



# WESTLAKE BOYS HIGH SCHOOL

## GUIDELINES FOR HOSTING INTERNATIONAL STUDENTS

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[www.westlake.school.nz](http://www.westlake.school.nz)



## Welcome to the WBHS Residential Caregiver Team

Thank you for hosting a Westlake Boys High School international student. I hope that this booklet will be useful and will help make your experience rewarding, positive and enriching for both your family and your student.

To enable our international students to achieve academically, learn about kiwi life and culture and to feel at home in New Zealand, I know that the home that you will provide will play a huge part in their success. Our school is very appreciative of the invaluable role that you will play in your student's life and the care that you will provide as he studies in a new country.

Our International Department will support you in your role and is here to help both you and your student with any queries or concerns that arise. Our Homestay Manager, Helen Martin, will be your first contact person and is available to talk to you on school days between 8.00am and 4.00pm and in some holiday periods also. She will visit with you at your home during the year, and at other times upon request, to support you as a family.

We also have first language advisors in our team who speak Chinese, Thai, Korean and Japanese and we can call on other staff members to assist with other first language needs. Your student can thus feel confident that he can communicate with us and we can make sure that he understands any home matters that you advise us of.

Please remember whilst reading this information, that this booklet is merely to provide some guidance for you as a caregiver. We are aware that every student is an individual, and we would expect that you have your own set of values and rules which you would like your student to adhere to.

Westlake Boys High School is bound by the The Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019). This Code sets out the minimum standards of advice and care that are expected of educational providers, and that includes the information which we supply to you, as our caregivers. The Code applies to care and provision of information only, and not to academic standards. A copy of the Code of Practice can be found at: <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>. Please go to the website to familiarise yourself with the requirements of being a residential caregiver.

On behalf of Westlake Boys High School, I'd like to express my gratitude for the care and support that I know that you will provide to our students. I welcome you to our International Residential Caregiver team.

Warm regards,

Julia McGahan  
Director of International Students

## 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 will also greatly increase the future employment opportunities for these students.

Students also come to New Zealand to gain from the cultural experience of living and studying in a country other than their own. Attending secondary school is seen as an important stepping stone in this process.

Many students continue their studies at NZ tertiary Institutions or move to another English speaking country such as Australia, or the USA, to attend University.

Our European students often only come for six months or a year, and apart from upgrading their English skills, they also come to experience the Westlake Outdoor Education Programme.

## Student Care

Students are placed with a host parent(s) as the primary residential caregivers and are thus responsible for students, each day, and overnight, for the full term of their enrolment. This includes school holidays.

It is the homestay's responsibility to know where their student is, how they can be contacted and who they are spending their time with.

When your student goes out, please ensure that they are carrying telephone numbers and addresses of both the school and your home address.

## Learning about your Home

When your student arrives, we ask that you complete the *Living in My New Home* document together, so that he learns about living in your home.

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 where they are not expected to help around the home.

