

NEAS AUSTRALIA ANNUAL REPORT 2021



NEAS AUSTRALIA GLOBAL LEADER

For over 30 years, NEAS has advanced quality education through its quality assurance services and continues to lead the way in developing, supporting and promoting continuous improvement throughout the international education and English Language Teaching community. NEAS Australia is the global leader in quality assurance for the English Language Teaching (ELT) community, quality assuring ELT provision across higher education, vocational education and training, high school and independent ELICOS providers. NEAS' approach to quality assurance is grounded in the NEAS Quality Assurance Framework, the standards that guide providers in meeting and exceeding their quality goals.

NEAS Australia's proven expertise in independent quality assurance is being embraced throughout the wider education community. Providers of ELT qualifications, education agents and a range of other new service providers have engaged NEAS Australia as their independent quality assurer of choice.

In addition to the Quality Assurance Framework, NEAS' robust quality assurance process embeds stakeholder feedback, giving providers valuable feedback and assurance. Recently, NEAS has extended its endorsement service offering to cover:

- Quality Centres
- Quality Education Agents
- Quality Products & Services
- Quality ELT Professionals
- Premium Products
- Online Delivery
- Foundation Programs
- Transnational Delivery

SUPPORTING THE
ACHIEVEMENT
OF QUALITY OUTCOMES
FOR EDUCATION &
TRAINING GLOBALLY.

NEAS PRINCIPLES & GOALS

Quality Assurance

Principle: Quality is at the heart of everything we do.

Goal: Build industry capacity through strategic interventions that foster growth, sustainability, innovation and best practice in English Language Teaching.

Goal: Deliver a total customer satisfaction promise through a member oriented service culture.

Goal: Enhance service quality to ensure competitive advantage and complementary positioning with other Quality Assurance organisations.

Scope and Recognition

Principle: We are the global leaders and innovators in quality assurance.

Goal: Grow and maintain membership globally.

Goal: Grow and maintain the NEAS brand portfolio to encompass a depth and breadth of products and services, thereby increasing recognition, reputation and global awareness of NEAS.

Goal: Take a global leadership role in the driving of quality in teaching and learning.

Partnerships

Principle: Strategic engagement underpins our services. We position for purpose.

Goal: Engage in complementary relationships with Commonwealth and other government regulators for the benefit of learners and providers.

Goal: Achieve productive working relationships with complementary peak bodies.

Goal: Lead global network of quality assurance organisations.

People and Culture

Principle: We strive for excellence, we listen, we learn. We are here to make a difference.

Goal: Ensure all assets and resources within NEAS are aligned and support NEAS mission.

Goal: Empower stakeholders through professional development, continuous engagement, reflective practice and open communication.

Goal: Communicate and demonstrate international leadership in a culture of quality.

NEAS NOW

Globally Benchmarked Quality Assurance Framework required for all **204 Endorsed Members**.

131 Endorsed ELT Centres across all Australian states and territories (except ACT).

58 Endorsed ELT Centres in ASEAN, China and the Middle East.

15 endorsed education agents, products and services and ELT professionals. Public community listings of 250 associated individuals and organisations.

Members in **all international education sectors** (ELICOS, Higher Education, VET, High School and Online).

100+ events, workshops, webinars and online courses delivered to more than 1,240 participants in FY21.

Annual NEAS Management Conference with 400+ participants from 14 countries, 40+ speakers streamed live from Sydney Australia.

2020-2021 KEY ACHIEVEMENTS

1

Advocate for independent, specialist and aspirational Quality Assurance in the English Language Teaching sector to the community

- Production of key research report 'The Role of Independent, Non-Governmental Quality Assurance Specialists for the English Language Teaching Community in Australia' which highlighted the value that NEAS endorsement brings to teaching, learning, assessment and the student experience.
- Delivery of a hybrid ELT management conference attend by over 400 people around the world.

2

Develop a comprehensive membership offer

- Pivot to online endorsement and self-assessment activity to assist members with their ongoing commitment to quality assurance.
- Expansion of member professional development offerings via NEAS Online to include over 100+ events, workshops, webinars and online courses.

3

Develop alternative revenue streams with parallel products and services

- Expansion of NEAS endorsement offerings to include education agents, products and services and ELT professionals.
- Partnership with Trade Investment Queensland to provide online quality endorsement across 37 Queensland ELICOS courses.

4

Increase Australian market share for ELT quality assurance

- 15 new NEAS members via new endorsement offerings (as above).
- Public community listing of 250 ELT associated individuals and organisations.

