



WHANGAPARĀOA COLLEGE

Together Believe Achieve Ngātahi Whakapono Tutuki

Residential Caregiver Guidelines



WHIRIA TE TĀNGATA
WEAVE THE PEOPLE TOGETHER

WELCOME

Thank you for opening your home to a student from another culture. We hope that this booklet will be useful and will help make your homestay experience rewarding, positive and enriching for both your family and your students and that you will enjoy the experience and will gain a long term extended family member.

The home that you provide plays a huge part in the success of the student achieving academically and learning about our kiwi life and culture and to feel at home here. We do ask you to keep in mind that the students have come from a totally different living environment to your own and it takes time, guidance and patience for them to adjust to our culture. International students will need the care and love that you would like your own child to receive if they were living away from home.

The International Department will support you in your role and we are here to help both you and your student with any queries or concerns that arise. Our Homestay Manager, Sue McKay, will be your first contact and is available to talk to you on school days between 8am and 4pm. She will visit with you at your home at least twice a year to support you as a host family.

It is very important that these are read as guidelines only. We understand households vary in their day-to-day routines but we would like to offer basic information relative to all families while hosting.

Jason Pocock
Director of International Students

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www.wgpcollege.school.nz

Follow us on Facebook: <https://www.facebook.com/wgpcollege>

**Follow us on Instagram:
https://www.instagram.com/wgp_international/**

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THE CODE OF PRACTICE

Whangaparāoa College is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016 and we are bound by minimum standards of advice and care. The purpose of the code requires signatories to take all reasonable steps to protect international students, and to ensure that international students have a positive experience that supports their educational achievement.

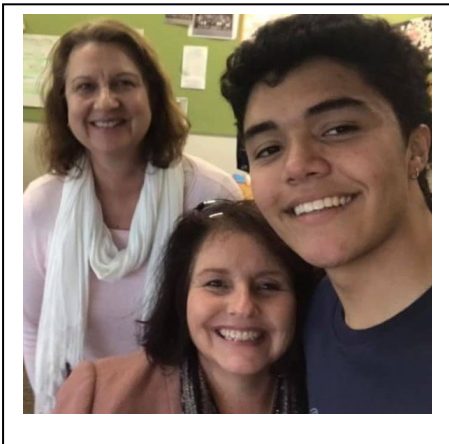
The school must comply with the requirements of the Code. Some of the requirements included in the Code deal with the following:

- [Accommodation](#)
- [Orientation](#)
- [Safety and well-being](#)
- [Student support, advice and services](#)

The Code is administered by NZQA. A copy can be found here:

https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf

Residential Caregivers must read and understand the relevant clauses of the Code relating to Safety and Well-being, and Student Support, Advice and Services. **Please read page 40, number 71, outcome 18.**



Safety and Wellbeing

Signatories must—

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students; and
- (c) as far as practicable, ensure that international students live in a safe environment.

Please read page 43, number 78, outcome 19.

Learner support, advice and services

Signatories must ensure that international students are fully informed about relevant advice and services to support their educational outcomes.

Definition:

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

The bigger picture

New Zealand's future is about being well connected to the world. International education helps build strong relationships with our trading partners, and contributes to New Zealand's social and cultural fabric, as well as the education experiences of New Zealand students.

International education is New Zealand's fifth largest export sector.

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. For other students attending Whangaparāoa College this 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 to attend University.

Living together

Having another person join your home, family, daily life and routines requires everybody to make some adjustments. We encourage students to join in with family routines and activities and participate in family life where possible.

We try to match students to families with similar interests. The information you provide helps us in this process. However, sometimes there may be circumstances where the match is not suitable, and the student will be moved to another home. We hope that the information in this booklet will assist with integrating the student into your home smoothly.

Expectations and requirements of Residential Caregivers

- All Residential Caregivers must be 25 years old or over.
- The Residential Caregiver must have home and contents insurance. Inform your insurer that you are hosting international students.
- Must have internet access / WiFi available
- Must advise the college of any changes within the household (change in family members, new address, hosting of international students from another school, or other circumstances).
- Must never leave the student unsupervised overnight.
- Responsible for the student including 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.

24 hour Emergency Phone

For any emergency please ring the 24 hour phone 021 211 2970.

Accommodation

The student will be provided with a room, in good decorative order, of their own within the family home (not a sleep out) with at least one window to provide natural light.

