

Hosting an International Student



Takapuna Grammar School

Information for families hosting overseas students:

Thank you for agreeing to host an International Student. Takapuna Grammar School greatly appreciates the effort and care you put in to hosting one of our students and we hope you and your family find it an enjoyable and rewarding experience. Please remember your student is away from home and will sometimes be lonely and faced with customs that are very different from their own. Your student will need the love and care that you would like your own child to receive in the same situation. Communication is really the key.

This booklet provides information and guidance for you as a home stay host. We are aware that every student and family is unique and realise you will have your own set of values and rules which you would like your student to follow.

Takapuna Grammar School is bound by the *Code of Practice for the Pastoral Care of International Students 2016 – Schools* which sets out the minimum standards of advice and care that are expected of educational providers. This includes the information which we supply to you as a home stay host. The Code applies to care and provision of information only, not to academic standards.

The host family is responsible for:

- a safe and friendly living and studying environment
- treating the student with respect
- making the student feel comfortable and part of the family
- notifying the school if there are any changes or additions to the household
- notifying the school immediately if there are any problems with the student; eg medical condition, misconduct
- notifying the school if the students seems very homesick or depressed
- looking after the student in their home to the best of their ability
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Host families are **not** expected to:

- provide internet connection for the student
- pay for toll or mobile calls
- cook special food
- insure the students' goods or pay for property the student damages or loses
- offer accommodation to visiting friends or relatives
- comply with unreasonable requests

Why do students from another country want to study here?

Many students come to New Zealand to gain qualifications that are not easily accessible in their own country. Gaining qualifications in an English speaking country greatly increases future employment opportunities for these students.

Students also come to New Zealand for the cultural experience of living and studying in a country other than their own. Some of our European and Latin American students who come for six months or a year are here for this experience.

For other students attending Takapuna Grammar School is an important stepping stone in their education. Many students continue their studies at New Zealand Tertiary Institutions or move to another English speaking country such as Australia or the USA to attend University.

Student Care

As a homestay host you are responsible for your student for the full term of their enrolment. This includes school holidays. It is the host's responsibility to know where their student is, how they can be contacted and who they are spending their time with. Please ensure your student has your home phone number and address and that you have their cell phone number and they have yours.

Students must gain prior permission from the International Director before staying overnight anywhere other than at their homestay. All students have signed a behaviour contract as part of their enrolment agreeing to this rule.

The host family is to make arrangement for students and inform the school if they are to be away overnight. No student is to be left in the house unsupervised overnight. There should be a responsible person or persons over the age of 18 to supervise in this instance.

Home Stay Visits

Takapuna Grammar School has agreed to observe and be bound by the conditions of the Code of Practice for the Pastoral Care of International Students 2016 - Schools. As such, we are required to visit each home stay regularly to ensure the needs of the students are being met. Each student will be interviewed once a term. The school will address any concerns that arise with you.

Change of Circumstances

It is a requirement that you inform us of any change in accommodation details as soon as possible. This includes changes in phone numbers, physical and email addresses and the addition of any people aged 18 and over resident in the household. This last point is vital as any person aged 18 or over who is part of the household requires police vetting.

Students are not allowed to change home stays unless they have spoken with Bronwyn Hill or Carole Cowley. Please advise us immediately should a student indicate that they are leaving the homestay.

Counsellors

The school has counsellors on staff. If you feel your student needs to discuss any matter with a counsellor we can organise an appointment for them or they can make one for themselves.

For Korean and Chinese students we have first language Korean and Chinese Counsellors on staff.

