



Ashburton College

Individual Excellence in a Supportive Learning Environment

Residential Caregivers Booklet

(Information for hosting
International Students)

Achieve **QUALITY**

Show **PRIDE**

Have **RESPECT**



Physical Address
ASHBURTON COLLEGE
27 WALNUT AVENUE
ASHBURTON
NEW ZEALAND 7700

Postal Address
ASHBURTON COLLEGE
PO BOX 204
ASHBURTON
NEW ZEALAND 7740

CONTACT FOR HOMESTAY MATTERS:

Homestay Coordinator
Joanne Wakelin



School office phone: 64 3 308 4193
Email: we@ashcoll.school.nz
Mobile number: 027 431 3555

Email or text is preferred in the first instance. In case of emergency please phone either the Homestay Coordinator or the International Director.

CONTACT FOR SCHOOL MATTERS:

International Director
Michelle Hosking



Office Phone: 64 3 308 4193 (ext 827)
Email: international@ashcoll.school.nz
Mobile number: 027 484 8477

International Administrator
Tania Rule



Office Phone: 64 3 308 4193 (ext 880)
Email: international@ashcoll.school.nz
Mobile number: 027 484 8477

WE ARE HERE TO SUPPORT YOU, ANY QUESTIONS JUST ASK!!!!

YOUR ROLE AS A HOMESTAY CAREGIVER

International students come to New Zealand for a variety of reasons, but by far the majority come to either learn or improve their English. Others come to obtain qualifications, which will enable them to gain entry to either a university or polytechnic. Some come because their family want them to, others because they value our clean, unpolluted environment and others because they want another cultural experience. It is important that you determine why your student has come, as it will shape their attitude to school and personal life

Ashburton College has three different categories of International Students that we host, please see below. Please note that all homestay payments are tax-free.

International Fee Paying Students - These students pay a Tuition fee to study at Ashburton College as well as paying \$224.00 per week for their homestay.

International Exchange Students - These students are classed as domestic students on our school role.

International Short Stay Students – These students are here as part of a group, which can vary from 6 to 30 students. Sometimes there can be an opportunity of hosting two students.

Those whose focus is English often choose to live in homestay accommodation because this way they will learn English faster and gain some understanding of New Zealand culture and customs.

For many students, it is the first time they have left home or have had to be responsible for themselves. It is a huge culture shock adjusting to different routines, food expectations, transport systems etc, along with any communication difficulties they may have. Each student will react differently to living in your home depending on their age, life experiences, culture, expectations and personality.

It is important the student accepts and understands the way your family works – standards, routines, and expected contributions to the household. The experience of having someone of another culture living with you needs to be a positive one for your family, as well as a learning experience for everyone.

Some families have found it useful to have prior contact with their student before their arrival. Facebook is an ideal way to do this.

First Hours

- Greet and welcome them to your home
- Offer food and drink
- Offer a shower if they have just arrived off an international flight
- Introduce yourselves, your family
- Let them know what you would like to be called, e.g. mum, dad, first name etc.
- Show them their room and the rest of the house
- Check that you have the pronunciation of their name correct
- A local map, bus timetable etc. can be left in their room

First Days – the first days of your student’s stay are important for getting to know each other, and sharing the ground rules. The earlier this is done, the easier it is for everyone to settle in and begin being a family.

Absent from School – any absence must be explained to the College office (308 4193) or text 027 8584763. If your student is going to be absent for more than one day or you are concerned about their health **also** contact the Homestay Coordinator.

Bathroom – in many Asian countries hot water is supplied to an entire building and a hot water tank is a foreign concept – as is running out of hot water! Show them your tank and let them know an acceptable time for showers etc.

Civil Emergency – in the event of a civil emergency the Homestay Caregiver will continue to maintain responsibility for the student’s safety and welfare. Please keep a copy of the Emergency Contact with you at all times.

Closed door/open door policy – does your family have one? A constantly closed door may indicate depression, lack of integration, homesickness, or just needing to get away. Explain your family’s position.

