



Residential Caregivers Guidelines 2019

Accommodation Guidelines



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INTRODUCTION

Thank you for agreeing to share your home and family with an Alfriston International student. You (and they) will find it challenging and frustrating at times, but ultimately we hope you find it rewarding and fulfilling and that you will have a life-long extended family member.

These guidelines have been developed from guidelines used by other schools for many years and Code of Practice guidelines. They should form the basis of discussion between you and the student. We recommend that you discuss issues raised here with your student in the first week to avoid conflict potentially arising in the future.

Your main point of contact is our International Student Leader. Please feel free to get in touch if you have any questions, concerns or feedback.

Jody Lawrence
International Student Leader
j.lawrence@alfristoncollege.school.nz
Ph 269 0080 ext 815 or 021 825 112

Alfriston College welcomes students from a wide range of countries. Some may come for a short experience of one or two terms, others may stay for a year or even longer.

New Zealand is seen as a natural and safe country with an excellent education system. Some students come to gain qualifications, others to improve their English and experience the "Kiwi" life style.

Most of our students will be living away from home for the first time in their lives. For them, and their parents it is both an exciting and scary time. It may take a little time and patience to help them settle in and feel confident.

For many students the New Zealand way of life is very different to what they are used to. Your help in understanding and supporting them is greatly appreciated.

By becoming a Homestay family, you are providing a student with the opportunity to experience our New Zealand lifestyle as a member of the family. Although they pay for their accommodation, meals and laundry, they are not staying in a hotel and are expected to participate in family life by helping where they can and joining in family activities.

As a host family, you are standing in for the student's parents while they are in your care.

SECTION A - DEFINITIONS (as per the Education (Pastoral Care Of International Students) Code of Practice 2016)

What is a Residential Caregiver?

Residential caregiver means—

- a. a homestay carer; or
- b. a licensed hostel manager or other person responsible for the care of international students in a licensed hostel; or
- c. a designated caregiver; or
- d. in the case of temporary accommodation, a supervisor

What is a Designated Care Giver (DCG)?

Designated Caregiver means a relative or close family friend designated in writing by a parent or legal guardian of an international student under 18 years as the caregiver and accommodation provider for that student

What is a Parent?

Parent, in relation to an international student, means the father or mother of the student who is responsible for the student's well-being and financial support

Legal guardian, in relation to an international student, means a person who, by court or testamentary appointment, is responsible for the student's well-being and financial support, and provides for the care of the student in the student's home country

As a Residential Caregiver for an international student at Alfriston College you must meet process 26 as part of Outcome 6 – safety and well-being. This can be found on pages 12-13 by following this link;

<http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

Alternatively, you can read the relevant clauses at the end of this document.

SECTION B - HOMESTAY GUIDELINES

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.

If you are unable to meet your student upon arrival, 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 if needed.

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, a large desk with a chair for homework and lighting suitable for 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.

Teenagers of all cultures struggle to have a clean and tidy room so remember to remind them to clean up if needed!

3. MEALS

For most students, New Zealand food can be very different; especially breakfast and lunch. A lot of students miss the food from home, however you are not expected to cater to their preferences for every meal, unless there is a prior agreement. Please try to provide healthy food options.

- 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.
- Saturday and Sunday - please provide breakfast, lunch, an evening meal and snacks as per normal family arrangements.
- Do not 'hide' food, or reserve food for your family. This has been a common complaint from other schools with International Students and it really upsets them.
- Please provide your student with a shelf or space to store some of their own food.
- 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 the student who pays.
- Teenagers often have "hollow legs" and can eat quite large amounts. Weetbix, rice, pasta, baked beans and whole-meal bread may help.

4. HOMESTAY PAYMENTS

- You will receive between \$245 and \$265 per week in 2019 (for 7 nights). This is dependent on the type of student you are hosting.
- The homestay payments will be paid 2 week in arrears into your nominated account every fortnight on a Friday.
- If you are going to be away, please inform the College remembering to give sufficient notice to the College so a temporary home can be found for your student.
- **If your student is absent for more than 5 nights, your homestay payment will be reduced to \$10 per night, as long as 2 weeks' notice has been given by the student to you.** (eg: If your student is away for ten nights, five nights will be paid at the full rate and five nights at \$10 per night).

