

Homestay Handbook

Information for Hosts caring for International
Students of St. John's College



St John's College
HAMILTON | NZ

INTRODUCTION

Dear Host Family,

Thank you for your interest in hosting an International Student from St. John's College.

Hosting an International Student is a great way for you and those living in your household to enjoy learning about a new culture and sharing your own. These young students will benefit immeasurably from a caring and supportive environment and being able to converse in English in a relaxed, natural situation, such as after school and over dinner.

As a Host you can be assured that International Students are selected with great care by St. John's College, and we expect students to observe School rules and regulations, as well as your own home rules at reasonable expectations.

CODE OF PRACTICE

The Ministry of Education has developed The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). All schools must be a signatory to the Code to enrol international students. The Code clearly identifies quality pastoral care (the homestay experience) as being vital for student safety. A key aspect of the homestay experience is a high standard of care that provides safety and support for students. The Code also contains special provisions giving extra protection to students under the age of 18. This Guide is intended to meet many of the requirements of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), specifically those regarding the provision of homestay services. We hope this guide will help host parents and students to identify possible challenging aspects of the homestay experience and provide host parents with some strategies to make this an enriching and rewarding experience.

Under the Code, St John's College will help students to:

- be safe, both physically and mentally
- feel respected and accepted for who you are
- feel supported in your learning and wellbeing
- stay connected to your social and cultural networks
- have your say in decisions about services.

St. John's College

St. John's College is committed to the provision of the highest standards of student care and support, and is signatory to [the Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) for international students.

The International Department's role is to manage the recruitment, enrolment and welfare of International Students, and to work closely with homestay hosts to provide students with a safe, inclusive, encouraging and supportive living environment.

We believe the student's living environment is as equally important as their school one, and together we can ensure these students have a successful and rewarding experience in New Zealand.

THE INTERNATIONAL DEPARTMENT

The Dean of International Students is responsible for your student's academic and pastoral care. The Dean of International Students is the first contact regarding any homestay concerns. Some students will also have native speaking counsellors allocated to them. Together we work to make your student have an outstanding and well-rounded experience in New Zealand. Early intervention from all of us can help enhance your student's experience in New Zealand and prevent larger problems developing.

KEY STAFF AND CONTACTS

Mr Edward Park, Director of International Students
Mrs Zarlene Morgan, Homestay Administrator

Mrs Messina Carl is your main School contact and will be able to assist and support you throughout your hosting experience.

You will meet Mr Edward Park and/ or Mrs Messina Carl when they visits you, which will be before you begin hosting students from St. John's College.

The School is located at: 85 Hillcrest Road
Hillcrest
Hamilton 3216

Edward Park, Director of International Students
Address: 85 Hillcrest, Hillcrest, Hamilton
Mobile: +64 21 059 7127
Email: international@stjohns-hamilton.school.nz

Zarlene Morgan, Homestay Administrator
Mobile: +64 21 2834 334
Email: homestay@stjohns-hamilton.school.nz

24-HOUR EMERGENCY PHONE SERVICE

Call 111 in the event of a **fire, medical or police** matter.

You may contact Mr Edward Park's mobile number 24-hours when an emergency arises. Please use your best judgement and discretion.

For non-urgent situations, please contact Mr Edward Park during normal business hours Monday – Friday 8.00am to 5.00pm.

REGULAR COMMUNICATION

Each year, the International Department will hold a training session for hosts, so that you can learn tips and share best practice, socialise with other hosts, and receive general updates from the School.

You will also receive regular communication from us, including time of year tips, information about examination schedule and additional pressure on students, reminders about term breaks and the student travel policy, as well as any relevant feedback from a hosted student on their homestay experience.

Likewise, the School expects the Hosts to remain in regular, open communication with relevant staff in regards to the on-going welfare of the student and any day-to-day matters, as they may arise.