Family Outings – If you and your family travel somewhere, which requires expenses (e.g. Orana Park, the movies) it would be fair to ask the student to pay for this. If you want to travel away for a holiday break (e.g. Dunedin), a share of the cost from your student would be acceptable. We actively encourage students to participate in their Host Family activities.

Family Protocols – please brief your student on your family protocols and remember that host families will need to display modesty at all times.

Financial Expectations – the family are expected to pay for student’s meals. All personal items for the international student (particular toiletries, bus fares to and from school, entertainment expenses etc) are to be paid by the student.

Food – on the whole few problems are experienced with food. Talk to your student about what they like and encourage them to cook if they are feeling homesick. From time to time host families could attempt to provide a meal from their student’s culture. Some suggestions are: provide plenty of fresh fruit, keep a stock of noodles in the cupboard, ask your student for easy recipes that you can cook for the whole family, and let them know where they are able to access spices etc they may need for their own cooking. Visiting local ethnic shops to purchase cultural specific food could be a welcomed treat!

Holiday Period – during school breaks there are no formal activities arranged, however, there are a number of approved international travel providers that run holiday programs which students are welcome to join with approval. Further information can be obtained from the International Director.

Homestay Parent Absences – if the homestay parent/family needs to be away overnight or an extended period of time and is unable to take the student with them, you must inform the Homestay Coordinator who can organise temporary accommodation for the student. This may need to be financially recompensed to the family. ***This notification needs to be in writing 14 days prior, please email to international@ashcoll.school.nz.***

Household Chores – many students may not have had experience in washing dishes and taking part in general household chores. Please let them know what is expected. They are expected to keep their bedrooms tidy and vacuumed. You may need to tell them when to change the sheets etc.

International Social Functions – at least once a term we will organize an opportunity for host families and students to get together. Details of this will be emailed to you.

Internet Access – Ashburton College requires host families to provide internet access for students. Many communicate with their families using Skype – web cameras. Explain your family's protocol around this and internet usage. If they require more internet usage than you have provided for they may wish to pay for an upgraded plan or they can purchase their own T-Stick. However, there will be guide rules for all students and homestays to follow:

- Years 9 & 10** – **Sunday to Thursday: students to be off at 9pm**
- Years 11,12 & 13** – **Sunday to Thursday: students to be off at 10pm**

Leaving the College at the completion of your Student's Visit - students will be given a sign out information "pack" one week prior to them leaving. Please check they have received this and assist if needed.

Most students have a restriction of 23kg on international flights. It is very expensive to post excess luggage and it is cheaper to buy an extra bag prior to arrival at the airport. For further information regarding this please, contact the Homestay Coordinator.

Ashburton College will confirm the exact leaving date and flight details at least two weeks prior to departure. Where possible a host parent will take the student to the airport. If assistance is required, please contact the Homestay Coordinator.

Medical – all students will have medical insurance with them and if you need a copy of their policy please contact the International Administrator. You may wish to let the medical practice know you have an additional family member before they need to visit. Payment is required at the time of the medical appointment. Please keep the receipt, as the student may be able to claim this back. Prescriptions for medicines will be an extra cost, again keep these receipts. Please take the students passport to the medical appointment. If Ashburton College has organised the insurance, they will be able to assist you in making a claim. **Please, when it comes to a medical emergency treat your student as you would yourself.**

Menstruation – let them know what accepted practice in your household is.

Money – does the student need assistance setting up a bank account? Usually we prefer the student to deal directly with their money without having agents involved. Talk to them about what they would prefer. Assist them with setting up an Eftpos account as soon as possible as they will want to access money. They will need to have proof of address (Offer of Placement) and their passport. Some families like to make direct credit transfers into their children's account. To do this they will need to have the bank swift account number.

NCEA Exams – examinations for senior students are normally held in Term 3, in August and the formal NZQA exams start in early November. Senior students who are not entered into NZQA are able to participate in an alternative activities programme. Details of this will be emailed to you.

