



Accommodation Guidelines for Parents, Caregivers and Homestays

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SECTION A - DEFINITIONS (as per the Code of Practice 2016)

What is a Homestay?

“Homestay” means accommodation provided to an international student in the residence of a family or household where no more than four international students are accommodated.

What is a Designated Care Giver (DCG)?

“DCG” means a relative or close family friend designated in writing by the parents of an international student as the caregiver and accommodation provider for that student, but does not include establishment owner, manager, or employee.

What is a Parent?

“Parent” means the father or mother of an international student, and includes court appointed guardians.

SECTION B - HOMESTAY GUIDELINES

Thank you for agreeing to share your home and family with a Springbank International student. We hope you find it rewarding and fulfilling and you have a life-long extended family member.

These guidelines have evolved over a number of years and should form the basis of discussion between the host family and the student. We recommend that you discuss these issues with your student in the first week to avoid future conflict.

1. STUDENT ARRIVAL

When we place a student with you we will advise you of the student's course start date, duration and any student details available to us.

Your student will either be delivered to your home by a member of our staff, by their own agent, or by an approved taxi company.

2. BEDROOM

Students need to have their own bedroom and their own bed with all bed linen provided.

This is their sanctuary when they need to be alone, so please make sure your children do not intrude. Each room needs a chest of drawers and a wardrobe supplied by the host family. A large desk with a chair for homework is also required for the student to study.

A heater is required as most cultures find our houses cold and under heated. Please be clear when discussing when / how to turn off.

All teenagers of all cultures struggle to have a clean and tidy room, however they also should show courtesy to follow house rules.

3. MEALS

- a) Monday to Friday - please provide breakfast, a cut lunch (choice of fillings), after school snacks and an evening meal. Be clear with 'house' rules e.g. fruit consumption. Discuss what they like/dislike.
- b) Saturday and Sunday - please provide breakfast, lunch, an evening meal and snacks as per normal family arrangements.
- c) Do not 'hide' food, or reserve food for your family. This is a common complaint that really upsets students.
- d) If you take your student out for lunch or dinner (McDonalds etc) it should be treated as a meal at home and paid for by you. If your student chooses to go out for lunch or dinner with their own friends, it is your student who pays.
- e) Teenagers often have "hollow legs" and can eat quite large amounts. Weetbix, rice, wholemeal bread help.

4. HOMESTAY PAYMENTS

- a) You will receive \$260 per week (for 7 nights). \$37.14 per night. (This fee will be reviewed annually)
- b) The homestay payments will be paid 4 weeks in advance into your nominated account.
- c) If you are going to be away, please inform the School and make sure a reliable adult will provide proper supervision for your student. If you cannot find a suitable adult then please give sufficient notice to the School so a temporary home can be found for your student.
- d) If your student is absent from the homestay for more than 5 nights, your homestay payment will be reduced to \$70 per week (\$10 per night), as long as 1 week's notice has been given by the student to you.
- e) No student is to be left unsupervised overnight at any stage, regardless of their age. Note this is a legal requirement. See the Education (Pastoral Care of International Students) Code of Practice 2016 on www.nzqa.govt.nz/providers-partners/caring-for-international-students. All Code requirements are applied to all of our students regardless of age.

5. HOMESTAY CHANGES

- a) 1 week notice by either party or 1 week payment in lieu of notice is required.
- b) Springbank School reserves the right to move a student without prior notice if necessary. Should this happen to you, please do not feel offended, as this action is usually due to cultural reasons beyond our control, or the student is too embarrassed and uncomfortable to stay once the decision is made. This does not occur very often, but if it does we make every effort to place another student in your household if suitable. In such circumstances, a refund may be due to Springbank School. We ask for your co-operation if this should occur.
- c) No student is to move without the prior consent of the Accommodation Co-ordinator. The student permit may be withdrawn if a student moves without notice.

6. TRANSPORT

- a) From time to time you will be expected to pick up or drop off your student as per your other family members.
- b) If applicable, please teach your student how to bus from your house to school and back again, how to read the bus timetable, for all likely routes, where to buy bus tickets and where all the bus stops are.
- c) Please either drive or help your student to catch the bus on their first day at Springbank School. Students new to New Zealand find our buses frustrating and poor.

- d) Extra transport requirements and care may be necessary for students under 18 years of age. Some of the students may have tuition after school, which may require them being collected after their lesson. Please ensure arrangements have been made for their safe transport home. (This is of particular concern to us during the winter months i.e. dark and cold).
- e) It is expected that you will want to deliver your student to the airport on departure.
- f) All students are responsible for paying their own transport costs.
- g) Only international students who live with their parents have permission to drive with a licence gained in New Zealand.
- h) Students may only be driven by the homestay family or a person on a full NZ licence who has been approved by the homestay family, or school staff.