It is considered good manners to offer \$15 per day, (or food) to a temporary care-giver if your student is away for more than one night.

5. CHANGES WITHIN HOMESTAY FAMILY

- No student is to be left unsupervised overnight at any stage, regardless of their age. Note this is a legal requirement. See the Code of Practice on <http://www.legislation.govt.nz/regulation/public/2016/0057/latest/whole.html#DLM6748334> . All Code requirements are applied to all of our students regardless of age.
- You **MUST** notify the International Student Leader if anyone else moves into the house. This includes another student. Anyone over 18 years of age will need a police check.
- You **MUST** notify the International Student Leader if the host mother or host father will be away overnight.

6. HOMESTAY CHANGES

We take great care in placing a student in homestay and try to ensure we match the student with a suitable family. Even though we place the student with the intention of them staying for the full time, there is no guarantee that this will happen.

Sometimes students ask to be moved and sometimes home stay family circumstances change. We try to resolve any issues before a change is made.

Some reasons for a Change in Homestay may be:

1. Early return to home country
 2. Change in homestay circumstances
 3. Unacceptable behaviour to homestay or serious breach of school rules
 4. Unacceptable behaviour from homestay towards student
 5. A mis-match of student and homestay
 6. Request from natural parents for student to live with a family member or guardian
- 2 weeks' notice by either party or payment in lieu of notice is required.
 - Alfriston College reserves the right to move a student without prior notice if necessary. Should this happen to you, please do not feel offended. 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 Alfriston College. We ask for your co-operation if this should occur.

- No student is to move without the prior consent of the International Student Leader. The student's visa may be withdrawn if a student moves without notice.

7. TRANSPORT

- To help your student settle in please walk the route to school with them before school starts. If this is not possible please either drive or help your student to catch the bus on their first day at Alfriston College. Students new to New Zealand often find our buses frustrating and poor.
- You are expected to pick up or drop off your student as per your other family members. Your student may have tuition or sport after school. Please ensure arrangements have been made for their safe transport home.
- 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. Check they have a school ID and HOP card to lower the cost – Student ID is available approx 3 weeks after starting the term.
- It is expected that you will want to take your student to the airport on their departure. If this is not possible for whatever reason, please notify the International Student Leader as soon as possible.
- Transport costs to and from school are the responsibility of the home stay. Students are responsible for paying all other transport costs.
- Students may only be driven by drivers who hold a full NZ licence. International students enrolled at Alfriston College may not drive a motor vehicle except for the purposes of gaining a valid New Zealand driving license under the guidance of a licensed driving instructor.
- An approved driver must have a full New Zealand licence, be known to the homestay family and be reliable). International Students caught driving outside of these conditions are likely to have their student permit revoked.
- Host parents **must** check licences of drivers. No overseas licences are acceptable.

If you are not comfortable with either the driver or the car PLEASE DO NOT allow your student to drive with them.

8. UNIFORM

- At Alfriston College students in all years wear uniform, please help them in purchasing their uniform. The website has all information www.alfristoncollege.school.nz.
- New uniforms can be purchased from The Uniform Shoppe, 1 Ronwood Ave, Manukau. Ph 267 6063. www.theuniformshoppe.co.nz
- We have some items at school that students can borrow if they are here for a short stay.

9. HOLIDAYS

- 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. Long term students often return home for the Christmas holidays.
- International Students are not allowed to travel independently (i.e. without approved parental supervision) while they are studying at Alfriston College.
- 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.
- The International Student Leader MUST approve all travel arrangements prior to travel. Failure to do so could result in the student's visa being revoked. A written permission form, available from the International Student Office must be completed no later than two weeks prior to departure.

10. FAMILY OUTINGS AND TRIPS

While your student is living with you, they are a part of your family and should be encouraged to participate in family outings, events and visits. Interaction with the family and your friends helps both their English and social skills.

