



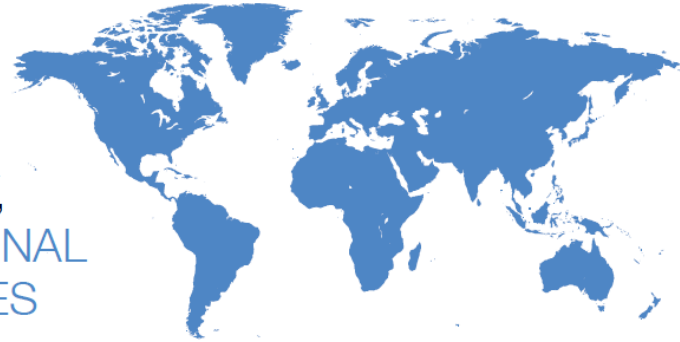
www.neas.org.au

**Quality Assurance in International Education and
Training and Its Role in Shaping Diversity**

**Patrick Pheasant, CEO NEAS
AIEC 2017**

OVER 200 CENTRES

TAFE,
SCHOOLS,
BOUTIQUE,
UNIVERSITY,
MULTINATIONAL
ELT CENTRES



AUSTRALIA'S LEADING PROVIDER OF ELT PROFESSIONAL DEVELOPMENT



LARGEST QUALITY ENGLISH TEACHING NETWORK

IN THE SOUTHERN HEMISPHERE

STAKEHOLDER
DRIVEN
QUALITY ASSURANCE

MEET QUALITY MEMBERS
BY VISITING
NEAS.ORG.AU

WEEKLY CONTACT WITH OVER
  **6000 AGENTS**









professional development
support – endorsement – benchmarking – reward



qalen is a global network in
quality assurance for the English
language teaching (ELT) sector

[find out more](#)