HOSTING GUIDELINES

REQUIREMENT OF A HOST

1. To provide each student with:
 - a) A private, clean and tidy bedroom with:
 - Bed
 - Desk or table and chair
 - Wardrobe
 - Desk light
 - Adequate heating and ventilation
 - Smoke alarm
 - b) A pillow and adequate bedding
 - c) Clean bed linen and clean towels each week
 - d) Nutritious dinners, lunches and breakfasts everyday
 - e) Access to snacks
 - f) Cupboard or refrigerator space for personal items
 - g) Launder students' clothes weekly
 - h) A house key for older students (at your discretion)
 - i) Internet access
2. A host family cannot have more than 4 paying guests in total staying in the home at one time. If you wish to host more than 4 students, then you will need to apply to the Hamilton City Council to become a hostel as per their regulations and that of the Ministry of Education.
3. To provide and enforce clear and simple household rules regarding bathroom/shower, laundry, coming home on time for meals, and staying out late.
4. To explain the use of electrical appliances, such as a heater, a microwave oven, dryer, washing machine and an iron.
5. To clearly explain and teach the student to travel to and from St. John's College by the most efficient and economical method.
6. To explain clearly the general household chores that the student and the other family members are expected to do, such as helping with the dishes and cleaning their own bedroom; and showing the students how you expect this to be done.
7. To help the student understand New Zealand customs, polite etiquette, culturally appropriate behaviour and in general to adapt to our lifestyle and household norms, as necessary.

8. To assist the student to find suitable ways to spend their leisure time and to provide support and supervision as if they were your own children.
9. To help and encourage the student to speak English and to join in family activities.
10. To respect the student's privacy and try to understand and help the student adjust to any difficulties that may occur with their new experiences in a foreign country, including loneliness and homesickness.
11. To liaise closely with the Dean of International Students to ensure the student is adjusting to the New Zealand culture and benefiting from the experience of living in New Zealand.
12. To respect the student's religion and dietary practices and accommodate these as much as possible. You are not expected to make special meals.
13. To assume the day-to-day care of the student.
14. Assist your student to visit the doctor if he is unwell. We recommend he registers at your own GP's medical centre for convenience.
15. To ensure the student attends school every weekday and on time.
16. To advise the Dean of International Students immediately:
 - If you are experiencing problems or have concerns about the student's well-being or serious incidents, that may affect the student's safety and welfare.
 - If the student is unwell and cannot attend school.
 - If there are urgent medical decisions to be made.
 - If you plan to be away from your home overnight. Students must not be left on their own overnight without adult supervision.

PARTICIPATING IN FAMILY ACTIVITIES

BEFORE YOUR STUDENT ARRIVES

The school will collaborate with you to arrange the placement of a student within your family. Once you have agreed on the student selection, the school will forward your profile to the student's agent and their biological parents. Upon confirmation of the placement, you may want to correspond via email or written communication with the student and their parents. In your message, you can introduce your family, describe the members of your household, outline your occupations and interests, and even include photographs of your family and possibly your residence along with any pets. Additionally, the school will dispatch a pre-arrival letter to the agent and the student, providing information about their initial days at the school and guidance on what to bring when coming to New Zealand.

WHEN YOUR STUDENT ARRIVES IN NEW ZEALAND

Please arrange to greet your student at the airport upon their arrival if possible. They will likely be feeling tired, anxious, excited, and possibly overwhelmed by their initial experiences in New Zealand. At this stage, it's not advisable to embark on a city tour or introduce them to a large number of people. These activities can be postponed until your student has had a chance to rest and is ready to explore new experiences.

A warm welcome and a brief orientation of the house typically suffice for the first day to help your student feel at ease, become a part of your family, and feel genuinely welcomed and respected. Most students require this time to settle in, unpack, and personalize their room before they become familiar with the routines and customs of your home.

THE FIRST FEW WEEKS

Initially, your student may find New Zealand unfamiliar, adapting to a different culture and potentially a new way of doing things. Therefore, during the next two weeks, it's essential to foster an environment where your student feels comfortable asking questions. However, it's equally important to reinforce your instructions by repeating and demonstrating them, verifying their understanding through observation rather than simply asking if they've grasped the information (as they may tend to say 'yes' regardless). Instead, request that they repeat the instructions or demonstrate their understanding.