- If you invite a student to join in a family outing, it is usual, that, as part of the family, you will pay their expenses. If this is not the case, please ensure the student understands and agrees to pay their share.
- If you are planning a trip or holiday outside of Auckland it is especially important that the student understands, and agrees to who is paying for what. Some students may not be able to afford the extra expense of holiday accommodation and transport.
- If you wish to take a family holiday and your student is unable to come with you please contact our International Student Leader to arrange alternative accommodation while you are away.
- **Your student needs signed permission, from Alfriston College, BEFORE, they go out of Auckland without you (or on an organized tour).**
- A letter of permission from the student's parents must also be given to the school if they are participating in any adventure or dangerous activity (eg: bungy jumping).

11. SMOKING, DRINKING AND DRUGS

- Make your family views on smoking very clear from the student's first day at your home.
- Smoking under the age of 18 years is illegal in New Zealand, but many students do smoke in their home country.
- No smoking in school uniform, ever!
- Drinking is not allowed for students under 18 years.
- It is illegal for alcohol to be sold or supplied to anyone under 18 years.
- If a student is taking or buying illegal substances please contact the International Student Leader immediately.
- No tattoos

12. TELEPHONES

Most students will purchase a cell phone or New Zealand sim card when they arrive. This makes it easier for them to stay in touch with you and their parents. Encourage them to use their mobile phone for calls to their parents.

Some students may have an international calling card which is loaded with credit for international calls.

- All overseas telephone calls should be made from the student's mobile phone or collect or with a pre-paid card. (Host families and Alfriston College accept no responsibility for any telephone accounts).
- All calls, local and overseas should be given a time limit e.g. 10-20 minutes.
- Phone calls should not be made after 9pm unless in an emergency.

13. INTERNET

It is reasonable to expect host families to have internet available for students to use.

- Internet packages with unlimited data are often no more expensive than standard packages. Please check with your internet provider.
- Internet facilities are available at Alfriston College in the library for all students to use during interval and lunchtime. Seniors (years 12 and 13) can also access the internet in the ILC (Independent Learning Centre)
- Please check that your student is not spending long periods of time on websites in their first language as this is a hindrance to developing their English language. They should be discouraged from staying up late at night.
- Students should not enter any offensive websites. If you are concerned, please contact the International Student Leader immediately.

14. EMERGENCY SITUATIONS

In case of emergency, use your common sense and determine whether a 111 call, or if a trip to hospital or a medical centre is needed. You **MUST** contact the school's 24 hour contact or the Principal. You should not contact the home family- this has to be done through approved channels via the College.

24 Hour Emergency Contact

Jody Lawrence

Ph 021 825 112

- International students should be taken to the host's own doctor in cases of illness.
- International students should be taken to the nearest hospital or emergency clinic in an emergency.
- International students are advised they should always carry their insurance details in their wallets.
- 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.
- 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>.
- 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>

15. ABSENCE FROM SCHOOL

Alfriston College must be advised of your student's absence from school and the reason why by:

- Phoning Reception on 269 0080 or
- Emailing your student's Amokura (Whanau Advisory Teacher). All Alfriston College emails are in the following format: initial.surname@alfristoncollege.school.nz

16. COURTESY AND SUPERVISIONS

- Students must negotiate with the host parent in advance about whether they will or will not be home for a meal.
- 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 (in case of urgent messages). Cell phone contact only is not good enough.
- Host family must make suitable arrangements for the student if they are to be away from home for a meal or overnight. You must take reasonable precautions to ensure there is suitable supervision in a safe environment. If you are unsure, the answer is no.

- No student is allowed to stay away from the host family home overnight without the consent of the host family.

17. 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.

18. HOUSEKEEPING

- As a member of the family, students should assist with some minimal household tasks if asked to do so. If the New Zealand children help around the house, so should the student.
- 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 machines and where to hang their washing. (Some students do not like their washing hung out in public, please respect their wishes).

19. WATER

- 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.
- 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.
- Host families please explain how your shower and other facilities work, and the surfaces that you leave dry.

20. CULTURAL DIFFERENCES

- Discuss with your student how your family greets, says good night etc.
- The biggest difference encountered so far 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. Please remember as mentioned before, to contact the International Student Leader if the host mother is going to be away overnight.
- 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. They tend not to understand our early bedtimes!
- German students generally seem to be very comfortable with New Zealand customs but please check as we are all different.
- Please remember most problems occur through cultural differences and not bad behavior, 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 most of the time.

