

August 2025 Newsletter

It has been an exciting couple of months as we have officially launched **NATA Education & Advisory Services (NEAS)**. This month we launched our new [website](#); and we also presented and exhibited at NATA's Accreditation Matters 2025 conference - we've been busy!

It was lovely to see so many people at the conference. We saw many familiar faces and met some new ones. Our Learning & Development Specialists conducted three Masterclasses and presented two conference sessions that were very well received.

We also announced the winner of our AM2025 competition. Congratulations to Rachel West from Affinity Labs, who won \$1,000 towards education by entering the draw.



We have been overwhelmed by the positive feedback we have received about our new advisory services, and have already had many conversations about how these services can help support our client's accreditation and learning needs, while operating independently from NATA.

In this newsletter we want to clarify the difference between NATA and NEAS and introduce our new webinar series starting in September.

Understanding the Roles: NATA vs NEAS – Working Together, Operating Independently

Curious about how NEAS, as a wholly owned subsidiary of NATA, will maintain its independence?

Who is NATA?

Function:

NATA (National Association of Testing Authorities, Australia) is the national body responsible for the accreditation of laboratories and other conformity assessment bodies in Australia. NATA is formally recognised by the Australian Government through a Memorandum of Understanding. Its role is to ensure that facilities are technically competent and operate in accordance with international standards.

Key responsibilities:

- Conduct formal accreditation assessments against international standards such as ISO/IEC 17025, ISO 15189, and others.
- Provide internationally recognised accreditation for technical competence through its APAC (Asia Pacific Accreditation Cooperation) and ILAC (International Laboratory Accreditation Cooperation) signatory status.
- Maintain Australia's reputation in global accreditation forums.
- Promote confidence in accredited testing, calibration, inspection, and related services.

Audience:

Testing laboratories, calibration laboratories, inspection bodies, proficiency testing providers, reference material producers and other related conformity assessment services.

Who is NEAS?

Function:

NATA Education and Advisory Services (NEAS) is an independent wholly-owned subsidiary of NATA that delivers education, training and advisory support to organisations preparing for, or maintaining, their accreditation. NEAS does not perform assessments, nor does it grant accreditation or make decisions about an organisation's accreditation status. Its function is to provide training and advisory services to organisations, whether they wish to seek accreditation or not. 'NEAS training supports our client's accreditation journey, irrespective of the accreditation body providing assessment'

Key offerings:

- **Education and training courses** on topics like ISO/IEC 17025, ISO 15189, internal auditing, management systems, cause analysis & corrective actions, measurement uncertainty etc.
- **Advisory services** such as accreditation readiness evaluations, internal audits, quality system and documentation reviews and assisting with preparation for accreditation.
- Tailored **coaching and mentoring** to help our clients understand and meet their accreditation requirements.
- Development of customised learning solutions including tailored **educational resources**, toolkits and providing continuous improvement support.

Audience:

Clients seeking guidance to become accreditation-ready, as well as already accredited organisations looking to improve their systems, train staff or manage complex changes.

Important disclaimer on advisory services

While NEAS provides expert guidance, tools, and recommendations to help laboratories and facilities prepare for accreditation, engagement with these services does not guarantee accreditation.

Accreditation decisions are made independently by NATA's formal accreditation assessment and review processes, based on demonstrated compliance with the applicable international standards and accreditation criteria.

How NEAS maintains its independence from NATA

To ensure appropriate separation between NEAS and NATA, the following measures are in place:

- **Separate Legal Entity:** NEAS is a newly established company with its own Australian Business Number (ABN).
- **Independent IT Systems:** Information on clients is not shared between NEAS and NATA.
- **Governance and Management:** NEAS has its own independent Board of Directors, management team, staff, company constitution, and policies and procedures.

What NEAS can do:

- Identify gaps and areas for improvement within an organisation's management system
- Offer tailored recommendations to help prepare for accreditation
- Provide public, in-house and tailored education on key accreditation topics
- Support continuous improvement and internal capability building for organisations

What NEAS *does not* do:

- Conduct accreditation assessments.
- Influence accreditation outcomes.
- Influence the accreditation status of an organisation.

NEAS helps facilities achieve and maintain accreditation by providing insight and guidance that helps our clients move from questions to clarity - with confidence. Through our education and advice, we want to empower organisations to be able to do it themselves.

We hope you will love working with us and leave us feeling confident in your accreditation journey.

Interested in a FREE 30-minute discovery call with one of our advisors?

If you are interested in a free 30-minute discovery call/Teams meeting to talk about how our advisory services could help your organisation achieve accreditation success, please contact us [here](#).

Upcoming webinars

Practical learning for laboratory professionals

NEAS is excited to offer a new series of professional development webinars that are tailored to meet the evolving needs of accredited laboratories. From understanding why staff make mistakes to managing change with confidence, each session is grounded in current research and designed to provide you with practical tools that you can implement immediately.

[Click here to enrol](#) in one or all of our webinars.

Who should attend?

- Laboratory Managers & Supervisors
- Quality and Compliance Officers
- Trainers and Technical Experts
- Anyone involved in developing or assessing staff competence

Each webinar runs for one hour and is packed with tools and takeaways you can apply immediately in your workplace. Enrol now to secure your place!

1. Why good staff make mistakes: a scientific approach to better lab training

Date: Thursday, 18 September 2025

Time: 12:00 – 1:00 pm AEST

Modern lab environments are complex, and even experienced staff make mistakes. This webinar introduces **Cognitive Load Theory (CLT)** as a practical, research-backed framework to help improve training, communication, and documentation. You'll learn why traditional training methods often fail and how to design clearer procedures that boost accuracy and compliance—without overwhelming staff. Walk away with strategies to streamline training and reduce error in your lab.

ENROL NOW

2. How to know what your staff know: training and assessing competence

Date: Wednesday, 19 November 2025

Time: 12:00 – 1:00 pm AEDT

Keeping staff competent is a core challenge in any accredited lab. This webinar will help you **build and maintain a skills matrix**, identify competence gaps, and apply **adult learning principles** to ensure knowledge sticks. You'll leave with a practical framework for assessing competence and reducing the need for retraining - boosting performance and confidence across your team.

ENROL NOW

3. Dealing and managing change with confidence

Date: Wednesday, 11 February 2026

Time: 12:00 – 1:00 pm AEDT

Change is constant, but how we deal with it can make all the difference. In this session, you'll gain **psychological insights and practical tools** to navigate change, support others, and build resilient, adaptive teams. Explore the **Satir Change Model**, the **J-Curve**, and other tools to help you manage emotional responses to change while maintaining morale and momentum. Perfect for both team leaders and individuals seeking to thrive through transitions.

ENROL NOW

Did you know?

The Romans used volcanic ash in their concrete, and many Roman structures have survived for 2,000 years. Modern laboratories are studying their chemistry to design more durable, self-healing concretes.

([Source](#))