The room should contain a bed, wardrobe, desk, chair, adequate lighting and a smoke alarm. All linen to be supplied by the homestay. Extra blankets and/or a heater if required. Some students initially find it very cold when they arrive in NZ. A timer on a heater is a good idea. To avoid any misunderstanding, please ensure that your student is clear on your rules for the use of any heating devices.

Bathroom, laundry facilities and heating available.

Students are not to be expected to do a lot of housework, but they are a part of the family and should therefore help with such tasks as keeping their room clean and tidy and helping with the dishes, or other light domestic duties. Your student may have come from a culture where they are not expected to help around the home so, please ease them into chores gently.

Our style of showering may be new to some students. Explain to your student that they must wash in the bath or shower not on the floor beside them and that some homes are on water tanks, so water needs to be used carefully. A 5 – 7-minute shower would be appropriate.

Please consider the student's need for privacy. If you have other children, please do not allow them to go into the student's room uninvited or when the student is not there.

Bank Account

Please check that your student has opened a bank account and is not holding large sums of cash. If they haven't opened an account, we can supply them a letter which will help them to open an account.

over the Christmas holiday period. The school will make alternative accommodation arrangements if you are unable to host a student during the holiday period.

Communication

- Set boundaries when the student first arrives e.g., how many friends are allowed in your home at one time. Are you happy for friends to come into your home when you are at work? For most students moving into a host family there is a period of time (approx. 3 weeks) where everyone's trying their hardest to be polite, respectful, well-mannered etc. Although this is fantastic after this period of time everyone settles down and relaxes and some of the manners can be forgotten. Try to start how you aim to continue.
- When talking to your student about expectations, rules and guidelines it's always a good idea to write them down as well as talking to them. Students will very often agree and say they understand when really, they don't. This is because they don't want to feel embarrassed to say they don't understand. By writing things down the student can use their translator or google translate.
- Many misunderstandings and breakdowns between the family and student is due to 'miscommunication'.
- Give the student your contact phone numbers and address. They should keep this with them at all times. The student will have information regarding a 24-hour emergency contact number for the school.
- Be aware of where your student is at all times. It is the Residential Caregiver's responsibility to obtain contact details of the student's friends and friend's host family. If your student wishes to stay at a friend's home for the night, it is the Residential Caregiver's responsibility to make contact with the other family to make sure they are expected and make adequate arrangements. Please note we only allow sleep overs with other host families unless pre-approved by the school.
- Talk to the student about personal safety. Try to keep the line of communication open so that they feel free to talk to you if they do have any problems.
- For most, the biggest problem seems to be the satisfactory balance between studying at home and socialising with friends. It is very difficult to have rules set in concrete for this, as we are all different. Some have after school sport or other activities, which is a healthy balance in their lives. If you do not feel happy about what they want to do, then they do not do it.

Contact details

Please give your student your mobile numbers and help them add you as a contact onto their phone so you know they have it. Write down your address and contact details on a piece of paper for them.

It is a good idea to ask your student to give you a list of names (including surnames) addresses and mobile numbers of their friends. This can be useful in times of emergency.

Critical Incident

When the student is home with you, you are responsible for them. When they are at school, they will fall under the School's critical incident plan.

Culture shock

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.

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

Curfew Times

The table below is a *guideline* of the suggested curfew times for International Students. Your family rules apply.

Age	Sunday - Thursday	Friday - Saturday
13 years old	6.30pm	8.30pm
14 years old	6.30pm	8.30pm
15 years old	8pm	9pm
16 years old	8.30pm	10pm
17 years old	9pm	12am
18 years old and above	9pm	12am

Any times beyond these suggested times must be agreed between the student and the Residential Caregiver.

Facebook

Please like us on our international Facebook page: www.facebook.com/wgpcollege

Follow us on Instagram: https://www.instagram.com/wgp_international/

We post information and reminders on the page weekly. We have also created a closed Facebook group for the intention of being an information forum for all Whangaparāoa College Homestay families. If you have a concern regarding your student, please do not post on this page but contact the school. Please click this link to join <https://www.facebook.com/groups/236102213458450/>

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 Homestay Manager to arrange alternative accommodation while you are away.

Your student needs signed permission, from Whangaparāoa College, BEFORE they go out of Auckland with or without you (or on an organised tour).

An International Student Travel request Form is required to be completed by both natural parents and homestay parents before travel out of Auckland.

