Information booklet for Residential Caregivers of International Students

Last updated June 2019
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WELCOME

Nau Mai, Haere Mai Ki Te Kura Matua O Albany

Every student comes to us with unique gifts and strengths.

At Albany Senior High School it is our dream to nurture those strengths so that after 3 exciting and formative years with us the students will be inspiring young people and world citizens who are empowered to make a difference.

The information in this booklet is to help us all work together to make the students stay a happy and successful experience.

The first person you will have met is the Deputy Principal who looks after International Students. This will have happened at the enrolment interview. We will also arrange for someone to visit your home to see the accommodation provided and to assist you with settling the student into the school.

The other person who will make contact with you is the student’s Tutor Teacher.

It is the tutor who has the relationships with the family and if the family has concerns they have a direct line to the tutor. It is the tutor who knows how the student is going across all the subjects and can liaise with specialist subject leaders and Impact Project mentors if things are not going as they should. It is the tutor who meets with the student and the host family to set learning goals. It is the tutor who keeps a close eye on whether the student is achieving the goals set for NCEA. It is the tutor who ensures the success of every student.

Our international students also have access to two teachers who have responsibility for the pastoral care and well being of our students. These teachers will work with the international students to celebrate their cultures and to bring them together as a group. Ask your student who they are and have they met them yet. It will be great if you get to meet and share stories about your student with our teachers.

We thank you for being part of this dream by agreeing to care for one of our young International Students.

Ross Martin
Deputy Principal
Albany Senior High School
Phone: 09-4519065
Mobile: 027 349 7852
Email: rmartin@ashs.school.nz

Last updated June 2019
This important information has been given to our international students who are living with a carer - either in a homestay or with a designated caregiver. This information is designed to help make their stay with you a happy and successful experience.

**LIVING IN A HOMESTAY - what should you expect.**

_Minimum_ basic requirements for caregivers / home stays to provide:

You should be provided with:

- Meals - 3 meals a day and snacks, including a packed lunch during the school week.
- Laundry – washing and ironing.
- Bedroom with a table or desk, chair, mirror, reading lamp, bed with linen and blankets or duvet, heating system, chest of drawers and/or wardrobe.

_A copy of the school's accommodation procedures is attached for your information._

**Chores:**

You should not be expected to do a lot of chores, _but_ you should keep your room clean and tidy and participate in family chores such as setting the table and doing the dishes. You are part of the family and as such contribute to the household as the other children do.

**Transport:**

Caregiver / Homestay families are responsible for showing you how to get to and from school. If you are to take the bus or walk a short distance, a caregiver / home stay parent should accompany you on your first day. If necessary they should accompany you for the first few days or a week until you are sure about how to get to school. You should not be expected to walk to school alone and should not be given a bicycle to ride.

**Toiletries:**

You will be asked to provide your own soap, toothpaste, shampoo, and personal toiletries. Your homestay parent will help you to buy more when they run out.

**Heating:**

You will probably feel the cold and adequate heating must be provided.

**Communication:**

You must have regular communication with your family. It is desirable that one phone call a week is encouraged, and email access should be provided for you. Your parents should provide you with a mobile phone for calling home and for access to the internet. You should also be encouraged to have video conferencing type (Skype of Facetime etc) contact weekly with your family.

**On Arrival:**

Your homestay family will make arrangements for you to be met on arrival at the airport.

**Student Care:**

Caregiver / Homestay families are responsible for you for the entire school year, including school holidays. It is the caregiver / homestay families responsibility to know where you are, how you can be contacted and who you are spending your time with, _at all times_. 
A mobile phone number is not adequate as the only means of contact for you. Caregivers/home stay carers need to have a physical address for your whereabouts. If you are staying at a friend's place overnight, contact should be made with the host parents beforehand, and carers should consider visiting the host home if possible.

When you go out, please ensure that you are carrying telephone numbers and addresses of both the school and your carers.

You must not be left alone overnight in the house for any reason. If this is inconvenient because of an emergency please contact the school or your agent.

**Homework:**

It is your carer/homestay family's responsibility to help you with your homework. Please talk to them and ask them for help if you need it.

**Student Behaviour:**

Your carer/homestay family will expect the same standard of behaviour as would be expected from their own children of a similar age, but make allowances for cultural differences.

**Illness:**

In the case of serious illness or accident/emergency follow the emergency and accident information contained in this booklet.

