



# International Student Handbook 2025





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I am delighted to share with you this insight into our International Student Program and into who we are at NEGS as you navigate the path forward for your daughter's education and consider options here in Australia.

Our mission is inspired by the 130-year legacy of our foundress, Miss Florence Green, who envisaged a world where young women had an impact. Her vision remains relevant today as we continue to educate empathetic, fulfilled young people with drive and purpose who know themselves, take ownership, and embrace possibilities to contribute and thrive in a complex and changing world. At the core of our educational philosophy is the growth of the individual within a strong and caring school community. Our vibrant, innovative community connects students from all over Australia and the world, offering a diversity of experience and understanding.

We are proud of our holistic learning programs, integrated well-being approach, partnerships with industry and academia, and dedicated, expert staff, which contribute to developing our students into creative, courageous and empathetic learners.

I invite you to explore this publication for insight into how we may partner with your family during these important years of your daughter's growth.

Liz van Genderen  
PRINCIPAL



# Welcome to NEGS

We are delighted that you are interested in NEGS.

This International Student handbook provides the information you need to know when considering NEGS, how to apply for a place at NEGS as an International Student, and other useful information available to International Students.

## ADDITIONAL RESOURCES

- NEGS website: [www.negs.nsw.edu.au](http://www.negs.nsw.edu.au)
- NEGS Prospectus
- NEGS Junior School Handbook
- NEGS Senior School Handbook
- NEGS Boarding Handbook
- NEGS Schedule of Fees for International Students
- NEGS Parent Portal (accessible after enrolment at [community@negs.nsw.edu](mailto:community@negs.nsw.edu))

NEGS is operated by NEGS Limited, a public company limited by guarantee registered under the Corporations Act (2001). We are fully accredited and registered with the NSW Board of Studies to provide education from Kindergarten through Year 12. Our school is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) with Provider Number 02945A. NEGS has CRICOS accreditation for up to 25 registered places for international students.

## OUR HERITAGE AND VALUES

Our foundress, Florence Green, established NEGS 130 years ago with a progressive educational vision. She believed in creating forward-thinking, globally aware students who were well-read and engaged with current affairs.

Today, we continue to uphold our school motto, "Whatsoever you do, do it heartily," along with our core values of Excellence, Integrity, Responsibility, and Teamwork. These principles provide the framework that enables every NEGS student to achieve their full potential.



# About NEGS

NEGS, 13-83 Uralla Road, Armidale NSW 2350, Australia  
NEGS Limited ABN: 31 122 393 702

Our 50-hectare campus features comprehensive facilities including a state-of-the-art equestrian centre, a synthetic hockey field, a rugby oval, tennis and netball courts and an indoor sports centre. Specialised learning spaces include Food Technology and Industrial Technology classrooms, Music Centre, Textiles studio, Science laboratory, Dance studio and Agricultural precinct, complemented by boarding facilities, dining hall, gymnasium and chapel.

International student applications follow the Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018 requirements. While NEGS offers registered courses that include vacation periods, we reserve the right to modify academic programs, including discontinuing subjects, without prior notice.

Course Name	Academic Years	Award Received	CRICOS Course Code
Primary Level	(Years K-6) 364 Weeks	N/A	063620F
Junior Secondary	(Years 7-10) 208 Weeks	Record of Student Achievement (ROSA)	063621E
Senior Secondary	(Years 11-12) 104 Weeks	Higher School Certificate (HSC)	063622D

## EDUCATION AGENTS

NEGS may receive an International Student Enrolment Form from an Education Agent on behalf of the parent. We identify agents based on their integrity, honesty, and commitment to placing students in the appropriate setting.

A formal, written agency agreement signed by both parties will ensure the Agent knows their obligations under the ESOS Act and the National Code.



# NEGS Welcomes *International Students*



NEGS is located in Armidale, in the State of New South Wales, Australia, on 50 hectares of land on the rural outskirts of the city. Armidale is renowned for its educational institutions, including the highly respected University of New England.

The University of New England has established a Rural Medical School with an intake of 60 students each year. As a result the local health service has attracted more medical specialists than ever before and the local hospital will be upgraded for tertiary teaching purposes. There are 60 direct flights between Armidale and Sydney each week, plus direct flights from Armidale to Brisbane weekly and a daily train service. Major coach companies also pass through the city each day enroute to Sydney, Melbourne and Brisbane.

Day students have been enrolled since 1970, and there is a growing number of overseas students. In earlier years, all the enrolments were from New South Wales and Queensland, but today, the school has students from most Australian states and territories. The total enrolment is approximately 250 students, including 70 in the Junior School, with over 50% of the Senior School population being boarders.

Our international students are encouraged and helped to integrate fully into school life. Our international students participate in a range of leisure and social activities, organised sports and homestays, which allow them to experience Australian culture in a family environment.