Overnight stays – if your student wishes to stay overnight at a friend's place please ensure that you have all contact details of the family, inform, and pass these onto Joanne Wakelin (Homestay Coordinator) before the visit. In some instances, the student's agent will require these details. Some students have very specific requirements outlined to them by their school or agent. If you have any questions please contact our Homestay Coordinator.

Overnight – if your student wants to visit friends and stay overnight, it is essential that the host mother contacts the parents of the student they wish to visit and get contact details. Host families are expected to know where their student is 24 hours, 7 days a week.

Putting on weight – let your student know it is normal to gain weight. They may like to tell their parents too, who often get a shock when they see photos of their children after a few months in New Zealand. A drastic change in diet and New Zealand's rich dairy products are responsible. If the student is expecting to put on weight, and knows the reasons why, then they will not feel so bad when they do!

School Uniform – is this organised and is the student clear about the uniform protocols? The school will be able to assist you with this. For students under a term they are able to hire a uniform (a list for this is provided under the website). Long-term students will purchase a uniform either from the second hand shop or from a local supplier.

Before the student leaves, they must return the uniform cleaned. For the kilt and blazer these need to be dry-cleaned. Students who have brought a uniform are able to recover a portion of the cost via the school office. This will be paid in cash but please allow 24 hours' notice for this to be processed.

Some New Zealand Laws

The following three items are influenced by New Zealand law.

1. **Smoking** – in New Zealand it is illegal to sell tobacco to children under the age of 18. Ashburton College is a smoke free institution and smoking is actively discouraged.
2. **Alcohol** – in New Zealand, it is illegal for those under the age of 18 to be in Bars and Clubs. Please ensure your student understands that it is forbidden for them to go into these facilities.
3. **Drugs** – drugs are illegal in New Zealand. International students will be sent home immediately.

Students returning to the same Homestay – if the student is returning to the same homestay in agreement with you, students may need to pack up their personal valuable items into boxes and may ask you to store them. Alternatively, the College is able to store them for you.

Telephone/Email – some students ring up large bills on overseas telephone calls and e-mails. Let your student know what is acceptable to you and discuss how you will want to be reimbursed. You may also want to set a curfew on how late their friends may phone your house.

Temperature – most students feel very cold when they arrive in New Zealand. Extra blankets may be required until they acclimatise. Encourage them to wear woolen clothes and more underclothing rather than sweatshirts.

Travel Away from Ashburton

If you are planning on being away overnight please text or email the Homestay Coordinator. In some circumstances you will be required to fill in a permission slip. At all times for overnight stays we need to be able to contact you. **INFORM US AT LEAST TWO WEEKS AHEAD OF TRAVEL.**

Students under the age of 18 may only travel away if they:

1. Travel with their host family.
2. Go directly to their destination and then stay with another approved host family or relatives. The Homestay Counsellor and your host family must be given ALL details. Your host mother will need to make direct contact with the nominated family before permission will be granted. **The school reserves the right to refuse the travel if it is considered inappropriate or is unsafe.**
3. Join one of the organised and supervised tours recommended by Ashburton College, or their agent. (See Homestay Coordinator for information.)
4. Are visiting their natural parents in their own country.

*** If a student is over 18, the same rules apply but in special circumstances consideration may be given based on the appropriateness of travel and accommodation arrangements. You will need to fill in a travel form. See the attached form.**

Washing – many Asian students prefer to hand wash their underwear. Show them where they can hang this to dry (usually inside and somewhere private like near the hot water tank). Others may prefer their washing not to be mixed with those of the opposite sex. As this is culturally sensitive talk to your student about their requirements.

What are some of the problems a host family may experience?

- Homesickness
- Depression
- Anxiety
- Tiredness
- Withdrawal – shutting the bedroom door
- Not keeping to the ground rules
- Over studying – studying until 2am
- Too much money
- Speaking on the phone too much
- Speaking their own language too much
- Apparent arrogance – this may be shyness
- Using the heater/clothes dryer too much

What can we do about any problems?

Many problems are caused by 'culture shock' or deeply ingrained cultural differences.

