

# Giving ELICOS students a voice through quality assurance

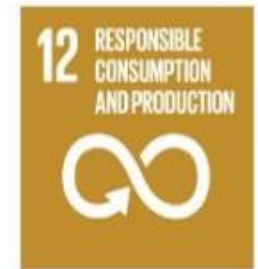
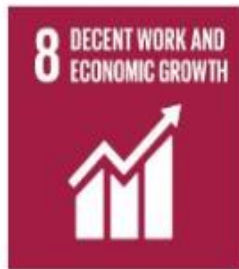
Ana Bratkovic  
General Manager  
NEAS AUSTRALIA

4 December 2019





# SUSTAINABLE DEVELOPMENT GOALS



**We're a global leader  
in quality assurance for  
the English language  
teaching sector**

Quick Links



[Quality Assurance](#)



[Quality Centres](#)



[Professional Development](#)



[Resources](#)



[Membership](#)



[Conference](#)

Quality Assurance is all the **planned actions** made by an organisation to provide **confidence** that its products and/or services meet **quality goals**.

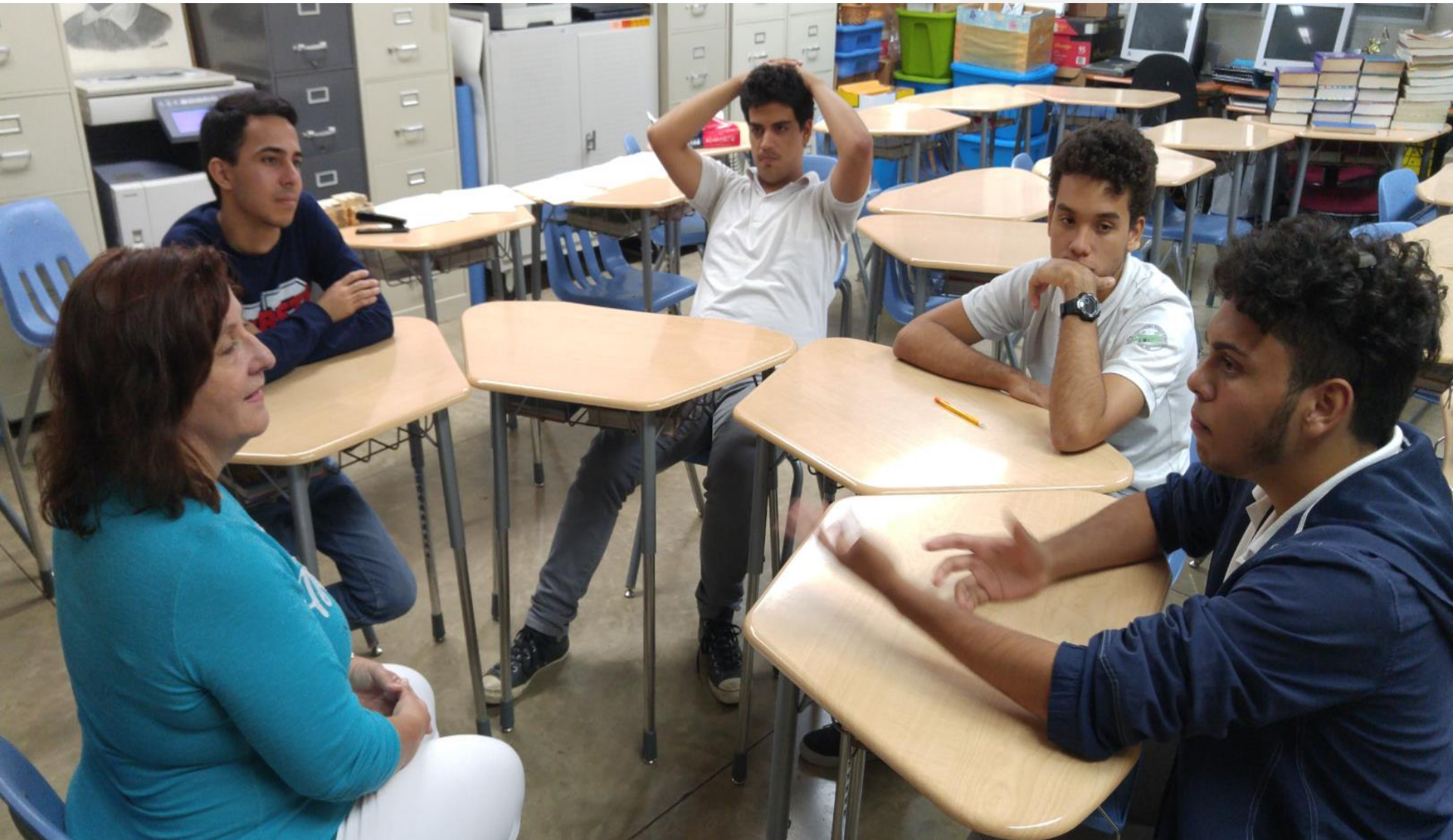


# The NEAS Quality Assurance Framework:

- 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



# The NEAS Quality Assurance model:



*'This school is fantastic because teachers are excellent and I can learn a lot of things from them.'*