21. 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.

22. CURFEWS

- 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).
- 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.
- Students between the ages of 16 and 17 will want to be out after midnight. This needs to be specifically arranged beforehand, with details checked.
- 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.
- We recommend that all students do not go out later than 8pm on school evenings.

23. OTHER

- A student attending Alfriston College must abide by the starting and finishing times of the school, which are 9.20am and 3.30pm. There is an early finish time of 3pm on Wednesdays. They must also respect and adhere to all the school rules.
- Our international students are in New Zealand for differing reasons from completing their education to having an exciting overseas experience to improve their English. Check the goals of the student when they arrive. A short-term student has different expectations than a long-term student. You can 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.
- Host Families are not expected to:
 - a. pay for toll or mobile phone calls
 - b. cook special food
 - c. insure the student's goods or pay for property the student damages or loses
 - d. offer accommodation to visiting friends or relatives
 - e. comply with unreasonable requests

24. COMPUTERS

- 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 be on their computers for hours. Computer use can be a real problem, impacting negatively on school, and family life. Costs need to be discussed
- Lights out at midnight at the absolute latest (and computer). Students fall asleep at school otherwise. This often causes arguments in families, and problems at school. Get the Head of Learning involved if there are any issues.
- We recommend that the internet be turned off at night.

25. CONSEQUENCES

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

- Student disciplinary procedures in the event of unsatisfactory performance/behaviour:
- Daily check to Whanau Leader/International Head of Learning
- Be grounded
- Written and verbal warnings may be given to the student. A student may have their student permit revoked if the situation does not improve.

A student may be asked to return home in serious situations – below are some examples:

- Illegal activities (drugs, shoplifting, theft)
- Violence and aggression
- Habitual truancy
- Bullying
- Emotional imbalance
- Dishonesty/untrustworthiness
- Inability/unwillingness to comply with school and homestay rules.
- Inappropriate and unsafe social behaviour.

26. STUDENTS ARE RESPONSIBLE FOR

- Stationery
- Any luxury cosmetic items, personal toiletries
- Personal pocket money and personal expenses
- Bus fares
- Exam fees
- Holiday costs
- Medical/dental expenses
- Telephone accounts
- Uniforms
- 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. Alfriston College 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 Alfriston College will make every endeavour to provide care and welfare of their child whilst studying at Alfriston College.
- 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).
- Alfriston College 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

- Students living with parents will still be monitored by the College.
- The home of a parent may be visited to verify the living situation.
- At no time can a parent leave the student unsupervised overnight or for any length of time without first informing the College and seeking approval for a temporary adult caregiver to take their place. This will probably be a designated caregiver that needs to be approved.
- 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.
- If a parent leaves a student unsupervised in New Zealand that student may lose their place at the College and New Zealand Immigration will be informed. Parents must follow all the policies of the College at all times.

SECTION F - HOMESICKNESS AND TROUBLESHOOTING

Moving to a new country to live can be a very exciting time and also a very scary time. There is a lot to learn and adjust to, everything is new and different – the culture, food, weather, language and people.

Some students settle in quickly while others take a bit longer to adapt and can experience homesickness and culture shock. Once students settle into their new life in New Zealand, they can sometimes experience a 'reverse culture shock' when they return home.

Contact with their home family is important but be aware that too much can sometimes prolong the settling in period.

Stage 1 – Leaving home

Nervous
Excited
Happy
Sad
Full of hope
Busy with preparation



Stage 2 – Arriving in New Zealand

Tired
Confused
Still happy
Adventurous
Everything is new and different



Stage 3 – Culture Shock

Lonely New and different food
New language
Difficult to study
Frightened
Hard to make friends/shy
Tired from speaking English all the time
Nothing seems right



Stage 4 – What Have I Done?

Extremely homesick – missing friends and family
Miserable
Was I right to come to New Zealand?
Does anybody like me?
Hopelessness
Everything is terrible
Wants to sleep all the time



Stage 5 – Settling In

Enjoying study
Making friends
Beginning to adapt to new culture
Things are not so bad
Getting involved in school activities
Enjoying different food and new things
Understanding English
Homestay feels like home



Stage 6 – New Zealand Is Great!