Culture shock is the term used for the natural anxiety felt when entering a new culture. The four phases of culture shock are:

- Eager anticipation
- Everything is beautiful
- Everything is awful
- Everything is OK

Some recognisable signs of culture shock are:

- Tiredness
- Loneliness
- Desire for home cooking
- Old friends
- Feelings of helplessness and withdrawal
- Excessive concern for cleanliness
- Fear for personal safety
- Irritability and defensive communication

Culture shock coupled with the strain of coping with a foreign language and a new education system, may give a particular need for privacy. Try to give your student time out alone each day.

What if it is not working?

It takes time to adjust to a new country, climate, school, family and food. However, if your student and your family have really not gelled and there is increasing tension and unhappiness in the household, do not let it escalate. There is usually a two-week notice period while a new host family is sought. Either the host family or the student can ask for a new homestay.

Homestay Change Procedure

When a student approaches either the Director of International Students, Homestay Coordinator, Host Family or Agent that they are unhappy with their Homestay placement and wish to change their Homestay, then the following procedures will be followed:

- Note the points that upset the student or Homestay Family.
- Notify the Director of International Students, the Homestay Coordinator, the Host Family and the Agent of these issues. Record these issues in writing.
- Find out separately how the host family feels about the student and if any of the mentioned points are mutual (or vice versa).
- Often it is the case of reacting to each other's habits and/or situations that have happened before
- Arrange a meeting with all parties involved to find out if problems can be solved
 - a. Give time to see if the talk helped
 - b. Give 2 weeks' notice and arrange if the student should stay for 2 more weeks or if he/she has to move out earlier, (this should be a mutual agreement). If so THEN the

student should not have to pay extra homestay fee.

- If the student changes their Homestay, then a completion meeting will be required. This will be between the student, the Homestay Family and Director of International Students, Homestay Coordinator if required / appropriate. Both the student and Homestay Family have the right of veto if they are uncomfortable with this.
- Either the Dean of International Students or the Homestay Coordinator will assist the student changing their Homestay.
- Notify the Agent of the change of Homestay details and the student's family of the new Homestay details.
- The Homestay Coordinator of International Students will liaise with Ashburton College Financial Officer to coordinate Homestay payments.
- The Director of International Students or Homestay Coordinator will meet with the previous Homestay Family or student to complete and/or debrief any residing issues.

It is extremely important that the integrity / Mana of the student and Homestay Family be maintained at all times. To this end, it is important that all parties be supported.

Boredom busters for International Students

Here are a few tips on what your international students can do after school:

1. Invite other international students over to 'hang out'
2. 'Hang out' at an international students place
3. Ice-cream after school
4. Work on a jigsaw puzzle together
5. Walk down Main Street, Ashburton – shopping/window shopping
6. Car trip to Christchurch – shopping/window shopping
7. Game of soccer (organize other students to join in)
8. Watch DVDs
9. Hang with their buddies from Ashburton College
10. Have another student's family over for dinner
11. Teach students a game of cards
12. Go to the Ashburton Cinema and watch a movie
13. Go for a walk around the neighborhood
14. Help cooking
15. Bush walk in Rakaia Gorge

HOMESTAY EXPECTATIONS

Thank you for offering to provide homestay for Ashburton College's International Students. If you accept a student for homestay, then please read the following Residential Care Agreement carefully before signing. If you have any additional questions or need clarification of this agreement then please contact the Director of International Students or the Homestay Coordinator.

The School expects Homestay parents to:

- **provide three meals a day (including any takeaways or meals out at the parents' expense**
- **attend parent evenings where possible**
- **care for the student as you would your own child**
- **provide a warm, comfortable single room with study facilities**
- **encourage the student to participate in the family's activities**
- **set reasonable rules**
- **not provide alcohol for students**
- **set a reasonable curfew at weekends**
- **discuss roles and expectations with the student**
- **contact Ashburton College immediately if there are any serious breaches of the school rules or health and safety issues**
- **know where the student is 24/7**