Additionally, communicate your availability to provide further guidance and remember to proactively offer assistance, rather than waiting for them to request it. Show them how to secure the doors and operate any security systems, and inform them of your departure time for work in the morning. Make sure to also share your typical dinner schedule and your expectation that they will be home before then or notify you if they have other plans.

Make sure your student has the following:

- Your home phone number and mobile phone number
- A contact phone number for you at work; and
- The home address

Having this information will be reassuring in case they get lost before they have memorized these. They can store this information on their mobile phone. A paper version to keep in their wallet is useful in case they misplace or lose their phone.

You may like to give your student a welcome gift when they arrive. Some ideas include a city street map with a guidebook showing activities in the local area, a bus/train timetable and perhaps a small notebook or diary, which can be left in their room. A noticeboard in their room means they can put some photos or pictures up immediately.

While it is not expected that the host family becomes a full time entertainer of their student, it is expected that whenever possible the student will be invited, and if necessary, encouraged, to join in with family activities.

Ideas include:

- Invite your student to watch a movie with the family with subtitles to help with their English.
- Invite them to play board games with the family such as chess, card games, monopoly or other.
- Go out for a walk together; take the dog for a walk if one is available.

If family members are going on an outing that will cost money, it is expected that the student pay their own way. It is a good idea to phrase the invitation in such a way as:

“Would you like to come to the movies tonight? It will cost about \$15.00”.

It is easy for families to set a precedent out of politeness, and not find they pay for everything. From the beginning politely make it clear that you will not pay for all joint activities because it cannot be guaranteed that cultural “norms” are the same.

In some countries is not unusual for the host to shout on all occasions without reciprocation.

CURFEW– STUDENTS UNDER 18

The New Zealand law says that young students are to be under supervision at all times. The student should contact the Host to advise if they are to be late home.

The following is a guideline of times that the student should be home. All students are given a copy of these curfew rules when they arrive St. John’s College.

Age	Sunday-Thursday	Friday	Saturday
Under 15	6.00pm	Under supervision	Under supervision
15 - 16	6.00pm	10.30pm	10.30pm
17 - 18	6.00pm	11.00pm	11.00pm

MEALS

Ideally meals should be eaten together with the host family. Please provide a daily breakfast that is reasonably substantial – cereal, perhaps fruit, plenty of toast and tea, coffee, etc. It is not necessary to go to elaborate lengths, but more importantly to ensure that students are able to help themselves when necessary.

Dinner is considered an important or the main meal of the day with the Host; and it is the family’s responsibility to provide this every day.

Dinner time with the host family is a good time for the student to engage in conversations. Students generally do not understand the New Zealand expression of ‘Tea’ to describe the evening meal. Many students have said ‘no’ to the evening meal because they thought the family meant a ‘cup of tea’!

If there are problems concerning food, these ideas may help:

- Ask your student to participate in preparing his favourite meal?
- Choose one night for a joint family get together in making pizza or hamburgers, or a barbecue?

- Ask your student to accompany you to the supermarket and help to suggest ideas for dinner.
- Ask your student to prepare a dish from his home country or to source a recipe which you can prepare for him.

Portion size

Breakfast:	toast, spreads, cereal, whole milk, fruit, or eggs
Lunch:	4 to 6 sandwiches including salad and protein (ham/tuna), fruit, muesli bar, and homemade muffin, or leftovers from dinner
Dinner:	pasta, rich and noodle dishes with meat and vegetables. Especially in winter or playing sports, students are likely to ask for seconds.
Snacks:	cup of noodles, biscuits, fruit, cheese toastie, hot chocolate/ milo, popcorn.

INTERNET AND TELEPHONE

Students may want to make international telephone calls at some stage, but most will use free applications to call home via Skype, WeChat, or WhatsApp for example. Please advise the student to ask for permission to use the telephone for international calls first. We recommend that you may like to consider installing a toll bar; it is just a call to your telephone company and can be removed at any time.