Feeling confident, successful and happy
Hope for a future career path
A definite purpose in New Zealand
Looking forward to new experiences



You can help your student by:

- Being patient and understanding
- Setting boundaries and guidelines (see our suggested questions to go through with your student below)
- Encouraging them to join clubs and activities at school
- Involving them in family activities
- Reminding them that their homesickness will pass
- Using a bi-lingual dictionary if they are stuck trying to explain something
- Allowing them some quiet time to be on their own

QUESTIONS FOR HOMESTAY AND STUDENTS TO GO THROUGH – these will help set boundaries and help your student settle in.

DAY ONE

1. What do I call you?
2. When can I telephone my family?
3. When can I use the internet?
4. How do I get to and from school?
5. What happens after school?
6. What family rules and procedures do I need to know about?
7. Where can I keep my toiletries?
8. When is the best time for me to have a shower and use the bathroom, in the morning or in the evening?
9. How long may I stay in the shower?

DAY TWO

1. What is the procedure about dirty clothes? Where do I keep them until wash days?
2. Should I wash my own underclothes?
3. Where should I dry any clothes I wash?
4. Where do I put my clothes to be ironed?
5. What time are meals?
6. What would you like me to do at mealtimes? For example:
Set the table?
Clear the table?
Wash Up?
Dry Up?
1. Which food and drink may I help myself to?
2. Which food and drink must I ask first before having?

DAY THREE

1. What chores am I expected to do daily? For example:
Make my bed?
Keep my room tidy?
Leave the bathroom clean and tidy?
2. Which bathroom toiletries can I use (shampoo, toothpaste)?
3. What areas of the home are private (For example: parent's bedroom, study, sewing room)?
4. Where can I store my suitcases?
5. What time should I get up on weekday mornings?
6. What time should I get up on weekends and holidays?
7. What time should I go to bed and turn the lights out on weekdays and weekends?
8. Do I have to ask if I go out?
9. What dates are the birthdays of my host family?

DAY FOUR

1. What is the address for incoming mail?
2. What are my homestay father's likes and dislikes?
3. What are my homestay mother's likes and dislikes?
4. What are my host brothers and sisters likes and dislikes?
5. How do I get around?
6. May I use the stereo, television and DVD?
7. Do you expect me to telephone if I am going to be late home?
from school?
From any other outing?
1. What arrangements are there for making lunch
On a school day?
At the weekends?

DAY FIVE

1. If I have any problems, who would you like me to go to?
2. May I put pictures and posters on walls in my bedroom?
3. May I rearrange my bedroom?
4. When can I have friends to stay overnight?
5. When can I invite friends around in the day? (Not opposite sex if parents not there).
6. When can my friends phone me?
7. Is there anything else you would like me to know?

TROUBLESHOOTING

Hosting a student from another country is a wonderful opportunity to experience a different culture. Awareness of some cultural differences can help when problems or frustrations happen.

Our student says they don't have to go to school every day.	Attendance is a condition of their enrolment and student visa. The same rules apply as for New Zealand students. If they are ill, please advise the student office: studentservices@alfristoncollege.school.nz . They should also be at school on time each day.
Our student stays up very late at night and then oversleeps in the morning.	This is common with a lot of Asian students who are used to studying or socialising until late at night. Remind them of the importance of being at school on time and keeping quiet so the rest of the family can sleep.
Our student doesn't help in the house.	A lot of families overseas have home help. They may not be used to doing chores. Explain that it is usual in New Zealand for everyone to help out. Show them what you need them to do.
Our student has been here for a while now and the improvement in their English seems to have stalled.	There is often a big improvement in language when the student first arrives, then progress can stall for a while. This is usual in learning a new language and another rise in progress will follow.
Our student doesn't do any study and says they don't have any homework.	ALL International students have homework or revision work to complete. Even if they are not doing NCEA, they should still be completing homework, assignments and assessment work. Some of this will be done in ILC at school.
Our student seems uncomfortable when my husband is around. He hasn't done anything to upset them.	Fathers are often absent from a lot of family life in some countries. Your student may not be used to having a male in the house for meals etc. This should get better with time.
I can't tell if our student is happy or sad. They don't show any emotion at all.	It is usual in some cultures to not display emotions. Your student may show more emotion once they get to know you better.

