



# Ashburton College

Individual Excellence in a Supportive Learning Environment

## Homestay Caregivers Booklet 2025

Information for hosting International Students –  
Please ensure you keep this for future reference.

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 SCHOOL MATTERS & HOMESTAY:**

**Homestay Coordinator**  
**Tania Trusler-Clark**



Office Phone:  
Email:  
Mobile number:

64 3 308 4193 (ext 827)  
[homestayl@ashcoll.school.nz](mailto:homestayl@ashcoll.school.nz)  
027 404 1222

**International Director**  
**Michelle Hosking**



Office Phone:  
Email:  
Mobile number:

64 3 308 4193 (ext 827)  
[international@ashcoll.school.nz](mailto:international@ashcoll.school.nz)  
027 484 8477

**International Administrator**  
**Tania Rule**



Office Phone:  
Email:  
Mobile number:

64 3 308 4193 (ext 880)  
[international@ashcoll.school.nz](mailto:international@ashcoll.school.nz)  
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 \$330.00 per week for their homestay, in 2025. Please note group rates may vary slightly.

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. Either by social media platform or email.

### 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 or International Director in their absence.

**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.

**Bus** – We will enrol students on the school bus. The homestay coordinator will advise you where the bus will pick your student plus the time.

**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 culturally 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 Payments** – Homestay payments will be made weekly on a Thursday. This is paid in the middle of the week. (Starts on a Monday ends Sunday).

Payments in 2025 will be \$330 per week. (Additional payment for airport pickup or drop off will be paid at a flat rate of \$90 per return trip. If a student is away for 15 days or more during the school year then homestay payments will be \$25 per day for absences 15 days or more).

*Students returning to the same Homestay after the summer break* – 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. No homestay payment will be made over the summer break – if the student's room is packed up. Students returning home for term breaks or sitting University Entrance exams, homestay payments continue during this time as the student's belongings are left in their room ready for their return.

**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 via email 14 days prior, please email to [international@ashcoll.school.nz](mailto: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.

**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 Healthline** – You can call **Healthline on 0800 611 116** free of charge for medical advice, anytime of the day.

**Ka Ora Telecare 0800 252 672** for non-emergencies 5pm-8:30am, 24/7 including public holidays.

**Medical** – all students will have medical insurance with them and if requiring medical treatment the student should pay for this at the appointment. 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 student's passport to the medical appointment. If Ashburton College has organised the insurance, they will be able to assist the student 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 the Homestay Coordinator before the visit. The homestay coordinator will check and confirm if they can stay. 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** – the school will support the student to get the correct uniform. 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 hired a uniform need to also return it to the school office 'clean'. 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/vaping** – in New Zealand it is illegal to sell tobacco/vaping accessories to young people under the age of 18. Ashburton College is a smoke free institution and smoking/vaping 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 processed through the Ashburton College disciplinary system.

**Telephone/Wifi** – hopefully students will use 'apps' such as Whatsapp, Facetime, that will not incur any extra costs and only use Wi-Fi. If students use the landline it is expensive so please discuss with them.

It is the colleges expectation that your student will have access to Wi-Fi – host families with students 2 weeks and over need to have unlimited Wi-Fi.

**Wifi Access** – Ashburton College requires host families to provide internet access for students. Many communicate with their families using Zoom – web cameras. Explain your family's protocol around this and internet usage. Most host families have unlimited internet. However, there will be guide rules for all students and homestays to follow:

- |                             |   |
|-----------------------------|---|
| <b>Years 9 &amp; 10</b>     | – <b>Sunday to Thursday: students to be off at 10pm</b> |
| <b>Years 11,12 &amp; 13</b> | – <b>Sunday to Thursday: students to be off at 11pm</b> |

**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 IF YOU ARE UNABLE TO HOST YOUR STUDENT WHILE YOU ARE AWAY.**

**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 Coordinator 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.