# Why NEGS?

NEGS is an independent Anglican school featuring a co-educational Junior School from transition through to Year 6 and an all-girls Senior School from Year 7 to 12. NEGS caters for all-girls Boarding from Year 5 to Year 12.

While we proudly maintain our Christian traditions and ethos, NEGS is simultaneously forward-thinking and globally oriented. We are dedicated to preparing our students to confidently meet the challenges of life beyond school, equipping them with the skills and mindset needed for success in the wider world.



Coming to a new country can be strange and different, but at NEGS, the friendly staff, beautiful surroundings and endless opportunities make the transition a smooth one.

“Studying at NEGS is a uniquely Australian experience that will last a lifetime.”

“I loved every single minute at NEGS! Life in the boarding house was unforgettable, as were the homestays with Australian students who made me feel so welcome.”

## About Armidale

The coast is only two hours away with some of the most beautiful beaches. Armidale has the best regional art gallery in NSW outside the main metropolitan cities with major collections valued at over \$40 million. It has a twin cinema which shows mainstream and arthouse movies. There is the New England Conservatorium of Music with more than 3,600 students, a Symphony Orchestra, a Youth Orchestra, a biennial Bach Festival and several choral groups.



# Academic Focus

NEGS is contemporary, visionary and globally focused, preparing its students to embrace the challenges that await them beyond their school years. The educational program commences in the co-educational junior school, where students are equipped with sound learning foundations. The educational journey matures through developing the values of self-worth, respect, integrity, and faith.

Each student is special and aims to develop their full potential in a caring environment where they love to learn, enjoy challenges and contribute to the wider community. The partnership between staff, parents and students encourages each student to grow intellectually, spiritually, morally, socially, emotionally, physically and creatively.

The School acknowledges the privilege of guiding each young person towards personal achievement in an environment where students are secure in positive relationships and eager to extend the boundaries of knowledge and performance. The holistic approach to education equips students to meet the challenges of change and grasp the opportunities it presents.

NEGS markets its programs with integrity, professionalism and accuracy. Students will be given accurate information about the courses offered and the facilities provided. Student recruitment is conducted ethically and responsibly at all times, consistent with the requirements of The National Code (2018). Appropriately qualified staff assess the extent to which the applicant is likely to achieve the course outcomes based on the applicant's level of English and previous academic results.

## **ACADEMIC EXCELLENCE AND BEYOND**

Our students consistently achieve exceptional academic results while developing as well-rounded individuals. We place strong emphasis on leadership development, sporting achievement, Christian values, and personal growth through prestigious programs like the Duke of Edinburgh's Award Scheme and Round Square.

At NEGS, students form lasting friendships while gaining a mature perspective on their role in our global community. Through our established partnerships with schools around the world, students broaden their horizons and develop international connections that enhance their educational experience.





# How to Apply

To apply to study as an International Student at NEGS, the parent must complete an Application for Enrolment form and pay the application fee of AUD\$865. A prerequisite is to demonstrate completion of a satisfactory and appropriate level of academic study in the home country School.

The application must provide certified copies of the following:

- Passport (student and parents' passports)
- Birth certificate (translated into English).
- At least two (2) School reports (translated into English with validation).
- Australian Education Assessment Services (AEAS) test results, including a copy of the written component.
- English as an Additional Language (EAL) reports from an English Language College (where applicable).
- Appropriate reference, as requested. Where academic reports do not record student behaviour, attendance or commitment to studies, we do ask that students please supply a character reference from the student's Principal or Director of Teaching & Learning. (translated into English with validation)
- An overview of the student's interests in sports, performing arts, or other extracurricular activities she may be involved in.
- Details of the student's guardian in Australia.
- Reports relating to the student's well-being and support needs.
- Australian Visa.

## INTERVIEW

The Enrolments Team will review the application and families will be advised whether the student will be invited to the interview stage. The student interview with our school principal will be conducted in person or online with the company of her parent/guardian.

In line with CRICOS requirements, the enrolment process will include a home visit with the student's guardian. This will be arranged at the time of the interview. There will be one interview with the Principal, and if applying as a boarding student, the Head of Boarding will join this interview to provide additional boarding-specific information. Following the interview, students who haven't already done so will receive a comprehensive tour of the school facilities and boarding accommodations. Some applicants may need to improve their language proficiency before being accepted to commence their studies at NEGS.

## OFFER OF PLACE

Following the interview, if both parties are happy to proceed, the applicant will receive a Letter of Offer. Both parents and/or legal guardians are required to sign and return the Acceptance of Enrolment within 14 days. This is a binding contract between the School and the family.

The signed Agreement confirms to NEGS that the student's parents agree to NEGS' provision of accommodation and welfare for their daughter and that they agree to the Terms and Conditions of Enrolment.