7. HOLIDAYS

- a) Students are allowed to travel back to their home countries as long as they provide written permission from their legal parents as well as their agents prior to travelling. They must not have any time off school for this travel.
- b) Long term students usually return home for the Christmas holidays.
- c) International students are not allowed to travel independently (i.e. without approved parental supervision) while they are studying at Springbank School.
- d) International students are encouraged to travel in holiday time with their host family, with school organised groups and on trips and activities organised by their agents.
- e) The International Administrator or International Student Director **MUST** approve all travel arrangements prior to travel. Failure to do so could result in the student's visa being revoked.

8. SMOKING

- a) Make your family views on smoking very clear from the students first day at your home.
- b) Smoking under the age of 18 is illegal in New Zealand. If your student is over 18 years of age, we suggest that host families strongly discourage smoking.

9. TELEPHONES

- a) Long-term students often pay for their own telephone line.
- b) All overseas telephone calls should be made collect or with a pre-paid card. (Host families and Springbank School accept no responsibility for any telephone accounts).
- c) All calls, local and overseas should be given a time limit e.g. 10-20 minutes.
- d) Phone calls should not be made after 9pm unless in an emergency.
- e) Students are to respect the host's wishes as the phone may be used for business.
- f) Encourage students to use their pre-paid telephone card, which Springbank School gives them on their arrival. New cards can be purchased from supermarkets and dairies.
- g) All students are responsible for paying their own telephone accounts directly to the host family.

10. INTERNET

Internet access is not a requirement, but a luxury provided by the host family. If a student wants internet and you do not have it then the student will need to pay for it to be installed and pay the monthly bill (if you agree for it to be installed). The bill should always be put in the student's name.

Internet facilities are available at Springbank School for all students to use during lunchtime.

11. EMERGENCY SITUATIONS

- a) International students should be taken to the host's own doctor in cases of illness.
- b) International students should be taken to the nearest hospital or emergency clinic in an emergency.
- c) International students are advised they should always carry their insurance card in their wallets.
- d) International students must have appropriate and current medical and travel insurance while studying in New Zealand. Any students needing medical assistance need to pay for their own treatment at time of treatment (**not host parents**) and claim for the expenses after through the international office.
- e) Most international students are not entitled to publicly funded health services while in New Zealand. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.
- f) The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but students may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

12. COURTESY AND SUPERVISIONS

- a) Students must negotiate with the host parent in advance about whether they will or will not be home for a meal.
- b) Students must negotiate with the host parent about where they are going (address) and what time they will be home and leave a contact number if possible (in case of urgent messages). Cell phone contact only is not good enough.
- c) Host family will make suitable arrangements for the student if they are to be away from home for a meal or overnight.
- d) No student is allowed to stay away from the host family home overnight without the consent of the host family.

13. ELECTRICAL GOODS

New Zealand electricity is 240 volts, so students may need to use transformers on any electrical appliances they bring here. Please check this carefully BEFORE you plug anything in.

14. HOUSEKEEPING

- a) As a member of the family, students should assist with some household tasks if asked to do so. If the New Zealand children help around the house, so should the student.
- b) Laundry is usually done by the hosts. Some students prefer to do their own but please ensure that the student knows how to use the machinery and where to hang their washing. (Some students do not like their washing hung out in public, please respect their wishes).

15. WATER

- a) Hot water is usually electrically heated and stored in small tanks so please advise students to spend only 5 to 8 minutes for their daily shower. Electricity is expensive in New Zealand.
- b) Students should be aware not to place too much toilet paper or any objects in the toilet as it may become blocked. It may be wise to place a small bin next to the toilet for any sanitary items. Some cultures place all toilet paper and objects in a basket, so you will need to explain carefully what happens in New Zealand.
- c) Host families please explain how your shower and other facilities work, and the surfaces that you leave dry.

16. CULTURAL DIFFERENCES

- a) Discuss with your student how your family greets, says good night etc.
- b) The biggest difference we have encountered is the openness of New Zealand society when compared to that of Asia. Please understand that most students from Asia are uncomfortable with physical contact. They can often misinterpret what for us is normal affection. Girls can also feel uneasy if left alone in the house with male family members. To avoid any possible problems or misunderstanding for your men, please make sure girl students have a female companion if the host mother is away overnight. (Some Asian fathers are absent from home more often than not so there may be no familiarity with how to interact as father / daughter and even the most natural-for-us signs of affection, can cause embarrassment).
- c) In contrast, South American students are horrified at our lack of physical contact. They find us very cold indeed. They would expect to be greeted by a kiss.
- d) German students seem to be very comfortable with New Zealand customs but please check. Italian and Spanish students find us cold.
- e) Please remember most problems occur through cultural differences and not bad behaviour so communication can go a long way to solving many of the potential problems. This and sensitivity to your student's personality will help you bridge those culture barriers to form a strong international - family relationship. Treat the student as you would want your own son or daughter to be treated overseas and you will get it right 99% of the time.