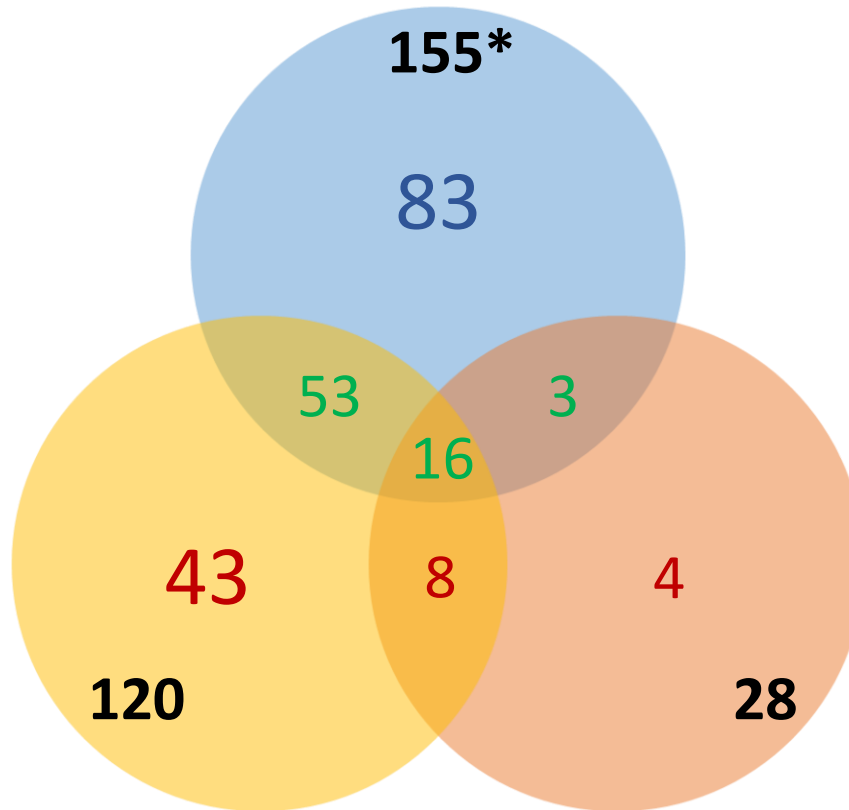




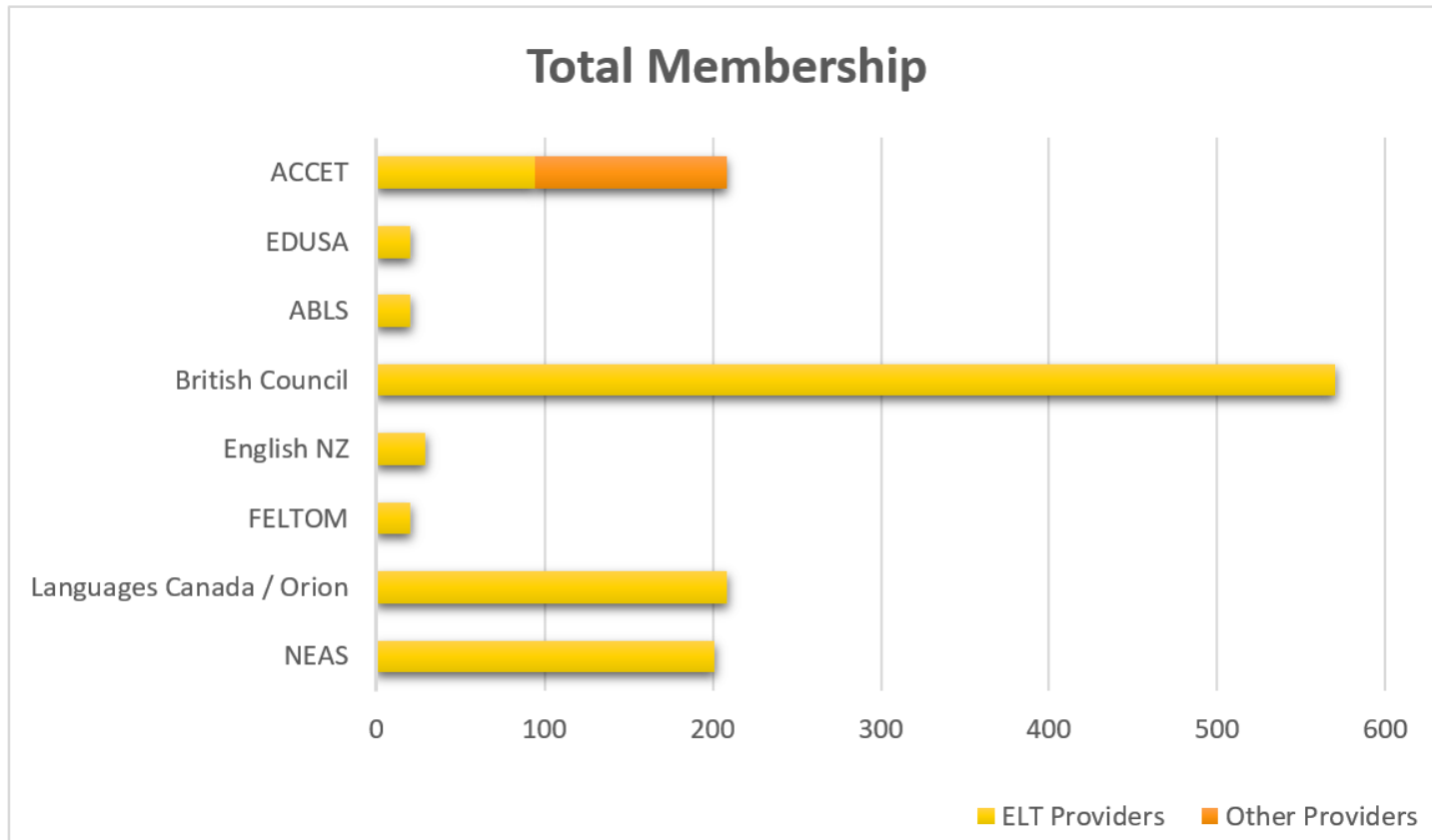
Member cohorts



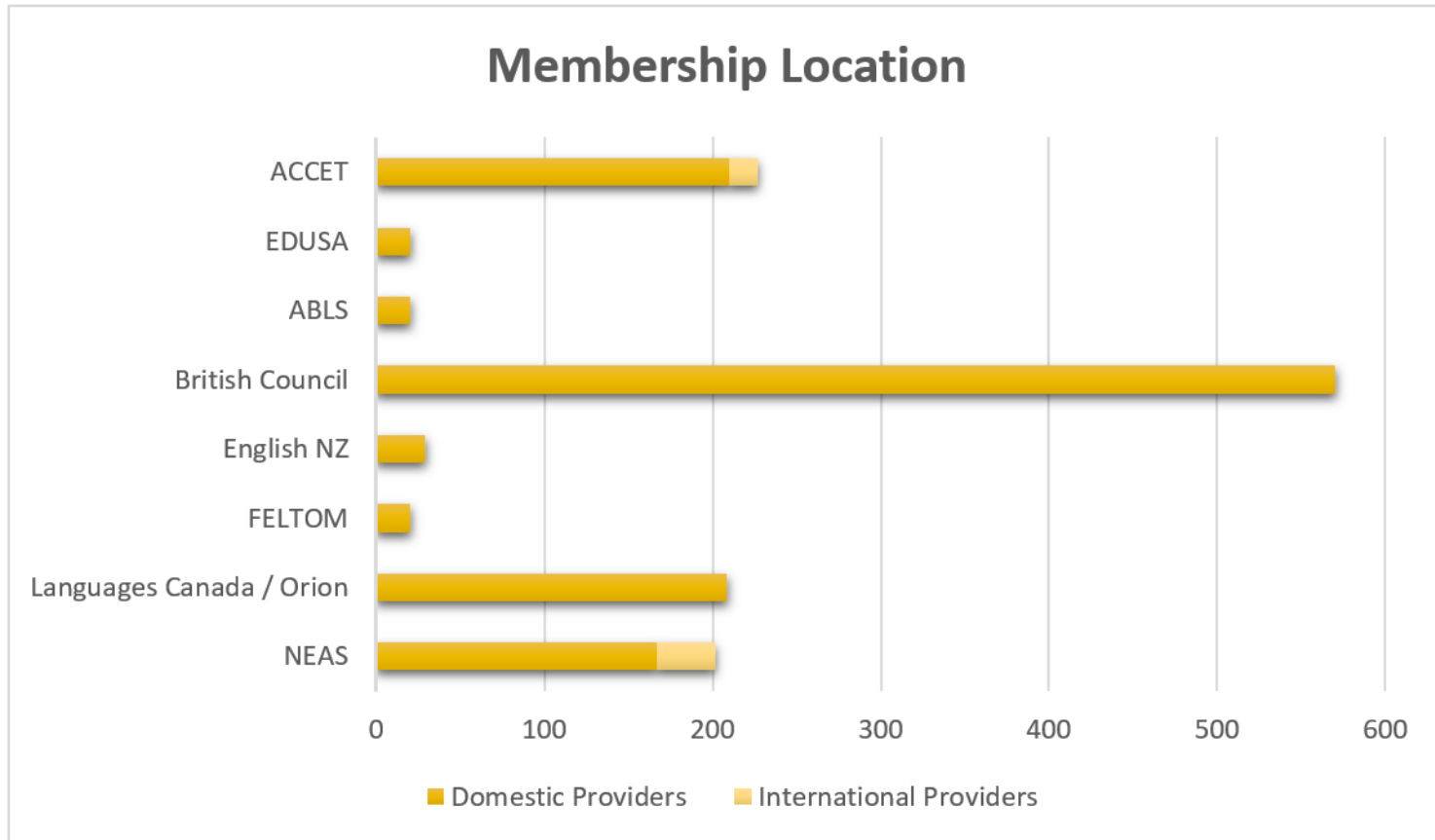
*Australian Members



	ELT						Non-ELT
	HE – Uni	HE - Other	VET	Private	Schools	Govt	
ACCET	✓	✓	✓	✓		✓	✓
EDUSA	✓			✓			
ABLS				✓	✓		
British Council	✓	✓	✓	✓	✓	✓	
English NZ	✓	✓	✓	✓			
FELTOM				✓			
Languages Canada	✓	✓	✓	✓	✓	✓	
Orion	✓	✓	✓	✓	✓	✓	✓
NEAS	✓	✓	✓	✓	✓	✓	✓



1194 providers; 41,790 teachers; 212,532 students



Mapping of QAEN members QA standards and processes

Australia NEAS	Canada Language Canada	Malta EUCHEM	New Zealand English NZ	South Africa SQA SA	UK AQA	UK British Council	USA ACEE
Process Accreditation - On-site visits - Site audits - Staff/student interviews - Appraisal process - Preparing criteria for new program courses - 4 Agreed with 2 English & French - Full Member since 3 February, November 2017	Accreditation - On-site visits every 2 years - Site inspection - Interviews - Compliance visit (check L200 and English & French) - Full Member since 3 February, November 2017	Accreditation - Full inspection every 2 years - 2 auditors - Staff/student interviews - Compliance visit (check L200 and English & French) - Appraisal process	Works with NZQA - Full self-review 4 Agreed with 2 - 2 auditors - Staff/student interviews - Compliance visit (check L200 and English & French) - Appraisal process	Comprehensive inspection - Classroom