

Welcome to NEAS Benchmarking



Quality Review of the Australian ELT Sector (2014 – 2016)

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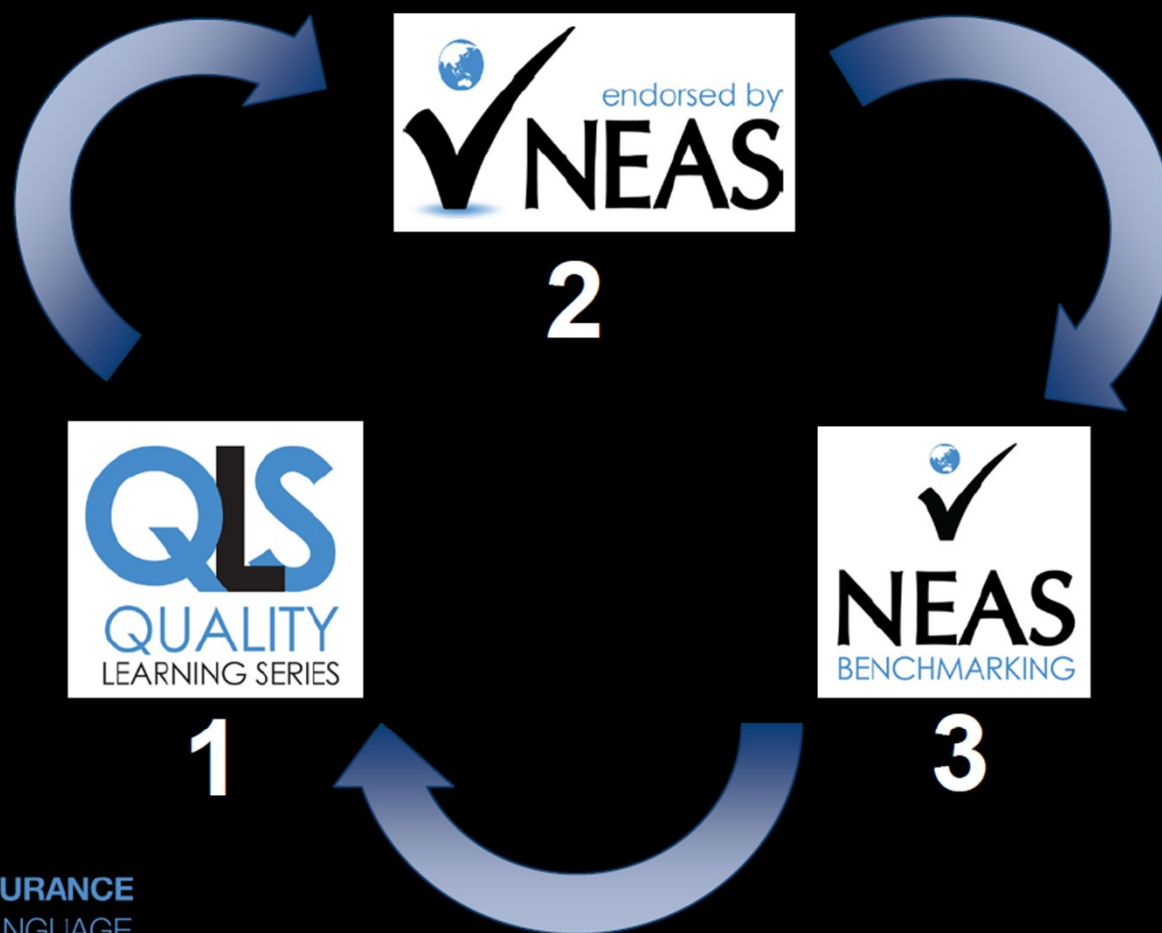
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Change for the Better

The Quality Improvement Cycle



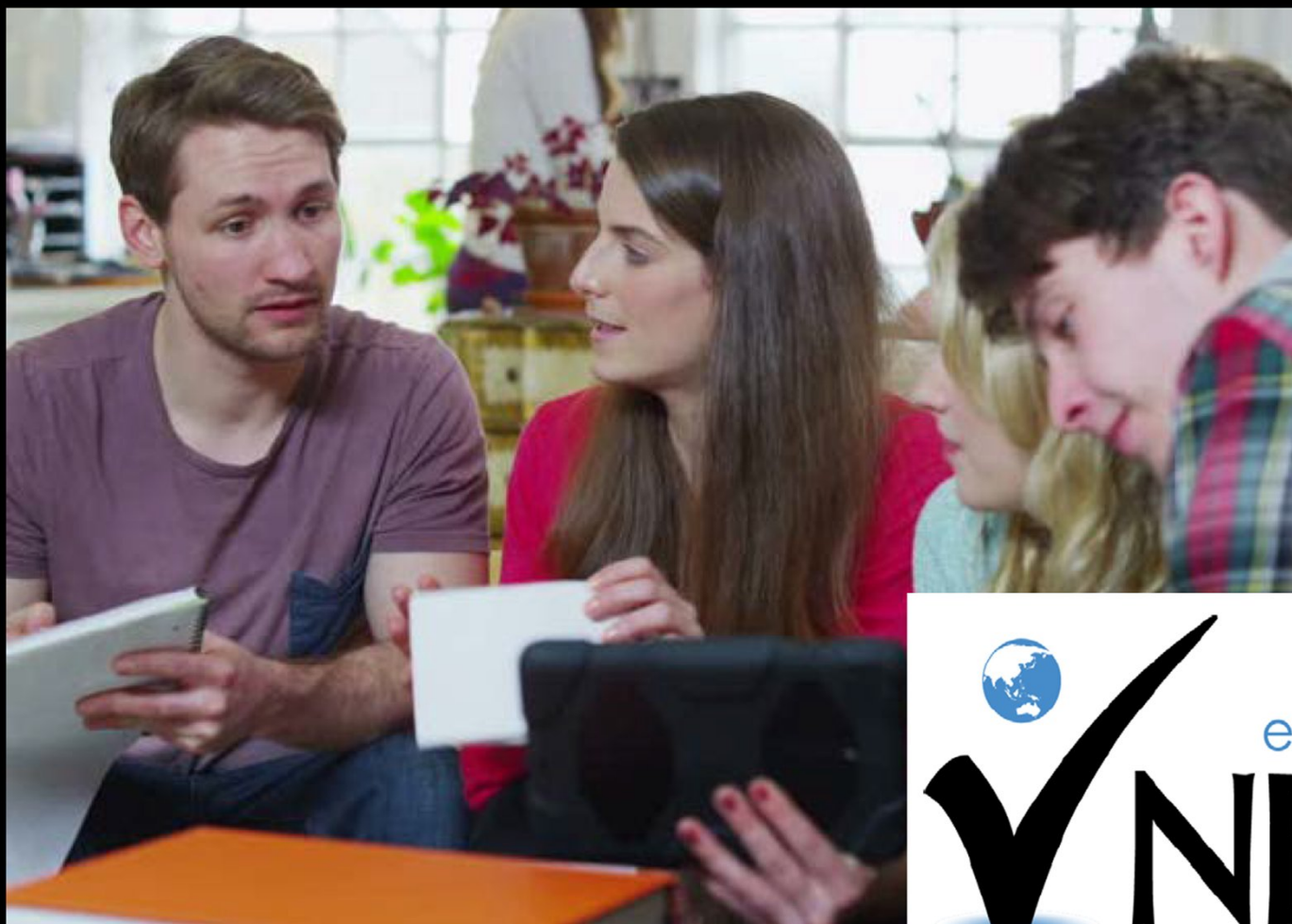
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1. A Quality Learning Culture