5

Increase NEAS Brand traction in the ASEAN market for ELT endorsement

- Recipient of Department of Foreign Affairs and Trade grant, as part of the Australia-Vietnam Enhanced Economic Engagement Grant (AVEG) Pilot Program.
- Increase in number of NEAS endorsed international centres and geographical locations.

NEAS IS
THE GLOBAL
LEADER IN
QUALITY
ASSURANCE
IN ELT

MESSAGE FROM THE CHAIR OF THE BOARD AND CHIEF EXECUTIVE OFFICER

NEAS AUSTRALIA CONTINUES WITH OUR MISSION TO BE THE GLOBAL LEADER IN QUALITY ASSURANCE FOR THE ENGLISH LANGUAGE TEACHING COMMUNITY. THROUGH ADVOCACY FOR INDEPENDENT, INDUSTRY-LED AND SPECIALIST QUALITY ASSURANCE IN ENGLISH LANGUAGE TEACHING, NEAS STRIVES TO BE THE VOICE FOR QUALITY IN OUR COMMUNITY.

With the impact of COVID-19 still reverberating through our society and economy, the English Language Teaching community in Australia is striving to continue to be able to deliver high standards of learning in a fast-changing environment.

Throughout the pandemic, we have continued to support our 204 members and centres with their quality assurance. We attended and presented at more than 10 conferences and events to advocate for independent, non-governmental expert quality assurance in ELT and to stay abreast of key issues and developments in the sector. We ran 30 workshops and webinars on a variety of subjects, reaching over 1240 people. We advocated for support of the ELT sector by writing to and meeting with over 100 key stakeholders including MP's, government agencies, industry peers and peak bodies. We published 66 newsletters and articles and sent over 600,000 emails to the industry through NEAS News to over 10,000 people worldwide who rely on and trust the information that NEAS provides. We responded swiftly to the impacts of COVID19 by upgrading our website with new digital capabilities, which attracts up to 20,000 hits each month.

Through our new digital capabilities, we have continued to offer Virtual Quality Review Visits, online Health Checks, and online management meetings and consultations. Many members have also requested endorsement of their online delivery and to date we have endorsed 54 courses. We are excited about the breadth and depth of online delivery from our members and look forward to working with these endorsed centres to continue to expand online offerings to complement face to face delivery as a key strategic activity for global English language teaching.

NEAS professional development expanded significantly over the past 12 months to meet the needs of providers whose operations

moved from face-to-face delivery to online remote teaching. Webinars replaced in-person workshops, NEAS core courses were streamlined and a whole new suite of Specialisations and a capstone Master Practitioner in ELT (QA) course were launched specifically to support ELT professionals in an online environment.

In July 2020, we launched a series of new initiatives for the ELT community. By expanding the reach of quality areas, a wider range of stakeholders were given the opportunity to engage in independent quality assurance. NEAS now proudly offers quality assurance services to over 400 Quality Agents, Quality Products and Service and Quality ELT Professionals. These have grown extensively over the last year, highlighting our sector's commitment to quality assurance.

In August last year, NEAS undertook surveys and interviews with members and key government and education sector stakeholders. Survey responses from 178 key NEAS stakeholders revealed that the majority believed that NEAS is a key service offering for the industry, highlighting quality assurance as essential in current times.

As a part of our advocacy strategy, in October 2020, we published a report titled 'The Role of Independent, Non-Governmental Quality Assurance Specialists for the English Language Teaching (ELT) Community in Australia'. The report was informed through stakeholder surveys, in-depth interviews, and focus groups leading to the convening of an Expert Panel in late September 2020.

Our flagship event, the NEAS Management Conference, held 4-5 May 2021, and streamed live from Doltone House Sydney was a great success this year. It attracted more than 450 participants from Australia, Colombia, Cyprus, Fiji, Indonesia, Malaysia, New Zealand, Philippines, Singapore, South Africa, Thailand, United Kingdom, United States and Vietnam. The interest in quality assurance from the sector is reassuring and the stories shared of transformative journeys by students, teachers, managers, academics, professionals and agents were heart-felt and inspiring. During the conference, we announced awards for 29 individuals and organisations across seven categories. A big thank you to everyone who attended and to our speakers, sponsors and supporters.