5. If wishing to travel with another family away please discuss with the homestay coordinator.

**\* 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 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. A number of students also use washing bags.

**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 discussion 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 Director 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 student's agent and/or parents will be kept updated and informed during this process.
- The Homestay Coordinator of International Students will liaise with Ashburton College Financial Officer to coordinate Homestay payments and change information on our computer system.
- 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. 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 football (organise other students to join in)
8. Watch Netflix
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
16. EA Networks – Basketball, Swimming

## HOMESTAY EXPECTATIONS

Thank you for offering to provide a 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

***We are here to help and support you. Please contact us, we are here to help in any way we can.***



## Ashburton College Parent/Caregiver Portal

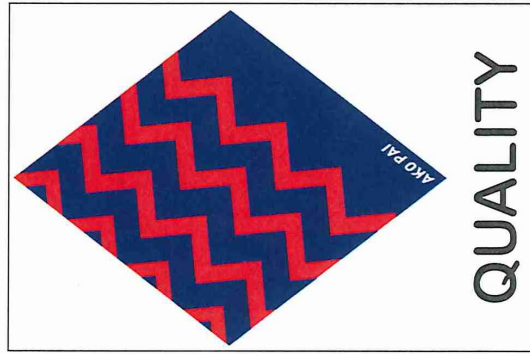
Here at Ashburton College we have a Student/Parent/Caregiver Portal which gives you access to a range of different information about a student's education. When you go onto this portal you can see the following information:

- College Notices
- College Calendar
- Student Details
- Student Timetable
- Student Live Attendance
- Student NCEA Summary
- Current results
- Groups participating in
- Awards
- Course Selection
- Fortnightly reports
- Vocational Pathways (for years 11 -13)
- Pastoral

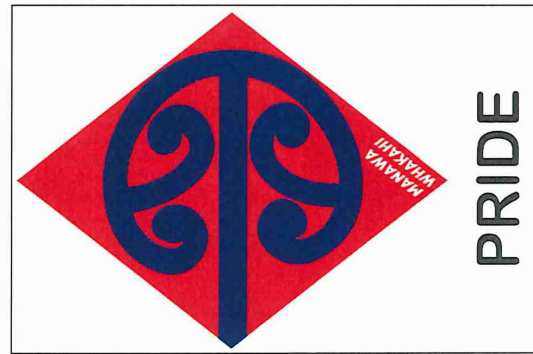
There will be an email sent out to you once your student has started attending Ashburton College advising how to access the Student/Parent Portal and providing a username and password for you.

All reports interim and full reports will be on here too.

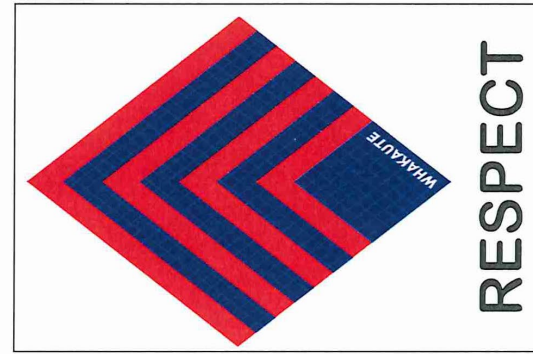
## ASHCOLL VALUES



- Being organised and ready to learn
- Attending class, being on time
- Doing the best we can
- Having a positive attitude
- Working well with others
- Allowing others to learn
- Following instructions and making good decisions
- Behaving appropriately
- Working towards personal goals
- Seeking help when needed



- Caring about how others see us
- Wearing your uniform correctly
- Participating in College activities
- Supporting our College and peers
- Celebrating achievements of individuals and groups
- Caring for the environment



- Respecting property, others and self
- Showing self-respect
- Listening to one another
- Accepting that others can be different
- Respecting cultural backgrounds
- Being polite and courteous
- Speaking respectfully
- Being co-operative
- Supporting efforts of others
- Being honest