Australian Government

OFFICE FOR MULTICULTURAL AFFAIRS

Adult Migrant English Program

Quality Assurance in the AMEP

Overview of the AMEP

- The largest and longest running settlement program in Australia
- Provides free English language tuition to eligible migrants and humanitarian entrants
- Provides Clients with individual pathway guidance and Volunteer tutor support
- 14 service providers across 300 locations nationwide
- Supported over 69,000 clients to develop their English language skills in FY25-26

How does the AMEP support clients?

- Improve English language proficiency
- Successfully settle into Australia
- Access services and other government programs
- Reduce social isolation
- Learn about Australian culture and values
- Participate socially and economically

Quality in the AMEP

How is quality managed in the AMEP:

- Risk-based quality assurance activities
- Ongoing monitoring and reporting
- Continual improvement

Dedicated quality management approach:

- Strengthens internal quality controls
- Reinforces quality management across the program.
- Internal QA of program management
- Service provider focused QA

What does AMEP quality look like in practice?

- Clients are supported to learn in a way that best meets their needs, and with consideration of their education, settlement and employment goals
- Clients receive high-quality English tuition with up to date and relevant resources
- Clients are making progress with their English language goals
- Providers collaborate with key stakeholders to support client needs and goals
- SLPET clients have access to meaningful work placements
- AMEP Teachers are supported

Service Provider Quality Assurance

Service Provider Quality Assurance consists of:

- QA activities by LWA focusing on client experience, student progression, contractual obligations and continual improvement
- AMEP support through Virtual Hub, Assessment Task Bank and Communities of Practice
- Checks on teacher qualifications and curriculum

LWA Quality Assurance Activities

- Client File Verifications – to verify that client records are accurate and tuition is supporting individual goals

- Onsite Quality Assurance Assessments – to ensure the highest quality of AMEP service delivery including teaching facilities and resources

- Targeted Quality Assurance on specific topics
  - Initial Assessments
  - Student support
  - Student progression
  - Work Placements

- Quarterly reporting to share findings and best practices

AMEP Support

- Virtual Hub – online resources available to all AMEP teachers to support delivery
- Assessment Task Bank – including the National Working Group
- Communities of Practice and Professional Development Workshops
- AMEPOnline - to supplement classroom study

Targeted, effective and meaningful assurance

- Risk-based and targeted quality assurance activities
- Curriculum and teaching resources – strategies and classroom
- Student progression and support to achieve goals
- Accuracy and consistency of assessments
- Informative and evidence-based findings

Supporting continual improvement in the AMEP

- Continual improvement - informed by quality assurance
- Multiple sources of evidence
- Identifying practical opportunities for improvement
- Sharing of best practice and innovation

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Thank you