**Safety:**

It is your carer/homestay family's responsibility to care for you in a way that ensures you are kept safe from harm and your emotional well-being is nurtured.

**Contact with Parents:**

It's a good idea for your carer to make contact with your parents. A letter/email introducing themselves and other family members and some regular contact about you throughout the year will be greatly appreciated by your parents.

**Changing Home stays:**

You must give at least two weeks notice or two weeks board in lieu of notice. You may never change homestays without first talking to the Deputy Principal. If you are to be moved, the home stay will be advised of the reason why.

**Language:**

You will probably be unfamiliar with New Zealand accents (even if you have good English) and colloquial expressions may take time to adjust.

Homestay families should attempt to learn some basic greetings in your language. Learning a few phrases of your language helps to show respect for your culture and may help you feel more welcome and cared for.
INTERNATIONAL STUDENTS
EMERGENCY PROCEDURES FOR CAREGIVERS

This information sheet contains information about what caregivers need to do in case of an accident or emergency involving an international student. Please keep it in a safe place, e.g. on your fridge, on the family notice board, or stored in your smartphone. Caregivers need to ensure that everyone who takes care of the international student is aware of these procedures.

Role of the School

The school is responsible for all emergency procedures during school hours and all emergency procedures 24/7 where the student is in a home stay.

This means that the school should be contacted as soon as possible in these situations. The school will help and support you and make sure that all appropriate procedures are followed.

When the student is living with his/her parents or designated caregivers, the school has emergency procedures to cover incidents within school hours, and can also support parents/designated caregivers outside school hours if they are newly arrived in New Zealand and may have difficulty communicating or knowing what to do.

If a student is in a critical condition or has been killed, contact with the parents will be made by the Deputy Principal or the Principal and they will use the services of Interpol if required.

Role of the Caregiver

The role of the caregiver includes:

- Being available 24 hours a day, 7 days a week, to respond immediately to a crisis.
- Being in the same town as the international student at all times, unless the student is away on holiday.
- Provide the student with an emergency contact number.

If an international student is injured or unwell and your level of concern is high take the student to the nearest accident and emergency department or if appropriate dial 111 and ask for an ambulance.

If your level of concern is low or moderate take the student to your GP, or if time permits call The Deputy Principal who looks after International Students. The contact details are below.

If you are called on the emergency phone number, you must be able to react immediately. If you are not able to react immediately then you must ensure that someone else has the emergency phone.

The role may be shared between several people, provided each person has all necessary information and understands the procedures.
In order to carry out their role, the caregiver should have:

- A mobile phone that is carried with them at all times and never switched off
- A cool head in a crisis
- Medical information about their student, including allergies and health conditions and concerns

Please take the time to fill out this Contact information sheet as it will save panic in an emergency situation:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Contact number</th>
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<tbody>
<tr>
<td>Local police</td>
<td></td>
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<tr>
<td>Nearest Medical Centre</td>
<td></td>
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<tr>
<td>Interpreter name and contact details</td>
<td></td>
</tr>
<tr>
<td>Students designated caregiver / guardian</td>
<td></td>
</tr>
<tr>
<td>Insurance company and policy number</td>
<td></td>
</tr>
<tr>
<td>Students Agent</td>
<td></td>
</tr>
<tr>
<td>School 24 hr contact person :</td>
<td>Mobile: 027 349 7852</td>
</tr>
<tr>
<td>Ross Martin</td>
<td>Ph Wk: 09-4519065</td>
</tr>
<tr>
<td></td>
<td>Ph Hm: 09-426 2924</td>
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<tr>
<td></td>
<td><a href="mailto:rmartin@ashs.school.nz">rmartin@ashs.school.nz</a></td>
</tr>
<tr>
<td>Albany Senior High School</td>
<td>P O Box 300-380</td>
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<tr>
<td></td>
<td>Albany</td>
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<tr>
<td></td>
<td>Auckland 0752</td>
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<td></td>
<td>New Zealand</td>
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<tr>
<td></td>
<td>09-4519065</td>
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<td></td>
<td><a href="mailto:info@ashs.school.nz">info@ashs.school.nz</a></td>
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</tbody>
</table>
PART-TIME WORK FOR INTERNATIONAL STUDENTS
IN YEARS 12 AND 13

POLICY STATEMENT:
Albany Senior High School supports the New Zealand Immigration Department Policy allowing students in Years 12 and 13 to apply for permission to be employed part-time whilst they are studying. The primary purpose of a student visa is to permit the student to study, however there may be some benefits to the student and the school in the students working up to 20 hours per week part-time. Information from the NZ Immigration website “Can I work while I am on a student visa?” is available on this link:

Secondary school students
If you're studying in year 12 or 13, the last 2 years of secondary school, you can work up to 20 hours a week during the school year and full-time in the Christmas and New Year holiday period between school years.