2. Stakeholder Driven **Quality Assurance**



3. Quality and Performance Comparison



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A combined report that reflects the ELT sector's commitment to the NEAS Quality Principles & the ELICOS National Standards

The most comprehensive collection of quality assurance data ever collected from the Australian ELT sector from:

- Universities
- High schools with ELICOS programs
- TAFE providers
- Vocational (VET) and higher education private institutions
- Stand-alone private ELT centres
- International education providers

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Three years' quality assurance data from:

- 200+ English Language Teaching centres based in Australia and South-East Asia
- Respondents - 20,000 students & 4,500 ELT professionals
- Average of 50 questions answered per stakeholder surveyed
- Qualitative validation of quantitative data undertaken via focus groups

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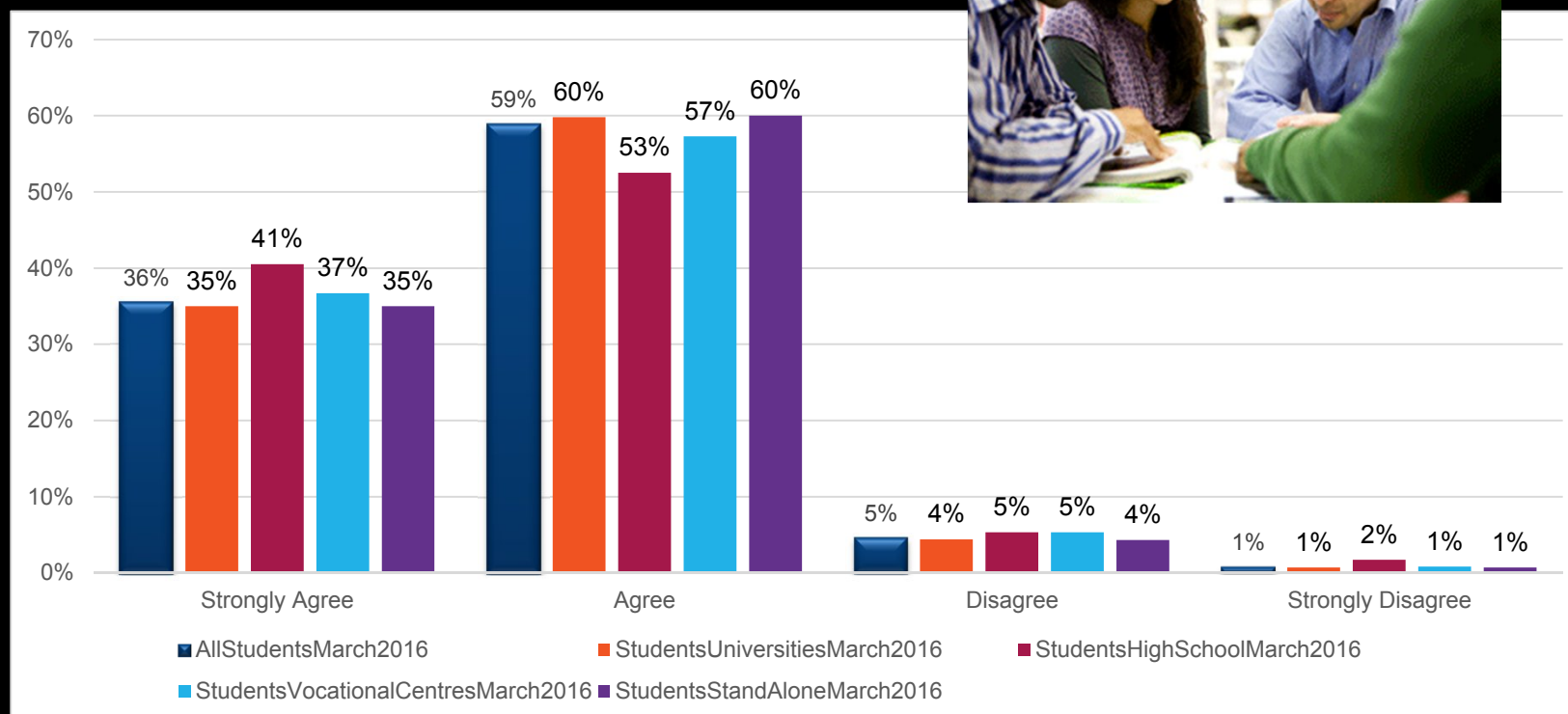
Quality Assurance Data reflecting sector performance in:

