



**Rangitoto  
College**

# **Accommodation Guidelines for Homestays**

(Residential Caregivers Booklet)

# Accommodation Guidelines for Homestays



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## INTRODUCTION

Thank you for agreeing to share your home and family with a Rangitoto College International student. You (and they) may find it challenging at times, but ultimately we hope you find it a rewarding and fulfilling experience, and that you have a life-long extended family member.

Host families play an important role in an international student's life. Students are a long way from their own families and will need a caring environment to help them feel physically and emotionally safe while in New Zealand. It is helpful to ask yourself "what would I like a host family to do for my son/daughter if they were living overseas?"

This booklet is to provide some guidance for you as a homestay host. We appreciate that every family has their own set of values and house rules, and that students need to respect these.

Our Accommodation team are here to support you. If you have any queries or concerns while hosting a student, please do not hesitate to contact us.

### **Accommodation Coordinators:**

Victoria Hitchens

Monday to Friday 8am to 4.00pm

Ph: 477 0150 ext 664

Email: [accommodation@rangiworld.co.nz](mailto:accommodation@rangiworld.co.nz)

Anna Leech

Monday to Friday 8am to 2:30pm

Ph: 477 0150 ext 668

Email: [accommodation@rangiworld.co.nz](mailto:accommodation@rangiworld.co.nz)

Part-time language support staff to assist with communicating information to our Chinese students.

### **Chinese International Support:**

Ivy Lin

Monday, Wednesday, Friday 9:30am to 2pm

Ph: 477 0150 ext 659

[chinese.support@rangiworld.co.nz](mailto:chinese.support@rangiworld.co.nz)

On behalf of Rangitoto College, thank you so much for the care and support of our international students that we know you will provide.

## SECTION A – Code of Practice for the Pastoral Care of International Students

### Homestay Inspections

As part of the Code of Practice requirements, Rangitoto College is obligated to visit every homestay twice yearly to check the living conditions are still suitable, or more often when we feel there is a need. This takes approximately 15-20 minutes and is a good opportunity to see how everything is going with your students and whether we can assist you with any concerns you may have. You will receive an email when your inspection is due.

### Student Interviews

Rangitoto College is required to interview every student once a term to check their accommodation is appropriate and their academic, social and emotional needs are being met.

### Homestay Definition

“Homestay” sits under the Residential Caregiver definition and means accommodation provided to an international student in the residence of a family or household where no more than four international students are accommodated.

### Police Vetting

It is a requirement that Rangitoto College must undertake New Zealand Police vetting of all persons aged 18 or over residing in homestay households, (this excludes other Rangitoto College international students). Police vets must be renewed every 3 years. People regularly staying overnight or for more than 5 consecutive days at a time must also be police vetted if over 18 years of age.

Please note that Rangitoto College has the right to refuse an application if the police vetting results are of concern.

### Hosting more than one student

Rangitoto College has a policy that we do not place students of the same nationality together in the same homestay. Please bear this in mind if you accept a student from another school while hosting a Rangitoto College student. You **must** notify us of this addition to your household as soon as possible.

Homestay means accommodation provided to an international learner in the residence of a family or household in which **no more than 4** international learners are accommodated. (NB: 5 or more learners/students is considered a boarding house which will have tax implications)

Rangitoto College also has a policy that only students of the same gender are placed in the same homestay. This also applies if hosting students from other schools or organisations. This also applies to sleepovers, only same-gender sleepovers are allowed.

## SECTION B - HOMESTAY RESPONSIBILITIES AND GUIDELINES

### 1. HOMESTAY PAYMENTS

- a) Host families receive the following:

**2026 Homestay Payments:**

\$420 per week (for 7 nights).

For students who are under 14, the payment is \$440 per week

**2027 Homestay Payments:**

\$420 per week (for 7 nights).

For students who are under 14, the payment is \$440 per week

Special Dietary Requirements: \$50 per week extra (depending on requirements)

The homestay payments will be paid 1 week in arrears & 1 week in advance into your nominated account every fortnight.