NEAS continues to work collaboratively with Australian stakeholders such as English Australia, University English Centres Australia (UECA), the Independent Tertiary Education Council of Australia (ITECA), the International Education Association of Australia (IEAA) and the International Student Education Agents Association (ISEAA), government departments and authorities such as the Australian Skills Quality Authority (ASQA) and the Tertiary Education Quality and Standards Agency (TEQSA), state governments and study travel bureaus.

On behalf of the Board and NEAS team, a huge thank you is also due to the many members who have renewed their membership over the past 12 months. We appreciate how difficult it is during this time with uncertainty around the return of international students to Australia.

NEAS remains committed to supporting our members, their staff and students through this evolving period of change and remains, as always, at your service.



Tanya Buchanan
Chair



Dr Patrick Pheasant
Chief Executive Officer

PEOPLE AT NEAS AUSTRALIA

Board of Directors



Tanya Buchanan
Chair



Christine Bundesen AM
Director



Heather Thomas
Director



David Yoo
Director



Katherine Olston
Director



Dr James Langridge
Director

Staff



Dr Patrick Pheasant
Chief Executive Office
& Public Officer



Daniel Yuen
Operations Manager



Cameron Heath
Member Services Officer



Jacky Ronan
Communications Officer

Quality Assessors



Darren Brookes
Quality Assessor



Debbie Kemish
Quality Assessor



Denver Craig
Quality Assessor



Rufus James
Quality Assessor



David Hill
Quality Assessor



Lynda Beagle
Quality Assessor

Advisory Council



David Hill (Convenor)
ELT Support Services



Jarrad Merlo
E2 Language



Heidi Reid
Times Education Group



Visal Sou
IDP Education Cambodia



Natalie Dipsellas
Academy of English



Michael Bos
Moreton Bay College



Kit Perry
Townsville International
English School



Dr Pamela Humphreys
Macquarie Uni Int. College and
English Language Centre



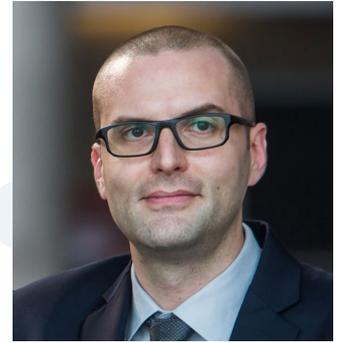
Jason West
UTS College



Jakki Postlethwaite
Associate Member



Youngeun Song
Australian Pacific College



Dr Alexander Nanni
Mahidol University International
College



Nicki Blake
Associate Member

2020-2021 ACTIVITIES

NEAS Quality Assurance Advocacy

NEAS continues a strong collaborative relationship with regulatory authorities, ASQA and TEQSA, engaging in ongoing information sharing and dialogue. The CEO was also invited to participate in a number of both government and sector led roundtables to provide counsel on the state and future planning of the ELT sector. NEAS has also continued to partner with and provide support to a number of peers in the ELT sector to deliver projects, provide counsel and develop frameworks. One major initiative was our partnership with Study Queensland, Trade and Investment Queensland to provide, in two stages, support for quality endorsement of online delivery of courses by Queensland ELT providers.

As a Charity registered with the ACNC, NEAS continually seeks funding opportunities through a range of grants (government or otherwise) and was recipient of a dedicated grant from the Department of Foreign Affairs and Trade (DFAT), as part of the Australia-Vietnam Enhanced Economic Engagement Grant (AVEG) Pilot Program. The grant supports NEAS in demonstrating Australian expertise in quality assurance of virtual delivery of English language courses to key Vietnamese Ministries. The special initiative, to be implemented between August and November 2021, enhances further Vietnamese capabilities and promotes commercial partnerships between Australian and Vietnamese ELICOS and VET providers.

Through advocacy for independent, industry-led and specialist Quality Assurance in English Language Teaching, NEAS strives to be the voice for quality in the ELT sector. NEAS' key QA advocacy goals are to represent NEAS members as leaders in Quality Assured English Language Teaching onsite, online and offshore.

NEAS ELT Professional

Over the past year, ELT Professional listing have increased significantly. NEAS ELT Professionals are individuals recognised as experts in English Language Teaching. They are listed through demonstration of integrity and commitment to professional development.

The ELT Professional site lists nearly 200 individuals who have been listed, awarded CPD points, badges and recognition of the courses and other professional development activities they have completed.

The capstone course and highlight of the professional development suite provided by NEAS, is the Master Practitioner in ELT. This project-based activity encourages participants to demonstrate their expertise in quality assurance in English language teaching and highlights their contribution to the industry.