*'I am loving the way of teaching in the class and outside.'*

*'The WIFI is slow.'*

*'The student handbook was too long.'*

*'I found out most information from my friends.'*

*'I eat mostly noodles.'*



# PEANUTS

I wonder  
what teachers  
make.

A difference  
Peppermint Patty, they  
make a difference!



## Key areas for student support in ELICOS:

- Pre-arrival information
- On arrival information
- Continuing information and support



## Pre-arrival:

- Email pre-arrival newsletter to students with survival information about their destination
- Connect via Facebook
- Pre-arrival video on You Tube or the centre website
- Pre-arrival information on website



## On-arrival:

- Buddies or Ambassadors who welcome new students
- Social media posts
- Orientation information in both English and first languages
- Delivering orientation over a number of days or in class
- Pictures of staff on noticeboards
- Welcome BBQ



## On-going:

- Regular activities and outings for all students
- Academic and well being support workshops
- Chat clubs with other students
- Gamified activities or incentives which reward social participation
- Student support staff who were international students
- Pictures of staff and **students** on noticeboards



## DE AMBASSADORS

[BACK TO STUDENT SERVICES >](#)

# Discover English Student Ambassadors



Student Ambassador Program

# MEET ERIQ – OUR STUDENT SUPPORT AI



**We are here!**

Chat now

## STUDY WITH US

[Undergraduate](#)

[International Postgraduate](#)

[Research Higher Degrees](#)

[Study abroad and exchange](#)

[English Language Centre](#)

[English Language Courses](#)

[Study abroad](#)

[Short programs](#)

[Student experience programs](#)

[Student Testimonials](#)

[IELTS](#)

[New students](#)

[Newcastle International College \(NIC\)](#)

[Costs and scholarships](#)

[Location & lifestyle](#)

## Student experience programs



**STUDENT  
EXPERIENCE  
PASSPORT**

The graphic features a dark grey background with a faint world map. A white dashed line forms a path that starts in the bottom right, loops around the globe, and ends in the top left. A small white airplane icon is positioned at the end of the path. In the bottom right corner, there is a circular stamp that reads 'ENGLISH LANGUAGE CENTRE' around the top edge, '2019' in the center, and 'STUDENT EXPERIENCE PROGRAM' around the bottom edge.



**Join our global community**



**Orientate yourself**

her studies.

## Ana Llorente (Colombia)

FCE Cambridge, Impact English College

*"We have to remind ourselves that we are ambassadors of our countries, and we have to share the best of our culture in a language that is alien to us, making this experience both challenging and unforgettable."*

[2019 VIEA Finalists - Higher Education](#)

[2019 VIEA Finalists - Vocational Education](#)

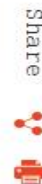
[2019 VIEA Finalists - Research](#)



[← Home](#)[2018 News](#)[Events](#)

Events\_

# Student Engagement Council (SEC) Workshops



“Engagement is more than involvement or participation - it requires feelings and sense-making as well as activity.”  
(Harper & Quaye, 2009a, 5)

The CET's Student Engagement Council is a series of interactive workshops supporting and enhancing the student experience at CET as well as developing essential skills for academic success.

- **CONNECT:** meet with other CET students, make new friends and engage with local and international students in a fun environment;
- **EMPOWER:** learn new skills, develop your confidence and deepen your knowledge in a cross-cultural environment;
- **TRANSFORM:** develop personally and professionally by challenging yourself and become the best version of yourself, ready for University!



Student Engagement Council event

## NEAS Support includes:

### NEAS Quality Practice Guide

- [https://neas.org.au/wp-content/uploads/2019/09/Quality-Practice-Guide\\_2019-002.pdf](https://neas.org.au/wp-content/uploads/2019/09/Quality-Practice-Guide_2019-002.pdf)