# Fees and Charges

## CONFIRMATION OF ENROLMENT AND CONFIRMATION OF APPROPRIATE ACCOMMODATION

Upon receipt of the signed Letter of Offer and payment of the relevant fees, NEGS will generate a Confirmation of Enrolment (CoE) and a Confirmation of Appropriate Accommodation (CAAW). These documents are required to apply for a student visa. An electronic and hard copy of the CoE will be sent to the student's parents. It is advised that a copy of the Letter of Offer and accompanying CoE be retained, along with payment receipts. The CAAW confirms that the School is responsible for your daughter's welfare.

At the time of the enrolment enquiry, a fee schedule payment will be provided. Fees are payable in advance each term and must be paid in Australian dollars.

Generally, the schedule is:

- Term 1 payments are due at the end of January
- Term 2 payments are due at the end of April
- Term 3 payments are due mid-July
- Term 4 payments are due at the beginning of October

Any expenses incurred after the final billing of the school fees account will be charged at the end of November.

## ADDITIONAL CHARGES

Families will be provided with a list of estimated extra costs depending on the student's academic year of enrolment and their extra curricular choices such as sport and music lessons. This will include an estimate of uniforms, stationery and textbooks, excursions, equestrian if applicable and occasional weekend activities if residing in boarding.

If the student requires holiday accommodation with local hosts, this will be discussed during the enrolment enquiry and the cost will be notified in writing.

It is recommended that the student is provided with a small amount of weekly pocket money accessible with an EFTPOS card for shopping and incidentals.

## HEALTH COVER

International Students are required to have International Student Health Cover (OSHC), which is mandatory for the duration of their studies. A copy of the OSHC Certificate must be provided to the School before the commencement of the school year.

More information on OSHC Cover can be found at: <https://immi.homeaffairs.gov.au>



# English Language Proficiency

## ENGLISH LANGUAGE PROFICIENCY TESTING

As our classes are in English, international students must have a suitable level of English speaking and comprehension before enrolment. This will allow the student to better participate in their learning and ensure the school can appropriately support them to achieve their learning potential. All applicants should note that if their English language proficiency is below that outlined below, they may be required to undertake an intensive English language course (at their own cost) before beginning a registered course at NEGS. The student must be aged at least six years to qualify for entry to Australian courses. Suitability for entry will also include an evaluation of reports from previous schools in the applicant's home country.

The Director of Teaching and Learning, Junior School Coordinator, Deputy Principal, and Careers Advisor are available to assist overseas students with selecting suitable subjects and courses.

### **NEGS will assess English language proficiency for;**

- **Years K-3 with school reports, along with an interview with the Principal.**
- **Years 4-11 using AEAS, school reports/transcripts and an interview with the Principal.**

An application for enrolment in Years 4 to 11 at NEGS may be made without an English language proficiency test and NEGS may decide to make a conditional offer of enrolment. If this occurs, an English language proficiency test certificate must be provided no later than 6 months prior to the course commencement date. NEGS reserves the right to cancel the conditional offer of enrolment if the test certificate is not provided within the required timeframe.

### **The minimum level of English language proficiency required for:**

**Year 4-6 is 50%**

**Year 7 is 70%**

**Year 8-9 is 75%**

**Year 10 is 80%**

**Year 11 is 85%**

Assessment of the student's English proficiency is made in consultation with the relevant staff of the School's Learning Department upon review of all reports and interviews. Learning Department staff may ask for additional assessment tasks to be completed, if needed, to supplement current reports.

It should be noted that following the interview and assessment, NEGS may recommend a year level other than the year requested on the enrolment application as more appropriate for the student. If the student/parents accept this recommendation, no change to NEGS's recommendation will be considered after the student commences.



# Recognition of Prior Learning

As a rule, NEGS does not offer course credit.

Entry into any course is subject to the school's assessment of the student. In line with The National Code: Standard 12, course credit may only be offered as outlined below:

- For students transferring from interstate into Year levels from K-10, the school does not offer course credit, and entry into any course will be subject to each student's assessment by NEGS.
- For students transferring from interstate in Year 11 and the beginning of Year 12, the student may receive course credit for units completed based on the guidelines provided by the New South Wales Board of Studies. Course credit is only available to students transferring from another Australian curriculum School in Year 11 or at the beginning of Year 12. NEGS will not knowingly enrol students from another Provider unless exceptional circumstances exist. (as stated in The National Code: Standard 7.1) A request for enrolment from a student transferring from another provider to NEGS will not be accepted without the authorisation of that student's parent/s or legal guardian/s.
- If currently studying in Australia, the applicant will be required to present his/her passport for the copying of the photo identification page, student visa page and arrival date stamp page as applicable and evidence of current compulsory Overseas Student Health Scheme membership number and the expiry date of cover and evidence of any previous student visa/s held for study in Australia at the time of registration.

The decision to award course credit is at the discretion of the Principal. The School and the Principal grant approval to assess each application. If Recognition of Prior Learning (RPL) is granted or course credit reduces the course duration, the School will inform the student and her parents of the reduced course duration, following the grant of RPL, and the confirmation of enrolment will be issued for the reduced duration of the course.

If RPL is granted after the international student's visa is granted, any change in course duration will be notified to NESAs.