ELT Professional listings are free of charge and are also an opportunity for individuals that are open to work to self promote whilst showcasing their skills.

NEAS Online

NEAS has significantly expanded the number and variety of PD offerings on NEAS Online over the past 12 months.

There are now over 150 webinars, events, masterclasses and online courses available to members for training and professional development requirements. NEAS Online is also home to all sessions from the 2021 Management Conference.

All content on NEAS Online has a number of CPD points associated to it, and accumulated points are tracked and recorded via ELT Professionals listings. PD 'Tracks' have been developed for different members of the ELT community to assist them in accessing and completing relevant PD for their job requirements and special interests.

Over the past year, there has been a huge increase in both NEAS Online user registrations, and course click and completion rates across the platform.

COVID-19 Response

Throughout the year, NEAS worked to execute the second stage of its three-year COVID-19 'Respond, Revive and Thrive Plan'. In this stage, ensuring that Quality Assurance was at the forefront of rebuilding the ELT community. NEAS' achievements in this space included endorsing wider aspects of the ELT ecosystem, identifying and providing support to individuals and organisations in need, gaining further support from government, develop communities of practice and delivering a global stakeholder symposium in a blended format.

NEAS Quality Assurance

NEAS advances education by providing independent quality assurance services to everyone in the ELT community. Our key research report, The Role of Independent, Non-Governmental Quality Assurance Specialists for the English Language Teaching Community in Australia, released in October 2020, provided in depth analysis of the impact that NEAS quality assurance has on the ELT sector and demonstrates the value that NEAS Endorsement brings to teaching, learning and assessment and the student experience. The report found that NEAS continues to pro-actively engage with its stakeholders through active listening and soliciting constructive feedback in a process of continuous improvement for the sector. By doing so, NEAS was able to meet the complex challenges of 2020 and inspired future quality assurance advocacy and engagement for the ELT community and ecosystem.

Alongside its valuable contribution to ELT providers, NEAS recognises the vital role of a range of key stakeholders in the ELT community and has in 2020-21 continued to expand its Quality Assurance Framework to enable a wider range of stakeholders the opportunity to engage in independent quality assurance. The addition of new Quality Areas, Education Agents, Products and Services, and ELT Professionals strengthens the sector's ability to set, meet and exceed quality goals in the provision of services to international students.

In response to the COVID disruption on education delivery, NEAS swiftly provided a new Endorsed Online Course offering. This endorsement has been warmly welcomed by our providers, with over 50 online courses endorsed already.

NEAS Quality Assurance Framework and Activity Summary

NEAS provides Quality Assurance services and support through its unique stakeholder-driven feedback model of Quality Endorsement. The cornerstone of all Quality Assurance activities is the NEAS Quality Assurance Framework which has been expanded in response to the growth in online and blended learning and to reflect NEAS' extended support of the broader ELT community. The Framework comprises the key areas:

- A. Teaching, Learning and Assessment
- B. The Student Experience
- C. Resources and Facilities
- D. Administration, Management and Staffing
- E. Promotion and Student Recruitment
- F. Welfare of Students Aged Under 18 Years
- G. Strategy, Risk and Governance
- H. Online Delivery
- I. ELT Qualifications
- J. Education Agents
- K. Products and Services
- L. ELT Professionals
- M. Transnational Delivery
- N. Foundation Programs

Between 1 July 2020 and 30 June 2021, 39 Quality Review Visits for ELT Centres were conducted, and 52 Self Assessments were completed. NEAS' Quality Review has nimbly moved online to provide smooth and continuous quality assurance services to Members and stakeholders in Australia and abroad, even during periods of restricted social contact and travel.

The ongoing process for maintaining NEAS Quality Endorsement has been streamlined and made more agile to meet the diverse quality assurance needs of our members. Providers participate in an annual Quality Review cycle, alternating between two requisite activities: a Quality Review Visit, either onsite or virtual and an online Self-Assessment. NEAS has developed a suite of Health Checks against each area of the Quality Assurance Framework, which may serve as quick and helpful diagnostic tools to support members with completing NEAS Quality Review activities and to serve as a guide for ongoing continuous improvement initiatives.

NEAS International

As at 30 June 2020, NEAS had a total of 58 international Centres, representing around 31% of NEAS total Endorsed Centres.