- b) If a student is travelling during the two-week term breaks, the homestay will continue to receive the weekly homestay payment. If a student travels home over the Christmas holiday period and leaves their luggage with you for when they return the following year, the homestay will receive a holding fee of \$10 per night up to a maximum of 60 nights (\$600).
- c) Being a host family should **not** be relied upon as a constant source of income, as we cannot guarantee that we will always have a student to place with you.
- d) A homestay payment should only be considered as a reimbursement for the costs associated with having another person living in your home. Please check the IRD website for information about tax obligations when hosting.
- e) The Host Parent/s must not request or require any additional payments from students or their families beyond the agreed homestay weekly fee as set by Rangitoto College. This includes charges for holding or storing personal belongings during school holidays or periods of absence. Any request for extra payments made outside of this process may result in the homestay being reviewed or removed from the programme, and the student being relocated to an alternative homestay.

### 2. HOMESTAY CHANGES

- a) Rangitoto College places a student with a host family for an intended length of time in good faith. We are here to support homestays and students to work through any issues or concerns that arise. If issues are not resolved and either party still feels uncomfortable, it may be best for both the host family and student to part ways. One week's notice by either party is required when this happens.
- b) If a student needs to be moved due to a change in host family circumstances (i.e. moving house), the more notice you can give us the better.

- c) Rangitoto College reserves the right to move a student without prior notice if deemed necessary. In such circumstances, a refund may be due to Rangitoto College. We ask for your co-operation if this should occur.
- d) No student is to move from their homestay without the prior consent of the Accommodation Coordinator. The student visa may be withdrawn if a student moves without notice.
- e) **It is really important for Rangitoto College to have up-to-date information for each of our homestay families.** Please make sure you notify us of any changes to your family circumstances **no less than 14 days prior**, e.g. number of people living in your home, hosting for another school, a change in marital status or a change in pets. Especially if you will be hosting for another organisation or will have boarders. If over 18 years old, they must be police vetted by Rangitoto College and a copy of the passport submitted to the accommodation office.

### 3. HOMESTAY TRAVEL / HOLIDAY

If you are going away for a night or longer and are unable to take your student, please arrange for a reliable adult (friend or family member) to come and stay at your house to provide supervision for your student and inform the school of this arrangement prior to your travel. If you cannot find a suitable adult, then please give sufficient notice to the College so a temporary homestay can be found for your student. Please use this as a last resort as finding temporary accommodation can be challenging, particularly if you are hosting more than one student.

***No student is to be left unsupervised overnight, regardless of age.***

### 4. STUDENT ARRIVAL

When we place a student with you, we will advise you of the student's course start date, duration and any student details available to us. Students usually arrive approximately 2-5 days before the school start date. Our main intakes are in Term 1 and Term 3. We have a smaller intake in Term 2, and no intake in Term 4.

Students and their parents often like to make contact with their host family prior to arriving in New Zealand. This helps in building an initial connection with your student and their parents and makes them feel a little more at ease before they arrive.

On the day of arrival, your student will either be delivered to your home by a school arranged shuttle, by their own agent, or possibly by their parents if they choose to accompany their child to New Zealand.

Please advise if you would prefer to meet your student at the airport when they arrive. We would be happy to remunerate you for your trip to the airport.

Homestay families are not expected to provide accommodation to visiting friends and relatives of the student. If your student's family has made contact with you about staying, and you do not feel comfortable accommodating them, please let us know and we will contact them to explain that they need to organise their own accommodation.

## 5. BEDROOM

Students need to have their own bedroom with their own bed and all bed linen provided. This is their sanctuary when they need to be alone, if you have young children at home, please make sure they do not intrude.

Each room needs:

- a chest of drawers
- a wardrobe
- a desk with a chair for homework
- a smoke alarm

We have a policy of one student per bedroom. The only time when it is OK for students to share a bedroom is on the occasional day or weekend when students may choose to have a sleepover at their friend's home or have a friend overnight.

Appropriate heating in the bedroom is required. Be clear when discussing the use of heating. All teenagers struggle to have a clean and tidy room. You can have a friendly weekly 'inspection' to encourage your student to keep their room tidy.

We suggest putting something protective over the tops of bedroom furniture such as placemats and providing plastic containers for students to put their personal items in (i.e. makeup, skincare), so the tops of drawers don't get stained or damaged.

