

Policy Title

NEAS Quality Endorsement Committee

Policy Category

Quality Endorsement

Policy Objective

A Quality Endorsement Committee is convened to decide whether a new Centre's application for Quality Endorsement is to be granted, deferred or refused or whether accreditation or Quality Endorsement of an existing provider is to be cancelled.

Policy Statement

A Quality Endorsement Committee Meeting (QECM) may be held at the NEAS office, or a venue chosen by NEAS. One or more members may join via teleconference.

A QECM is convened:

- after the completion of a desk audit and an on-site assessment of a new provider seeking NEAS Quality Endorsement, to determine whether endorsement can be granted
- after the completion of a desk audit and an on-site assessment of an existing provider seeking NEAS Quality Endorsement for an additional Centre, to determine whether endorsement can be granted
- after non-compliance issue(s) have been identified in relation to a current provider, to determine whether the Centre's Quality Endorsement should be cancelled by NEAS

A Quality Endorsement Committee comprises:

- Convenor – General Manager, or other NEAS officer who has not been involved in either the desk audit or site visit
- Independent – a NEAS officer who has not taken any role in recent desk audits or on-site assessments relating to the Centre in question
- Promoter – the NEAS officer who conducted the desk audit and assessed the Centre's application (usually but not necessarily the Centre's Account Manager)
- Site Reviewer – the NEAS officer who conducted the site visit

The Quality Endorsement Committee takes into consideration documents submitted by the Centre, on-site assessment report(s) and recent relevant NEAS correspondence.

Procedure**For meetings convened for Applications for Quality Endorsement:**

1. The officer who conducted the (most recent) site visit notifies the Convenor once the site visit report is complete and any required action resulting from the report has been finalised.
2. The Convenor sets a date for the QECM within two weeks of the report being finalised.
3. The QECM assesses the Centre's application and report content against the *NEAS Quality Assurance Framework*.
4. The QECM decides to grant, defer or refuse Quality Endorsement. The Account Manager then files the record of the meeting and adds updates the database.

5. The Account Manager sends the Centre written correspondence signed by the Chief Executive Officer (refer to policy *Quality Endorsement: Assessing Applications for Endorsement – Pending*)

For meetings convened to determine whether Quality Endorsement be cancelled:

1. The Chief Executive Officer directs the Convenor to organise a Quality Endorsement Committee Meeting (QECM) in response to area(s) of non-compliance.
2. The Convenor sets a date for the QECM at the earliest time convenient to the people involved.
3. The QECM meets to determine whether Quality Endorsement should be cancelled owing to areas of non-compliance with legislative or regulatory requirements and/or NEAS procedures. The Account Manager then files the record of the meeting.
4. If the QECM decision is to cancel the Centre's Quality Endorsement, the Account Manager drafts a letter advising the Centre of the decision and the appeals process* (refer to policy *Complaints and Appeals: Appeals Against Decisions of the Quality Endorsement Committee*). The Chief Executive Officer signs the letter and this is mailed and sent as an email attachment. A scanned copy is filed electronically.
5. If the QECM decision is not to cancel the Centre's Quality Endorsement, the Account Manager drafts a letter detailing matters that are required to be addressed within a designated deadline. The Chief Executive Officer signs the letter and this is mailed and sent as an email attachment. A scanned copy is filed electronically.
6. The Account Manager assesses the return of information and if matters submitted within the timeframe are not addressed satisfactorily, the Centre is given a further 14 days to address matters satisfactorily. This letter is drafted by the Account Manager, signed by the Chief Executive Officer and is mailed and sent as an email attachment. A scanned copy is filed electronically.
7. If the Centre does not show cause within the 14 day timeframe, a letter is drafted by the Account Manager and signed by the Chief Executive Officer notifying the Centre that NEAS Quality Endorsement has been cancelled and is mailed as well as sent as an email attachment. A scanned copy is filed electronically.
8. The Account Manager updates the database, informs the Accounts Officer and ceases the Centre following the *Ceasing Providers* checklist.

* Letters refusing or cancelling Quality Endorsement are to include the following:

Right to Appeal

Under NEAS policy, providers have the right to appeal to the NEAS Board against adverse decisions of the Quality Endorsement Committee. If you wish to pursue this option, the appeal must be lodged in writing and received by close of business within 21 days of the date of this letter, addressed to The Chair, NEAS Board, Level 2, 189 Miller Street, North Sydney 2060.