	FY2020	FY2021
Vietnam	44	45
Cambodia	5	5
Singapore	1	1
United Arab Emirates	1	1
Thailand	1	1
Malaysia	3	4
China	0	1

NEAS Premium Product Endorsement

NEAS Premium Product Endorsement provides centres the opportunity to showcase and seek recognition for unique and innovative products and services. Since its inception, NEAS Premium Product Endorsement has facilitated expert review and feedback and prestigiously recognised 15 individual products. Providers of these products receive the gold Premium Product logo and badge and are eligible for the NEAS Premium Product Showcase at the NEAS Management Conference. NEAS Endorsed Premium Products include;

- OET Test Preparation Course, E2Language
- Everyday English Course, English Unlimited
- High School Preparation Program, John Paul College
- Foundation Direct Entry (FDE) and Diploma Direct Entry (DDE) Courses, Macquarie English University English Centre
- Student Experience Passport, The University of Newcastle
- International Diploma in Language Teaching Management (IDLTM), ICTE, University of Queensland
- CET Connect, The University of Sydney Centre for English Teaching
- EAP Teacher Training, The University of Sydney Centre for English Teaching
- Academic Skills for University Success MOOC Specialization, The University of Sydney Centre for English Teaching
- CELT Academic English and Study Skills Bridging Course, University of Western Australia

NEAS ELT Qualifications

Through the provision of its quality assurance services to ELT providers, NEAS has a role in assessing ELT qualifications and providing information and advice to a wide range of stakeholders regarding the quality of a variety of ELT Qualifications on offer, both in Australia and internationally. NEAS continues to offer Quality Endorsement of TESOL programs and other ELT Qualifications, based upon the Quality Principles of Area I - ELT Qualifications. Endorsement is offered to current NEAS members and affiliates as well as non-NEAS members delivering ELT qualifications globally. Providers offering Postgraduate programs in TESOL or Applied Linguistics, Undergraduate programs majoring in TESOL, Certificate IV or Diploma in TESOL, CELTA, Delta or other ELT qualifications are eligible to apply. Current NEAS Endorsed ELT qualifications include;

- Master of TESOL, Griffith University Faculty of Humanities, Language and Social Science
- Graduate Certificate in Teaching English as an Additional Language to Adults (TEAL); and Certificate in English Language Teaching to Speakers of Other Languages (CELTA), Holmesglen English Language Centre
- Certificate IV in TESOL; and Cambridge English Certificate in Teaching English to Speakers of Other Languages (CELTA), International House Sydney
- Graduate Certificate in TESOL; and Master of Applied Linguistics and TESOL, Macquarie University Department of Linguistics
- Certificate IV in TESOL, Melbourne City Institute of Education (MCIE) / Explore English
- Certificate IV in TESOL; and Diploma in TESOL, TAFE Queensland
- Cambridge Certificate in Teaching English to Speakers of Other Languages (CELTA); and International Diploma in Language Teaching Management (IDLTM), The University of Queensland (ICTE-UQ)

NEAS Associate Membership

The NEAS Associate Membership offering develops and inspires stakeholders in the ELT community via the building of connections and professional development opportunities. During 2020/21, our 39 Associate Members had access to NEAS Online for their PD requirements, were eligible to be listed as an ELT Professional, have their qualifications assessed, and were offered a discounted ticket to the NEAS Conference.

NEAS Professional Development

NEAS has significantly expanded its PD offering over the past 12 months. NEAS Professional Development (PD) advances the quality of the ELT sector by:

- facilitating continuous improvement,
- supporting ELT professionals to meet their education goals,
- strengthening the ELT sector's professional development capacity.

In addition to the original eight Core Courses (each aligning to a NEAS quality principle), NEAS now offers a suite of six Specialisation Courses allowing for an education deep dive into multiple areas of expertise. Another addition has been a premium capstone course titled Master Practitioner in ELT. The uptake of these offerings has been significant with ELT professionals finding that the NEAS PD offerings are a 'one stop shop' for all their PD and CPD point requirement needs. NEAS tracks and tallies users PD completion and adds the CPD points to their ELT Professional listing. Our PD library has also extensively expanded to include all sessions from the 2021 Management Conference, as well as almost 50 new webinar recordings.

NEAS Advisory Council

The NEAS Advisory Council is comprised of 13 industry leaders from some of Australia's leading ELT institutions.

Representation consists of NEAS Associate Members, and private, public, small and large providers of standing. The Council meets formally four to five times a year to discuss matters pertinent to the ELICOS sector in Australia, and to advise and make recommendations to the NEAS Board and CEO. In 2021 the Council also held regular 'drop in' video call sessions to connect with and support peers and to discuss any ELT industry issues.

