

Murrays Bay Intermediate School



HOMESTAY GUIDELINES FOR CAREGIVERS AND STUDENTS

Sunrise Avenue Murrays Bay 0630 Phone: 09-477 2121
www.mbi.school.nz

Welcome

Thank you for agreeing to share your home and family with a Murrays Bay Intermediate School International student. You must be a generous, welcoming person/family to take on a student from another culture! You (and they) will find it challenging and frustrating at times, but ultimately we hope you find it rewarding and fulfilling.

These guidelines have evolved over a number of years and should form the basis of discussion between the host family and the student. We recommend that you discuss these issues with your student in the first week to avoid future conflict.

If you have any concerns or are needing support please phone school's the international department for help, Paul Evitt or Kathy McLauchlan.

In case of an **Emergency Ph 027 484 8283 Paul Evitt**

This number is monitored at all times.

or Kathy Ph 021 1330600

All other concerns phone or email Kathy on **477 2121 ext 727**
- leave a message international@mbi.school.nz

Agent.....

Phone Numbers.....

ARRIVAL

- We or our agent will advise you of your student's arrival date and time. If this is a short term student the agent will give you an itinerary for the duration of the student's stay. Please make the student welcome, introduce the family and tour the house.

PASTORAL CARE

Your student in the first week or so will be homesick. Trying to adjust to strange foods, kiwi culture, school, being away from parents and a different family is hard. But this does pass. We are here to help and have a staff member who is available to help with this. Please contact us or the agent if you have concerns. **We are always interested in your student's welfare and want to help.**

MEALS

- Monday to Friday - please provide breakfast, a cut lunch, after school healthy snacks and an evening meal. Be clear with 'house' rules e.g. fruit consumption



- Saturday and Sunday - please provide breakfast, lunch, an evening meal and snacks as per normal family arrangements. (Short term students on Saturday are often away on trips).
- Do not 'hide' food, or reserve food for your family. This is a common complaint that really upsets students.
- If you take your student out for lunch or dinner (McDonalds etc) it should be treated as a meal at home and paid for by you. If your student chooses to go out for lunch or dinner with their own friends, it is your student who pays.

HOMESTAY PAYMENTS

- \$220 per week - 7 nights.
- Paid to you directly by the agent.
- If you are going to be away, please make sure a reliable adult will provide proper supervision, and inform the school. If you cannot find a suitable adult then please give sufficient notice to the school, so a temporary home can be found for your student.

- **No student is to be left unsupervised overnight at any stage.** Note this is a legal requirement. See the Code of Practice on www.minedu.govt.nz/goto/international All Code requirements are applied to all of our students.
- Murrays Bay Intermediate School reserves the right to move a student without prior notice if necessary. Should this happen to you, please do not feel offended, as this action is usually due to cultural reasons beyond our control, or the student is too embarrassed and uncomfortable to stay once the decision is made. This does not occur very often, but if it does we make every effort to place another student in your household if suitable.
- In such circumstances, a refund may be due to the agent. We ask for your cooperation if this should occur.
- No student is to move without the prior consent of the accommodation co-ordinator.

BEDROOM and BEDTIME

- **Own room or shared** with another student of the same sex and similar age.
- Their bedroom is their sanctuary when they need to be alone. Make sure your children do not intrude.
- Wardrobe and chest of drawers plus any other bedroom furniture
- Bed and all linen.
- Korean students need to be told to sleep under the blankets
- A heater must be available when required – be clear about when/how to turn off. Please encourage your student to wear warm clothes. In the home country they are used to under the floor heating. When cold our students get stressed and depressed.



Asian children often go to bed later than New Zealand children. Please advise the school if you need support with establishing a reasonable time at which the child should be in his/her bedroom. Some students go to their room and keep the light on until 10.30pm. If your student looks tired during the day you might have to cut this back. Lights out by 10.30pm at the latest. This can cause arguments in families, and problems at school. Get the School involved if an issue.

- At first your student will be jet lagged, coming from a country that could be 5+ hours behind our time zone, this will mean 10pm could be 5 pm in his/hers home country.

TRANSPORT

- From time to time you will be expected to pick up or drop off your student as per your other family members.
- **Please either drive or bus with your student** to Murrays Bay Intermediate School **on the first day** of school. Please ensure arrangements have been made for their safe transport home. (This is of particular concern to us during the winter).