# Course Progress and Duration

## **COURSE PROGRESS**

To comply with the student visa conditions, International Students must achieve satisfactory course progress which is monitored and recorded each year of attendance. NEGS will monitor the enrolment load of students to ensure they complete the course within the duration specified in the CoE and do not exceed the allowable portion of online or distance learning. The School will only enable students to extend the course's expected duration by issuing a new CoE in limited circumstances.

## **COURSE DURATION**

International Students are expected to complete their course within the specified duration of the student's CoE.

NEGS schedules assessment tasks to manage the workload and provides sufficient notice for due dates. This information is distributed each term with the Assessment Calendar. Course progress is monitored and reported to the student's parents/guardians at the end of each semester.

If progress is affected by illness or documented and approved absence, NEGS may assist you to catch up on missed work and so ensure the you meet course requirements and achieve the outcomes of the course. If, after support and intervention have been provided, and the student progress remains unsatisfactory, students are sent a letter to advise that they will be reported for unsatisfactory course progress to the DHA.

## **MONITORING COURSE PROGRESS**

NEGS systematically monitors students' course progress and is proactive in notifying and counseling students at risk of failing to meet their course progress requirements. NEGS will report students who have breached the course progress requirements under Section 19 of the ESOS Act (National Code: Standard 8).

Monitoring course progress will be achieved by:

- Monitoring, recording and assessing the course progress of each student for the course in which the student is currently enrolled;
- The course progress of all students will be assessed at the end of each semester of enrolment by the relevant Year Advisor. In the case of newly enrolled students the School will issue an interim report after one term of attendance;
- Students who have begun part way through a semester will be assessed after one full period of attendance.
- Satisfactory course progress will be measured against Course Outcomes and the Common Grade Scale
- Where a student is determined to be at risk of not achieving satisfactory progress in an assessment period, staff will meet the student to develop an intervention strategy for academic improvement. The intervention coordinator may include the Year Advisor, Head of House, Subject Teacher, Director of Teaching & Learning and Head of Department.



# Course Progress and Duration

Intervention strategies might include:

- additional supervised study periods
- short term tutorial assistance
- other strategies deemed appropriate

The provision for Parent/Teacher interviews either on a face-to-face basis or by electronic means:

- A copy of the student's improvement plan and progress reports will be forwarded to parents
- If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the School will advise the student in writing of its intention to report the student for breach of visa condition 8202 and that she has 20 working days in which to access the school's appeals process
- The School will notify DEEWR via PRISMS of the student not achieving satisfactory course progress where the student does not access the appeals process within 20 days, withdraws from that process, or the appeals process results in favour of NEGS



# Attendance

All students are expected to meet all NEGS weekly timetables and calendar requirements. This includes subject classes, Check-In, Well-being and House meetings, assemblies, and other whole-School community events, camps and activities.

Attendance is checked and recorded daily.

The parent, carer or guardian must notify the School with an explanation for the absence using the Engage Portal by 8:30am. Late arrival at School is recorded and is included in attendance records as absent. An explanation must also accompany Partial absence. If an explanation is not provided to the School within 7 days, the Deputy Principal will record and check an unexplained absence. Extended absences from School related to illness should be accompanied by a medical certificate.

Requests for leave from School activities, including academic and extracurricular programs, early departure at the end of term, and/or late returns from breaks are only permitted in the most exceptional circumstances. Applications must be made to the Deputy Principal. No arrangements or commitments should be made before the application is approved.

*International students must meet a minimum attendance of 80 percent.*

If attendance falls below 80 percent or absences are longer than three (3) consecutive days without approval, the Deputy Principal and the Head of Boarding will investigate. Intervention strategies will be implemented to support improved attendance and may include attendance plans and professional advice sought from external agencies.

A letter advising parents/guardians and the student of the minimum attendance not being met will be sent by the Deputy Principal reminding them of the International Student Visa obligations. Failure to maintain satisfactory attendance may result in the Department of Home Affairs (DHA) being notified of the breach of visa with respect to attendance

NEGS monitors students' compliance with student visa conditions relating to attendance and is School will proactive in notifying and counselling students who are at risk of failing to meet course attendance requirements and will report students under Section 19 of the ESOS Act who have breached the attendance requirements.