observations - Inspection every two weeks - Interview members - Detailed check audit (for new 2 Agreed with 2) - 3 Agreed with 2 - Recommended by 2 meeting members	Accreditation - Full inspection every 2 years - 2 auditors - Staff/student interviews - Compliance visit (check L200 and English & French) - Appraisal process - Recommended by 2 meeting members	Annual return - Inspection - 4 Agreed with 2 - 3 Agreed with 2 - Full self-review - Accreditation for 3 February, November 2017	4 Agreed with 2 - 3 Agreed with 2 - Accreditation for 3 February, November 2017
Standards/Criteria 1. Student Admission 2. Student records 3. Health & safety 4. Insurance	4. Environment and Resources 5. Compliance with Health & safety 6. Student Experience	1. Staffing, 3 Agreed with 2 2. Methodology 3 Agreed with 2 3. Student Experience	1. Staffing, 3 Agreed with 2 2. Methodology 3 Agreed with 2 3. Student Experience	1. Legal requirements 2. Specified in detail 3. Registered as language centre	1. Legal requirements 2. Specified in detail 3. Registered as language centre	1.1. Legislative and regulatory compliance 2. Maint records as per 3. Example info on	1.1. Legislative and regulatory compliance 2. Maint records as per 3. Example info on
1. Teaching, Learning & Quality Assurance - Course design - Progress reports - Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance	1. Teaching staff 2. Curriculum 3. Quality assurance 4. Academic assurance
Teacher qualifications - TQEQ, CAE & AEP - UKQ, CAE & AEP	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach	1. The Student Experience 2. Student services 3. Support & wellbeing 4. Compliance, approach
Resources & Facilities - Facilities - Teaching/Study areas - Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources	1. Curriculum 2. Learning resources 3. Facilities/Study areas 4. Teacher resources
Admin, Quality Assurance and Staffing - Quality Assurance - Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing	1. Quality Assurance 2. Staffing

- Process
- Standards / Criteria
- Teaching, Learning & Assessment
- Teacher Qualifications
- The Student Experience
- Resources & Facilities
- Administration & Staffing
- Promotion & Student Recruitment
- Welfare of Under 18
- Risk & Governance

- Short cycles for quality assurance
- High level and focused qualifications
- Welfare and well-being for Under 18's
- Dealing with non-compliances
- Self-assessment
- Stakeholder driven feedback
- Quality assurance for online courses in English Language Teaching

- In pairs, look at the mapping exercise of the 7 QALEN members against each of the criteria.
- How would you evaluate your organisation's performance / activity in each of these areas?
- Which of these areas are your organisation's strength?
- Which area do you need to focus on improving?
How?