If you're under 18, you must have written permission from your school and your parents or legal guardian to work.

You don't need written permission if you're over 18 and at secondary school, and want to work during the summer holiday period.

Guidelines

International students working part-time will be carefully managed and monitored by the school, home-stay caregiver, parents and employers to ensure the safety and well being of the students are being met at all times. The Deputy Principal will be responsible, on behalf of the school, for monitoring international students who commence part-time work.

The student must apply for permission before they seek any part-time employment.

The student must not start working until they receive written permission from the Deputy Principal.

School staff may visit the workplace at any time to check the safety and well being of the student.

School permission to work part-time may be withdrawn at anytime if the school believes the student is not safe or the academic performance and/or attendance of the student has been negatively affected.

If the student is found to be working without school permission they will have contravened the rules of the NZ Immigration Service and could be sent home.

If you would like to work part time the following form must be completed by the student and their families and given to the Deputy Principal with responsibility for International Students.

Once you have secured a position you must give the completed "Approved Employer Form" To the Deputy Principal so they can follow up and monitor your work experience.
REQUEST FOR SCHOOL PERMISSION TO WORK FOR NO MORE THAN 20 HOURS PER WEEK.

Student’s name ________________________________
Please print clearly

I request permission from the school to work up to 20 hours per week.

The type of work I am interested in doing is ________________________________

The reasons I want to work is:

________________________________________________________________________

________________________________________________________________________

Student’s Signature ____________________________

Date ________________

Parent’s Name ________________________________

I give permission for my son / daughter to work part-time up to 20 hours per week. I understand that my son / daughter will abide by any policies or rules of the school and the New Zealand Immigration Department that relate to part-time work by International Students in Year 12 and 13. I acknowledge that my son / daughter’s student permit may be revoked if any of these policies or rules are not totally fulfilled.

Parent’s Signature ____________________________

Date ________________

Home Stay / Caregiver’s Name ________________________________

I give permission for the student in my care to work part-time up to 20 hours per week during the school term. I undertake to oversee the student’s transport to and from work and to ensure that the student does not work for more than 20 hours in any week during the school term. I understand that the student in my care will abide by any policies or rules of the school and the New Zealand Immigration Department which relate to part-time work by International Students in Year 12 and 13. I acknowledge that the student’s permit may be revoked if any of these policies or rules are not totally fulfilled.

Home Stay / Caregiver’s Signature ________________________________

Date ________________
APPROVED EMPLOYER FORM

Student name

Name of Employer

Physical Address

Email

Phone

Police Vet: Yes / No

Nature of work to be done

Hours of Work	From ___________ to ___________

Days of the week	Monday / Tuesday / Wednesday / Thursday / Friday / Saturday / Sunday

Rate of Pay	$___________ per hour

Employment Contract attached: Yes / No

Possible risks or problems?

Safe workplace information attached: Yes / No

Employer's Signature

Employer's Name	_________________________ printed clearly

Date	_________________________
Grievance Procedures

What do you do if you have a grievance?

We want you to be happy at Albany Senior High School. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas of what you can do about it.

Problems with a teacher

Make a time to talk to your tutor teacher about your concern

If your concern is the tutor teacher, make a time to talk to one of the Pastoral Liaison Teaching staff who are designated to assist our international students. You will have met these two staff members at your orientation meetings.

If you still have a concern talk to the Deputy Principal who looks after the international students.

After a few days, if you do not think the problem has been solved talk to the Principal.

Problems with school friends

Take the time to talk to your tutor teacher or the pastoral liaison teachers quietly about your concern. You can also talk with a deputy principal or any member of the staff that you would feel comfortable talking to. They are all very helpful, especially with broken friendships.

Problems with your Homestay or caregiver

Make a time to talk to the Deputy Principal who looks after the international students. They will discuss the concerns with you and do their best to sort things out. If necessary they will contact the principal on the matter and/or your parents.