# Attendance

- Satisfactory course attendance at NEGS is defined as 95% of scheduled course contact hours
- Student attendance is checked and recorded daily and ongoing monitoring occurs on a regular basis
- Students are counselled and warning letters are placed in the student file where breaches occur
- Late arrival at School will be recorded and will be included in the monitoring process
- Absences from school should be supported by a medical certificate, relevant correspondence from the student's parent or guardian, or evidence that leave has been approved by the Principal
- Absences from the School without approval will be recorded and investigated further
- The satisfactory attendance threshold will be calculated using the equation of number of study days x contact hours x 20%. In this example, a student with 5 contact hours daily, enrolled in an 18-week semester, would attend their course of study for 90 hours (any period of exclusion from class for suspension will be included in student attendance calculations)
- Students at risk of breaching the School's attendance requirements will be counselled and offered necessary support when they have absences exceeding an 80% threshold during any assessment period
- If the student's absences have exceeded the 80% threshold for the study period, NEGS will advise the student of its intention to report the student for breach of visa condition 8202, after which the student has 20 days to access the School's appeal process unless mitigating circumstances exist
- The School will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance where the student does not access the appeals process within 20 days; withdraws from that process, or, the appeals process results in favour of NEGS



If a student is assessed as having failed to reach the 80% threshold for attendance; the Principal will determine whether a suspension of studies is appropriate in the interests of the School's "Deferment, Suspension and Cancellation Policy". If a student does not obtain a suspension of studies under the School's "Deferment, Suspension and Cancellation Policy", and falls below the 80% threshold, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined previously.

# Learning and Teaching

All courses are conducted face-to-face.

Lessons are typically conducted in classroom-styled settings including speciality subject areas such as science laboratories, music rooms, and the gymnasiums. From time to time, to enhance learning outcomes incursions and excursions are included.

Students are required to bring their own laptop, our IT department will load the appropriate software, and provide technical Help. WiFi is available throughout the school and at the boarding school.

NEGS takes information security seriously and ensures that the School has appropriate measures in place to protect students' online safety.

## ASSESSMENT METHODS

Assessments of student progress are completed throughout the School year.

The methods for assessment vary and include classroom tests, assignments, and internal and external examinations. A formal report outlining the student's academic progress, approach to learning, and participation in the School community is provided to parents at the end of Semester 1 and Semester 2. NEGS follows the rules and regulations set by the New South Wales Education Standards Authority (NESA) in relation to student progress.

Parents/ Guardians can access students' timetables and assessment calendars via the parent Engage Portal.

NEGS offers the full NSW Education Standards Authority curriculum across all stages and Year levels. Students follow a pattern of study that achieves the award of the Record of School Achievement (ROSA) in Year 10, and the Higher School Certificate (HSC) in Year 12, with in some cases a vocational education and training (VET) qualification.

### Stage 4 - Connection

In Years 7 and 8, students focus on making connections, both with other students and members of the school community and within and between subjects.

Students complete 200 hours of:

- English
- Mathematics
- Science
- History and Geography
- Technology

Additionally, students complete 150 hours of Personal Development, Health and Physical Education, and 200 hours of Creative Arts in Visual Arts and Music. Students also undertake Christian Studies and Wellbeing and complete 100 hours of Modern Languages - French in Year 8.



# Learning and Teaching

## Stage 5 - Choice

In Years 9 and 10, students undertake core subjects but also make choices with three elective subjects in each year level.

As core subjects, students complete 200 hours of:

- English
- History and Geography
- Mathematics
- Technology
- Science

Students also complete 150 hours of Personal Development, Health and Physical Education. They undertake Christian Studies and Wellbeing.

Students complete 400 hours of electives in Stage 5, choosing from a range of subjects designed to cater to student interest, including:

- Athlete Development Program
- Music
- Agricultural Technology
- Modern Languages - French
- Commerce
- Physical Activity and Sports Studies
- Design and Technology
- Textiles Technology
- Drama
- Modern Languages - other than French (Distance Education)
- Food Technology
- the Vision Program
- History Elective
- Visual Arts
- STEM

## Stage 6 - Challenge

In Stage 6, students challenge themselves to achieve in their senior studies.

NEGS offers a full range of Stage 6 courses across 7 lines to facilitate student choice.

Subjects:

- All Board Developed Courses
- 2U English Advanced
- 2U English Standard
- 2U English Studies
- Year 12
- Additional Options
- 1U Extension English
- Extension II
- 2U Agriculture
- 2U Ancient History
- Extension History
- 2U Biology
- Extension Science
- 2U Business Studies
- Extension Science
- 2U Chemistry
- 2U Community and Family Studies
- 2U Design and Technology
- 2U Earth and Environmental Science
- 2U Economics
- 2U Geography
- 2U Health and Movement Science
- 2U Legal Studies
- 2U Mathematics Standard
- 2U Mathematics Advanced
- 1U Mathematics Extension 1
- 2U Modern History
- 2U Music 1 or 2
- 2U Physics
- 2U Textiles and Design
- Extension 2 Extension History
- Extension Music
- Extension Science
- 2U Visual Art

# *Living in Australia*

## **USEFUL SITES**

A guide to studying and living in Australia can be downloaded from the following websites:

<https://www.studyinaustralia.gov.au/>      <https://www.livingin-australia.com/>

## **ACCOMMODATION AND BOARDING**

International Students who are enrolling at NEGS in Years 7 to 12 are required to reside in the School's Boarding House during term time and return to the care of their families or guardians during non-term time, on long weekends, or in the case of illness. DHA-approved accommodation with a member of the student's family residing in Australia may also be approved. NEGS may arrange approved homestay accommodation for students during school holidays.