- A. Teaching, Learning and Assessment
- B. The Student Experience
- C. Resources and Facilities
- D. Administration, Management and Staffing
- E. Promotion and Student Recruitment

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Student
Data

I enjoy my course



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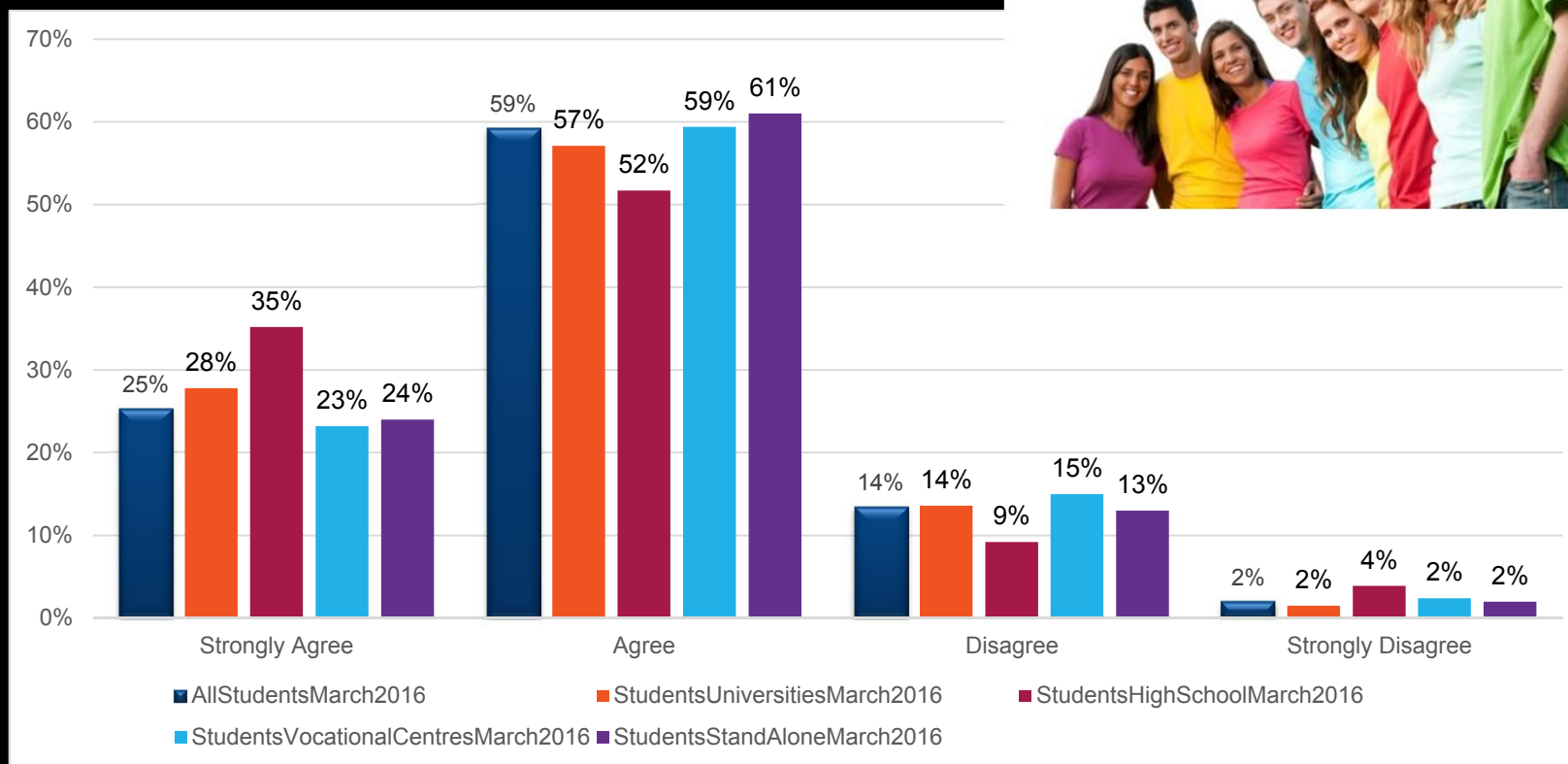
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Is easy to get information before enrolling