Mr Andrew Park – Korean Counsellor

Ms LiJun Qiu – Chinese Counsellor

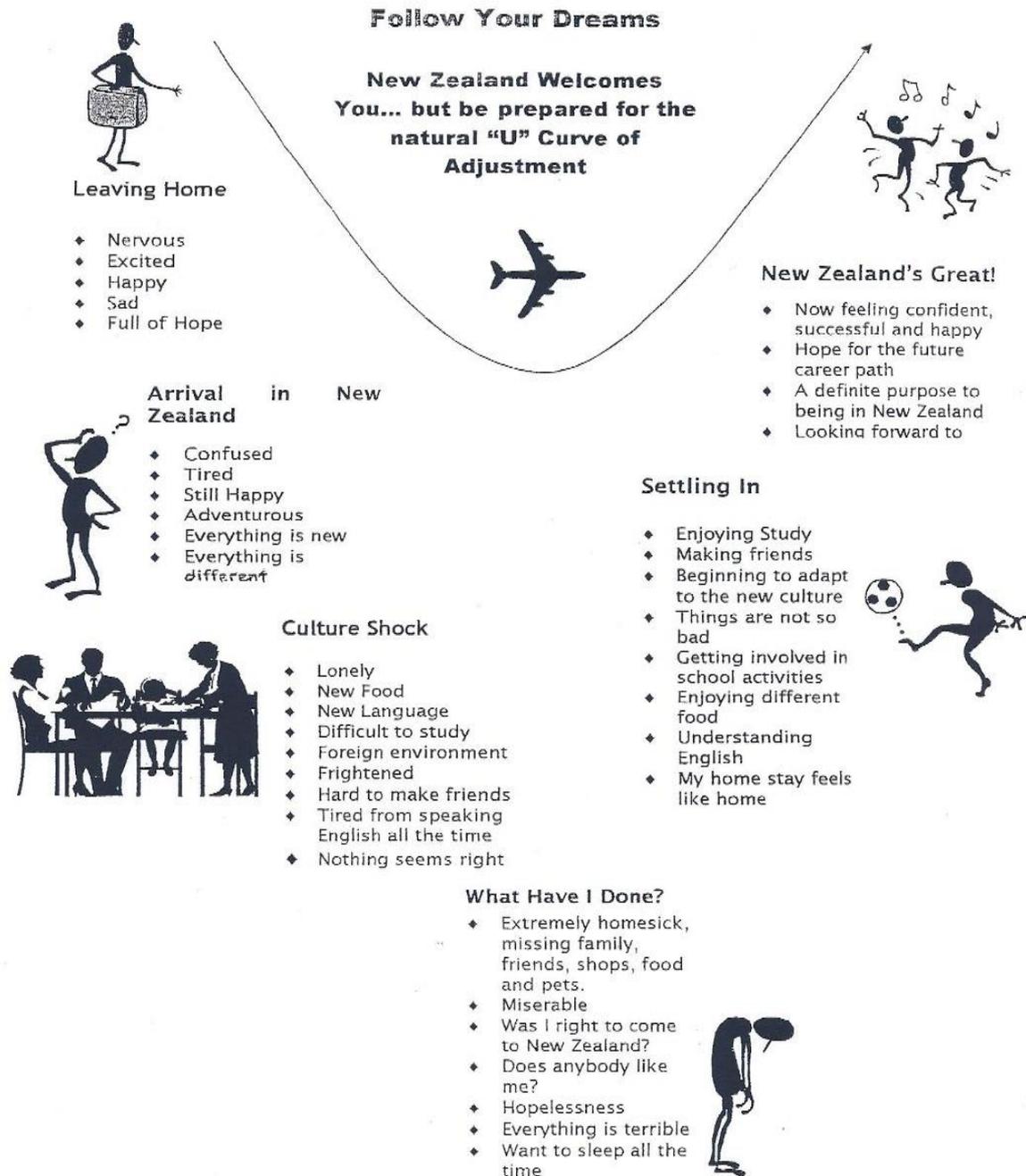
Getting Along Together

It is customary in New Zealand to expect people staying in your home to help with such things as drying the dishes, hanging out the washing or taking the rubbish out. Your student may have come from a culture with servants and many students, particularly males, will never have done chores to help around the home. Ease them into chores gently. It is reasonable to expect your student to keep their room very clean and tidy.

Culture Shock

"Culture Shock" is the name given to the phenomenon which occurs when people move from a culture in which they understand and interpret the values, patterns of behaviour, gestures etc into a culture in which they do not know and understand these things.

Your student is a long way from home, so your understanding, listening and concern are appreciated. Odd behaviour can sometimes be a reaction to the stress of culture shock. It is unlikely that your student would be knowingly and deliberately rude. The below is a diagram of how your student may be feeling.



