement at the ELT centre</li> </ul>

**If different from existing ELT centre(s), please also attach evidence that workplace documentation and communication practices and systems provide and support:**

A2.1	The recruitment of ELT staff, including: <ul style="list-style-type: none"> <li>▪ Verification of qualifications</li> <li>▪ Allocation of staff appropriate to programs and students, including programs for students aged under 18 (if applicable)</li> <li>▪ Covering absent teaching staff</li> </ul>
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"> <li>▪ Analysis of student achievement</li> <li>▪ Teaching records</li> <li>▪ Stakeholder feedback</li> <li>▪ Results of external testing and/or further study (if applicable)</li> <li>▪ External benchmarking</li> </ul>
A6.1	Validation of assessment instruments

## Documents to be submitted with the Application for Quality Endorsement

### QUALITY AREA B THE STUDENT EXPERIENCE

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

**If different from existing ELT centre(s), please attach evidence that workplace documentation and communication practices and systems provide and support:**

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

### 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.

Attachment	Documentation
C4	List of ELT Centre's educational resources for course planning and delivery, including independent learning

**If different from existing ELT centre(s), please also attach evidence that workplace documentation and communication practices and systems provide and support:**

C5	The acquisition, development and use of educational resources, as made known to staff
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## Documents to be submitted with the Application for Quality Endorsement

### 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
D2.4	<ul style="list-style-type: none"> <li>▪ CV of Academic Manager</li> <li>▪ <b>Copies</b> of qualifications of Academic Manager verified by the Principal Administrator</li> </ul>
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"> <li>▪ Arrangements for counselling students on academic matters and future educational opportunities</li> <li>▪ Arrangements for student welfare counselling</li> </ul>
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**If different from existing ELT centre(s), please also attach evidence that workplace documentation and communication practices and systems provide and support:**

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

### 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.

**If different from existing ELT centre(s), please attach:**

Attachment	Documentation
E1 E2	<ul style="list-style-type: none"> <li>▪ Copy (or draft) of the ELT Centre's promotional material, including printed material (e.g. brochure, fliers) and on-line information</li> <li>▪ Copy of the written agreement between the ELT Centre and the student</li> <li>▪ Copy of documents provided to students prior to enrolment</li> </ul>
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"> <li>▪ Information provided to education agents making clear:                             <ul style="list-style-type: none"> <li>- The legal requirements, contractual obligations and service expectations regarding the transport of minors</li> <li>- Support which agents are required to provide for students and parents</li> </ul> </li> <li>▪ Contract with provider of airport meeting service if this is outsourced</li> </ul>
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"> <li>▪ Accommodation standards applying to homestay or on-site boarding facilities</li> <li>▪ Contract with homestay provider company OR individual host family</li> <li>▪ Responsibilities of the Centre's homestay officer and/or homestay provider company</li> </ul>
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"> <li>▪ Recruitment</li> <li>▪ Transit arrangements</li> <li>▪ Reception arrangements</li> </ul>
F2.5	<p>Awareness on the part of accommodation providers, carers and guardians in relation to:</p> <ul style="list-style-type: none"> <li>▪ Legal obligations in relation to the care of minors</li> <li>▪ The Centre's requirements and expectations for support of students</li> </ul>
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"> <li>▪ Child protection screening of staff</li> <li>▪ Training of staff in relation to mandatory reporting requirements and legislation relating to the care of minors</li> <li>▪ Supervision of students and visitors</li> <li>▪ Organisation and conduct of excursions including student(s) under the age of 18</li> <li>▪ Attendance monitoring</li> <li>▪ Bullying and cyberbullying</li> <li>▪ Complaints and grievances</li> <li>▪ Critical incidents and record management of same</li> <li>▪ First aid and mental health awareness and management</li> <li>▪ Privacy and confidentiality</li> <li>▪ Students' rights and responsibilities</li> <li>▪ Use of computers and access to online material</li> </ul>

## 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
	<b>G4.5</b>	Risk assessment templates in use by staff
	<b>G6.1</b>	Policy and procedures for ensuring WHS compliance and minimising risk
	<b>G6.3</b>	Samples of templates used to receive and respond to information about risks and incidents and to document action taken

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

Attachment		Documentation
	<b>G1.5</b>	Reporting against strategic and business plans
	<b>G5.6</b>	Training on components of the organisation's ethical framework
	<b>G6.4</b>	Up to date knowledge of WHS throughout the organisation
	<b>G6.6</b>	Evidence of monitoring of effectiveness of WHS policy, e.g. minutes, reports