It is expected that students hand in all their computer, tablet, iPod and smart phone technology to their homestay, parents or guardian caregiver on Sunday - Thursday at the following times.

Year 9-10: 9.30pm

Year 11-13: 10.00pm

RECOMMENDED BEDTIMES

It is expected that students go to bed and sleep on Sunday - Thursday at the following times:

Year 9-10: 9.30pm

Year 11-13: 10.30pm

BATHROOM USE AND SHOWERING

Some students may be used to taking very long showers, so you may need to politely tell them that a 5-minute shower is normal in New Zealand. Please show them how to clean the bathroom after a shower. The bathrooms may look very different in their country and often they don't realise they need to clean up after they use the shower.

Please explain that there are no clothes to be washed in the bathroom and there should be no hanging of wet clothes in their bedroom, as these things are often done in their country. In some instances, you may need to show the student more than once.

HOUSEHOLD CHORES

Some international students will be unfamiliar with doing household chores or even cleaning their rooms! Let them know that it is usual in New Zealand homes that everyone helps out with household chores, like clearing the table after dinner, and putting the dishes into the dishwasher.

Encourage them to keep their room tidy and to tidy up the bathroom after use.

LAUNDRY

Hosts are required to provide laundry facilities and detergents at no additional charge.

You should discuss laundry arrangements with your student carefully, as it can be very personal for some. If your student is going to use your washing machine and drying facilities, we advise that you carefully explain how they operate.

Hosts may decide to arrange a washing day or time when the student places their laundry in the machine and the Host operates it. Your student should be responsible for the sorting, collection and drying of their clothes. He should be changing his socks and underwear every day.

Ideally students should be responsible for the ironing of their own clothes, including his school uniform. Hosts should advise the students of the location and operation of the iron and ironing board.

TRAVEL TO/FROM SCHOOL ORIENTATION

It is the Host's responsibility to teach the student how to travel from home to school and back by public transport, as well as making sure they buy the correct bus or train pass. We encourage students to get a BUSIT card so that they can get subsidised travel rates as a student.

Having someone travel with the student on the first day (or during the weekend) is the best way to ensure the student knows the way. It is also important to meet the student after school on their first day to make sure that they can find their way home. This may have to be undertaken more than once as they familiarise themselves with the city.

We do help the students reach their homestay address if they have problems, but ultimately it is the host family who needs to ensure this.

A little effort to make sure that the student is happy catching the bus can make all the difference to whether they feel comfortable and relaxed living and exploring the city.

For more information about public transport, please visit: Hamilton bus routes - <https://www.busit.co.nz/hamilton-routes/> Night riders - <https://www.busit.co.nz/hamilton-routes/night-rider/>

Please remember: it is your responsibility to make sure your student knows how to travel safely to and from school.

SCHOOL ORIENTATION

All new international students are required to participate in the School orientation programme. This is held at the start of each Term. It is important the student arrives on-time and is appropriately dressed for the Orientation.

Each student is expected to use their Orientation Handbook and bring this to School every day during orientation. There is also a section for them complete with their homestay hosts and for you to sign-off as having completed this together.

ATTENDANCE

Students are to attend all classes promptly at all times. If a Student cannot attend because of ill-health, the School must be advised before classes begin.

For an absence or a late attendance, the Host is to contact the Attendance Officer / Student Services Administrator, Kaye Tanner Jones (secretary@stjohns-hamilton.school.nz)

On the day of his return, the student must meet the Dean of International Students outside his office with a note signed by his Host stating:

1. Student's name
2. Dates of absence
3. Reason for his absence

When a student is going to be absent for longer than 3 days, the Host is required to inform the School immediately. If it is sickness related, a medical note should be provided.

Absence for any other reason must be approved in advance by the Dean of International Students.