Student
Data



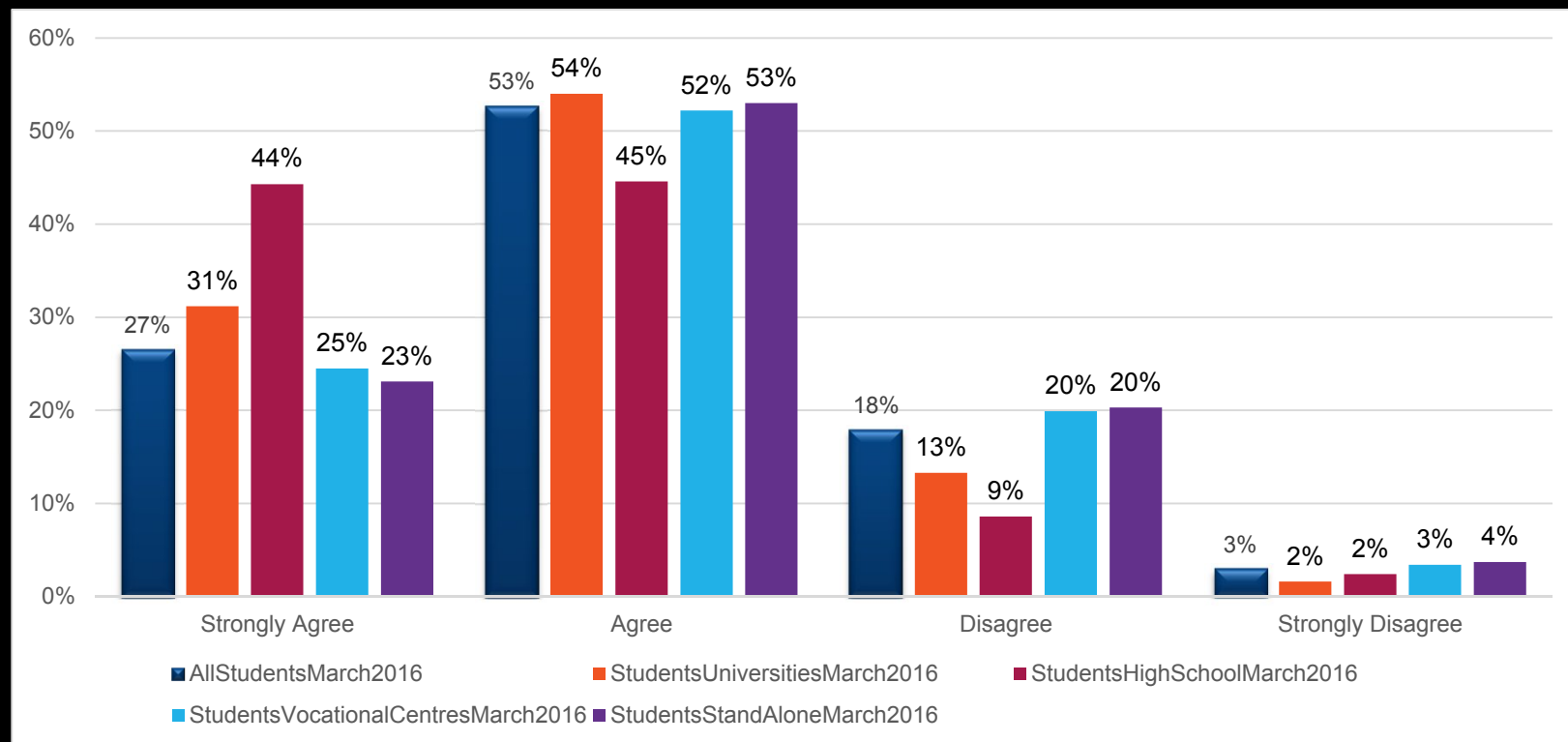
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Student
Data

The school gives me useful information about living in Australia



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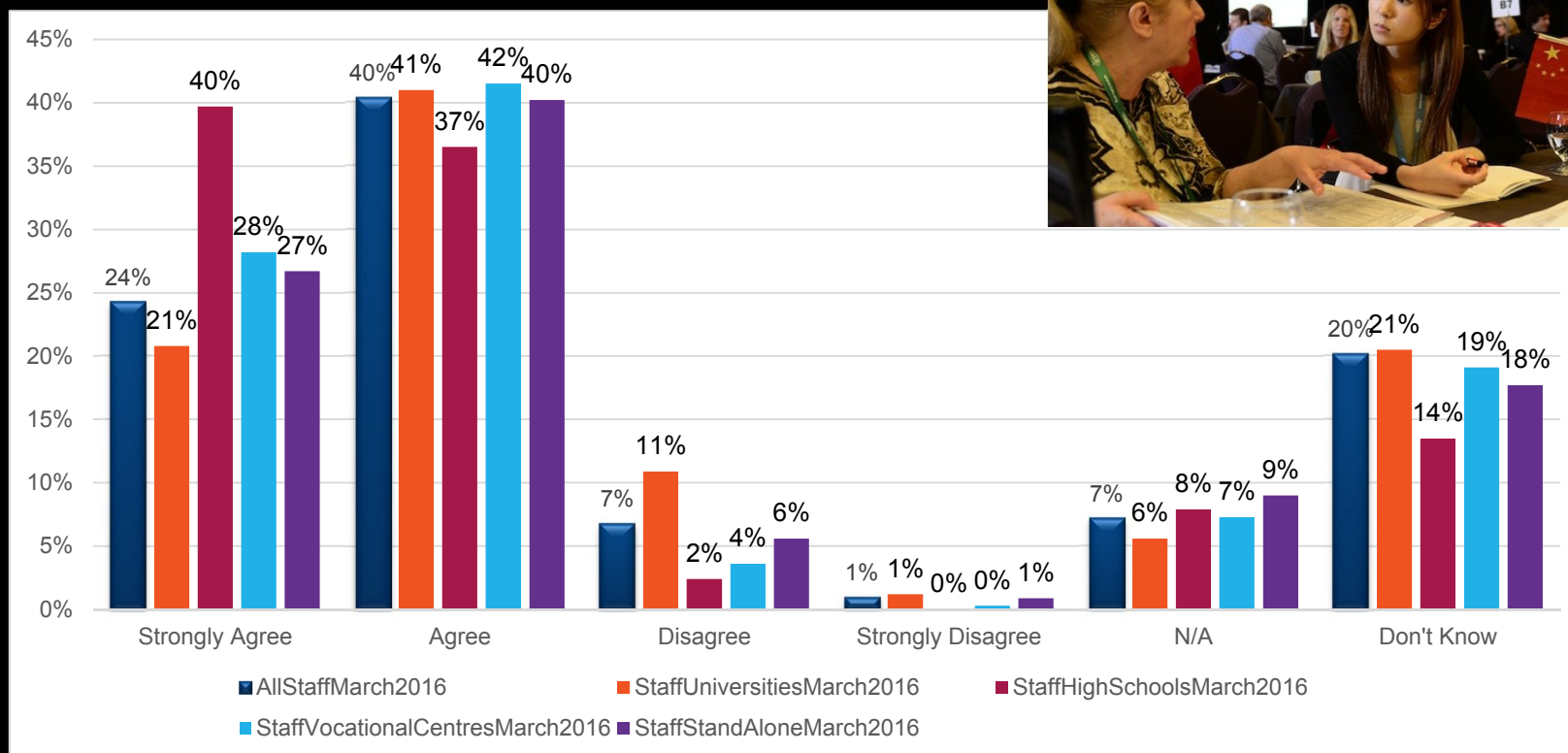
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ELT
Professionals
Data

