



WESTLAKE BOYS HIGH SCHOOL GUIDELINES FOR HOSTING INTERNATIONAL STUDENTS

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Welcome to WBHS Homestay Family 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 homestay 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, Jenny Hackney, 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 host family.

We also have first language advisors in our team who speak Chinese, Thai, and Korean 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 homestay host. 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 "Code of Practice for the Pastoral Care of International Students". 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 homestay hosts. The Code applies to care and provision of information only, and not to academic standards. A copy of the Code of Practice Important Information is enclosed.

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 Homestay Family 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

Homestay families are responsible for students 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. If a student is staying at a friend's place over night, contact should be made with the host or friend's parents beforehand.

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

Getting Along Together

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.

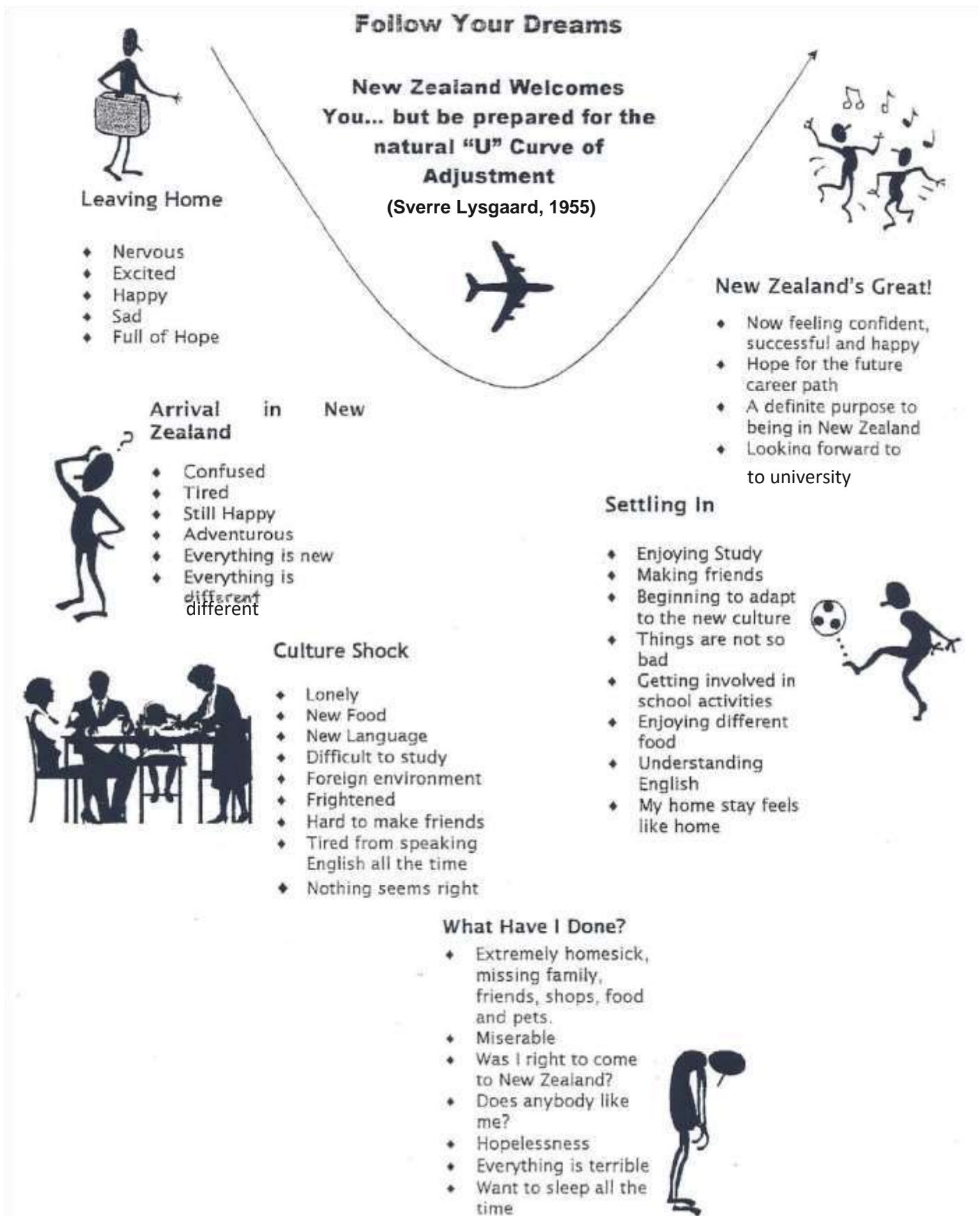
Ease them into chores gently. It is reasonable to expect your student to keep their room very clean and tidy.

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.

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
- insure the student's goods or pay for property the student damages or loses
- offer accommodation to the student's visiting friends or relatives

Bedroom

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

All linen is to be supplied by the homestay. Please provide extra blankets and/or heater if required. 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 and a First Aid kit.