Food

- All food and drinks to be provided. This is 3 meals per day and snacks between meals. If you choose to take your student out for lunch or dinner or have a takeaway, 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, the student pays. Set a time that your student needs to text you if they do not require an evening meal.
- Traditional New Zealand food seven days a week would be too much of a culture shock for a new student. It is appreciated if once or twice a week you can provide food which is consistent with their culture.
- If your student does not wish to take a home-made lunch, then it is their responsibility to purchase their own food with their own money. However, if they normally take a lunch from home and if on the odd occasion you cannot provide a packed lunch, we ask that you give your student money for the Tuck Shop.
- It might be helpful to take your new student to the supermarket and ask them which foods they prefer to eat.
- Explain what to do with dirty dishes after a meal as this varies in homes.

The International Room has a microwave available for students to heat up food at morning tea and lunchtime. Students often enjoy bringing food in that they can heat up for lunch. Some need time to adapt to a bread-based lunch.

Heating

Students will feel the cold and adequate heating should be provided. Your power bill will go up and is part of your homestay fee.

Homestay changes

Whangaparāoa College places a student in a homestay for an intended length of time in good faith. There is no guarantee that a student will remain in the same homestay for the whole time. Moving a student is never undertaken lightly. If a problem occurs on either side, the school works closely with the homestay and the family to overcome any problems.

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

For sudden or temporary changes, including emergency situations, please contact the Homestay Manager so that other arrangements can be made. The school does require at least one week's notice from the host family if a change is required which gives us time to find another suitable family.

Whangaparāoa College 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 give you more notice of a student move.

Homestay Fee Payments

The School will pay the Homestay fee, or part thereof, in advance on a weekly basis by direct credit.

The School agrees to pay the Homestay Carer a holding fee to be agreed between the parties from time to time to hold homestay accommodation for periods where a student is absent from the homestay accommodation and no other fee is payable.

When students are absent from the home for a minimum of 7 days during term time holidays (terms 1 -4) the School will pay \$100.00 per week, or part thereof, for up to 14 days.

Insurance

The school shall not be liable for any costs, expenses, damages or other claims against the Host arising from any acts or omissions of the student. If the student causes damage to your property, the claim must go through your insurance company and the student pays the excess. **We suggest that you have full household and contents insurance and please make sure your insurers are aware you are hosting students.**

Internet access

One of the conditions of being a Homestay family, is that you have internet access. We are a BYOD (Bring Your Own Device) school and a lot of homework is set on Google Docs/Moodle so students will require access after school to complete and upload work. Many students also communicate with their families by Skype etc. Please set clear guidelines around usage and if you find your student is on their device late into the night and resulting in sleeping in on school days, then we encourage you to restrict internet usage after a certain time.

As you may be aware, the *Copyright (Infringing File Sharing) Amendment Act 2011* was brought in to enforce the prosecution of illegal downloading, Failure to comply with this law can result in a substantial fine and cessation of your internet access by your provider. Please ensure your student is aware of this legality. If you require any assistance with this or clarification, please do not hesitate to contact the department.

Key

Homestay families should give the student a key to their home and show the student how to get in and to secure the home when locking up.

Laundry

Please wash the student's clothes together with your family washing unless some other agreement is made. Some students (especially girls) prefer to wash their own underwear. Please respect any cultural sensitivity in this area.

Advise the student when you normally wash bedding.

Medical

- In case of illness, students should be taken to your own doctor or to the nearest hospital or emergency clinic. The student will pay for doctor's visits and medication. You may be required to collect your student from college when he/she is unwell.
- International students must have appropriate and current medical and travel insurance while studying in New Zealand.
- If your student is unwell and cannot attend school it is the responsibility of the Residential Caregiver to advise the school via the school app, by phoning 4249177 or emailing absences@wgpcollege.school.nz. Please state the student's name and the reason for their absence. It is unacceptable for the student to text a message to the Homestay Manager or to ask a friend to inform college of their absence.
- If the student needs to stay home from school due to illness, it is the responsibility of the Residential Caregiver to ensure there is adult supervision if the student is aged under 14.

- In case of an emergency, you must contact the school immediately on: 021 2112970. DO NOT MAKE DIRECT CONTACT WITH THE STUDENT'S FAMILY OR AGENT. THIS IS THE RESPONSIBILITY OF THE INTERNATIONAL DEPT. The Residential Caregiver's contract is with the school and not the agent or student's parents.