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved you can contact the NZ Qualifications Authority (NZQA) who will process your complaint. NZQA will be the first point of contact for all complaints about the Code and will investigate complaints about suspected breaches of the code. NZQA also has the authority to apply sanctions to schools where breaches are found to have occurred. Raising a complaint with NZQA will not adversely affect the immigration status of students.

The link to the NZQA complaints information is here

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.
International Students Useful Links
A list of some of the organisations who are here to help you....

NZ Immigration - rules about working whilst on a student visa
https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa

Disputes Resolution Service (Fairway Resolution)
http://www.fairwayresolution.com/istudent-complaints

NZQA - The Code

NZQA - Code of Practice Toolbox

Study in New Zealand
http://www.studyinnewzealand.govt.nz/

NZQA’s Studying in NZ

Immigration NZ’s Studying in NZ
https://www.immigration.govt.nz/new-zealand-visas/options/study

New Zealand Now - Your guide to living and working in NZ
https://www.newzealandnow.govt.nz/

Tourism NZ
http://www.tourismnewzealand.com/

Immigration Advisers Authority
http://www.iaa.govt.nz/

Education New Zealand
http://www.enz.govt.nz/

Citizens Advice Bureau
http://www.cab.org.nz/Pages/home.aspx

Auckland Migrant Resource Centre
http://www.settlement.org.nz/

Last updated 24/05/2017
Road safety
http://www.nzta.govt.nz/about/advertising/campaign/index.html

Drive Safe
http://www.drivesafe.org.nz/

Earthquakes and Natural Disasters
http://www.getthru.govt.nz/

Water Safety
http://www.watersafety.org.nz/

Publicly funded Health Services in NZ
http://www.health.govt.nz/

Mental Health
http://www.mentalhealth.org.nz/

Family Planning
http://www.familyplanning.org.nz/

Auckland Sexual Health services
http://www.ashs.org.nz/

Lifeline

Youthline
http://www.youthline.co.nz/

Problem Gambling
http://pgfnz.org.nz/

Human Rights Commission
https://www.hrc.co.nz/

Youth Law
http://www.youthlaw.co.nz/

Alcohol Advisory Services
http://www.alcohol.org.nz/

Budgeting Resources
http://www.sorted.org.nz/life-events/studying

Last updated 24/05/2017
Accommodation Procedures for International

Students

Albany Senior High School undertakes to comply with the accommodation provisions set out in Section 26 of Education (Pastoral Care of International Students) Code of Practice 2016 - “The Code”. The categories of accommodation that will be accepted by the school are:

- Living with a parent
- Living with a designated caregiver
- Living in a homestay

Procedure Objectives

- To ensure the student has a suitable living environment conducive to study and a safe and supportive home life.
- To involve the residential carer in the welfare of a student away from the student’s family and home country.
- To assist the student to successfully integrate into the New Zealand lifestyle.
- To work towards the overseas parents’ peace of mind knowing that the student is well cared for and happy in New Zealand.

Provision of Accommodation

The organisation of homestay accommodation is to be completed by the parents and/or their representative agent. Albany Senior High School will not arrange accommodation for international students nor contract an accommodation agent to organise homestay accommodation.

Albany Senior High School may contract an accommodation agent to review and report on a students chosen accommodation according to The Code.

Administrative Requirements and Understandings

- Students under 18 years will not be permitted to rent a flat/room/house/apartment or live on their own.
- All accommodation and pastoral care queries and issues will be dealt with by the Deputy Principal who looks after international students.
- For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
- Any serious concerns relating to accommodation will be reported to the relevant authorities.

last reviewed June 2019
Students not living with a parent

For all students under 18 years and not living with a parent:
Any accommodation to be used by international students will have:

- an on-site assessment to determine that living conditions are of an acceptable standard.
- an assessment to determine that the accommodation type is not a boarding establishment, if the student is in a homestay or has a designated caregiver.
- an assessment of the residential carers suitability and whether they will provide a safe physical and emotional environment.

Each student will be interviewed at least twice a year to ensure that their accommodation is suitable.

All accommodation residences will be visited at least once a year to ensure that they remain suitable.

Police vetting will be carried out on all adults aged 18 years and over living in a homestay, or designated caregiver accommodation used by a student.