Validation of assessment is via peer review



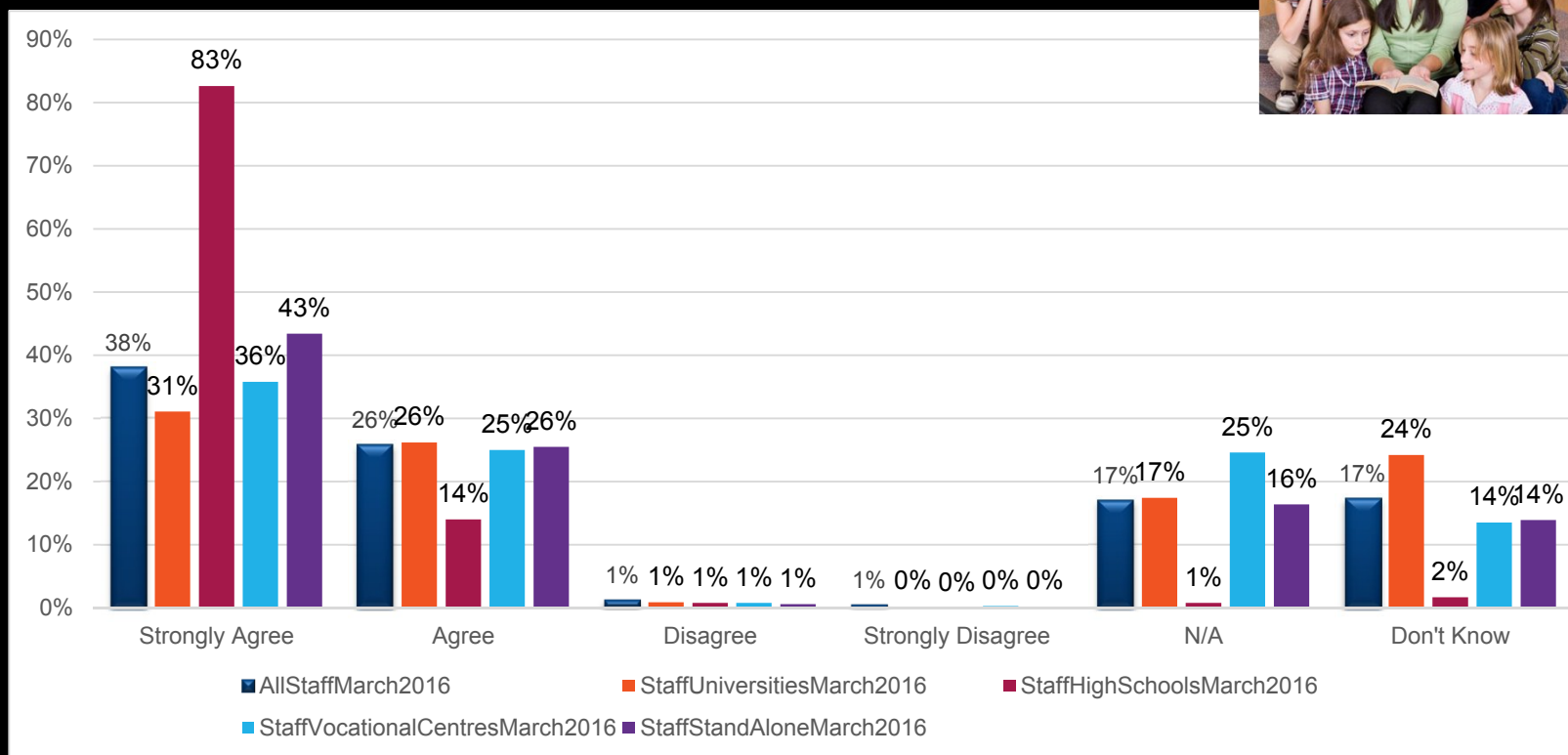
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ELT
Professionals
Data

Students under 18 have appropriate support services



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Industry conclusions

What we are getting right:

- Teachers and curriculum – both students and staff are satisfied
- Assessment
- Levels of classes
- Orientation and welcoming
- Facilities

Room for improvement:

- Chances to use English outside the classroom
- Pre-arrival information
- Validation processes for teachers
- Using student results and feedback to guide quality and course review