### NEAS Premium Product

- <https://neas.org.au/quality-assurance/premium-products/>

Recommend collaborative culture within centres, teachers + support staff



## Quality Principle B2

### Students have the information and support needed to adjust to living and studying in this country.

Quality Drivers	Examples of Quality Practice	Action Guide
<p>B2.3 Students are well informed as to how to act safely and to seek help as needed inside and outside the Centre.</p>	<ol style="list-style-type: none"><li>1. Emergency contact numbers included on student ID cards</li><li>2. Training for all staff in common welfare issues such as homesickness and culture shock, and in when to refer students to the welfare counsellor</li><li>3. Records of advice to students about responding to bullying or harassment</li><li>4. Records of internal responses to bullying or unsafe behaviour</li><li>5. Records of advice to students, relevant to the Centre's location and student profile, about safe behaviour, e.g. beach safety, driving safety, responsible drinking, taking public transport at night</li><li>6. Contact information for external welfare agencies / counselling services recommended by the Centre and easily accessible to relevant staff</li></ol>	<ol style="list-style-type: none"><li>1. <i>How are safety issues built in to teaching programs?</i></li><li>2. <i>What measures do you employ to help ensure the safety and well-being of students both in the Centre and outside the Centre?</i></li><li>3. <i>What particular safety issues might need to be addressed in your location or in the local area?</i></li><li>4. <i>What welfare or safety issues might be particularly relevant to students from different backgrounds?</i></li><li>5. <i>How do you ensure that welfare and safety issues have been communicated effectively to students?</i></li><li>6. <i>How could the impact of welfare and safety communication be enhanced?</i></li><li>7. <i>What are your internal strategies and processes for dealing with emergencies or accidents?</i></li><li>8. <i>How do you ensure that all staff are aware of and comply with emergency procedures? What training do they receive?</i></li><li>9. <i>How do you ensure your staff are aware of their legal obligations, e.g. in relation to criminal behaviour on the Centre's premises?</i></li></ol>
<p>B2.4 Students under the age of 18 are provided with appropriate support services.  (See also Quality Area F)</p>	<ol style="list-style-type: none"><li>1. Strategies in place for the clear identification of minors within the Centre</li><li>2. Information made available to all staff and students as to laws pertaining to minors</li><li>3. Training for teachers regarding the inclusion of minors in their classes</li><li>4. Welfare strategies built into programs for students aged under 18</li><li>5. 24-hour Centre emergency contact details given to minors and their homestay providers</li><li>6. Relevant training and/or experience required for staff responsible for counselling students under 18</li></ol>	<ol style="list-style-type: none"><li>1. <i>What additional measures do you have in place, aside from those required by the National Code, for the welfare of students under 18?</i></li><li>2. <i>What training do staff need in order to provide quality care for minors?</i></li><li>3. <i>How do you ensure the welfare of minors enrolled in mixed-age classes?</i></li><li>4. <i>How is feedback accessed from staff who are experienced with teaching and/or counselling minors to inform the quality improvement cycle?</i></li><li>5. <i>How do you ensure that relevant staff are motivated to provide quality out-of-hours service to minors when needed?</i></li><li>6. <i>How do you use communication with parents, agents and homestay providers to contribute to the welfare of minors?</i></li><li>7. <i>Are intervention and advocacy models available to redress issues?</i></li></ol>

## Premium Products

The global ELT community is a vibrant and colourful space, with highly differentiated providers and unique offerings for students learning English. Centres wishing to showcase and seek recognition for their unique and innovative products and services, can apply for NEAS Premium Product Endorsement.

Benefits of Premium Product Endorsement include;

- Use of the gold 'NEAS Endorsed Premium Product logo'
- Marketing representation; Receive the NEAS Premium Product badge and share your product on the NEAS website
- Expert review and feedback
- Eligibility for the NEAS Premium Product Showcase at the NEAS Management Conference



[Apply for Premium Product Endorsement](#)



Please note: In order to apply for Premium Product Endorsement, you must be a current NEAS Quality Endorsed Centre.

## NEAS Endorsed Premium Products

### Citipointe Christian College International



Citipointe Christian College  
THE CHRISTIAN OUTREACH COLLEGE BRISBANE

### Intensive English + Test Preparation (IETP) Course

In this 10 week program, students can significantly accelerate their English development. A feature of this course is Eiken test preparation for Japanese students. Citipointe Christian College International utilises its outstanding facilities and School community to support student success in this program.

[citipointe.qld.edu.au](http://citipointe.qld.edu.au)



# Transformative Journeys in Education

NEAS MANAGEMENT CONFERENCE 6-8 MAY 2020  
DOLTONE HOUSE SYDNEY AUSTRALIA

AS A LEADER, TEACHER, PRACTITIONER, PROFESSIONAL OR STUDENT IN EDUCATION,  
WHAT TRANSFORMATIVE JOURNEYS HAVE YOU SEEN OR EXPERIENCED?

HOW CAN WE HARNESS THE POWER OF JOURNEYS IN CREATING AND MAINTAINING  
A SUSTAINABLE FUTURE IN EDUCATION?