Thus, NEGS accepts responsibility for your daughter's accommodation, support, and general welfare. Our boarders enjoy a welcoming, family-style boarding experience. The girls come from diverse backgrounds and locations, with a balanced mix of local, rural, and International Students.

A strong Pastoral Care team supports our International Students. The team includes Stage Advisors, Deputy Principals, Heads of House, Heads of Boarding, Heads of Department, School Chaplain, and Careers Advisors. Strong support is provided by the Head of Boarding and the Boarding School community.

## **GUARDIANS**

NEGS requires all International Students to have an approved Australian guardian for the duration of their enrolment who can act on behalf of the parents while the student remains enrolled at the School. The guardian will be responsible for meeting the needs of the student's welfare and providing care and accommodation during boarders' weekends, holidays, and times of illness while she is in Australia. The Australian guardian should be known to you and your daughter and be willing to assist your daughter with support and advice while at NEGS.

The guardian is required to be at least 21 years old, English speaking, a permanent resident, or have permission to reside in Australia for the duration of the student's enrolment, must be contactable by the School and have a current Working with Children Check (WWCC) clearance. Contact details for the guardian are required to be provided and will be recorded in the school's database. It is a legal requirement for the guardian's contact details to be current and available to the School at all times.

The Principal and Director of Boarding must be immediately notified in writing if there is any change to the guardian's contact details or change of guardian. If your daughter is to remain in Australia during a holiday break and cannot reside with her Australian guardian, another suitable adult (who is at least 21 years old) can be nominated, as agreed by the School and guardian.

## **THE ACADEMIC YEAR**

The Australian academic year begins in late January and consists of two (2) semesters and four (4) terms of around 10 weeks each. School holidays are in April, July, October, and December. Term dates are available on our website. Boarders are required to return home or stay with their guardians at the end of each term.



# Orientation @ NEGS

## INTERNATIONAL STUDENT ORIENTATION

All new students who commence at the start of the academic year attend an Orientation Day.

Orientation Day will provide the opportunity to meet with key staff. All new students are assigned a student buddy to help them become familiar with the School facilities and support them as they settle into their new environment.

For overseas students who are unable to attend this day, we organise a virtual experience where your daughter will connect with her Stage Advisor, Head of house and Buddies online.

The Orientation program includes:

- A welcome to the School and introduction of key staff, Stage Advisors and Executive members of the School. The history and tradition of NEGS, academic, community and extra-curricular activities
- An explanation of the value of our International Students to the School
- An overview of our Well-being Program and support structures for academic needs
- An overview of a week in the life of a NEGS student and an outline of day-one arrangements
- Clarification of term dates and attendance requirements, particularly regarding early departures to the home country
- An introduction to the expectations of being a NEGS student
- An explanation of key aspects of the Australian Education system (e.g. Assessments / HSC School Certificate / ROSA etc)
- Orientation to the local area, including banks, post offices, bus and train stations, and supermarkets.
- Orientation and assistance in opening a bank account and travelling by public transport, and around Armidale
- Distribution of maps of the local area
- Information on support services available to International Students, including how to access emergency, health, and legal services
- An explanation of uniform requirements and scheduling of uniform fitting appointments
- Important points of contact for any questions and/or problems arising before the start of School
- Assistance will be provided to purchase School uniforms, textbooks, and other items
- A virtual tour of the School and facilities

## USEFUL LINKS

Policies and procedures that affect you.

NEGS Website: [www.negs.nsw.edu.au](http://www.negs.nsw.edu.au)

Your ESOS rights and responsibilities.

ESOS Website: <https://www.dese.gov.au/esosframework/resources/international-studentsfactsheet>

International Student Health Cover (OSHC).

Website: [www.health.gov.au/resources/collections/overseas-student-health-cover-oschresources](http://www.health.gov.au/resources/collections/overseas-student-health-cover-oschresources)

Department of Immigration and Citizenship

Website: <https://homeaffairs.gov.au/>

Refer to our Boarding Handbook for all information about being a boarder at NEGS.

Refer to our Junior and Senior School Handbooks for all information regarding studying at NEGS, requirements and expectations.

# Wellbeing @ NEGS

NEGS has a well-established, caring educational environment for the girls to flourish and develop positive relationships and where each girl is known and cared for as an individual.

SAs, Head of House, Well-being Teachers, Deputy Principal, Head of Boarding and Check-In Teachers support our well-being approach. Our staff work in close association with each other to ensure that each student's academic and pastoral well-being is monitored with great care. All students participate in a well-being program to help them fulfil their academic and personal potential. This includes social and emotional learning and themes and topics relevant to young people.

Parents and/or guardians must disclose to the School all relevant information regarding any medical diagnosis or any form of assessment (including educational, psychological or physical assessment) relating to a student or her educational status before and during the student's enrolment. This allows the school to ensure the students' needs for well-being are met.