Albany Senior High School will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

Homestay and Designated Caregivers

A "Designated Caregiver" means a relative or close family friend designated in writing by a parent or legal guardian of an international student under 18 years as the caregiver and accommodation provider for that student.

Homestay means accommodation provided to an international student in the residence of a family or household in which no more than 4 international students are accommodated.

Homestays

- Students in a homestay situation must make homestay payments in advance to the caregiver.
- Students must not change their private homestay arrangements without the approval of the school.
- Students staying in a homestay are required to exhibit appropriate behaviour.
- Where a student’s behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, they must notify the school immediately. The homestay service may be discontinued and the student may be sent home.
- Where the homestay student wishes to withdraw from the programme, at least two weeks notice must be given in writing to the designated person responsible for accommodation.
- Advice and a support for homestay carers will be provided by the Deputy Principal who looks after international students.
**Designated Caregivers**

- Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to Albany Senior High School approving the accommodation.
- Before enrolment is approved, Albany Senior High School will meet and establish communication with the designated caregiver.
- The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

**Temporary Accommodation**

- Ensure adequate supervision
- Assess suitability of accommodation
- Monitoring and managing risks to students
- Adults aged 18 years and over police vetted

**Divisions of Responsibility**

**The School**
Albany Senior High School will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all accommodation assessments.
- Recording the results of all student interviews.

**Homestays and Designated Caregivers**
Albany Senior High School will expect all residential caregivers to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including:
  - 3 meals a day and access to snacks
  - own room
  - bed and bedding
  - study desk and chair
  - adequate bedroom furniture to store clothes, books etc.
  - adequate lighting and heating
  - transport arrangements to and from school
  - bathing/showering/bathroom access
  - laundry

*Last reviewed June 2019*
• Treat the student with respect.
• Make the student feel comfortable and part of the family.
• Notify the school if there are any changes or additions to the household.
• Notify the school immediately if there are any problems with the student. e.g. medical condition, misconduct.
• Notify the school immediately if the student seems very homesick or depressed.
• Look after the student in their home to the best of their ability.

Residential caregivers will not be expected to:

• Provide an internet connection for the student.
• Pay for toll or mobile phone calls.
• Cook special food.
• Insure the student's goods or pay for property the student damages or loses.
• Offer accommodation to visiting friends or relatives.
• Comply with unreasonable requests.

Review

This accommodation procedure will be reviewed every two years.

last reviewed June 2019
Handover of care plans

Education (Pastoral Care of International Students) Code of Practice 2016

Clause 23 amended (Process: international students under 18 years)

if the student is in the care of a residential caregiver,—
   (i) ensure that a plan is in place for the transfer of care of the student from the residential
caregiver to the student’s parent or legal guardian, or another person approved by the
parent or legal guardian, for—
   
   (A) each transfer that occurs during the period of enrolment; an
   (B) the transfer that occurs at the end of enrolment; and

   (ii) ensure that the parent or legal guardian is notified of each transfer plan.

When a student enrolls at Albany Senior High School the parents have confirmed the pastoral
care arrangements for their son / daughter. This will be either with a Designated Caregiver (family
member) or a Homestay Caregiver. The pastoral care arrangements are for the entire period of
enrolment, including school holidays and for transition arrangements at the end of the enrolment
period.

All Handover of Care Plans are arranged between the student’s parent, legal guardian or another
person approved by the parent or legal guardian and the residential caregiver. This enables the
student to move back and forth between residential caregivers and their parents or other approved
caregivers during the period of enrolment. The transfer plan between all parties ensures continuity
of care for the duration of the enrolment period (which includes school holidays) and identifies who
is responsible for the pastoral care of the student.

The residential caregiver should inform the school when the care of the student is returning to the
student’s parent, legal guardian or another person approved by the parent or legal guardian and
when the student will return to the care of the residential caregiver for each transfer that occurs
during the period of enrolment.

This can be done by way of email to international@ashs.school.nz or absences@ashs.school.nz

If for any reason the transfer of care plan needs changing please contact the school on either of
these email addresses to discuss the new plans with the school’s Deputy Principal who looks after
our international students.

If a transfer of care is required for persons not included in the original documented approvals the
following criteria must be met:

⇒ must be 18 years or over and/or
⇒ must be known to the student and the parent/legal guardian
⇒ must agree to take responsibility for day-to-day pastoral care during agreed period
⇒ must agree to communicate regularly with the residential caregiver and/or the school during
the agreed period