Money

Do not borrow money from your student or lend money to your student. Advise the student not to lend money to anyone. Students will have money to pay for their own expenses. Do not be a guarantor for a student (eg gym membership).

Police vetting

Whangaparāoa College is a signatory to the Code of Practice. Everyone in a homestay who is 18 years or older, are required to be cleared by the Police vetting procedure. The Homestay Manager will give you the form to complete when she visits you. If anyone over the age of 18 comes to live in your home at any time after the student's arrival, please let us know so we can arrange for them to be police vetted. Police vets are updated every three years.

Staying overnight with friends

The Ministry of Education requires that occupants over 18 years of any home where an international student stays overnight have relevant safety checks. If your student has friends ask them to stay overnight, please get their details to us in advance and we can arrange the checks. It is always a good idea to make contact with the family the students want to visit and check who will be at home, just as you would if it were your own child. Please do not allow students of the opposite sex to be in your student's bedroom and opposite sex sleepovers are NOT allowed!

Transport

The Residential Caregiver is responsible for getting the student to school on time. Students may walk if the home is close to school. Please ensure the student is confident of the route before they walk to school alone.

Transport may also be by car or by bus. The Residential Caregiver is responsible for ensuring that the student knows which bus to catch and where to get on and off. Students are responsible for bus fares.

AT Hop cards can be purchased from local Superette's.

Information on AT Hop cards and college bus routes can be found here:

www.wgpcollege.school.nz/OUR+SCHOOL/school+information/Busses.html

International students are not permitted to own or drive a motor vehicle.

Travel

Some students wish to travel around NZ while they are here. Students require written consent from their parents before they are allowed to travel. This includes travel with the Residential Caregiver or as part of an organised tour. If your holiday trip involves activities such as skiing, tramping, bungy-jumping, hand gliding or surfing, make sure you understand what safety measures are involved.

If the Residential Caregiver takes the student sightseeing during the weekends/holidays, you are not expected to pay for student entry fees etc. But please make sure they are aware of the cost beforehand. Any travel outside Auckland must be approved by the school first.

Residential Caregivers must advise the school if they are going away overnight, for a weekend, or longer and are unable to take the student. The school can assist in making alternative accommodation arrangements.

If you are aware that your student is intending to travel either within New Zealand or overseas, please let the College know.

SCHOOL LIFE

Academic progress

For any matters regarding your student's academic progress please contact the International Dean, Debbie Culliford via email: debbiecu@wgpcollege.school.nz

BYOD (Bring your own device):

All Year 7– 12 learners are expected to bring their own device to use each day to improve engagement in their learning. Here is a link to more information:

<http://www.wgpcollege.school.nz/Enrolments/BYOD.html>

Minimum specs

<http://www.wgpcollege.school.nz/site/whangaparoacollege/minimum%20specs%202017.pdf>

Minimum Specifications Please ensure that your device ticks all of these boxes

Wireless network capability—802.11 g/n/ac	<input type="checkbox"/>
10" screen or larger	<input type="checkbox"/>
Minimum of 4 hours of use from one battery charge	<input type="checkbox"/>
External/Wireless keyboard for tablets/iPads (not an onscreen keyboard)	<input type="checkbox"/>
Be able to run full functioning web browser (eg Chrome, Safari, IE, Firefox)	<input type="checkbox"/>
Virus Protection Software (eg AVG, Zonealarm)	<input type="checkbox"/>
Camera	<input type="checkbox"/>
Photo and video editing capability	<input type="checkbox"/>

****Please note if a device does not have a camera—a phone camera would be sufficient however note that a phone cannot be used as a fully functional device.**

Please read further information on the following page regarding particular subject and year level requirements, see page 3 for recommended devices for Year 7– 10, page 4 for Year 11-13, page 5 for FAQ's

Communication by email

Your student's teachers will keep in contact with you by email with information on their academic progress. And you will receive the school newsletter twice a term. You will also be given a portal log in so you can check their progress and their attendance at school.

Day

The first lesson starts at 8.40am and the day ends at 3.15pm.

ACG	8.40am – 8.50am
Period 1	8.55am – 9.55am
Period 2	10.00am – 11.00am
Interval	11.00am – 11.25am
Period 3	11.25am – 12.25am
Period 4	12.30pm – 1.20pm
Lunch	1.30pm – 2.15pm
Period 5	2.15pm – 3.15pm

Exams

All international students are expected to do the internal exams even if they are not doing NCEA. This helps their teacher to monitor their academic progress. The practice exams for NCEA are held in September for about 6 days. All seniors will be on study leave during that time and only required to attend when they have an exam.