Communication

A lot of students are here to improve their English language skills. Please try to converse as much as possible, speak slowly and clearly, not loudly or using 'pidgin' English. Use short sentences and take care to avoid Kiwi expressions, as often they will not know what you are talking about. It also pays to avoid negative questions like, "You haven't done your homework yet, have you?" If you feel you have not been understood try writing the message down.

Please remember it is very tiring for your student to try and communicate in English all day. If your student seems distant and switched off, please don't worry. However, if this persists and you are concerned your student may be unhappy please contact the school.

Privacy

Please consider the student's need for privacy. If you have children, please prevent them from going into student's rooms uninvited or when the student is not there.

Language

Your student will probably be unfamiliar with New Zealand accents, even if they have good English skills. Colloquial expressions will take a while to get used to for your student. Please be patient.

Arrival

Your student will probably arrive at Auckland International Airport, or a designated pick-up area such as Waipuna Lodge or another place in central Auckland. It is preferred that students are met by the home stay family when possible.

Students will need to be provided with a key for access to your home. Please show the student any alarm or lock-up procedures.

Orientation and Uniform

The school provides orientation programmes at the start of Term 1 and Term 3. All other students who start at different times of the year are given an individual orientation.

Students can purchase their uniform from the uniform shop at Takapuna Grammar School. They are asked to bring regulation school shoes with them, however if they haven't done so these can be purchased from any shoe shop eg: Hannah's at Shore City or the Warehouse or Number One Shoes. You may need to help your student with this.

Bedroom

Students are entitled to a room of their own. It should have a bed, wardrobe, chest of drawers, a heater, a desk, chair and lamp for study. All bed linen is to be supplied by the homestay.

Making and using the bed

Some students will sleep on top of the bed because of cultural differences. Please show your student how to make their own bed and also how we sleep between the sheets. Provide plenty of blankets as many students come from the opposite season and feel it is very cold here. Hot water bottles or electric blankets can be offered to the student if they continue to be cold.

Heating

Advise your student that electricity is expensive and to use the heater to warm the room and to switch it off before going to bed. You should also check that the student has turned off the heater and all other electrical equipment when appropriate, ie: when you leave the house.

Meals

Please make it clear what is expected of your student regarding meals. Students are not expecting to eat the same food as they ate at home, so please don't make major changes to your menu. However, it may be helpful to see the 'Meal Tips' below. Set a time your student needs to ring or text you by if they do not require an evening meal.

- Monday to Friday please provide breakfast, cut lunch and an evening meal
- Saturday and Sunday please provide the same and perhaps snacks
- If you choose to take your student out for lunch or dinner, it should be treated as a meal at home and paid for by you. If the student chooses to go out for lunch or dinner with their own friends, it is of course the student who pays.

Meal Tips

- Students from Asia appreciate frequent servings of rice.
- Chilli and soy sauce on the table are appreciated.
- Some students have never used a knife and fork so providing a spoon and fork can be a good idea.
- Most students are used to drinking with their meals, so some water on the table will be appreciated.
- The table manners of your student may differ from those of your family. It is important to understand that there is no right or wrong way, it is just a matter of different customs.
- Some students prefer to eat in their rooms. We would encourage you to ask they join in with the family meal, within reason.
- One helpful thing to do may be to take your new student to the supermarket and ask them which foods they prefer to eat. If you know your student does not like to eat, say, fish, then it would be nice if you keep this in mind while planning your menu, and perhaps have something for them in place of fish with the meal.

Household Routine

Outline to your student your expectation of your daily routines. Bedtime, noise and computer use need to be negotiated between the student and yourself. If your student is not going to be home for meals, they must let you know well in advance.

Curfew

Students must tell the host parent where they are going and what time they will be home and give the home stay host their cell phone number as contact. Texting is often a good way of communicating.

During the week, students should come home after school and be present at meal times. If students wish to go out during the week in the evening, they should discuss this with you.

The school prefers that during the week (Monday to Thursday) students should generally be at home doing their homework or spending time with their home stay. They should not be making a habit of going out every night during the week.

It is up to each host to set his/her curfew times but the School suggests the following:

Sunday - Thursday: Home by 6pm to study relax/family meal
If your student does go out during the week we suggest a curfew time of 9pm for Years 11-13 and 8pm for Years 9 & 10.