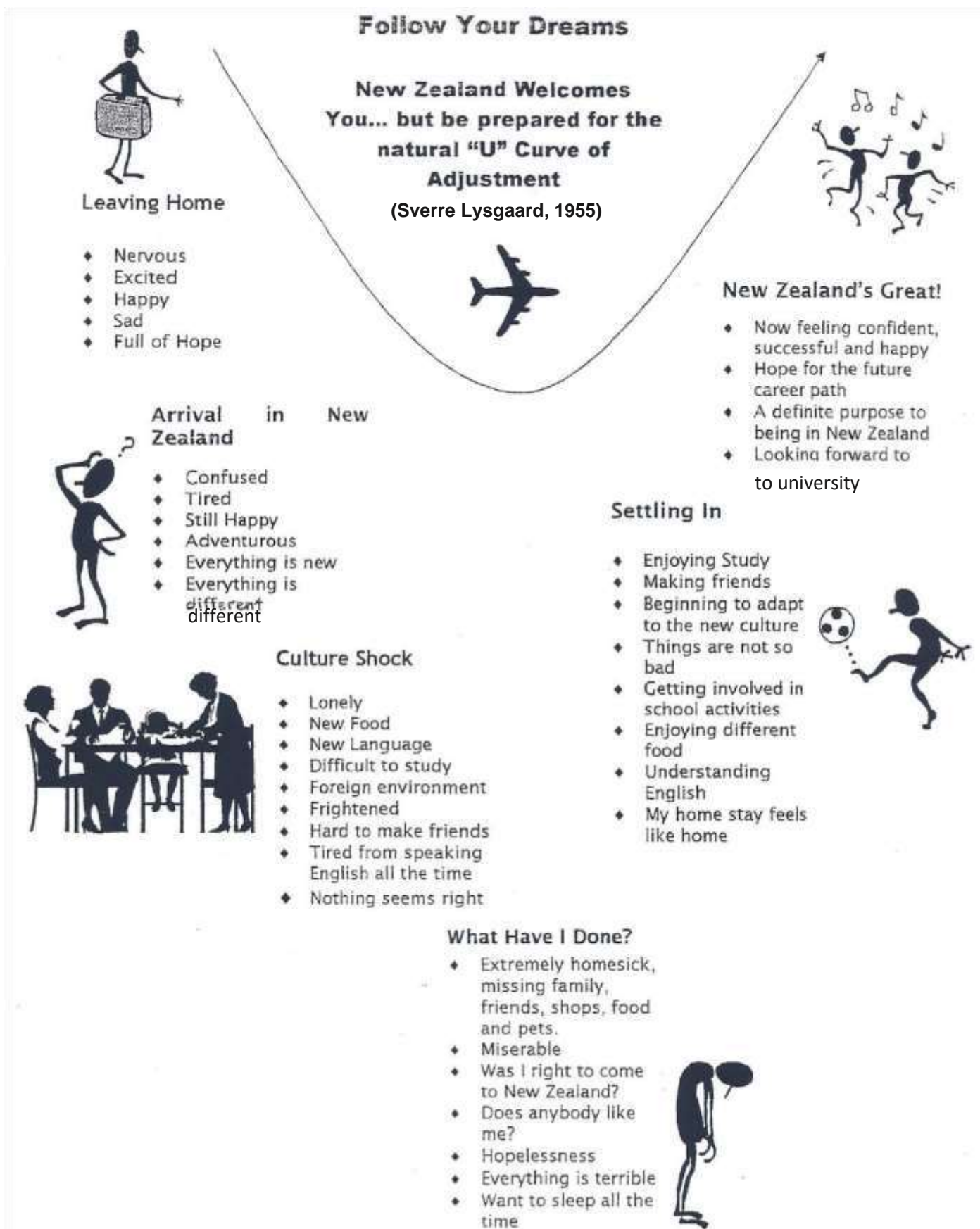
Ease them into chores gently. It is reasonable to expect your student to keep their room clean and tidy.

Please do their washing every week, or, if your student prefers and you are agreeable, teach them how to use your washing machine and show them what drying facilities are available (eg outside washing line, inside drying rack, dryer). To avoid any misunderstanding, please be clear about your rules for using a dryer.

Please tell your student when you normally wash bedding and whether you will remove the bedding, or whether he should put it out for washing.

## Adjusting to Life in New Zealand

Below is a diagram of how, potentially, your student may be feeling.



## Information for Families Hosting Overseas Students

Some helpful points to remember:

- Your student is away from home, often 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. If in doubt about what to do, it's helpful to say to yourself

**“what would I like a host family to do for my son/daughter if they were living in another culture....?”**

- The International Team are here to help you in your role.
- Communication really is the key.

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 student seems very homesick or depressed

Host families are not expected to:

- pay for toll or mobile calls
- offer accommodation to the student's visiting friends or relatives

## Bedroom

Students will require a bedroom of their own. It must have a window to provide natural light and a door that closes to provide privacy. It should have a wardrobe, a chest of drawers, a desk, chair and lamp for study.

All linen is to be supplied by the homestay. Please provide adequate heating if required in colder months eg extra blankets and/or heater. Some students initially find it cold upon arriving in NZ. A timer on a heater is a good idea. To avoid misunderstandings, please ensure that your student is clear on your rules for the use of any heating devices.

Students are expected to provide their own toiletries; you are only expected to provide soap.

All homes must have working smoke alarms on each level of the home (including one outside the student's bedroom).

## Meals

**Monday to Sunday:** Please provide breakfast, lunch, snacks and dinner.

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.

Set a time your student needs to ring or text you by if they do not require an evening meal.