## 6. MEALS

- a) Please provide breakfast, lunch, dinner and adequate snacks. Remember that teenagers have 'hollow legs' and can eat quite large amounts.
- b) It is a good idea to take your student to the supermarket and ask them what they like to eat. They may take some time to adapt to the food here. Please try to provide food and snacks they enjoy, while encouraging them to eat the same meals as your family.
- c) Host Families are not expected to have to cook special foods for their student, unless they have been made aware of dietary requirements at the time of enrolment (E.g. gluten free, dairy free)
- d) Some host parents like to prepare the school lunchboxes and others are happy for the student to prepare. Make sure your student has adequate food for morning

tea and lunch at school (i.e. a main meal for lunch and snacks for interval). Some snack ideas to add to their school lunch: fruit, yogurt, cookies, chips, muesli bar, chocolate bar, crackers, rice crackers, pretzels, nuts, trail mix, dried fruit, cheese, hardboiled egg, muffin, cupcake, slice, pastry. Many international students come from a culture where they have their main cooked meal at lunchtime so it can take them time to adjust. Have a chat with your student about food options to ensure the food you provide won't go to waste.

- e) Do not 'hide' food, or reserve food for your own family. This is a common complaint that really upsets students.
- f) If you choose to get takeaways or take your student out for a meal, it should be treated as a meal at home and paid for by you. If your student chooses to get takeaways or go out for a meal with their own friends, your student pays.
- g) Set a time that your student needs to ring or text you by if they do not require an evening meal to avoid cooking for them and food going to waste. Some students prefer to have their dinner later, they might ask you to save them some food they can heat up later.

## 7. TRANSPORT

- a) Please make sure your student arrives at school in time for Orientation on their first day. Prior to their first day, please show your student how to walk or bus from your house to school and back again. Spend some time showing them how to use the Auckland Transport website <https://at.govt.nz/>. Students are required to pay for their own bus fares. Students will receive their school ID card within the first few weeks into the term. At orientation, students receive information on how to register their ID card to their hop card account to get the cheaper fares.
- b) Extra transport requirements and care may be necessary for students under 18 years of age. Some of the students may have tuition after school, which may require them being collected after their lesson. Please ensure arrangements have been made for their safe transport home (this is of particular concern to us during the winter months when it is dark and cold).
- c) It would be much appreciated if you could take your student to the airport on departure. However, if you are not able to, the school will help your student make alternative arrangements.
- d) Students can only be driven by a person holding a full NZ licence.
- e) **International students are not permitted to drive whilst in New Zealand.** If a student wishes to sit their learners and restricted driver's licenses, they must see the International Office for permission first. International Students caught driving outside of these conditions are likely to have their student visa revoked.

## 8. UNIFORM

- a) Rangitoto College students in years 9 - 12 wear school uniform. New uniforms can be purchased from the Uniform Shop located in the school (adjacent the lower courts below the gyms). Refer to the school website for opening hours <https://www.rangitoto.school.nz/uniforms/>. Students must pay for their own uniforms.
- b) Rangitoto College has a second-hand uniform shop that is open every Friday during the lunch break. Students do not have to wear school uniform for orientation, but must be in full uniform by the 2<sup>nd</sup> week of school.

## 9. STUDENT TRAVEL

- a) International Students **are not allowed** to travel independently (i.e. without approved adult supervision). Students can only travel with their homestay family, with school approved trip providers, and on trips and activities organised by their agents and approved by their natural parents.
- b) Students can view and sign up for school approved weekend and school holiday tours at the International Office.
- c) Students are allowed to travel back to their home countries during the school holidays as long as the school has been provided with permission from their agents/parents prior to travelling. They should not be travelling during school term time, just in the school holidays. Long-term students usually return home for the Christmas holidays.
- d) The International Office **MUST** approve all student travel arrangements prior to travel. Failure to do so could result in the student's visa being revoked.
- e) Please inform the International Office if you are aware your student intends to travel so that we can check it has been approved.

## 10. SMOKING, VAPING AND ALCOHOL

- a) The purchasing of cigarettes and vape devices, and the consumption of alcohol is illegal under the age of 18 in New Zealand.
- b) International students are not permitted to smoke cigarettes or vape on school grounds, in any area while wearing school uniform, and in or around the homestay property.

## 11. TELEPHONES, COMPUTERS & INTERNET

- a) Internet access is a requirement by the host family at no extra charge to the student.

- b) Students will have their own mobile phones or laptops and can contact family and friends via the internet using apps such as Facebook Messenger and WhatsApp. Students should not be using your landline to call overseas.

## 12. CURFEWS

- a) All students, regardless of age, must tell their host parent where they are going and what time they will be home. Students must make sure their phones are fully charged before going out and are left turned on while they are out so that the host family can get hold of them.
- b) The curfews below are a guideline only and are the latest times we would want a student out (unless under special circumstances). Please speak to your students about your house rules and expectations in the week they arrive.