GOING TO THE DOCTOR

It is recommended that international students register at the same GP medical centre as their host family. If the student is unwell at school then the Homestay Coordinator is able to arrange a doctor's visit for the student either at Hillcrest Medical Centre or at Angelsea Clinic.

Some students come from countries where it is common to go to the hospital for all medical situations, so you may need to explain to your student that in NZ we go to the GP for everyday illnesses such as the flu, sore throat, cough, skin infection, etc, and only go to the hospital in an emergency situation.

Students pay for their own medical expenses and retain receipts. He then brings the receipts to the International Department, where we can provide him assistance in making an insurance claim for reimbursement.

HOMEWORK

It is recommended that international students spend a minimum of 1.5 hours of homework time from Monday – Thursday during the Term. St. John's College issues homework but how much and how often is determined by the subject teacher.

When preparing for the Term exams, students are expected to increase their homework time to 3 hours per night.

GUESTS AND VISITORS

Students may not bring guests or visitors to the Homestay without prior permission of the Host family for security concerns. The Host does not have to agree for a parent to stay at the house while visiting their son. The School discourages this and suggests that the parent stays at a hotel during their visit to Hamilton.

STUDENTS REQUESTING TO STAY AWAY OVERNIGHT

Students are not allowed to stay away overnight from the authorised accommodation at any time, unless permission has been first sought and gained from the Dean of International Students. This permission requirement includes the student's own parents, as the School needs to know who is responsible for the student at all times.

TRAVEL PERMISSION

Students must acquire permission from the International Department in writing before booking international or domestic airfares to travel during the School term breaks. For travel outside of term breaks, permission from the Principal Shane Tong is required, and students/their parents are required to make a formal request for special permission.

MOTOR VEHICLES

Students are not allowed to drive or own a motor vehicle while attending St. John's College. Students are not allowed to be passengers with any driver on a Restricted License.

BIKING (CYCLING) IN NEW ZEALAND

If the student decides to bike to/from school, then they must wear a helmet – it is illegal to ride a bike without a helmet in NZ.

WORKING IN NEW ZEALAND

International students at St. John's College are not allowed to work, but students in Years 12 and 13 who have school and parent permission may work.

UNDERSTANDING STUDENTS

CULTURE SHOCK

Please be mindful that most students are a long way from home and may be lonely or homesick at times and may also be suffering the effects of culture shock. Since they do not have the immediate support of their parents and friends from home, they will need your support and understanding to make their stay in New Zealand an enjoyable and rewarding experience.

We recommend hosts make an extra effort to communicate with students during the first week of hosting him and inform the Homestay Coordinator should there be an on-going concern about the students' assimilation into life in New Zealand.

Some symptoms of cultural shock include:

- Being reclusive
- Not communicating with the family
- Not eating breakfast/dinner
- Feeling bored
- Appearing upset or being emotionally sensitive

We advise students to:

- Keep active and exercise
- Eat well and sleep regularly
- Stay engaged with the Host
- Try to limit contact with friends at home, so they start focusing on making new friends in New Zealand.
- Join a school club or community group to meet new people
- Contact their parents (some young students contact their parents everyday by mobile applications)

CULTURAL SENSITIVITY

Different nationalities have their own unique cultures and some of our customs and habits will appear totally different, as will theirs to us. It is important that Host families are sensitive to cultural differences to assist in reducing the effects of cultural shock on the student and to ensure that the student is comfortable and enjoying their stay in New Zealand.

Some examples of cultural differences:

- In New Zealand, we often deal with problems by discussing them with the person concerned, whereas International Students would prefer to discuss them through a third party, such as the Dean of International Students, their agent or friend. It would be embarrassing for most students to discuss things they find different with you directly. Do not take this personally; it comes from a different cultural upbringing. In these situations, it may be helpful to notify the Dean of International Students of any concerns you have about a student.
- Many students come from cultures where they do not usually raise their voices.
- In some countries the hand signs of "thumbs-up" or "okay" can mean something totally different or even be a very rude gesture.