NB: Your student should be home on school nights for the evening meal – this is an important time to catch up on their day and invaluable for their English progression.

### Some Meal Tips:

- Students from Asia appreciate frequent servings of rice.
- Chilli and soy sauce on the table are appreciated.
- Some students may not have 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. Gently explain the manners expected at your table.
- One helpful thing to do is 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.
- Please encourage your student to wake up in time to eat breakfast before school.
- Please provide morning tea and lunch for your student to take to school. Talking about lunchbox options together is a good idea. Some students need time to adapt to a bread-based lunch.
- Please provide a snack after school as students can be hungry when they come home. Many students will also buy extra snacks eg snacks from their home country or local supermarkets. Please ensure they know your house rules for eating in their room - is it allowed?
- Please explain to your student what lunch he can have in the weekend, should you be out of the home at this time.
- Explain where to put dirty dishes after a meal as this varies in homes.

## Contact with Parents

When we advise an overseas family that their son is to join your home, we send them a short profile of your home/family, including your email address. Sometimes a student will email you to say hello before arriving.

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

## Orientation:

The school provides a comprehensive Orientation Programme to all students upon arrival. Students will learn about living in New Zealand and about Westlake Boys High School.

**School Rules and Student Code of Conduct:** At Orientation, all new students will be advised of the school rules, which are also on the school website - <https://www.westlake.school.nz/students/school-rules-and-regulations>. We recommend looking over these with your student so that you are also familiar with these, and to avoid misunderstandings.

In addition, the student Code of Conduct is available for your information on the final page of this booklet.

**Uniform:** During Orientation, we will assist our students to purchase their school uniform from the Uniform Shop. They are asked to bring regulation school shoes with them. The school rules on correct uniform standards can be found on the school website. It is important that students also follow the hairstyle policy.

## Transport

Traditionally homestay families have collected their students from the airport when they first arrive. A Meet and Greet thank you payment is paid to you for this first occasion. If it is not possible to collect your student, we will make other arrangements.

Your student will need to know how to get to school on time and how to get home again after school. School starts at 8.45am and finishes at 3.10pm.

If coming to school by bus, please help your student learn which bus to catch, where to get on and off, and how to purchase a ticket/HOP card. Please do a "trial run" on the buses before he starts school so that he is familiar with the bus route and bus stops. Spend some time exploring the Auckland Transport website (Journey Planner) to find bus timetables ([at.govt.nz/bustrain-ferry](http://at.govt.nz/bustrain-ferry)) as this will enable him to become more independent. Students are required to pay for their own bus fares.

***Please bring your student to the International Department by 8.30am on their first day at school. We suggest that you also collect them at the end of their first day as they will be tired and new to the journey home.***

Please assist your student with transport to and from the airport if he is going home in the holidays.

**Westlake Boys High School international students are not permitted to own or drive a motor vehicle.**



## Bathing and Showering

New Zealand style bathing and showering may be new to some students. Tell your student the most convenient time to have a daily shower for daily hygiene. Explain to your student that he must wash in the bath or shower, not on the floor beside him. Explain that he must conserve hot water. Many students are used to continuous gas heated hot water systems. We suggest a 5-8 minute shower.

Some students are used to sloshing water around in large quantities. Please explain to your student the need to wipe up after taking a shower or bath and to clean the basin after use.

## Privacy

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

## Homestay Payments

Homestay payments are made fortnightly in advance, by direct credit. Our pay cycle runs from Monday to Sunday. The payment that you receive on a Friday is for the fortnight commencing the following Monday.

If a student travels home in the holidays during the academic year, you will be paid the full homestay rate.

If your student is going home for the Christmas holidays, and returning to your homestay family at the beginning of the following academic year, the school will pay you a holding fee. This ensures that their room is ready when they return.

If your student has to return home unexpectedly in the academic year for an extended period, eg for medical or family reasons, we will negotiate a payment rate during this time.

## Change of Circumstances

Please let us know in advance of any change in your accommodation details. This could include changes in phone numbers, occupations, new pets, addresses or in people over the age of 18 residing in the household.

***This last point is vital as any person over the age of 18 who is to become part of the household requires police vetting.***

If you are moving address, please advise us in advance so that we can let the student's family know. We will arrange to visit you in your new home once you are settled.