Meals

Monday to Sunday: Please provide breakfast, lunch, snacks and an evening meal.

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 a student chooses to go out for lunch or dinner with their own friends, it is of course the student who pays.

Set a time your student needs to ring or text you by if they do not require an evening meal. However, the school would generally expect a student to be home on school nights for dinner (see curfews section).

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 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. Gently explain the manners expected at your table.
- 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.
- 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. Please ensure they know your house rules for eating in their room - is it allowed?
- Explain where to put dirty dishes after a meal as this varies in homes.
- The International Department has two microwaves and a hot water urn available for students to heat up food at morning tea and lunchtime. Students often enjoy bringing some food that they can warm up for lunch. Some need time to adapt to a bread-based lunch.

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 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 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 individual orientation.

All students will be given a school diary which contains important information about school, including the school rules. We recommend looking over these with your student so you are both familiar with the rules and to avoid misunderstandings.

The student can purchase their school uniform from the Uniform Shop when they arrive at school. They are asked to bring regulation school shoes with them. The school rules on correct uniform standards can be found in the school diary and 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. An airport collection fee 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 and from school. 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) as this will enable him to become more independent. Students are required to pay for their own bus fares and may need help to get a HOP card.

Please bring your student to the International Department by 8.30am on their first day at school—this can be a good opportunity to catch the bus together. 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 show your student the walking route if he is to walk to school.

Your student may also require assistance with transport to and from the airport if going home in the holidays. As homestay payments continue to be paid to you while he is away during the academic year school holidays, your assistance in dropping and picking him up is seen as a goodwill measure and is always most appreciated by his overseas family. If you are not able to do so, please book a shuttle/Driving Miss Daisy or similar (your student will pay for this).

Westlake Boys High School international students are not permitted to own or drive a motor vehicle. (see Policy Document)

Bathing and Showering

New Zealand style bathing and showering may be new to some students. 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. Please show the student where to hang their bath towel.

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 on a Friday, by direct credit. Our pay cycle runs from a Monday to the Sunday two weeks later. The payment made on a Friday is for the fortnight commencing the following Monday.

If your student is leaving at the end of the academic year and returning to your homestay family at the beginning of the following academic year, the school will pay you a holding fee each week. This ensures that their room is ready when they return.

If the student decides to travel/return home during the academic year, the school will continue to pay the full amount of their homestay fee to you. As suggested above, we ask that you help with transport to/from the airport if possible.

Change of Circumstances

It is a requirement that you inform us of any change in accommodation details as soon as possible. This could include changes in phone numbers, occupations, 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 becomes 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 homestays unless they have spoken with our Homestay Manager. Please advise us immediately should a student indicate that they are leaving the 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 constantly 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 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. However, the school does require at least one week's notice from the host family if a change is required. This gives time for the school to find another suitable host family for the student.

Westlake Boys High School reserves the right to move the student without prior notice if necessary, if the school feels the student's health and wellbeing is at risk.

At all other times, a minimum of one week's notice will be given to you. Wherever possible we will endeavour to give you more notice of a student move.

Holidays and Travel

If your student plans to go home for the school holidays or to stay somewhere other than your home, the school must be informed. The student must complete the required documentation which they can obtain from the International Department. The school will then confirm the arrangements with the student's agent/parents.

A student must get approval from their parent/agent 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.

Please be advised that:

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

Students must be supervised by an adult every evening and under no circumstances should students travel with other students, unaccompanied by an approved adult to supervise.

Internet and Phones

The cost of any toll calls is the student's responsibility. Please make an arrangement with him regarding this. Most students will bring a laptop computer with them to NZ.

If your student does not have a cell phone upon arrival, he will be required to purchase a simple cell phone in NZ. He will also be required to have credit on his phone and a charged battery at all times. This is a safety measure so that he and you can communicate. Please ensure that you swap cell phone numbers as soon as he arrives in NZ.

Students do require internet access as it is necessary for maintaining contact with parents and for study purposes. We do not expect our students to be asked to pay towards the cost of internet in the homestay.

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 at your request or you can view an abbreviated version on our school website.

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

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.

In accordance with school regulations, smoking at school, while commuting and whenever in school uniform, is against the school rules. The school also has a strict policy that there is no smoking in, near or around the homestay.

Curfew

Students must tell the host parent where they are going, what time they will be home and give the homestay family their cell phone number as a 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 a student wishes to go out during the week in the evening, they should discuss this with their homestay. However, the school does feel that during the week (Monday to Thursday) students should generally be at home doing their homework or spending time with their homestay. They should not be making a habit of going out during the week. If they are going out, and you are agreeable to this, make sure they take their cell phone so that you are able to reach them at any stage.

If a student would like to stay with a friend in another homestay, the student must ask for your advanced approval of this. They must provide you with the friend's parents' contact number (both land line and cell phone) and a physical address. You must contact this person to confirm that they give approval for your student to stay overnight with them and confirm that the student will have parental adult supervision.