Any senior international student who is not doing NCEA exams in November/December will be expected to attend our End of Year Activities.

ID cards

Each student will be given an ID card after they arrive, which they can use for obtaining student discounts on the bus etc.

Lateness

Students need to sign in to school if arriving late. If a student needs to leave school early (or go to an appointment during the day then return) they MUST be signed out by you as caregiver either in person, or via phone to the school receptionist. Students are not able to sign themselves out.

Learner Led Conferences

Residential Caregivers are expected to take an interest in the schooling of the student. You are encouraged to attend Learner Led Conferences.

Lunches

We sell hot and cold lunches at our Kura Kai Café. Here is a link to the Menu.

<http://www.wgpcollege.school.nz/ABOUT+USTe+K257reti+o+Whangaparaoa/School+Information/School+Lunches.html>

If you are not providing them with a packed lunch, then you will need to provide them with cash to purchase from the Café. Between \$5 - \$8 would be appropriate.

We have a microwave in the International Room so that students can re-heat food for their lunch.

Orientation

New students undergo an Orientation program when they start school. This covers information on subjects available, school tour, English testing, school rules, and advice on living in a Homestay etc. Please provide students with a packed lunch during orientation.

Stationery

Click here for a link to our stationery list on our website:

<http://www.wgpcollege.school.nz/ABOUT+USTe+K257reti+o+Whangaparaoa/School+Information/Stationery+List.html>

Study period

Students are not permitted to leave the school grounds. Year 13 students are able to leave the grounds during a Study Period, but must be present for SCG time every morning.

School App

You can download our school app from the App Store (iOS) or the Play Store (android). Does not work with windows phones yet. Search: 'SchoolAppsNZ' by Snapp Mobile



Term Dates [On our school website.](#)

Uniform

- College uniform can be purchased online or at NZ UNIFORMS, 19 Orbit Drive, Albany. We ask that you assist students with purchasing their uniform. First they need to know if they are going to need senior or junior uniform. We can tell them this information on the first day of school unless they already know.
- Please ensure your student is wearing correct uniform to school. The girls are able to have their skirts taken up but the skirt can be no shorter than one

centimetre above the knee. Correct shoes and socks must be worn also. Your student may need your help to purchase school shoes.

- Correct uniform code can be found on the college website:

www.wgpcollege.school.nz/OUR+SCHOOL/school+information/Uniform.html

Website

The school website is a very important source of information. Here you will find much more information about our school, including term dates, exam dates. Our school newsletter is emailed to caregivers every two weeks. Please ensure we have your correct email address.

And finally

The International Department Team

Mr Jason Pocock, International Director (Jasonpo@wgpcollege.school.nz) *Has responsibility for the marketing, strategic planning and overview of the International Dept.*

Mrs Debbie Culliford, International Dean (Debbiecu@wgpcollege.school.nz) *Has responsibility for the Academic performance of the International Students*

Mrs Maria Faulkner, International Administrator (Mariafa@wgpcollege.school.nz) *Has responsibility for the applications, offers and visa applications*

Mrs Sue McKay, Homestay Manager (HomestayWGP@wgpcollege.school.nz) *Has responsibility for the homestays of the International Students and Groups and insurance claims*

Mrs Silvie Watts, Marketing (Silviewa@wgpcollege.school.nz) *Has responsibility for marketing of the International Dept*

Mr Mathew Harris, International Support (Mathewha@wgp.college.school.nz) *Has responsibility for academic support for international students*

Mrs Natasha Duffett, Groups Co-ordinator (Natashadu@wgpcollege.school.nz) *Has responsibility for group, student sport, cultural and trip organisation.*

The Homestay Manager should be contacted with any concerns about the student, their behaviour or the living situation.

Please contact:

Sue McKay – Homestay Manager

Phone: 424 9177 ext. 238 (between 8am and 4pm)

Email: homestaywgp@wgpcollege.school.nz

Emergency phone: **021 211 2970**. Please only contact this phone in an emergency situation, otherwise please contact Sue by email or by School phone during 8am – 4pm.

We are here to support you in your role. Enjoy the experience and we would like to extend a big THANK YOU from all the International Team.