If the School sees the need to suspend or cancel the student's enrolment, the School will retain responsibility for the student's well-being until:

- Another registered provider accepts the student and takes over responsibility for approving the student's well-being, accommodation, support, and general welfare arrangements.
- The student leaves Australia and/or makes other suitable arrangements that satisfy the Migration Regulations.

## EMERGENCY SITUATIONS

The student will be provided with information on who to contact in emergency situations, including the contact numbers of nominated staff members. The student will also be provided with information in an age and culturally appropriate manner on how to seek assistance and report any incident or allegation involving actual or alleged sexual, physical, and other abuse.

Parents are required to complete and return the student Medical Form at enrolment prior to overnight events and enrolment.

Parents must keep the School informed of any changes to the Student's health, including medical reports. If the student is ill or injured and requires urgent hospital and/or medical treatment and you are unavailable, a responsible School Staff member may give the necessary authority for treatment.

The parent shall pay all medical and ambulance costs incurred. Parents and Guardians must immediately notify the School if the student has a communicable infection or condition or a notifiable condition under Public Health Regulations.



# Weekends @ NEGS

## WEEKEND ACTIVITIES AND HOLIDAYS

A large part of living in a different culture is experiencing and exploring the region and surrounding areas.

International Students may apply for weekend leave to spend time with their guardian or School friends.

In addition, NEGS may arrange approved homestay accommodation for students if requested.

Our school holidays occur for 2 weeks in April and October, 3 weeks during winter (July) and several weeks over Christmas from early December to late January. Term dates for each year will be provided with your enrolment information.

International Students must stay with their guardians during holiday times or return to the care of their parents. All members of the guardian's family over 18 are required to provide the School with their current Working with Children Check. All leave arrangements are required to be approved by the Head of Boarding before the arrangements being made. Leave arrangements for end-of-term travel must be in place at least six (6) weeks before the end of each term.

Students are expected to travel during holiday periods. Families must complete an Application of Leave form if travel during school time is necessary due to exceptional circumstances. Applications need to be sent to the Deputy Principal at least four (4) weeks before the intended date of travel. Parents will also be notified if the reasons for the leave are not accepted. Parents are to apply for leave before booking and paying for tickets. Having paid for travel arrangements is not sufficient grounds for the leave to be approved.

## CHANGE OF VISA STATUS

If you move to Australia permanently and request that the student change her status from boarder to day student, you must submit a written request to the Principal with two (2) terms' notice. Otherwise, two terms' boarding fees will be charged in lieu of notice. The change of visa status will then be at the discretion of the Principal.



# Personal Information

## PERSONAL INFORMATION

NEGS collects personal information, including sensitive information about students, parents, and guardians as community members.

NEGS recognises the related issues surrounding the personal information it collects whilst respecting and maintaining the confidentiality of such personal information and the privacy of individuals. The Privacy Policy sets out how the School manages personal information provided to or collected by it.

The School may, from time to time, review and update the Privacy Policy to take account of new laws and technology, changes to the School's operations and practices and to make sure it remains appropriate to the changing School environment. The School's Privacy Policy is available on the School's website. The School may use and disclose information in such a manner as the Principal or any person authorised to act in their place may deem appropriate for the student's education, healthcare, welfare, or development or the operation of the School more generally. The Privacy Policy sets out how parents and students may seek access to personal information collected about them.

Information is collected on the application form during the enrolment process to meet the Education Services for International Students (ESOS) Act, the National Code 2018 and ensure compliance with the conditions of the student visa. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2018.

Information collected about you on the enrolment form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on the application form or during your enrolment can be shared without your consent where it is authorised or required by law.

Health information about students is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act. Occasionally, information such as academic and sporting achievements, student activities, and similar news is published in the school program, records of achievement, newsletters, and magazines, as well as on the school's website.

Parents consent to the student being identified (including being named, photographed, recorded in audio, video or other digital media) in material used to promote the School unless the Principal has been advised, or is advised in writing that the parents do not give this permission. If the parents provide the School with the personal information of others, such as doctors or emergency contacts, the School encourages the parents to inform them that the information is disclosed to the School and why. They should be advised that they can access their information if they wish and that the School does not usually disclose the information to third parties.



# Student Code of Behaviour

NEGS strongly believes that all students have the right to live and learn in a community environment free from intimidation, discrimination, and harassment. NEGS has cultivated a culture of caring that establishes relationships grounded in respect, integrity, and empathy.

Students also have a responsibility to contribute positively to the School environment, as reflected in the Student Code of Behaviour and NEGS values. Students are encouraged to restore damaged relationships using strategies that are underpinned by School values and a restorative practice approach.

The well-being of every student is paramount, and pastoral Care is available to all students, from fellow students, teachers, Stage Advisors, and Heads of House to the Principal as needed.