AGE	SUNDAY-THURSDAY	FRIDAY	SATURDAY
13 YEARS	TO BE AGREED BETWEEN THE HOST FAMILY AND THE STUDENT. RANGITOTO COLLEGE RECOMMENDS A CURFEW OF NO LATER THAN 9 PM.	UNDER SUPERVISION	UNDER SUPERVISION
14- 15		10 PM	10 PM
16 YEARS AND OVER		11PM	11PM

- a) It's illegal in NZ to leave a child under 14 by themselves at home or in another place, they must be supervised by a responsible and mature person who at least 14 years old. Refer to police website for guidelines <https://www.govt.nz/browse/family-and-whanau/childcare-and-supervision/leaving-children-by-themselves/>
- b) Lights and technology out at midnight at the latest – students fall asleep at school otherwise. This often causes arguments in families and problems at school. Please advise the international office if there are any issues.

## 13. SLEEP-OVER REQUESTS

- a) Students are not permitted to stay away from the host family home overnight without seeking prior consent.
- b) If your student wants to stay the night at a friend's house who is also a Rangitoto College international student, they must give you the details of the friend's homestay so that you can ring and speak to the homestay to check it is OK.

- c) If your student wants to stay the night at a friend's house who is not a Rangitoto College international student, they must get approval from the International Office a few days in advance. Rangitoto College will then notify the host family with the decision.

**Same-gender sleepovers only, co-ed sleepovers not allowed – no exceptions.**

- d) There must be adult supervision in the home overnight.
- e) Sleepovers should only be approved if on a Friday or Saturday night. The host family must feel comfortable about the arrangements or has the right to say no.
- f) If your student is not following these procedures, the school is happy to take away their privilege of sleepovers.

*Note: Sleepovers should be organised in advance before your student goes out for the evening. It is not acceptable for your student to text you while they are out in the evening to ask permission. In this instance, you should tell them they need to come home as they have not followed correct procedures.*

## **14. STUDENT WELLBEING**

If you have any concerns about your student's wellbeing, i.e. they seem depressed or homesick; please contact the International Department.

## **15. HOUSEKEEPING**

- a) As a member of the family, students should assist with some minimal chores if asked to do so (i.e. help set the table for dinner or help with the dishes). If your own children help around the house, then so should the international student. Students often come from homes where they have maids or parents that do everything for them, so please explain to them carefully how to help with chores.
- b) 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 washing machine and where to hang their washing. (Some students do not like their washing hung out in public, please respect their wishes.)

## **16. ELECTRICAL GOODS**

Students may need to use power plug adapters on any electrical appliances they bring here. Please check this with your student when they arrive. The student is responsible for purchasing any adapters they require.

## 17. SHOWER AND TOILET

- a) Explain to students how your shower and other facilities work, show them how and where to hang their towel after a shower.
- b) Advise students to spend only 5 to 10 minutes for their daily shower.
- c) Students should be aware not to place too much toilet paper or any objects in the toilet as it may become blocked. We suggest placing a small bin next to the toilet for any sanitary items. Some cultures place their used toilet paper and objects in a bin as their sewerage systems do not cope with toilet paper being flushed, so you will need to explain carefully what happens in New Zealand.

## 18. CULTURAL DIFFERENCES

- a) Most problems occur through cultural differences and misunderstandings, not bad behaviour. 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 cultural 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.
- b) Discuss with your student how your family greets, says good night, etc.
- c) Some cultures feel 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 female students have a female companion if the host mother is away overnight.
- d) South American students tend to be very social and physical contact is a natural part of their greetings (i.e. hug and kiss). They often find New Zealanders to be very cold. They would expect to be greeted by a hug and kiss.
- e) No matter where your student is from, just check with them how they feel about physical contact and personal space, and please respect them.

## 19. RELIGION / CHURCH

Students come from many cultures and religions, and this should be respected. It is often very difficult and embarrassing for students to say 'no' when pressed to attend church that is not their belief.

## 20. STUDENT FINANCIAL RESPONSIBILITIES

Stationery costs, pocket money, toiletries and cosmetics, bus fares, holiday costs, medical/dental expenses, mobile phone accounts, uniforms, losses, and theft of student property (a police report may be necessary for insurance).