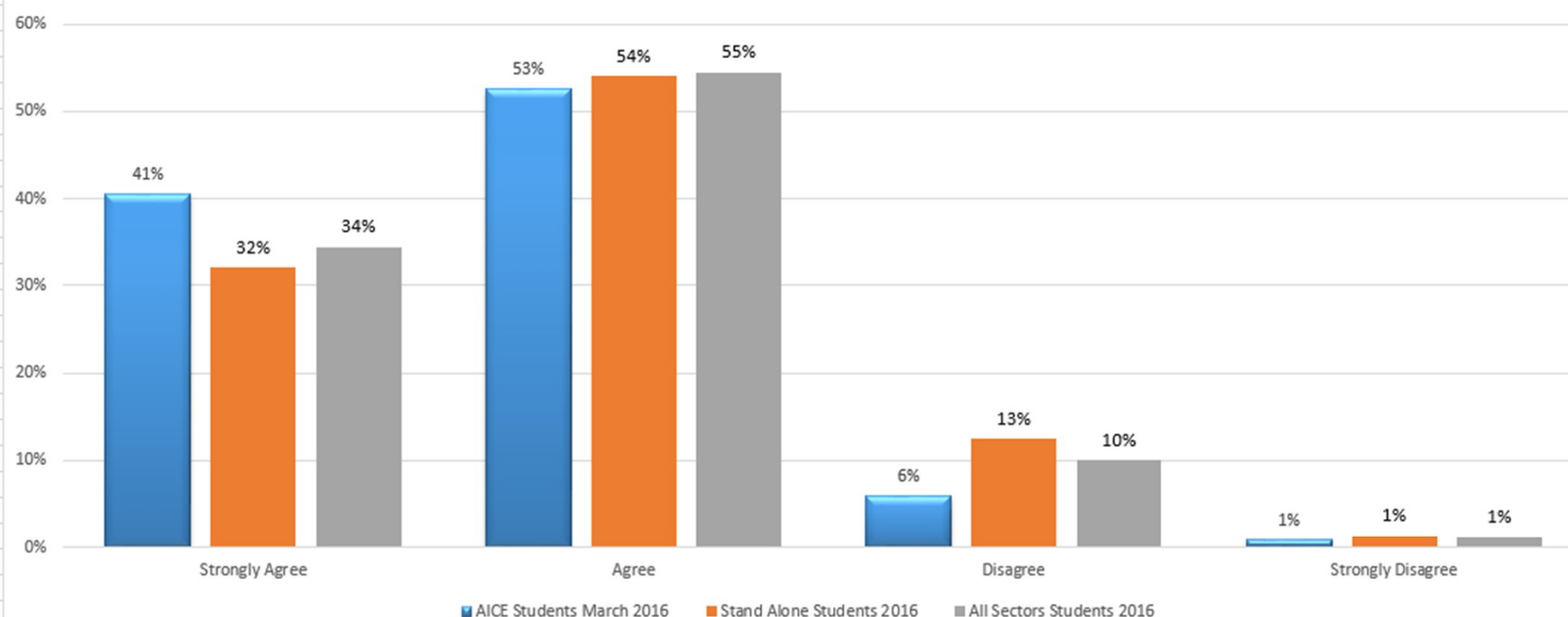
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What are our competitive advantages

- | | |
|-------------|---|
| 1) Teachers | Are delivering on the core promise of quality in English language teaching and assessment |
| 2) Courses | Courses are well designed and fit for purpose, with greater levels of pedagogical sophistication developing |
| 3) Country | Australia is a great place to study, but we can't afford to rest on our laurels! |

An individual centre

9. QPA5 – My teachers explain my progress to me.



9. QPA5 – My teachers explain my progress to me.

	Strongly Agree	Agree	Disagree	Strongly Disagree
AICE Students March 2016	41%	53%	6%	1%
Stand Alone Students 2016	32%	54%	13%	1%
All Sectors Students 2016	34%	55%	10%	1%

AICE News!

ABC Study Group Pty Ltd Trading As: Australian International College of English

CRICOS:02834G

AICE: Doing it Better in So Many Ways!

Taking Care of Students! Informing Students! Relevant Teaching & Learning!

The NEAS Quality Assurance process provides AICE with benchmarks to tell us about how we are performing compared to other English schools in Australia with the famous NEAS tick of approval. AICE has had some excellent results, with higher than average scores in areas of:

Teacher Helpfulness
Relevant Learning & Correct Levels
Teacher Communication with Students
Taking Care of Students



The process is a rigorous voluntary experience, where AICE finds out all about what our students think of us, our processes, our teaching and learning and their overall impressions of the school. After we received our tick of approval, we also received a wonderful feedback report that helps to make AICE even better.

This Month's Volunteer: Meet Ivy (Meling) Rao:

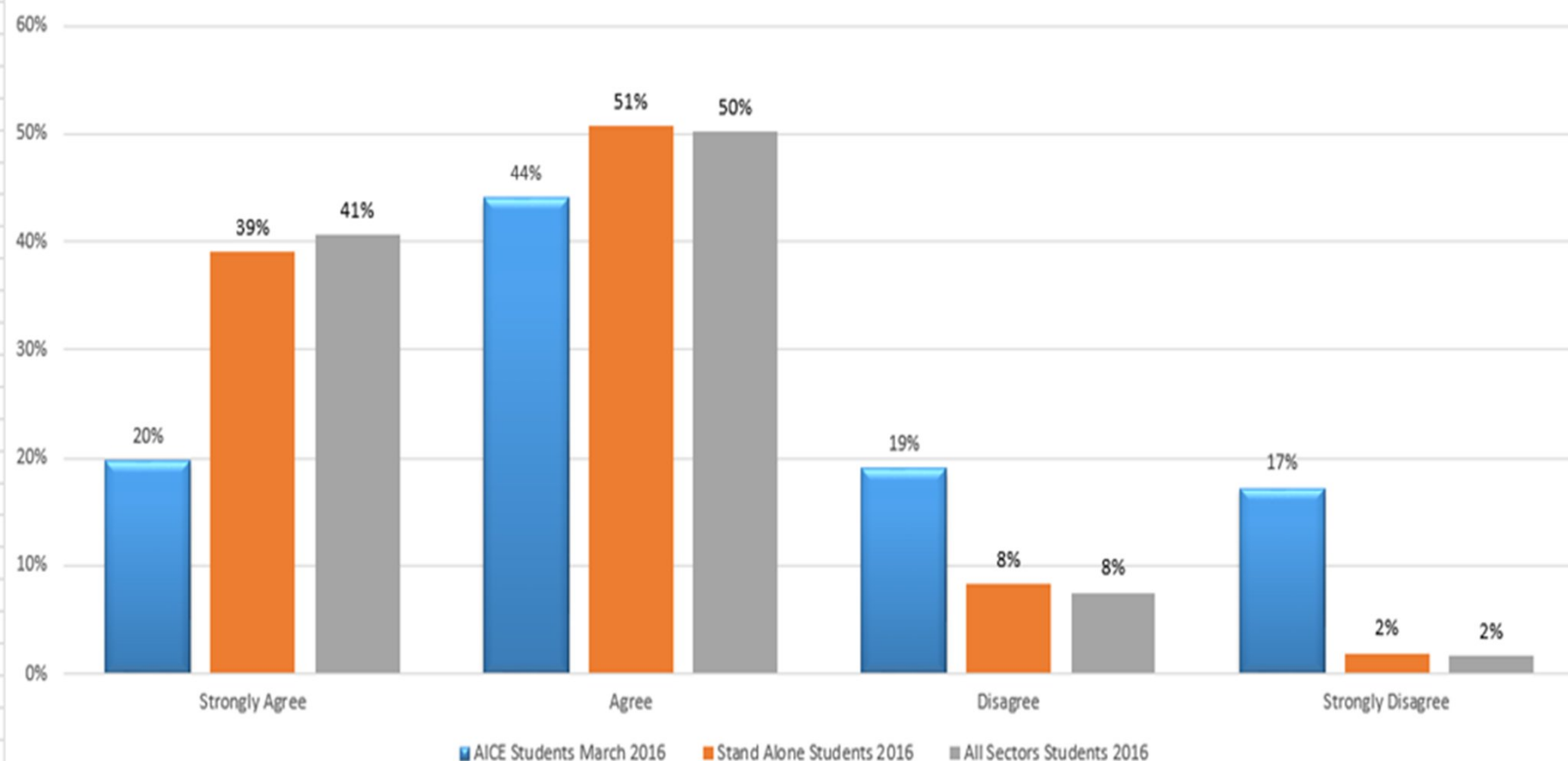
In this volunteer work, my friends and I joined the long walk -- Bondi-Bronte event which leave with first group of walkers and stay at checkpoint 1 in Bondi beach. Also, we helped the organization to supply the morning tea which is a special event for survivors and carers. I think being a volunteer to do those meaningful things which help others can make me feel very