Students are not allowed to change their accommodation arrangements, unless they have spoken with our Homestay Manager and you will be advised if this is approved.

Please advise us immediately should a student indicate that they are leaving your family home.

## Homestay Changes

Westlake Boys High 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 nominated time. Moving a student is not undertaken lightly. If a problem occurs, the guardian and/ or the school will work closely with the homestay and student to overcome the problem. Students are encouraged to work through any problems by talking to their homestay, and the staff in the International office.

However, some students cannot face discussing quite minor problems because they think it will be interpreted as rudeness by the homestay. They would rather avoid the issue by changing homestay. In many cases, it takes at least one month/six weeks for students to feel settled in a new homestay. If after talking about the problem and no resolution is forthcoming, a new homestay will be found.

For any changes in accommodation arrangements, one week's notice will be given.

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

Westlake Boys High School reserves the right to move a student without prior notice if necessary, if the school feels that this is in the best interests of the student.

## Holidays and Travel

A student must get approval from their parent and the school, if they wish to travel outside of Auckland for any period of time, even for the weekend.

However, if the student is travelling with the homestay, no permission is required.

If your student plans to go home for the school holidays, the school must be informed. The student must complete the required documentation which they can obtain from the International Department.

### **Please note:**

No student can travel independently at any time, even if aged 18 years or older.

Students are not able to stay out overnight unless accompanied by you.

If you have to be away from the home overnight, without the student accompanying you, please contact the Homestay Manager in advance, to discuss the alternative care arrangements that you have made.

## Phones, Computers and the Internet

Please swap cell phone numbers when your student arrives to stay with you so that you can communicate together when he is outside your home.

Most students will bring a laptop computer with them to NZ and need this for their schoolwork. Please provide access to your internet at home. We do not expect our students to be asked to pay towards the cost of internet, or to pay any other costs, in your homestay.

We would suggest that you give your student clear guidelines of when you would expect him to turn off his computer/phone/Ipad/other device and go to sleep.

All students enrolled at Westlake Boys High School sign a Cybersafety Use Agreement which also applies while living in homestay accommodation. A copy of this agreement is available on our school website: [https://westlake.ibcdn.nz/media/2020\\_06\\_18\\_cybersafety-agreement-english.pdf](https://westlake.ibcdn.nz/media/2020_06_18_cybersafety-agreement-english.pdf)

Please contact the International Department if you have any concerns regarding internet usage or feel your student is spending too much time on their computer. We will work with him to develop a balance of school/exercise/leisure/computer time.

## Alcohol and Smoking

Tobacco/cigarettes cannot be sold to persons under the age of 18 in New Zealand, and purchasing and drinking alcohol is also illegal if under the age of 18 years old.

Smoking at school, while commuting, and whenever in school uniform, is against the school rules.

Students are not permitted to smoke in homestay accommodation.

## Homework

It is 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.

Even if no assignments are due, or your student says he has no homework, there is always something that he can do each night. Perhaps revision of work, reading an English book, making lists of new vocabulary or other self study.

We also encourage you to attend Parent Teacher evenings with your student to learn more about their progress.

## Curfews

These are guidelines and we leave it to your judgement as to a suitable time for the student to be home depending on the circumstances. **Your family rules apply.**

If your student wishes to go out, he will need to discuss this with you. Please ensure that you have information about where he is going, what time he will be home and how he is getting home safely.

Use your discretion depending on the occasion.

### Monday -Thursday

Home after school, or later if returning from sports, music or other extra-curricular school activities. This gives time to study, relax and enjoy a family meal with you.

Year 9 - 10: 7.00 pm

Year 11 - 13: 8.00 pm

### Friday/Saturday

14 years 8.00 pm

15 years 9.00 pm

16 years 10.00 pm

17 years 11.00 pm

18 years 12.00 pm midnight

### Sunday

Same as Monday to Thursday

## Absence

If your student is sick and not coming to school, please contact the Attendance Officer on 09 410 8667 Option 1 (or extension 5796) and leave a message. Please leave the student's full name (rather than his 'nickname') so that his record can be noted. A student cannot leave their own absence message.

If your student is away for three days or more, he will require a doctor's certificate.

An international student must maintain a high attendance rate as a condition of being granted a student Visa. Being tired is not an acceptable reason to stay home.