Friday/Sat:	17/18 years	1am
	16 years	12am
	15 years	11pm
	14years and under	8.30pm

Getting to School on Time

It is important for hosts to ensure that their student gets to school on time.

School begins at **8.40am on all days except Wednesdays which is 9.30am.**

Year 13 students have a study period as one of their options. If a student has Study for first or last period they are not required to be at school for that period.

Bathing and Showering

New Zealand style bathing and showering may be new to some students. Explain to your student they must wash in the bath or shower, not on the floor beside them. Explain that they must conserve hot water. Many students are used to continuous gas heated hot water systems. We suggest a 5-10 minute shower.

Some students are used to *sloshing* water around in large quantities. Please explain to your student the need to keep bathing water in the shower cubicle or bath and to wipe up after taking a shower or bath.

Feminine Hygiene

Some female students prefer to wash their own clothes, particularly their underwear. In some countries, it is considered impolite to display items of intimate clothing on a clothesline.

Please show your student where they can wash and dry their clothes or where you want the laundry placed and tell them how often you will wash.

Female students will have to be discreetly shown how to dispose of their sanitary napkins (not all use tampons).

Tattoos

Students are not permitted to get a tattoo without the strict permission of their parents/agents and written consent needs to be forwarded to the school. Homestays hosts are not to give permission for students to have time off from school to do this.

Illness

If a student is away sick the home stay host needs to inform the school either via email through the school website or by phoning Student Services 489-4167 ext 9247 or the International Dean ext 9258 and leaving a message.

If the student is away for three days or more they require a doctor's certificate. This is particularly important if they have missed exams/tests at senior level. If they do not have a doctor's certificate to cover them for missed internal assessments they will score zero for it.

On returning to school the student needs to bring a written note from the home stay host explaining their absence to Student Services.

It is compulsory for International students attending Takapuna Grammar School to have health insurance when they enrol. Most students have pre-arranged medical and travel insurance. The International Business Manager arranges the insurances. If you have any queries regarding insurances, please contact Lesley McGowan in the International Department.

If your student becomes ill whilst living with you please take them to your family doctor. The student will be aware that they have to pay for this themselves (and all associated costs such as prescriptions etc).

Please ensure your student keeps all receipts and upon return to school takes these to Carla Hemopo in the International Department who will organise their insurance claim.

Transport

Please ensure your student knows how to get to and from school before their first day. This may mean showing them where the bus leaves from or simply the best way to walk to and from school. You are not expected to pay for any bus fares for your student.

Homework

It is sometimes helpful to ask your student if they need any help with their homework and to ask if they are coping with the amount and type of homework that is set. It is impossible to have no homework. Even if no assignments are due there is always revision of work, reading an English book, making lists of new vocabulary and working on self-study for grammar. If your student is to succeed, they must have a balance between study life and social life. You need to talk about this together and decide on a rule. Contact the International Dean Lauren Baker at the school if you have any concerns regarding this.

Student Behaviour

Home stay hosts should expect the same standard of behaviour as would be expected from children of a similar age, but please make allowances for cultural differences. For example, a Brazilian student may like to be out a lot more than a student from another country. However, they are still expected to honour the curfew and be open and honest with you about their whereabouts. Some Asian students may prefer to stay at home more often, spending a lot of time in their room. Again, it is a good idea if they are encouraged to participate in family time together.

Contact with Parents

It is a good idea to make contact with your student's parents if you so desire. A letter or email introducing you and your family members and some regular contact about the child throughout the year will be greatly appreciated by the parents.

Money

You may need to help your student open a bank account. Encourage your student not to carry large sums of cash or to leave cash in their room or a bag.

Alcohol and Smoking

Buying and/or drinking alcohol is illegal under the age of 18 years old.

Smoking is illegal under the age of 16 in New Zealand.

Smoking is not permitted at school, while commuting and whenever in school uniform.

Telephone

The cost of all toll calls is the student's responsibility. Please make an arrangement with them regarding this. Students can purchase a Calling Card from the local dairy. They can use this card to make an overseas call from your home phone without incurring any cost to you. It is also a good idea to put in place a Toll Block. Please check with your telco regarding this service.

