



A PLAIN GUIDE TO NEAS QUALITY ENDORSEMENT



Applying for NEAS Quality Endorsement

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

Prepare application and required documents

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

NEAS review of application documents

- Further information may be required
- Advice available from NEAS

If students are already enrolled:

Full Quality Review (Virtual or Onsite)

(all areas of *NEAS Quality Assurance Framework*)

- Further action may be required

NEAS Quality Endorsement

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

Associated documents

available on NEAS website

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

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

If students are not yet enrolled:

Premises Verification

(premises and resources only)

- Further action may be required

Quality Endorsement Pending

- for up to 2 years

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

A Plain Guide to NEAS Quality Endorsement

What is NEAS Quality Endorsement?

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

How does the NEAS Quality Assurance process work?

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

The NEAS Quality Review Cycle



A Plain Guide to NEAS Quality Endorsement

1. Quality Review (Virtual or Onsite)

A Quality Review is conducted before Quality Endorsement is achieved, and then once every two years.

- Anonymous online surveys are completed by students and by managers, teaching and professional staff in the weeks immediately prior to the Quality Review. NEAS Quality Assessors use survey results to inform areas of focus for the Quality Review.
- NEAS specifies a number of documents to be called in for evaluation in accordance with the NEAS Quality Assurance Framework and relevant legislative and regulatory frameworks.
- NEAS Quality Assessors hold focus groups or phone interviews with students, teachers and professional staff to tease out issues arising from survey results. Online and focus group survey criteria map to the NEAS QA Framework.
- The NEAS Quality Assessor looks for alignment or dissonance between what the centre indicates it does, and what students, teachers and professional staff indicate.
- Outcomes of previous Quality Assurance activities inform focus areas for the Quality Review, and discussions with academic manager(s) and the Centre's senior management provide avenues for elucidation of key information.
- Following the Quality Review, the Centre receives the survey outcomes and a report identifying strengths and opportunities for improvement, based on the input from the focus groups and management.
- If significant issues are identified, these need to be resolved before Quality Endorsement is finalised.
- When initial Quality Endorsement is confirmed, the Centre receives a Certificate of Quality Endorsement and then has the right to use the NEAS Quality Endorsed logo. Details of the Centre's scope of operations are recorded on the NEAS website. A Confirmation of Quality Endorsement document can be downloaded from the website.

2. Self-Assessment

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

- The Centre selects between three and seven Quality Assurance Principles from the NEAS Quality Assurance Framework and considers its current practice in relation to each of these in full, addressing each of the Quality Driver statements in each Principle.
- The review and planning process includes actions and timeframes for continuous improvement.
- The Self-Assessment is submitted online to NEAS and followed up at the Centre's next Quality Review.

A Plain Guide to NEAS Quality Endorsement

NEAS Health Checks

NEAS Health Checks are online self-review activities comprising a series of questions aligned with the Quality Principles of each Quality Area of the NEAS Quality Assurance Framework. The Health Checks are free and should take around fifteen minutes to complete. NEAS recommends Centres complete the Health Checks as part of their own Quality Assurance activities and prior to participating in NEAS Quality Assurance activities in order to identify areas of strength and areas for improvement. All staff can participate in the Health Checks. Please contact NEAS to receive your unique Centre Health Check links.

Can a Centre fail a Quality Review activity?

NEAS Quality Review activities are not designed as pass/fail audits. Where areas for improvement or significant issues are identified, further action may be required in order to complete the process satisfactorily.

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

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

So, does achieving Quality Endorsement depend on the students?

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

Who makes the final decision about granting Quality Endorsement?

Following the Quality Review, the final decision about Quality Endorsement resides with NEAS senior management and Board.

A Plain Guide to NEAS Quality Endorsement

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

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

What about multi-Centre providers?

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

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

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

How can a Centre join NEAS and become Quality Endorsed?

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

A Plain Guide to NEAS Quality Endorsement

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

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

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

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

What is Quality Endorsement Pending status?

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

When does the Quality Review process start?

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

A Plain Guide to NEAS Quality Endorsement

FAQ

- **How long does it take to become Endorsed?**

NEAS Quality Endorsement should take anywhere between 1-6 months to achieve. It is best to discuss your Centre's circumstances with NEAS prior to applying to set realistic milestones and receive sufficient support.

- **Does NEAS conduct face-to-face Quality Review Visits?**

Quality Reviews are conducted virtually. Centres may choose to request a face-to-face visit as a substitute or supplementary to a Virtual Quality Review, and this may be offered by NEAS under a cost-recovery model and pending current circumstances.

- **Can my Centre choose when to have our Quality Review?**

All Centres due to undergo a Quality Review will receive advice about their scheduled review date at the beginning of each financial year. Alternative dates may be considered for exceptional circumstances.

- **How does NEAS conduct focus groups?**

Focus groups are facilitated virtually. Consenting Participants are selected in advance by the centre. For the student focus group, a total of 6 participants is sufficient. The student focus group should be as diverse as possible. The Assessor may request that students be interviewed in pairs. For staff focus groups, a total of 6-10 participants is preferred.

- **What feedback will I receive from NEAS after my Quality Review?**

Centres will receive results of their student and staff pre-visit surveys along with a detailed report of quality practice and any areas for improvement against NEAS Quality Principles assessed.

- **How will targeted quality review areas be determined?**

NEAS will refer to the Centre's last Quality Review report and other information relevant to the context of each Centre.

- **Can I fail a Quality Review?**

The NEAS Quality Review is not a pass/fail assessment but rather an opportunity to identify areas where the Centre is performing well and areas where improvement is needed. NEAS may set time-based follow up actions for some issues to be resolved.

- **How do I know what to focus on for my Self-Assessment?**

We recommend reviewing your Centre's most recent Quality Review report, if available. You may also consider issues or strengths that have emerged from the Centre's own review and evaluation processes, feedback from students or other stakeholders, areas significant to strategic planning, or external factors such as industry intelligence or current media issues. We would also recommend you and your staff complete one or more of the NEAS Health Checks prior to completing the Self-Assessment task.