HOST FAMILY PROFILE

Family Name _____

Home Address _____

Home Phone Number _____

HOST MOTHER DETAILS

First Name _____ Surname _____

Work Phone _____ Mobile Phone _____

Date of Birth _____ Place of Birth _____

Nationality _____ Driver's License No. _____

Email Address _____

Occupation _____

Interest/Hobbies _____

HOST FATHER DETAILS

First Name _____ Surname _____

Work Phone _____ Mobile Phone _____

Date of Birth _____ Place of Birth _____

Nationality _____ Driver's License No. _____

Email Address _____

Occupation _____

Interest/Hobbies _____

CHILD 1 DETAILS

First Name _____ Surname _____

Work Phone _____ Mobile Phone _____

Date of Birth _____ Place of Birth _____

Nationality _____ Driver's License No. _____

Email Address _____

Occupation _____

Interest/Hobbies _____

CHILD 2 DETAILS

First Name _____ Surname _____

Work Phone _____ Mobile Phone _____

Date of Birth _____ Place of Birth _____

Nationality _____ Driver's License No. _____

Email Address _____

Occupation _____

Interest/Hobbies _____

CHILD 3 DETAILS

First Name _____ Surname _____

Work Phone _____ Mobile Phone _____

Date of Birth _____ Place of Birth _____

Nationality _____ Driver's License No. _____

Email Address _____

Occupation _____

Interest/Hobbies _____

FAMILY INTERESTS *(Please circle)*

Walking	Jogging	Movies	Sports
Music	Reading	Swimming	Dancing
Art/Craft	Camping/Tramping		

Other _____

FACILITIES AVAILABLE NEAR HOME *(Please circle)*

Library	Gym	Tennis	Swimming Pool
Shopping Complex			

Other _____

DO YOU HAVE PETS? Yes No

If YES, what kind? _____

How many? _____ Are your pets kept inside or outside

Do you have any preference as to the type of student for whom you wish to provide homestay? (e.g. age, gender, ethnicity)

The student's room will be furnished with:

Desk	Desk Lamp	Chair	Bed (double or single)
Wardrobe	Heater		

Other _____

Will the student be the sole occupant of the room Yes No

If NO, who will the student be sharing with _____

Any other relevant information

How will your student travel to and from school?

To _____

From _____

Will any of your family members travel with your student to and from school?

Approximate travelling time (e.g. 5 min walk to bus stop, 15 min by bus, 10 min walk to school)

School Bus

Bus Route No/Name. _____

Have you completed the Police Vetting form through the school?

Yes

No

Have you had a home visit by school staff within the last 12 months

Yes

No

What are your reasons for offering to be a Homestay host?

Please include along with this Host family Profile, photos of your family including any pets you may have.

In signing this Host family Profile, you acknowledge that:

- the above information is true and correct
- you have read and understand the Terms and Conditions of Homestay (*overleaf*)
- you consent to Ashburton College obtaining a Police background check on everyone over the age of 18 years old that resides at this address

Signed _____
Homestay Guardian

Date _____

Ashburton College has agreed to observe and be bound by The Education (Pastoral Care of International Students) Code of Practice 2016) published by NZQA..

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/2016-code-of-practice/>

Please also make sure you have read the Students Booklet.

HOMESTAY FAMILY PAYMENT DETAILS

Name _____

Address _____

BANKING DETAILS

Account Name _____

Account Number _____

Reference - Homestay

ASHBURTON COLLEGE TO COMPLETE

Homestay Commencement Date _____

Homestay Completion Date _____

Automatic Payments will be established/completed by Ashburton College for Homestay payments.



RESIDENTIAL CAREGIVER AGREEMENT (For use when placing a student in a School approved Homestay)

This is an agreement between the Host Parent/s and the School (the **Agreement**).