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24. QPC1 – The school is clean and tidy.

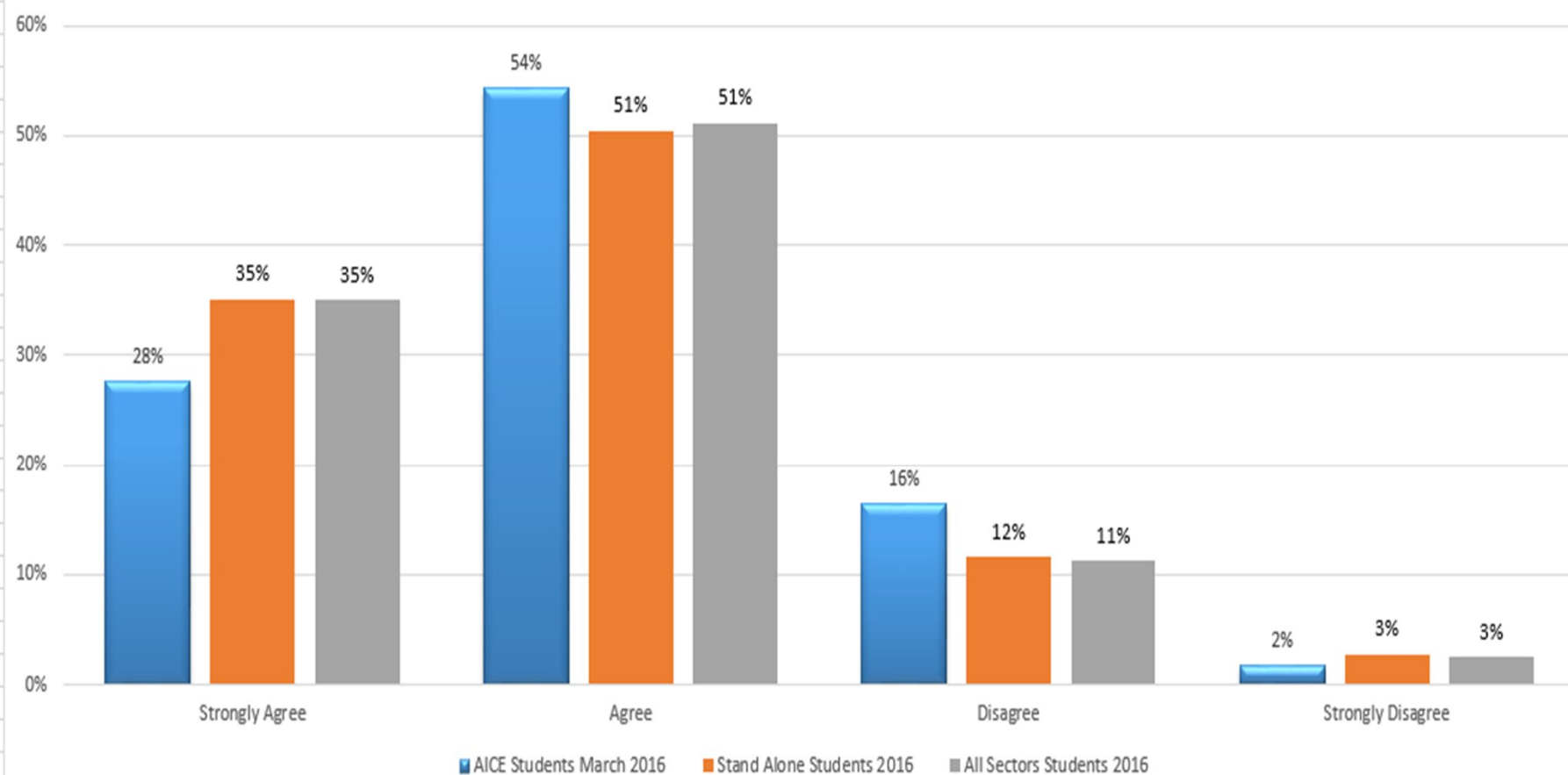


24. QPC1 – The school is clean and tidy.

Strongly Agree	Agree	Disagree	Strongly Disagree
20%	44%	19%	17%
39%	51%	8%	2%
41%	50%	8%	2%