Asian Cultures

- In many cultures, a nod or "yes" means, "*I understand what you mean*" not, "*I agree with you*". In many Asian countries people will often say "yes" rather than disappoint and end-up doing something they cannot or do not want to do in order to "save-face".
- In Asian culture it is considered impolite to say "no" to your host. A polite option is to offer a choice so that the person asked can always choose an alternative rather than saying "yes" or "no". E.g. "*Would you like a cup of tea...or something else*".
- Smiles happen all the time in many cultures but not all smiles are for happiness. For example, if someone breaks a glass or falls off a bike an Asian person will smile. It doesn't mean they find the situation funny, but in fact could be expressing sympathy, embarrassment or anxiety by smiling. Sometimes this is misconstrued by westerners.
- Many students from Asian countries have domestic helpers to prepare breakfast. The idea of "helping oneself" for breakfast will be a shock for some. Please explain to students of the expectation for them to prepare their own breakfast.

- Many westerners are comfortable and open when speaking about feelings, emotions and personal experiences whereas in Asian cultures they are very reserved about these topics even in close relationships. Opening up can be seen as a sign of weakness as traditionally personal feelings are kept within the immediate family.
- Asian students are used to spicy food. Please be understanding if they want to keep a bottle of chili paste or chili sauce in your kitchen.

Western & Eastern European Cultures

- Students from Switzerland, Germany and France tend to have higher expectations of general household cleanliness.
- Many Western European homes have central heating and surprisingly students from Western European countries will find New Zealand homes in winter to be very cold. We suggest you provide extra blankets or small heaters.
- Students from Eastern Europe are not always confident in communicating with the homestay family. Please encourage them to communicate with you.
- Eastern European students take their shoes off before entering a home and wear different shoes for inside the home.

Latin American Cultures

- Many Latin Americans grow up with domestic helpers and therefore may need additional advice on how to assist the Host family in sharing domestic tasks.
- Many Latin Americans are not familiar with travelling alone at night and may need reassurance regarding travelling and the safety of New Zealand cities.
- Many Latin American students are accustomed to having a siesta (afternoon nap) and may need some time to adjust to New Zealand family routines.
- An afternoon snack of tea and biscuits or light food is part of daily routine in Latin American countries. We suggest Host families explain to the student what time dinner is served, and suggest to the student to provide their own food for late evening snacks.

Islamic Cultures

- Students from Islamic cultures may be strict about eating Halal meat (meat prepared according to Islamic custom) and avoiding pork. This may vary according to the students' level of discipline to religious law. If you are aware of a butcher or restaurant nearby that prepares Halal meat, please let your student know.
- Prayer time is important for Islamic cultures. A student may need to pray 5 times a day in a westerly facing direction. This will often be in the student's bedroom. Please advise your student if there is a Mosque nearby.
- Students from Islamic cultures will find great cultural differences in New Zealand in regards to the socialisation of men and women, the availability of alcohol and its consumption, and the overall casual/laid back New Zealand attitude.

The above are all very general guidelines, and each student is different. If you would like some more information or advice on particular students or cultures, please contact the Homestay Coordinator.

The School expects you to show the same respect to our students regardless of the culture or nationality, as you would expect an overseas family to show you or your own child if you were staying in another culture with a family of different culture or language.

OTHER IMPORTANT INFORMATION

ST. JOHN'S COLLEGE SCHOOL RULES AND REGULATIONS

Students are under the authority of the School while:

- a) present at School during an official school day;
- b) representing the School at any time whether it be in sport, cultural pursuits or any other activity;
- c) attending any School related event or activity identifiable as a student of our School;
- d) on a School trip whether or not a parent or guardian is also present;
- e) on the way to and from School;
- f) at any time, they are wearing School uniforms.

Fundamental Rules

1. General Conduct & Commitment

- 1.1 Students are expected to display a high standard of behaviour, courtesy and manners.
- 1.2 Loud or offensive behaviour and loitering in public places is not permitted.
- 1.3 Students are expected to display respect towards all staff and toward each other at all times.