Our new student's English is not very good – we were told it was.	They are probably feeling tired and overwhelmed by all the changes. Once they settle in and feel more comfortable their English will improve.
Our student spends all their time in their bedroom and not with the family.	When a student first arrives, dealing with all the new changes and having to speak English all day can be very tiring. It is a common problem with new students. Homesickness can also be an issue, although a balance should be encouraged. Once the student settles in, they may feel more comfortable spending time with you. Encourage your student to spend time with your family.
Our student has been here for a while and seemed to be ok but now they are homesick.	There are different stages of settling into a new life and they may have been riding on the initial excitement. Let them know it is normal to feel homesick and encourage them to keep busy and involved. This stage will pass.
Our student doesn't do anything at the weekends and seems bored.	A lot of students are used to having longer days at school, lots of study and extra-curricular lessons at home. The idea of 'free-time' can be a new concept for many students. Encourage them to join in groups or sports. They are given information at school about various things they can join. You can take them on a family outing, or encourage them to invite friends over.
Our student never answers a request (such as what they would like for lunch) with a definite 'yes' or 'no' even when I can tell they have a preference.	A lot of students will find it difficult to tell you their preferences as they don't want to seem rude; especially if they are declining something. Let them know it is ok to tell you.
Our student told the International Staff that they are cold/hungry but they haven't said anything to me about it. Our student has been throwing away/hiding food; we found out it was because they didn't like it. Why didn't they just tell us?	Often students will tell someone else about a small problem as they don't want to be cause embarrassment or upset in their homestay. Encourage them to talk to you openly about any problem they have.
Our student won't look me in the eye. It is a bit annoying.	In some cultures making eye contact with adults is impolite. They may be showing you respect. Let them know it is okay in New Zealand.
Our student treats the homestay father politely but treats me and my daughter as if we are servants and is arrogant towards us.	A lot of cultures give a higher status to males. Your student is acting according to what is normal in their culture and may not be aware that it is not acceptable in NZ. Explain to them that in NZ, everyone is treated equally.
Sometimes our student appears rude and speaks too informally with older adults. We have noticed a few swear words being used as well.	It can be difficult to understand the different levels of formality in the English language when you haven't grown up speaking it. Students will copy the language they hear around them and will not always know when it is appropriate to use it. While this can create some funny moments, it is important to let them know when it is not okay.

<p>Our student doesn't tell us the truth.</p>	<p>While you may experience a few small 'cover ups' when the student wants to avoid hurting your feelings/appearing rude, not telling the truth is a frustrating issue.</p> <p>Explain the importance of honesty in building trust, respect and a good relationship.</p>
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Most problems can be solved by explanation of the issue. If you have any concerns or have tried to sort things out but if the situation is still a problem, please contact the International Student Leader.

Information pertaining to Residential Caregivers from Education (Pastoral Care of International Students) Code of Practice 2016

Process: accommodation

(1)

In relation to an international student under 18 years who is in the care of a residential caregiver, the signatory must—

(a)

ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and

(b)

ensure that an appropriate safety check has been completed for a residential caregiver; and

(c)

maintain effective communication with the student and his or her parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation; and

(d)

conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors; and

(e)

ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's care when the student is in the custody of the designated caregiver; and

(f)

ensure that there is appropriate separation of international students from students of different ages in the accommodation; and

(g)

ensure that the student is appropriately supervised in the accommodation.

(2)

In relation to an international student 18 years or over who lives in accommodation provided or arranged by a signatory, the signatory must—

(a)

ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements; and

(b)

maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.

(3)

In relation to an international student 18 years or over who arranges accommodation for himself or herself, the signatory must ensure that the student is directed to relevant advice and information that will enable the student to understand his or her rights and obligations as a tenant in New Zealand.

(4)

In this clause, **accommodation issues** includes issues of health and well-being arising from a student's accommodation or connected with it.