HOLIDAYS

- Students attending Murrays Bay Intermediate School have the same holidays as the school.
- Long term Korean students usually return home for the Christmas holidays.

International Students are not allowed to travel independently while they are studying at Murrays Bay Intermediate School. International students are encouraged to travel in holiday time with their host family, with school organised groups and on trips and activities organised by their agents. They may also travel with other approved adults. The School must approve all travel arrangements prior to travel.

TELEPHONES – the biggest cause of friction in households!

- All overseas telephone calls should be made collect. (Host families and Murrays Bay Intermediate School accept no responsibility for any telephone accounts).
- All calls, local and overseas should be given a time limit. e.g. 10 minutes.
- Phone calls should not be made after 9.00pm unless in an emergency.
- Students please respect the host's wishes as the phone may be used for business.



- Encourage students to use pre-paid 0800 telephone cards if possible (information available in Korean), or pre-paid Toll cards from a local Korean store.

- All students are responsible for paying their own telephone accounts directly to the host family.

Please tell him/her not to make cell phone calls from your phone.

EMERGENCY SITUATIONS

Please advise the school and the student's agent as soon as possible. The school will contact the parents.

- Students should be taken to the host's own doctor in cases of illness.
- To the nearest hospital or emergency clinic in an emergency.
- Students should always carry their insurance card in their wallets.
- International students must have appropriate and current medical and travel insurance while studying in New Zealand.
- Most international students are not entitled to publicly funded health services while in New Zealand. If they receive medical treatment during their visit, they may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.
- The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but students may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>
- International students must have appropriate and current medical and travel insurance while studying in New Zealand.

STUDENTS ARE RESPONSIBLE FOR:

- Stationery / Workbooks
- Any luxury cosmetic items
- Personal pocket money and personal expenses
- Bus fares
- Holiday costs
- Medical/dental expenses
- Telephone accounts
- Uniforms

- Losses and theft of student property. A police report may be necessary for insurance

COURTESY AND SUPERVISIONS

- Students must negotiate with the host parent in advance about whether they will or will not be home for a meal.
- Students must negotiate with the host parent about where they are going (address) and what time they will be home and leave a contact number if possible (in case of urgent messages). Cell phone contact only is not good enough.
- Host family will make arrangements for the student if they are to be away from home for a meal or overnight only with the consent of the school.
- No student is allowed to stay away from host family home overnight without the consent of the school.
- No student to be left in the house unsupervised.

ELECTRICAL GOODS

- New Zealand electricity is 230 volts so students may need to use transformers on any electrical appliances they bring here. Please check this carefully **BEFORE** you plug anything in.

HOUSEKEEPING



- As a member of the family, students should assist with some minimal household tasks if asked to do so. If the New Zealand children help around the house, so should the student.
- Laundry is usually done by the hosts. Some students prefer to do their own but please ensure that the student knows how to use the machinery and where to hang their washing. (Some students do not like their washing hung out in public - please respect their wishes).

WATER

- Hot water is usually electrically heated and stored in small tanks so students please spend only 4 to 5 minutes in your daily shower. Electricity is expensive in New Zealand.

- Students should be aware not to place too much toilet paper or any objects in the toilet as it may become blocked. It may be wise to place a small bin next to the toilet for any sanitary items. In some countries it is custom to put the toilet paper in the bin next to the toilet – if this happens please explain this does not happen in NZ.
- Host families please explain how your shower and other facilities work, and the surfaces that you leave dry.

CULTURAL DIFFERENCES

Discuss with your student how your family greets, says good night etc.

- The biggest difference we have encountered is the openness of New Zealand society when compared to that of Asia. Please understand that most students from Asia are uncomfortable with physical contact. They can often misinterpret what for us is normal affection. Girls can also feel uneasy if left alone in the house with male family members. To avoid any possible problems or misunderstanding for your men, please make sure girl students have a female companion if the host mother is away overnight.

(Some Asian fathers are absent from home more often than not so there may be no familiarity with how to interact as father / daughter and even the most natural-for us signs of affection, can cause embarrassment).