Over the course of the year, the Council provided advice regarding the NEAS Management Conference, the establishment of Communities of Practice, NEAS research reports and insights into the needs of the ELT industry as it navigates through a period of rapid change.

WE ADVANCE EDUCATION BY PROVIDING QUALITY ASSURANCE SERVICES FOR EVERYONE IN THE ENGLISH LANGUAGE TEACHING COMMUNITY.

NEAS Endorsed Quality Centres

Recognised for their outstanding commitment to quality outcomes.

NEAS Endorsed Quality Agents

Agents committed to aspirational quality standards.

NEAS Endorsed Quality Products & Services

The industry's top products & services.

NEAS Endorsed Quality ELT Professionals

The who's who of Quality ELT Professionals.

PROFESSIONAL DEVELOPMENT & EVENTS

Date	Professional Development / Event	Presented / Attended
22 July 2020	How COVID has Affected Brazilian and Colombian Agency Sales With a Focus on Australia	Presented
29 July 2020	Learner Autonomy Toolbox	Presented
7 August 2020	Drama in ELT	Presented
11 August 2020	Competing With Online Learning—Case Studies With EC English and IH Palermo Language Centres	Presented
21 August 2020	Agent Community of Practice	Presented
26 August 2020	Peer Observation Toolbox	Presented
11 September 2020	ELT Qualifications Community of Practice	Presented
14-18 September 2020	English Australia Conference	Attended
23 September 2020	QA 101 How Do I Become a NEAS Quality Endorsed Centre?	Presented
23 September 2020	A Look to the Future: AI's Place in Education and Language Assessment	Presented
24 September 2020	NEAS Industry Roundtable: The Role of Non-Governmental, Quality Assurance Specialists in the ELT Community in Australia, Online	Presented
30 September 2020	Malaysia Virtual Showcase 2020	Presented
21 October 2020	Thailand Virtual Showcase 2020	Presented
21 October 2020	Student Support Toolbox	Presented
23 October 2020	Research To Action: Supporting Teachers Supporting Test Takers	Presented
29 October 2020	AAED Panel Discussion: Quality Assurance in Online Learning (ELT Sector), Online	Attended
30 October 2020	Research in ELT Community of Practice	Presented
18 November 2020	Academic Toolbox	Presented
18 November 2020	Indonesia Virtual Showcase 2020	Presented
20 November 2020	Malaysia ELT Teacher Workshop Series #1	Presented
11 December 2020	QA 101: How Do I Become a NEAS Quality Endorsed Centre?	Presented
11 December 2020	Malaysia ELT Teacher Workshop Series #2	Presented
12 December 2020	Online Delivery for English Language Teaching	Presented
20 January 2021	Safety for Students at Your ELT Centre	Presented
5-7 February 2021	CamTESOL Phnom Penh, Online	Presented
11 February 2021	Online Delivery for English Language Teaching	Presented
18 February 2021	Developing Resilience, Adaptability and Agility for Continued Rapid Change (ELICOS and VET)	Presented
25 February 2021	Addressing Linguistic and Cultural Needs of International Students in VET Short Term and Supplementary Programs	Presented
2 March 2021	Pre-Conference Stakeholder Webinar Series: ELT Peak Bodies	Presented
23 March 2021	Pre-Conference Stakeholder Webinar Series: Regulator / Government Body	Presented

Date	Professional Development / Event	Presented / Attended
24 March 2021	The Transformative Power of Mindfulness Training in ELT	Presented
6 April 2021	Pre-Conference Stakeholder Webinar Series: State / Territory Government Study Agency	Presented
13 April 2021	Pre-Conference Stakeholder Webinar Series: International Quality Assurance Agencies	Presented
6-7 May 2021	NEAS Management Conference	Presented
25 May 2021	International Education Strategy Workshop	Attended
27 May 2021	ELT Industry Roundtable, Parliament House	Attended
28 May 2021	Government Roundtable. Policy Settings: Delivering Innovation Over the Next Decade, Online	Attended
9 June 2021	Australia China Business Council Industry Summit 2021 Australia-China Education Symposium, Sydney	Attended
9 June 2021	Developing Resilience, Adaptability and Agility for Continued Rapid Change (ELICOS and VET)	Presented
16 June 2021	Cambridge University Press	Presented
23 June 2021	English Language Teachers as Leaders	Presented

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