2. Behaviour in Class

- 2.1 Students are expected to behave in a courteous manner at all times.
- 2.2 Students may not eat in class.

3. Addressing Staff Members

- 3.1 Students will address male staff members as Sir or by their correct name.
- 3.2 Students will address female staff members as Miss or by their correct name.

4. Drugs, Alcohol and Tobacco

- 4.1 No student shall consume, sell, purchase, supply, have in his possession or be under the influence of alcohol, tobacco, illegal drugs, R18 legal drugs or party pills, whether or not lawful under the law of New Zealand, while under the authority of the School.

- 4.2 No student is permitted to have in their possession any drug or alcohol paraphernalia while under the authority of the School.
- 4.3 A disciplinary committee of the Board of Trustees is authorised, in its sole discretion, to determine, in any particular case before it, whether a drug or pill is prohibited.

5. Theft, Bullying and Assault

- 5.1 No student shall steal.
- 5.2 No student shall bully, assault, fight with or intimidate another student or staff member.
- 5.3 No student shall be in possession or use knives or other weapons.

6. Breaches

- 6.1 Repeated truancy and continual disobedience or deliberate non-adherence to School Rules will not be tolerated and will be treated seriously by the School's Leadership Team and Principal.

Any breach of the Fundamental Rules will be referred to the Dean of International Students as it is School policy to treat any breach of the Rules seriously. The Principal will review all circumstances and where appropriate consider a stand down period and/or suspension as disciplinary options.

Serious breaches of discipline and/or of these rules will be referred to the Discipline Sub-Committee of the Board of Trustees. The Board will consider the Principal's report on the matter and the parents/guardians of the student and any representative (if required) will be invited to the hearing. The Board's options in such cases include lifting or extending the suspension (with or without the conditions) or to exclude (if student under 16 years) or expel (if student 16 or older).

NOTE: This is not intended to be a comprehensive statement of the School's Rules and Regulations.

POLICE CLEARANCE

All Hosts are required to undertake a Police Clearance, before students can be hosted at your residence. The School requires all immediate family members aged 18 or over and who stay overnight in the home to be screened as well. Please notify the Homestay Coordinator of any changes to persons living at this residence.

COMPLAINTS

If you have a problem with the behaviour or conduct of your student, we encourage you to talk with them about it as you would your own family member. If you find this too awkward or difficult for cultural or language reasons, please contact the Homestay Coordinator who will assist you to communicate your complaint with the student.

If your student has a complaint about you or your family, they may not be willing to address this directly with you and they are encouraged to approach the Homestay Coordinator as well. The Homestay Coordinator will call you to discuss the issue.

In our experience most complaints stem from the amount of contact time the host family spends with the student, which can lead to discontentment by both parties.

As a suggestion, try and dedicate time each night to sit and eat dinner at the same time as the student. This will encourage them to discuss their day and plans, practice their English, and see that they are interacting with the family, sharing the same meals and learning about the culture.

STUDENT FEEDBACK

St. John's College regularly interviews students to check their welfare, happiness and integration into the School and their home life.

Students will complete an evaluation on their homestay and other aspects of their enrolment at the School each term. Students grade their homestay experience in terms of their room, food, hospitality and the helpfulness of the host.

END OF YEAR

All International Students are expected to return home to their country of origin once School has finished for the year. International Students need to inform you and the School of their travel arrangements once they are finalised.

No Student should travel before the end of the school year. Their flights should be arranged in a timely manner once the school year has finished. The School will make arrangements for the Student to be transported to Auckland Airport via Aerolink Shuttles. Homestay families are not responsible for this travel.

An International student is expected to vacate the room in which they have stayed, packing all their things, before they leave. The room returns to the family to use as they choose over the 6 weeks of holiday. Any items that an International student is not taking home with them can be stored at school in the International Department or other arrangements made. If the Student wishes to retain the room over the holiday period, and the Homestay family agrees, the school will charge and disburse \$50 a week for that right.

This agreement precludes that no person(s) are allowed to use or occupy the retained room for any purpose including renovation.