- Please remember most problems occur through cultural differences and not bad behaviour so communication can go a long way to solving many of the potential problems. This and sensitivity to your student's personality will help you bridge those culture barriers to form a strong international - family relationship. **Treat the student as you would want your own son or daughter to be treated overseas and you will get it right 99% of the time.**

AGENTS

The School and Agents are responsible for the children while in NZ. We would like to hear from you if you need help in dealing with an agent. Most are very well behaved, but the occasional one needs a little guidance. E.g. they need to phone first, not just show up at your house to pick up the student.

COMPUTERS

- We think one or two hours maximum use at a time is reasonable. It is not appropriate to use 'chat rooms' for hours. Computers can be confiscated by us. This can be a real problem, impacting negatively on school.

CONSEQUENCES

Student disciplinary procedures in the event of unsatisfactory performance/behaviour:

- Grounding recommendations.
- Written and verbal warnings may be given to the student. A student may have their student permit revoked if the situation does not improve.
- A student may be asked to return home in serious situations.

Reasons for return to home country include:

- Violence and aggression.
- Habitual truancy.
- Bullying.
- Emotional imbalance (after consultation with specialists).
- Dishonesty/untrustworthiness.
- Inability/unwillingness to comply with school and societal rules.

OTHER

- Students who are frequently too sick for school on Monday after busy weekends are grounded the next weekend. Students who are too sick for school on Friday are too sick to socialise on Saturday and Sunday.
- Stomach-aches and headaches - if students are regularly too sick for school they should visit the doctor – talk to the agent/school. This could be stress so let Kathy know if concerned.
- They should be able to have fun while still attempting **homework**. Please encourage regular and steady homework habits and don't be afraid to ask what they are doing at school / for homework etc.

Thank you again for your help.

Kathy McLauchlan

International Student Manager international@mbi.school.nz

Parents and students have signed a contract agreeing to abide by all of the rules and policies.

Summary Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz.

How do I know if an education provider has signed the Code?

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from

www.minedu.govt.nz. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).



Cultural information - Korean Students

Lifestyle – The typical family structure in Korea is the father works and Mum stays home to take care of the kids and helps them with their study. Most families designate ½ their income to the child’s study needs. Children rely on parents for everything. Even as adults they are still very dependant on Mum. All homes in Korea are well heated with under floor heating. Koreans struggle to cope when they are cold, they get stressed and depressed. You need to explain the differences and the way to keep them from the coldness inside house: turtle neck shirt, extra sweat shirt, more blanket, heater. Most Koreans are used to taking a long time in the bathroom at night, they like to have a bath every night and are not used to short showers. City life and night life are also very important they like variety and going out at night. Mobile phones and the internet are very important to them. They are used to having a big meal at night.

Communication – The Korean language is very different to English in terms of sentence order and pronunciation. Koreans are not used to mixing with other cultures and coming here where we have lots of different cultures is a big challenge for them. Koreans are brought up to respect their elders, in Korea a younger person **can never say ‘no’ to an older person**. So **“yes” does not always mean “yes”** it is a good idea to teach them how to say “No” and that it is ok to say no. Koreans don’t ask a lot of questions as they are scared of disrespecting older people or embarrassing others or hurting people’s feelings. They may come across as being shy but in fact they are not.

Food – Koreans love steamed rice and hot, spicy soup. At meals Korean will never ask for more food. They will expect the host to offer them more and insist they eat more. They expect a big meal for dinner. They are also brought up to always share their snack food and that it is rude to sit and eat by yourself. Making a noise whilst eating is a way of showing respect and good manners to the cook. It is almost impossible for a Korean to eat without noise.

Study Habits

Korean students are highly disciplined and study long hours. They start early and finish late and usually only sleep 4-5 hours a night. They are used to being taught using textbooks and by the teacher. They are not used to thinking for themselves, using their imagination or asking questions. Writing essays is very hard for them. It can be a good idea to take Korean students to the library so they can take out books to read and study with.

Hobbies and spare time

Computers and phones are very significant, Korean boys like soccer and basketball. Koreans love Karaoke and hot pools. Churches can be a good way for Korean students to meet other Koreans in the community and get a chance to eat Korean Food.

How to help Korean students to settle well?

Be with them if you can, especially during the first week and during the evenings.

Explain things politely rather than “are you okay?”

Ask to eat meals together if you can.

Correct their pronunciation politely & visit a local library.

Take them outings especially in weekend rather than leave them alone.