Computers

Most students will bring a laptop computer with them. The home stay fee is not expected to cover the computer facility, and it is up to you to negotiate with your student regarding the usage/payment of internet. We recommend a maximum of \$30 per month for 1 student or if hosting more than 1 student \$20 per month.

Travel

Your student may wish to visit other parts of New Zealand or go home for the school holidays. This is allowed but the student must get approval from their parent and the school before travelling. 'Permission to Travel' forms are in the International Office.

If the student is travelling with the home stay hosts no permission is required.

Please be advised that no student should travel unaccompanied overnight at any time; ie: students must be supervised by an adult every evening and under no circumstances should students travel with other students unaccompanied by an adult (unless prior approval is given by the school).

Trips

Information about a variety of wonderful and reasonably inexpensive school holiday and weekend trips is available in the International Office. These trips are run by authorised adventure companies and comply with the Code of Practice. Students should see Carla Hemopo in the International Office to book a trip. Trips include weekend visits to the Bay of Islands, Rotorua/Taupo/Waitomo, Coromandel, Tongariro Crossing and days at Piha/Murawai, Horse Riding, Paint Ball, Laser Strike, Rock Climbing and Rafting. There are many other exciting adventures for students to experience.

Damage to Personal Effects

If either the property or personal effects of the home stay family or student is damaged the school must be notified. The student's agent/parent will be contacted. The school will act as the arbiter and any incident will be dealt with on a case by case basis.

Home Stay Payments

Home stay payments are paid fortnightly in advance by direct credit. The home stay fee is 270.00 per week.

A holding fee will be paid to a maximum of \$400 where your student is away for 4 weeks or more over the Christmas holidays.

Should your student be away during term time for more than 4 weeks then the first 2 weeks will be paid at \$270 per week with a holding fee paid after the 2 weeks to a maximum of \$400.

Home Stay Changes

Takapuna Grammar School places a student in a Homestay for an intended length of time, in good faith. There is however no guarantee that the student will remain in the same Homestay for the full time. In many cases it takes at least one month for students to feel settled in a new homestay. Moving a student is not undertaken lightly. If a problem occurs the school will work closely with the homestay hosts and the student to overcome the problem. Some students cannot face discussing quite minor problems because they think it will be interpreted as rudeness by the homestay hosts and they would rather avoid the issue by changing homestay. Students are encouraged to work through any problems by talking to you and the staff in the International Office.

If there are issues and after talking about the problem with the student and host no resolution can be found, the student will be moved to a new homestay.

For sudden or temporary changes including emergency situations, please contact the Homestay Coordinator so that alternative arrangements can be made and the student's family notified.

Under normal circumstances two weeks' notice by either party is required for any change of home stay. Takapuna Grammar School reserves the right to move a student without prior notice if the school feels the student's health and/or wellbeing is at risk.

International Student Centre

The International Student Centre (office and student common room) is housed in prefabs located down the driveway off Winscombe Ave next to the bike racks and adjacent to the playing fields. The students have access to computers and areas to study. The International Staff are all housed in the International Student Office.

Accident and Emergency Procedures for Home Stay Hosts

Home stay hosts need to ensure that everyone who takes care of an international student is aware of these procedures.

In cases of accident and emergency:

Remove the student from any danger, apply first aid and take the student to the nearest accident and emergency department or call an ambulance if necessary.

Contact the International Home Stay Coordinator **Emergency Mobile Number 021 502 695**

You are not responsible for contacting the student's parents. In case of emergency or accident any contact with the international student's parents should be made by the education provider only.

Education Provider's Responsibility

The education provider has responsibility in the case of emergencies and accidents during and outside of school hours when the student is in a home stay or boarding establishment situation. This means that the education provider should be contacted as soon as possible in these situations.

The education provider will help and support you and make sure that all appropriate procedures are followed.

CULTURAL DIFFERENCES

Latin American Students

- are used to having maids who clean the house and make the beds.
- are used to living in apartments rather than a house with a garden.
- only go to school in the morning and have afternoons free.
- have their 'coming out' party at the age of 15 rather than at 18 or 21 as we do.