QUALITY



LEARNING



FACULTY



STUDENTS



SCALE

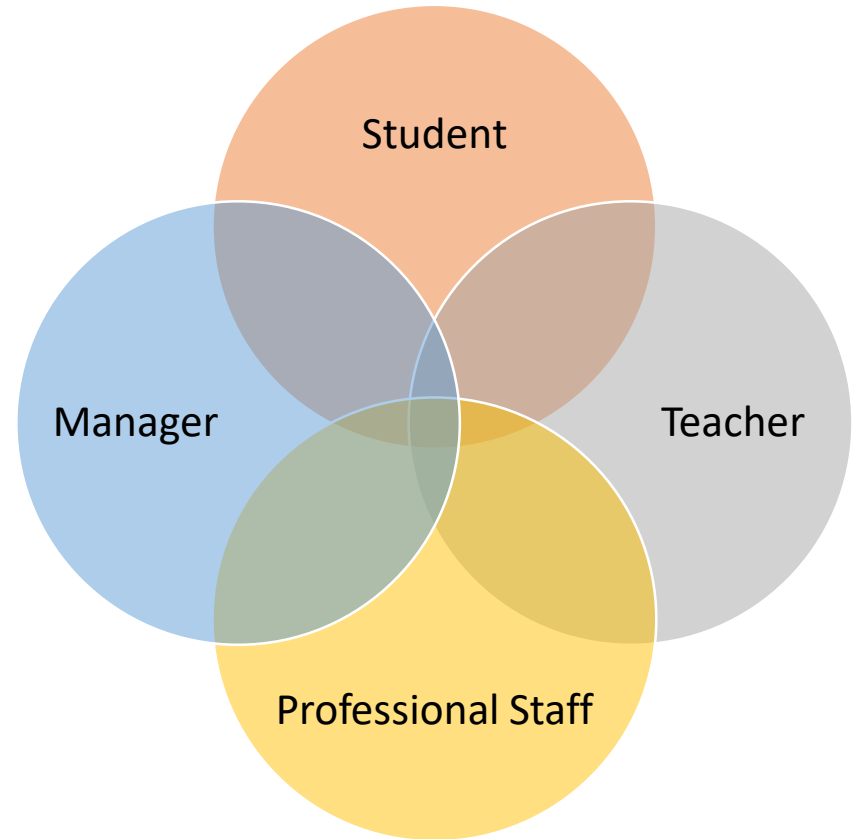


ACCESS

<http://www.onlinelearningconsortium.org>

- If we are to enhance diversity through blended learning solutions, how would we quality assure these programs?
- Using the five pillars of quality for online delivery, determine what you would look for in a quality online English language program.

- How do you triangulate the feedback from students, teachers, professional staff and managers in your organisation?
- How do you take action on the feedback?



- 1 hr free consultation offered to all NEAS, English Australia, UECA and ACPET members
- Needs analysis
- Specific issues mapped against one or more of:
 - NEAS Quality Area 7: Strategy, Risk and Governance (new)
 - ELICOS National Standards (new)
 - National Code within the ESOS Act (new)

1



2



3



Create change

BEYOND THE
DIGITAL REVOLUTION
IN ELT

2018 NEAS
MANAGEMENT
CONFERENCE

SAVE
THE DATE
9-11 MAY
2018

THANK YOU



AIEC BOOTH #28