

# Form A101 APPLICATION FOR NEAS QUALITY ENDORSEMENT

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*

### 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

DOMESTIC AND INTERNATIONAL FEE  
\$6,650.00  
+ GST \$665.00  
Total: **\$7,315.00**

### Please indicate method of payment:

CHEQUE (payable to NEAS)  
CREDIT CARD  
([neas.org.au/resources/make-a-payment/](https://neas.org.au/resources/make-a-payment/))  
EFT  
(BSB 032-099 ▪ A/C No 187624 ▪ A/C Name NEAS)

**When making payment please quote A101 and Provider Name**

### Indicate date of payment:

Please note that a **separate fee** applies to submission of Form A102 Application for Endorsement of an ELT Course

NEAS  
ABN 29 003 980 667  
PO Box 1140  
Surry Hills NSW 2010  
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:

*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)      **ABN** (Australia only)

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

### Name of Legal Entity (Provider)

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

### 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

Successful completion of the Quality Endorsement  
process includes membership held with NEAS by the  
Ultimate Holding Entity. Membership is limited to one  
vote per Ultimate Holding Entity.

## Provider Profile and Declarations (continued)

Attachment	Documentation
1.1	ASIC printout showing directors of legal entity, if incorporated (Australia only)
1.2	Certificate of Registration of Trading or Business Name of the ELT Centre, showing ownership of the name by the legal entity
1.3	Organisational chart of the ELT Centre showing positions, names and lines of responsibility
1.4	Organisational chart of the whole organisation, if different from Attachment 1.3
1.5	<a href="#">Statutory Declaration by Principal Administrator</a>
1.6	Copy of Principal Administrator's position description
1.7	<a href="#">Statutory Declaration by Academic Manager</a>
1.8	<a href="#">Statement by Independent Accountant</a>
1.9	Statement of gross annual turnover from all ELT activity during the last financial year
1.10	List of all proposed courses at this stage: Include name, levels and duration as recorded on course cover sheet(s) ( <i>see Quality Area A</i> ). Include category and code for any course(s) already registered on CRICOS. <i>NOTE: Additional courses may be added to scope at a later date.</i>
1.11	Copy of most recent regulatory audit report (ASQA, TEQSA and/or State)
1.12	Evidence of membership of peak bodies, if any

## Premises

Attachment	Documentation
2.1	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>
2.2	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
2.3	Copy of fire safety certificate
2.4	Floor plans showing the function of each room (indicate on the plan any rooms or areas shared with non-English-language programs)
2.5	List of classrooms and additional study areas, with dimensions of each in square metres

## International Applications Only

Is the organisation currently affiliated with any organisation(s) in Australia?

Response		Documentation Required
No	Yes	Attach list of affiliated organisations within Australia and locations Attach a description of the nature of the affiliation - partnership, owner, franchise

Does your organisation currently operate in other countries?

Response		Documentation Required
No	Yes	Attach a list of any countries where your organisation operates

When did your organisation begin teaching English?

Does the ELT centre enrol/ intend to enrol students **UNDER 16 YEARS OF AGE?**      No      Yes  
If Yes, what is the minimum age?

Is the ELT centre making this application part of a larger organisation offering other courses of study?

Response		Documentation Required
No	Yes	Attach a list of other sectors of education the organisation operates in. Does the ELT centre offer Direct Entry programs of study?      No      Yes

Has the Principal Administrator previously been employed within the area of education/training?      No      Yes  
If Yes, indicate the number of years experience in education/training:

Attachment	Documentation
<b>1.10</b>	▪ Copy of Registration of a Company and/or partnership contract
<b>B2.4</b>	▪ Sample timetable indicating supervision arrangements for students aged 12 or under

## 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.

Documentation	
<b>A1</b>	For each course, submit a separate <a href="#">Application for Quality Endorsement of an ELT Course</a> form along with documentation indicated on it.
<b>A2.1</b>	List of all ELT teachers currently employed, 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>

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

<b>A2.1</b>	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>
<b>A5.2</b>	Regular feedback to students on their progress and achievement
<b>A5.4</b>	Counselling of students on academic matters and future educational opportunities
<b>A6</b>	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>
<b>A6.1</b>	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 documents accordingly.

**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, support and supervision of students aged under 18 (if applicable), including: <ul style="list-style-type: none"> <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 documents accordingly.

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

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

## 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 documents accordingly.

Attachment	Documentation
D2.2	<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>
D2.3	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>
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 documents accordingly.

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.

Attachment		Documentation
	<b>F1</b>	<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>
	<b>F1.3</b> <b>F3.4</b>	Information about living and studying in Australia as provided to students, agents, parents, guardians and/or carers
	<b>F2</b>	<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>
	<b>F3.1</b>	Contract with carer (where the Centre has undertaken welfare responsibility)

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

	<b>F1</b>	<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>
	<b>F2.5</b>	<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>
	<b>F2.7</b>	Review of homestay arrangements and/or airport meeting service
	<b>F3.3</b> <b>F3.5</b>	Regular communication with parents/guardians and carers regarding the student's progress and welfare
	<b>F4</b> <b>F5</b>	<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.

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 <b><a href="http://www.screen.org">www.screen.org</a></b>	Performance of music and/or printed music  APRA/AMCOS <b><a href="http://www.apra.com.au">www.apra.com.au</a></b>	Printed material from books, publications and online sources  Copyright Agency Limited (CAL) <b><a href="http://www.copyright.com.au">www.copyright.com.au</a></b>
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## **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, timeframes and associated documents involved in its implementation.