Latin American culture revolves around music, dance and family. They are VERY social and friendly people. They love to go out and come home a lot later than other nationalities. It helps to be very communicative and welcome them as a part of the family, as they love to chat.

Latin Americans are accustomed to eating a lot of pasta and meat, so BBQ's will be warmly welcomed! They are not at all used to Asian style food, so please check first to see if they can handle spicy food. Kissing on the cheek is normal in South America, so don't be surprised if they don't adopt a formal handshake.

Latin girls often dress in what Kiwi's may consider a slightly immodest way – this is completely normal for them and not intended to be provocative.

European Students

In some countries in Europe it is common to ride everywhere on bicycles and no bike helmets are worn. Students are used to taking about 12 subjects so tend to find the amount of work at our schools easy. Most of these students have travelled to several countries.

Evening meals are similar to New Zealand. Fresh bread cut from a loaf with cheese or jam is a common breakfast food, as is muesli and yoghurt. European bread is often more substantial than NZ bread typically is, and as such wholemeal bread such as Vogel's should appeal to your student.

European students are usually very tidy and appreciate order in their surroundings.

European students tend to be independent. Many students enjoy talking with home stay about a variety of issues. Young students often have a broader understanding of the world compared to students from some other countries, and are used to, as well as having the confidence to, participating in discussions on a range of topics with older people. If a European student is shy, some games or looking through some photo albums are great icebreakers!

Chinese Students

Food is very important in Chinese culture; the preparation can be an art form, and a major leisure activity. Different foods have significance attached, combinations of food are sometimes important, and nutrition has a distinct place in Chinese healthcare.

Chinese people believe that, to keep healthy, one should have something nutritious for breakfast, eat until full for lunch and have a light supper. That's why lunch is regarded as dinner all around the country.

Main course for most Chinese is still rice or wheat flour products like steamed buns or noodles, potato is only taken as a kind of vegetable and bread as a snack.

Although Muslim Chinese are very familiar with mutton, most Chinese, and in particular people from the south of China, generally do not like mutton or lamb.

If a Chinese student doesn't like to have the New Zealand style breakfast, it is a good idea to give him or her instant noodles or toast and fried eggs for a change, or the leftovers from the meal the night before. Hot chilli sauce is a favourite to have available as a condiment. Perhaps provide information on where to buy Chinese food.

Most Chinese prefer tea to coffee. They are not used to having milk in their tea. Green tea is readily available in most supermarkets if it is their preferred beverage.

Some Chinese people make quite a noise while eating.

Chopsticks are difficult for Westerners to master and knives and forks may be difficult for Chinese. It may be appropriate to have spoons or chopsticks available, and at times to attempt to use chopsticks yourselves.

It is common to eat out in China. Mixing with friends is always done at a restaurant and not in the family home.

Most Chinese tend to be reserved. If a Chinese person has difficulty expressing him/her properly, he/she will perhaps keep silent. Chinese are often good listeners but not good speakers.

Losing face is an important concept. Chinese people do not enjoy being made to look foolish, or to be placed in uncompromising situations.

Chinese often react to embarrassment by laughing, and a smile or "yes" may be the reply to a question or remark that has not been understood.

A Chinese high school graduate has learned English for at least six years and when he goes to college he will study for another two years. For many students their oral ability is not as good as their reading and writing.

Chinese are taught to be modest, hence, in most cases, they will play down their own abilities. So do not always expect to hear "Thank you" when you say something complimentary to them. Correspondingly, they will also be quick to praise you for trivial achievements.

In many Asian countries, it is very rude to blow your nose in public. In New Zealand it is offensive to sniff, but for many students this is what they have been brought up to do. This is a cultural difference - please try to understand and explain to your student that it is impolite to spit or sniff in New Zealand. Please explain that using a tissue is the usual way to blow noses here.

Students may bring their own medicines and prefer to go to Chinese doctors, if available.

In China, a bathroom is small and will have a central drain hole with the shower in one corner of the room, so its fine for water to be all over the floor as it can just drain away. The difference between Chinese and New Zealand bathrooms might need to be explained.

Spitting is acceptable in China so students need to be told that it is not appropriate behaviour in New Zealand.