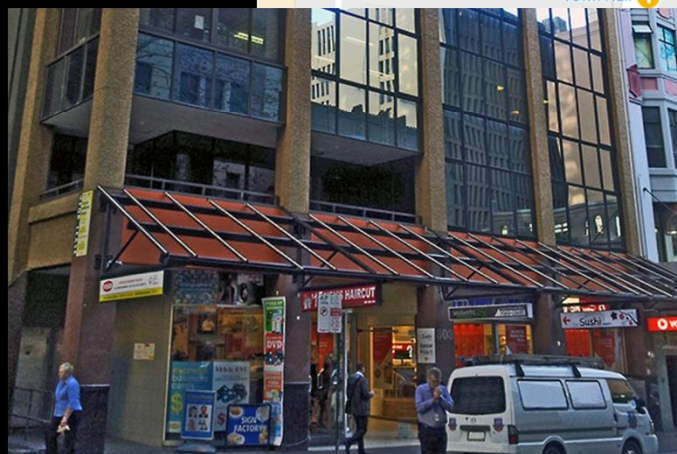
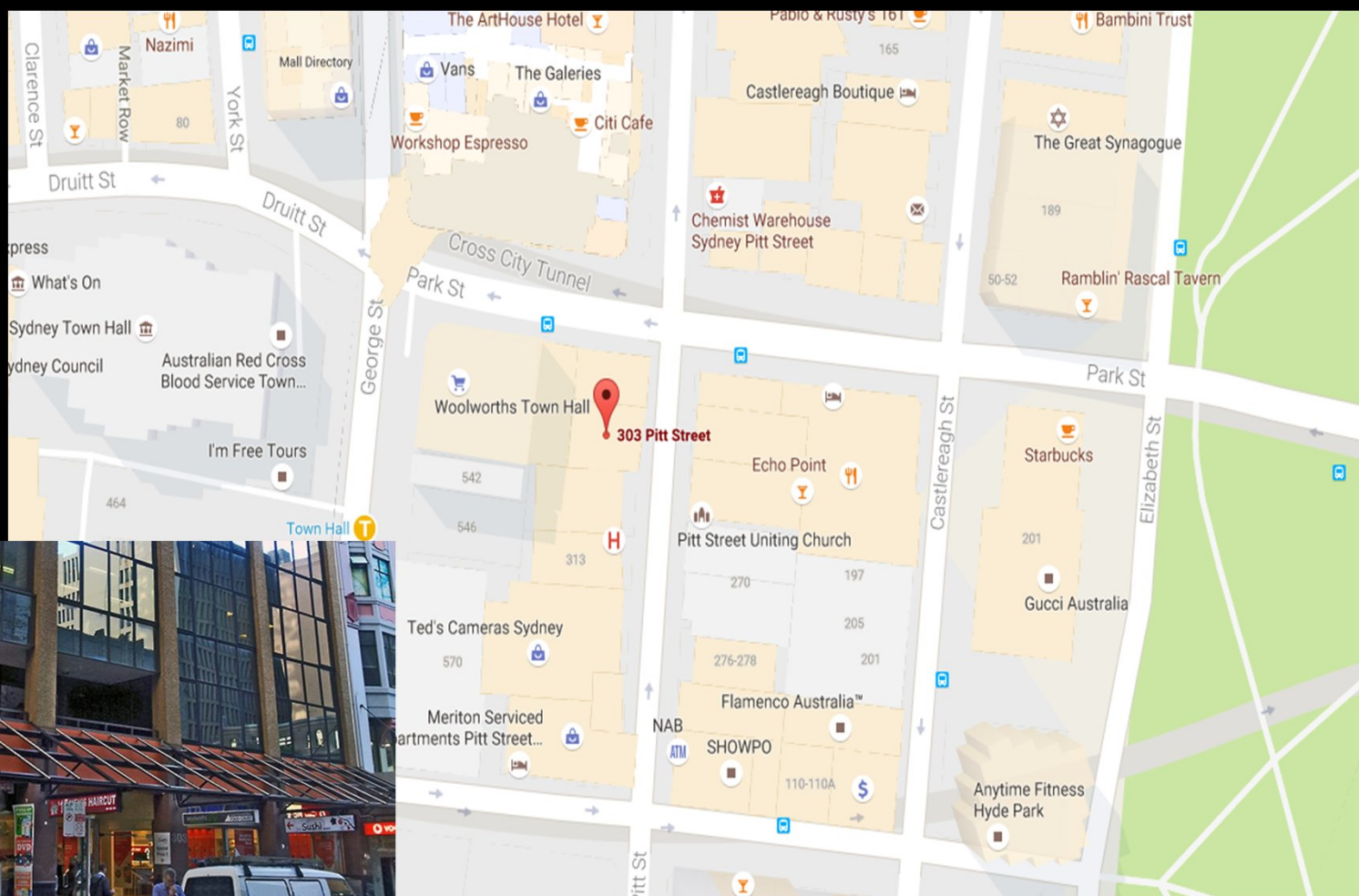


23. QPC1 – The school was easy to find on my first day.



23. QPC1 – The school was easy to find on my first day.

	Strongly Agree	Agree	Disagree	Strongly Disagree
AICE Students March 2016	28%	54%	16%	2%
Stand Alone Students 2016	35%	51%	12%	3%
All Sectors Students 2016	35%	51%	11%	3%



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Innovations resulting from benchmarking

- Marketing materials
- Improvements in communication
- Improvements in policies and procedures
- Meeting the needs of the stakeholders (students, teachers, administration and marketing staff, and agents)



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Quality Assurance