## Student Guidance and Wellbeing

Please contact the school immediately if you have any concerns about your student's wellbeing.

- **Health Centre**

The school has a Health Centre, with nurses and physios available to our students in school hours. If your student becomes unwell at school, a nurse will contact you.

- **Counsellors**

We also have counsellors available who are experienced and well qualified in supporting and providing counselling for students.

Students can access this service themselves by booking an appointment online :  
<https://start.westlake.school.nz/>

- **Careers Advice**

All students can access career and employment information, events, and advice from our school Careers Department by either visiting the Careers Centre or booking an appointment online:  
<https://careers.westlake.school.nz/>

- **Welfare Interviews**

The International Department meets with the students at regular intervals throughout the year. Staff are available in school hours for students to talk with.

## Emergencies and Education Provider Responsibility

Westlake Boys High School has agreed to observe and be bound by the conditions of the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019).

The school has responsibility in the case of emergencies and accidents during and outside of school hours when the student is in homestay accommodation. This means that the school should be contacted as soon as possible in these situations. We will help and support you and make sure that all appropriate procedures are followed.

**After seeking medical attention, please contact the school at your earliest opportunity.**

## Homestay Visits

We visit our carers to hear about our students and to support you in your role. It is very helpful if you can be available for visits during school office hours (8am to 4pm).

We will also provide other opportunities to support you. Details of upcoming events are provided by email.

## Health Insurance

It is compulsory for international students attending Westlake Boys High School to have full health insurance before they arrive. The International Department keeps a copy of their policy at school.

If your student becomes ill whilst living with you, please take them to your family doctor. The student will pay for this themselves (and all associated costs such as prescriptions, lab tests etc). Please ask the doctor for a copy of the consultation notes as these are required for any insurance claim.

Please ensure they keep all receipts so that a claim can be made with their insurance company. If Westlake has arranged the insurance, ask your student to bring the receipts and their bank account number to the International Department who will file a claim on his behalf.

## Signing Permission slips

You are able to sign school day trip permission slips for your student or we can do so if you prefer. For school overnight trips or forms requiring medical information, we will sign these for your student.

For external student trips in holidays, run by school approved providers, the student's parents must sign these permission forms.

Entering into contractual arrangements is a matter also for a student's parents to sign permission for, eg signing up to a local gym. Your student can see us to liaise with his family should he wish to do so.

## Damage to Homestay Property

If either the property or personal effects of the homestay family or student are damaged, please notify us as soon as possible. The school will act as the arbiter and any incident will be dealt with on a case by case basis.

Please check your insurance details to ensure that the type of insurance you have covers any accident/damage caused by an international student.

## Code of Conduct

The student's contract may be terminated immediately if the student:

- Behaves violently, physically or verbally, or acts in an offensive manner towards another student, staff member or in homestay accommodation.
- Is found in possession of any illegal drug or any substance, synthetic or herbal, either in school or out of school, or in homestay accommodation.
- Brings alcohol, chemicals, cigarettes, vapes or tobacco onto the school grounds
- Is found to be in possession of knives or other weapons
- Is found to be in breach of the Westlake Boys High School Cybersafety Use Agreement both at school and in homestay accommodation.
- A student is not permitted to own or drive a motor vehicle while studying in New Zealand
- A student is not permitted to live alone or in a flatting situation, regardless of their age
- Buys and sell goods or engages in any business activities which is in breach of their student visa
- Changes accommodation arrangements without the knowledge of the school
- The student is not permitted to stay out overnight, the student must be supervised by an adult approved by the school
- The student is not permitted to travel outside of Auckland unless it is with their host family or parents
- Is excluded or expelled from the school
- Continual disobedience

## Telephone Numbers

**Westlake Boys High School:** (09) 410 8667  
**Attendance Officer (for absence):** Option: 1 OR Extension 5796

Should you wish to contact a member of the International Team, full details are on the school website, including phone and email contact information.

**FOR AFTER HOURS EMERGENCIES OR CONCERNS CONTACT: 021 062 7349**

## Communication

**Weekly:** Headmaster's Newsletter

**Termly:** International Newsletter, Residential Caregiver Newsletters

**Office (term time) 8am to 4pm:** Contact us by phone or email

**Website:** [www.westlake.school.nz](http://www.westlake.school.nz)



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