Thai Students

Thai values are different from New Zealand values. Thai students often have a high level of apprehension in meeting others and in public. Thai children seldom take part in family discussions or express their opinions to their parents. Most Thai students are generally not assertive and are shy and quiet in class. They are used to keeping silent and listening to what their teachers say or they are used to passive study rather than active study.

Most Thai students are indirect and easy going. They are easy to approach and get to know if you are nice to them. They can be quite shy to speak up – do not misunderstand this, they will speak more when they get to know you.

Sometimes Thai students find New Zealand food a bit bland. Having a bottle of sweet chilli sauce on the table so they can spice their food up a little is a good idea. Thai students appreciate access to fruit every day.

Thai students tend to like to shower. Please make sure you explain to them that power and water are very expensive. You could mention that in New Zealand we usually only shower once per day.

Encourage your Thai student to keep their room tidy. Remember, some of these students have maids in Thailand.

When you first meet your student, they may not be used to touching and hugging. We recommend greeting them and shaking their hand. Once you get to know them, you can show your closeness and care by hugging them.

If your student does something wrong, please don't yell at them. Calmly explain the problem to them and contact the counsellor at the school for that person to talk to your student if you feel this is necessary.

Korean Students

Korean Students find New Zealand homes very cold in winter. It would be really nice if you could provide an extra blanket, heater or hot water bottle for them in cold weather.

Please show them how to clean the bathroom after a shower. The bathrooms look very different in their country and often they do not realise they need to clean up after they use the shower. Please explain that there are no clothes to be washed in the bathroom as is often done in their country. Let them know there should be no hanging of wet clothes in their bedroom.

Korean students are often not good at saying "No, I don't understand", so if there is any sign that your student hasn't fully understood, please re-explain or write it down for them. They are usually not used to the way we wash dishes, so show them how we do things in the New Zealand kitchen.

Most Korean students are very academically focused so if they want to stay in their room for self-study, please don't be offended.

Japanese Students

Most of the Japanese young students are shy and too modest to ask you for your help, so please speak to them frequently and try to include them in general activities. They will never complain or express their discomfort. If you feel something is wrong, please call the school so we can ask the student to identify any problem or discomfort they may be feeling. Japanese students tend to apologise and say 'sorry' a lot. They hesitate to say, 'Pardon, could you say that again'.

Japanese students are often afraid to make mistakes. Most Japanese want to speak perfectly from the beginning, which is why they are often hesitant to speak.

Japanese students (even as young as 11) tend to go to bed much later than NZ students. TV is a big part of Japanese evening life and students often watch it until late. Young students often find it 'boring' in New Zealand when their home stay families retire early. We do not expect you to allow the student to stay up late along, but you may like to explain this difference to your student.

Generally, Japanese people bathe once a day.

Japanese people take their shoes off when they enter the house. Inside the house, they like to keep clean and tidy.

Young Japanese people consider that dinner is very important for communication time. All family members are supposed to be at the table at dinner time. Again, this is at your discretion. They are used to having a main dish, like cooked fish, vegetable dishes or cooked meat and boiled rice with this. Japanese typically like to eat a substantial breakfast, sometimes including eggs.

Telephone Numbers**Takapuna Grammar School: (09) 489-4167**

Terry Holding: Ext 9392 Director of International Students.

Lauren Baker: Ext 9258 Dean of International Students. Responsible for attendance, discipline and programmes of learning.

Lesley McGowan: Ext 9266 International Business Manager. Responsible for enrolments and documentation. Mobile: 021-502-697

Carole Cowley and Bronwyn Hill : Ext 9226 International Home Stay Co-Ordinators. Responsible for pastoral care and home stay accommodation.

For day to day inquiries please contact between 8.30am and 3pm

Carla Hemopo: International Administrator: Ext 9256.

Adi Alderson: International Office Coordinator: Ext 9012.

Andrew Park: Korean Student Counsellor responsible for pastoral support. Ext 9207.

Lijun Qiu: Chinese Student Counsellor responsible for pastoral support. Ext 9276.

EMERGENCY TELEPHONE NUMBER:

To be used in all homestay emergencies: 021 502 695