Students can seek assistance and report any incident or allegation involving actual or alleged sexual, physical, or other abuse by talking to their Check-In Teacher, Head of House, Stage Advisor, Head of Boarding, Deputy Principal, or Principal.

NEGS follows the principles of procedural fairness when managing issues relating to student well-being and behaviour. Parents and guardians who have concerns for the student are encouraged to contact the School to ensure support can be made available as needed.

All students are given and are asked to the NEGS Student Code of Conduct on commencement.



# Complaints and Appeals

## COMPLAINTS AND APPEALS

According to our Complaints Handling Policy and Procedure, NEGS will conduct a prompt investigation into the matter.

All outcomes from the complaint investigation will be provided to the parents and students in writing. If the complaint or internal appeal is found in the student's and parent's favour, the School will ensure that the appropriate actions are implemented expediently.

If the complaint or internal appeal is found in favour of the School, the Principal will provide direction for the student and parents should they wish to lodge an external appeal. Parents and students may raise a formal complaint or internal appeal directly with the School if an issue cannot be resolved. Complaints are required to be in writing and addressed to the Principal's office.

If an overseas student is not satisfied with the outcome of NEGS's internal complaints handling process, they may lodge an external appeal through the Overseas Students Ombudsman (OSO). The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The OSO's services are free.

The contact details for the OSO are as follows:

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Call: 1300 362 072 within Australia. Outside Australia, call +61 2 51173600

Website: <https://www.ombudsman.gov.au>

NEGS agrees to be bound by the OSO's recommendations and will ensure that any recommendations are implemented within 30 days of receipt of the report.

While the process of investigating the dispute or complaint is being undertaken, the student's visa status remains unchanged unless there are extenuating circumstances. The student is still required to complete coursework and attend classes. The principal determines whether study participation will be in class or under a supervised arrangement outside classes.

Extenuating circumstances include:

- The student refuses to maintain approved welfare and accommodation arrangements
- The student is missing
- The student has medical concerns, severe depression or psychological issues which lead the School to fear for the student's wellbeing
- The student has engaged or threatened to engage in behaviour reasonably believed to endanger the student or others
- The student is at risk of committing a criminal offence
- The student is the subject of an investigation relating to criminal matters.
- Appropriate evidence will support NEGS's use of extenuating circumstances to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process.



# Deferment, Suspension and Cancellation of an *International Student's Enrolment*

Deferment, suspension, and cancellation of enrolment can affect student visas because it changes the student's enrolment status. Students can visit the DHA website for further information about their visa conditions and obligations.

NEGS may decide to defer or suspend an International Student's enrolment if there are compassionate or compelling circumstances.

These include but are not limited to:

- Medical illness or injury of the International Student or a close relative that requires hospitalisation or impedes activities of daily living. A medical certificate is necessary to prove that the student cannot attend classes
- A mental health condition of the student or a close relative that results in hospitalisation or functional impairment. A medical certificate is necessary to prove that the student cannot attend classes.
- Bereavement of close family members such as parents or grandparents
- A traumatic experience that has impacted the student. Where possible, police or psychologists' reports should support these cases
- Major political upheaval or natural disaster in the home country requiring immediate emergency travel that has impacted studies
- Inability to begin study in a program on the agreed starting date due to a delay in receiving an International Student Visa

All applications for deferment or suspension of studies will be assessed on merit by the Principal. The final decision for assessing and granting a deferment or suspension of commencement of studies lies with the Principal.

Deferment or suspension will be recorded on the Provider Registration and International Student Management System (PRISMS), depending on the student's CoE status. The period of suspension will not be included in attendance calculations.

# Refunds

If a student visa is refused by the DHA, you will receive a refund from the School, calculated in accordance with the ESOS Act.

The Application for Enrolment Fee and the Enrolment Confirmation Fee are non-refundable and non-transferable and will be retained by the School to cover administration expenses.

The School will also retain tuition fees and boarding fees on a pro-rata basis to cover any part of the course already studied, and accommodation provided. Any refundable deposit will be paid in full within four (4) weeks of receiving your written request.

In the unlikely event that the School stops teaching or can no longer offer the relevant course (any time after enrolment), the cost for the proportion of the course not delivered will be refunded in accordance with the ESOS Act requirements, or the student will be placed in an alternative course at no extra cost to you, with the School or another provider.

If you choose to accept placement of the student in an alternative course, you must agree to do this in writing. If you wish to suspend, defer, or cancel the student's enrolment, pro-rated tuition fees and the International Student Bond will be returned within four (4) weeks of the School receiving your written request on the Deferment of Commencement, Suspension or Cancellation of Studies form.

If the School Board or Principal believes that a mutually beneficial relationship of trust and cooperation between a parent or guardian and the School has broken down, then the School, the School Board or the Principal may require the parent to remove the student from the School. No refund or remission of fees will apply.

If an International Student changes status and becomes an Australian Resident after the August Census Date, there will be no refund on full fees paid or adjustments made for full fees payable during that year.







# NEGS

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A SCHOOL