17. RELIGION / CHURCH

Students come from many cultures and religions and this should be respected. It is often very difficult and embarrassing for students to say 'no' when pressed to attend church that is not their belief.

18. CURFEWS

- a) Students under 16 should not be going to parties unless you are very sure of the arrangements and 16-18 year-olds must give you all of the details (check).
- b) Students under the age of 16 are not allowed out unless accompanied by host family or someone approved by host family. Please always check who the 'responsible adult' is and that they are, in fact, aware of that responsibility (and that they are aware of the outing!) You may need to drop off and pick up if necessary.
- c) Students between the ages of 16 and 17 may want to be out late some weekends. This needs to be specifically arranged beforehand, with details checked.
- d) Students aged 18 still need to have approval of their caregiver as to where they are going, with whom and how they will get home and by when.

19. OTHER

- a) A student attending Springbank School must abide by the starting and finishing times of the school, which is 8.35am to 3.00pm, and all the school rules. Please read the school newsletter so you are aware of holidays etc.
- b) Most students are in New Zealand to complete their education not to develop their social lives. Check the goals of the student when they arrive. A short-term student has different expectations than a long-term student. Set up regular contact with the student's parents. Students should be able to have fun while still attempting homework, assignments and exams. Please encourage regular and steady homework habits and don't be afraid to ask what they are doing at school / for homework etc.
- c) Host Families are not expected to:
 - i. provide internet connection for the student
 - ii. pay for toll or mobile phone calls
 - iii. cook special food
 - iv. insure the student's goods or pay for property the student damages or loses
 - v. offer accommodation to visiting friends or relatives
 - vi. comply with unreasonable requests

20. COMPUTERS

- a) We think one or two hours maximum use at a time is reasonable but all family members need fair access. It is not appropriate for students to use 'chat rooms' for hours. Computer use can be a real problem, impacting negatively on school, and family life. Costs need to be discussed.
- b) Lights out at 10:30pm at the latest (and computer). Students fall asleep at school otherwise. This often causes arguments in families, and problems at school. Get the International Student Director involved if there are any issues.

21. CONSEQUENCES

Students who are not abiding by the school rules will be dealt with as follows:

- a) Student disciplinary procedures in the event of unsatisfactory performance/behaviour:
- b) Daily check to International Student Director
- c) Be grounded
- d) Written and verbal warnings may be given to the student. A student may have their student permit revoked if the situation does not improve.
- e) A student may be asked to return home in serious situations – below are some examples:
 - a. Illegal activities (drugs, shoplifting, theft)
 - b. Violence and aggression
 - c. Habitual truancy
 - d. Bullying
 - e. Emotional imbalance
 - f. Dishonesty/untrustworthiness
 - g. Inability/unwillingness to comply with school and homestay rules.
 - h. Inappropriate and unsafe social behaviour.
 - i. Driving if not living with a parent.

22. STUDENTS ARE RESPONSIBLE FOR

- a) Stationery / Workbooks costs
- b) Any luxury cosmetic items, personal toiletries
- c) Personal pocket money and personal expenses
- d) Bus fares
- e) Exam fees
- f) Holiday costs
- g) Medical/dental expenses
- h) Telephone accounts
- i) Sports Uniforms
- j) Losses and theft of student property (A police report may be necessary for insurance.)

Parents and students have signed a contract agreeing to abide by all of the rules and policies.

SECTION C - DESIGNATED CAREGIVER GUIDELINES

The student's parents have placed their child in your care. Springbank School MUST be informed prior to any change to this arrangement.

The parents take full responsibility and accept the decisions made by you about the day-to-day requirements of their child and understand that Springbank School will make every endeavour to provide care and look after the welfare of their child whilst studying at Springbank School.

Should there be a concern about the welfare of your student, the school will consult the pastoral care staff within the school and will discuss the concern with you and parents of the student. The school may also refer the matter to the New Zealand Police or any other appropriate welfare or outside agencies. If necessary, the school may relocate the student to an approved homestay if any issues cannot be resolved (with permission of the parents).

Springbank School will visit your home on or prior to enrolment in order to meet with you and establish a communication arrangement with you. The school will ensure that your selected accommodation is satisfactory. The school will interview your student at least once a term to monitor his/her on-going well-being.

SECTION D – PARENT GUIDELINES

- a) Students living with parents must still be monitored by the School.
- b) The home of a parent may be visited to verify the living situation.
- c) At no time can a parent leave the student unsupervised overnight or for any length of time without first informing the School and seeking approval for a temporary adult caregiver to take their place. This will probably be a designated caregiver that needs to be approved.
- d) If students are living with a parent, then the parent has full responsibility for the pastoral care of the student outside tuition hours and may be called up to the school at short notice on school matters.
- e) If a parent leaves a student unsupervised in New Zealand that student will lose their place at the School and New Zealand Immigration will be informed. Parents must follow all the policies of the School at all times.
- f) Please note no international student may drive a car while enrolled at Springbank School regardless of their accommodation arrangement.



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