Please give them your contact details and address in case of an emergency. If you require language support or help with this decision please call the International Department (school hours only.)

Under no circumstances are students allowed to stay in an apartment or unsupervised place overnight. This applies to all students, regardless of age.

If the host family is going to be away for a meal or overnight which does not include the student, we ask that you make alternative arrangements for your student. 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.

Usual curfew times:

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

Monday-Thursday

Home after school/sports to study, relax, enjoy a family meal. If your student does ask to go out on a week night for a special event/lesson/sports practice, we would suggest a curfew time of:

- Year 11-13: 8.00pm
- Year 9-10: Summer: 7.00pm.
- Winter: before it gets dark

Use your discretion depending on the occasion.

Friday/Saturday	18 years	12.00 midnight
	17 years	11.00pm
	16 years	10.00pm
	15 years	9.00pm
	14 years	8.00pm

Your student must talk to you if he wishes to be out later on a Friday or Saturday night, including information about where he is going, who he will be with, and how he will get safely home. Use your discretion depending on the occasion.

Sunday Same as Monday to Thursday

Getting to School on Time

It is important for homestay families to ensure that their student gets to school on time. School hours are 8.45am till 3.10pm. Year 13 students may have a study period as one of their options. This means that some days they may not be required at school until period two if their study period is Period 1. When the student has a study period during the last period of the day Period 6, they may leave school at the end of Period 5.

Absence

If students are away sick, please contact the Attendance Officer on extension 5796 and leave a message. Please leave the students full name (rather than his 'nickname') so his record can be noted. A student cannot leave their own absence message – it must be an adult.

On their return to school, the student needs to bring a written note from the homestay host and give this to the Attendance Officer. If the student is away for three days or more, they will 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 internal assessments missed, they will score zero for it. It is also important for their VISA.

An international student must maintain a high attendance rate as a condition of being granted a student VISA. Please encourage your student to come to school unless too unwell to attend. Being tired is not an acceptable reason to stay home. As well as affecting a student's ability to succeed in their studies, too low attendance will result in a school letter home to the student's overseas family and, if serious and/or unexplained, can result in a NZ Immigration warning letter or VISA review.

If you have any concerns regarding your student's health or attendance, please contact the International Department so we can discuss this.

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. 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. Please contact the International Department at the school and express any concerns you may have regarding this.

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

Counsellors

The school has counsellors available for students who are having any problems. If you feel your student needs to discuss matters with an 'impartial' person, once again let us know and we can organise them to see one of the school counsellors.

Birthdays and Other Celebrations

When advising you of a student arrival, we will give you their details including their date of birth. As your student is in a different country on their special day, anything that you can do, however small, to celebrate would be most appreciated eg a card, cook their favourite meal for dinner that night.

For any other successes, such as exam marks or an assessment achieved, we encourage you to congratulate your student on their efforts. You are part of the reason that he will be achieving and it is great to tell him that you are proud of him.

Homestay Visits

Westlake Boys High School has agreed to observe and be bound by the conditions of the Code of Practice for the Pastoral Care of International Students. As such, we visit our homestays to hear how things are going at home. In addition, each student will also be interviewed regularly. The school will address any concerns that arise from these visits and student meetings.

Annual Homestay Meeting

Once a year we invite our host families to a Homestay Meeting so that we can thank them for the care that they provide and to provide a forum for support and direction on any homestay matters. It is important that at least one homestay parent from each family attends this meeting, which usually lasts 1 to 2 hours and is in the early evening.

Health Insurance

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

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, 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 a claim can be made with their insurance company. If the student has the school – arranged Student Care 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 School 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 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.

Please check your insurance details and that the type of insurance you have covers any accident/damage caused by an international student. In the first instance we would work with your insurance company about making any damage right.

Emergencies and Education Provider Responsibility

The education provider 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 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.

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

Telephone Numbers

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

International Department Team

FOR AFTER HOURS EMERGENCIES OR CONCERNS CONTACT: 021 062 7349

Mrs Julia McGahan: Director of International Students
Extension 5764

jmcgahan@westlake.school.nz

Mrs Jenny Hackney: Homestay Manager

JHC@westlake.school.nz Extension 5798

Mrs Jennifer Fan: International Advisor (Chinese speaking)

jfan@westlake.school.nz Extension 5880

Mrs Yeseul Lee: International Advisor (Korean speaking)

ylee@westlake.school.nz Extension 5789

Mrs Yui Anusantsorn: International Advisor (Thai speaking)

yan@westlake.school.nz Extension 5309

Communication

Weekly: Headmaster's Newsletter

Termly: International Newsletter, Homestay Newsletters

At all times: Contact us by phone or email.

Website: www.westlake.school.nz

We are here to support you in your role! Enjoy your hosting experience and, on behalf of our students' families, a very warm THANK YOU!

WBHS International Department Team



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