Name of school: _____ (the **School**)

Host parent's full name: _____

Host parent's full name: _____ (together the **Host Parents**, each a **Host Parent**)

Host parent's address: _____
_____ (the **Residence**)

AGREEMENTS

1. The Host Parent/s agree to support all students in their care to abide by all rules, expectations and curfews set by the School.
2. The Host Parent/s have read and understand the requirements contained in the Information for Residential Caregivers booklet and agree to act as Residential Caregiver to the Student in accordance with these requirements.
3. The School has provided, and the Host Parent/s have read and understood, the sections of the Education (Pastoral Care of International Students) Code of Practice 2016 (the **Code**) relevant to residential caregivers.
4. The School agrees that all information regarding the Residential Caregiver relating to the Accommodation will be kept confidential, except disclosure to students or their parents or legal guardians, to any professional consultant or such person where it is in the interests of the students to provide the information or pursuant to any statutory or other legal duty.
5. The Host Parent/s agree that the accommodation provided is safe, positive and is a healthy environment for students and complies with the relevant sections of the Code.
6. The School may take such measures as it considers appropriate (acting reasonably) to monitor compliance with the Code. This may include, without limitation, regular visits to the Residence and meetings with both students and the Residential Caregiver.
7. The Host Parent/s will immediately inform the School if they become aware of, or have any reason to believe that any student in their care is engaging in any at-risk behaviours.
8. The Host Parent/s will provide the School with no less than fourteen days (14) days prior notice of any circumstances that may affect the Agreement. This includes any change of Residence or any change to the number of adults over eighteen (18) years of age living at the Residence.
9. When at any time, the Host Parent/s have a student from the School in their care, they agree not to act as a residential caregiver for any student from another signatory without prior approval from the School.
10. Failure by the Host Parent/s to provide the residential care required may result in the termination of the Agreement.



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11. The School may remove a student from the Residential Caregiver at any time without prior notice or agreement at the sole and absolute discretion of the School and this shall terminate the Agreement.
12. This Agreement may be cancelled by either party giving fourteen (14) days written notice.
13. Contact information for the Residential Caregiver may be shared with the School's host parent community for the purposes of communicating with other host parents and will not be passed on to any other parties or used for any other purpose without written agreement from the Host Parent/s.
14. The School may use photographs and/or video of the Host Parent/s for the purpose of sharing and promoting international education at the School.
15. The parties agree that any dispute in relation to this Agreement will be resolved in accordance with the Code and the school policies.

EXECUTION

HOST PARENT/S:

By signing below, the Host Parent/s confirm that they have read the Agreement and agree to be bound by it in all respects:

Name: _____ Signature: _____
(Host Parent)

Name: _____ Signature: _____
(Host Parent)

Date: _____

SCHOOL:

By signing below, the authorised signatory of the School confirms that they are authorised to sign on behalf of the School and confirms that the School will be bound by the Agreement in all respects:

Name: _____ Signature: _____

Date: _____



Ashburton College

Individual Excellence in a Supportive Learning Environment

International Student - Parent Authorisation Form For Non-School Travel and Activities

Name of Student:

Date of Birth:

_____ has requested authorisation to travel to the following locations or partake in the following activity/course and will provide a complete itinerary when the details are arranged. It is necessary for us to have parent/legal guardian authorisation for this student to travel or take part in the course/activity. Please sign and fax/email completed form to Ashburton College – International Office Fax +64 3 3082014 Email international@ashcoll.school.nz.

Planned Travel/Tour and Accommodation Information		
Transport Details:		
Accommodation:		
Name of Hotel/Motel/Other:		
Full Physical Address:		
Phone number:	Fax number:	Cell Phone Number:

Activity/Course	From	To

I agree for _____ to travel, without supervision, to the above-mentioned places or to participate in the abovementioned activity/course.

I/We are fully aware that during this time he/she is not under any control or supervision from Ashburton College or the Host Family. I/We therefore release Ashburton College and the Host Family from any responsibility or liability for any accident, injury, theft or death that may occur during the duration of the specified travel/activity/course.

I/We agree to accept responsibility for any costs or expenses, howsoever incurred, that may arise from our son/daughter's travel/activity/course and agree to pay in full any such costs or expenses.

Name of Parent: _____ Agent: _____
(Printed names of Parents/Legal Guardian & Agent)

Signed: _____ Date: _____ Signed: _____ Date: _____
(Parent) (Agent)