## 21. SCHOOLING

- a) All students are required to attend school 100% of the time. If your student feels too unwell to attend school, they must let you know first thing in the morning. It is your responsibility as the host parent to report their absence.

You have two options:

- 1- You can use the PCSchool Parent Portal/ App. Instructions on the PCSchool Parent Portal and PCSchool App absence notification, along with retrieving username/password for PCSchool can be found on this link:  
<https://www.rangitoto.school.nz/parents-students/parent-portal-login/>
- 2- You can email the attendance office on [absence@rangitoto.school.nz](mailto:absence@rangitoto.school.nz) . Please include your student's full name and reason for absence in your email.

Host parents must ensure absence from school is accounted for in a timely manner. Caregivers and students will receive a notification of outstanding unexplained absences on the Monday of the week following an absence. All absences must be accounted for by 11:00am of the Friday of the week following an absence. If this process isn't followed, your student may receive a detention the following week.

If a student is to depart school early, the host/caregiver must notify the school prior through the PCSchool App or PCSchool Parent Portal, or by emailing the attendance office.

If you wish to use the Portal and don't have login details, please email our IT department on [ranginet@rangitoto.school.nz](mailto:ranginet@rangitoto.school.nz) . Include your full name, your student's full name and your contact details.

- b) Students must abide by the starting and finishing times of the school (8.40am to 3.20pm), and all the school rules.
- c) Most students are in New Zealand to complete their education not to develop their social lives. Check the goals of the student when they arrive. A short-term student has different expectations than a long-term student. Students should be able to have fun while still attempting homework, assignments and exams. Please encourage regular and steady homework habits and don't be afraid to discuss what they are doing at school with them.
- d) All international students must hold insurance while studying at Rangitoto College. Rangitoto College can assist a student to make an insurance claim if they damage personal items (i.e. laptop) or items/furniture in the homestay.

## 22. CONSEQUENCES

Students who are not abiding by the school rules will be dealt with as follows:

- a) Daily report to International Dean

- b) Written and verbal warnings may be given to the student. A student may have their student visa revoked if the situation does not improve.
- c) A student may be asked to return home in serious situations. Below are some examples:
- Illegal activities (drugs, shoplifting, theft)
  - Driving - unless special permission has been granted
  - Violence and aggression
  - Habitual truancy
  - Bullying
  - Emotional imbalance
  - Dishonesty/untrustworthiness
  - Inability/unwillingness to comply with school and homestay rules
  - Inappropriate and unsafe social behaviour
  - Illness

## 23. DAMAGES/ INSURANCE CLAIMS

In the unfortunate event, your student accidentally causes damage to the home or contents, please report it to [accommodation@rangiworld.co.nz](mailto:accommodation@rangiworld.co.nz) ASAP and send us a photo of the damage.

**We strongly recommend families have their own house & contents insurance for this type of claims.**

While students have their own insurance, cover is limited and the process of getting an insurance claim assessed and approved may take several weeks. Besides, we cannot guarantee a positive outcome.

## SECTION C – ACCIDENT AND EMERGENCY PROCEDURES

### MINOR INJURY OR ILLNESS

- a) Host families are required to take their student to their own doctor in cases of minor illness or injury. Students are required to cover the costs of all medical treatment – not the host family. Students need to keep their receipts and medical notes and bring them into the International Office on their return to school, as we will assist them to make an insurance claim. (All our international students are required to have medical insurance).
- b) Most international students are not entitled to publicly funded health services while in New Zealand. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at <https://www.health.govt.nz/>
- c) 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>.

## SERIOUS INJURY OR ILLNESS

- a) International students should be taken to the nearest hospital or emergency clinic in cases of serious injury or illness.
- b) Rangitoto College must be notified as soon as possible through our emergency 0800 563 263 number as we will need to inform the students medical insurance company and agency.
- c) In the event of a critical incident involving your student, please DO NOT contact the student family. All contact must be made by the International Office.

### EMERGENCY SITUATIONS

The International Office must be contacted as soon as possible in the case of emergencies. For after-hours emergencies or concerns, please contact:

0800 563 263

In the event of a critical incident involving your student, please DO NOT contact the student's family. All contact must be made by the International Office.

On behalf of Rangitoto College International, thank you for taking a student into your home and treating them as one of the family. We hope your hosting experience will be a positive and rewarding one. Please remember that we are here to support you if you have any queries or concerns.



# Rangitoto College

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