



SANCTA MARIA COLLEGE

Homestay Handbook



WELCOME

Thank you for agreeing to share your home with one of our international students. The main reason most students come to New Zealand to study is to improve their English and achieve academic success. As a host family you will play an important part in helping to ensure that the student achieves their goal. However, there is another part to the experience of being an international student which is also important and that is learning about a new culture and people and much of what they take away about New Zealand, will be as a consequence of what their homestay families have shared with them.

For most of our international students, coming to New Zealand will mean lots of changes in their lives – a new country, a new family to adjust to, a new language to learn and speak, a new school and education system to come to terms with, new friends to make and even new food to try. Your family's kindness, patience and support will make the transition a little easier.

Some of our students will have quite good English, while others will still be very much beginners. It will take patience, persistence and a good sense of humor but within a few months you will begin to see them making progress and gaining confidence.

You have been chosen as a homestay family because we believe you meet the following criteria as set out in the NZQA Code of Practice for the Pastoral Care of International Students:

- *Are positive, tolerant, and understanding of other cultures*
- *Have knowledge of the specific needs of international students*
- *Have an ability to meet an international students' emotional and behavioural needs*
- *Have the ability to be a good role model*
- *Show a willingness to work with the school, international students and their parents*
- *Have a stable family environment*

There are bound to be teething problems to begin with but hopefully it will be a rewarding experience not just for the student, but also for your family. Thanks again for opening your homes and your hearts to the international students of Sancta Maria College.

We hope this handbook helps to provide guidance on homestay hosting matters that you may encounter with your international student.

INTERNATIONAL DEPARTMENT SCHOOL CONTACTS

Should you require any assistance, please contact one of our international team on the following:

Director of International Students

Marketing, Academic Mentoring, Pastoral Care and overseeing International Students at Sancta Maria College.

Kendall Watson-Peach

P: 09 274 4081 extn 268

k.watsonpeach@sanctamaria.school.nz

M: 021 478 956

International Homestay Co-Ordinator

Homestay enquiries, placement and pastoral care of homestay matters.

Carmen McKnight

c.mcknight@sanctamaria.school.nz

M: 021 2466 634

Emergency Phone: 021 0273 0457

Manned 24 hours a day, 7 days a week.

Please only use this phone in an emergency or if you need immediate assistance

International Student Administrator

Enrolments, administration, refunds and homestay payments.

Alli Clifford

P: 09 274 4081 extn 274

E: a.clifford@sanctamaria.school.nz

SCHOOL CONTACTS

319 Te Irirangi Road
Flat Bush,
Auckland 2016

PO Box 64437
Botany South
Botany Town Centre
Auckland 2163

Phone: 274 4081
Email: admin@sanctamaria.school.nz
Website: www.sanctamaria.school.nz

A wooden sign with a dark, distressed border. The word "WELCOME" is written in a large, black, serif font with decorative flourishes on the 'W' and 'E'. Below it, the words "To Our Home" are written in a smaller, black, serif font. The sign is mounted on a light-colored wall.

Once your family has been matched with a student, we will send you their Homestay Profile which will allow you to make contact with the student and their family through email. It is advisable to do this before they arrive as most parents want to know who their child will be staying with.

The first time the students arrive in New Zealand, Sancta Maria College will pick them up from the airport and transfer them to their homestay, or we will ask if you are able to do this (a one-off pickup cost of \$50 is paid to you in this case) – many families like to go to the airport to greet their student with a ‘welcome’ sign. It is important they can see their name when they come through arrivals. We will email you the flight details and phone or text to remind you when to expect them.

If we collect them from the airport, we may ask you to collect from school or we will bring them to your home directly – this depends on circumstance and numbers of students arriving.

If a student is brought directly to your home, we ask that there will be one adult present to welcome them to your home on arrival.

The First Day

Most students will have travelled for a minimum of 10 hours and will be tired and a little hungry on arrival. Plan to let them have a rest day and settle in. Don't overload the student with too many rules and regulations on their first day. You want them to feel comfortable and safe but of course it is important to explain the most important house rules about using the bathroom, the internet, privacy, washing, food etc.



It is the expectation of the student and their parents that the homestay family will speak English to allow the student to improve their English language skills. If you speak a first language that is not English, please be aware that the student is likely to complain to their parents and to the school, and they may have to be moved because of this.

Bedroom Rules

The Code of Practice outlines that your house must be "clean, secure and warm" and provide the following:

- Private bedroom
- Appropriate bedroom furniture - a bed, a desk big enough to study at and chair, a study light, cupboard to store clothes and belongings
- Appropriate linen and bedding- warm enough in the winter and regularly laundered
- Provisions for emergencies (e.g. first aid supplies, smoke alarms)
- Appropriate heating

The student must be allowed to feel that their bedroom is their own private and secure area in the house where other members of the family cannot enter freely. When you need to enter the bedroom, please let the student know that you will do so. However, it is entirely within your rights to ask students to keep the bedroom tidy and free from dirty laundry and if you don't want them to eat in their bedroom, say so.

Please discuss with your homestay if you find the idea of them spending too much time in their bedroom with a closed door a problem. While senior students will naturally have a lot of homework at night and in the weekend, part of the homestay experience is that they also spend time with the family talking and sharing time with you.



Potential problem areas

Food

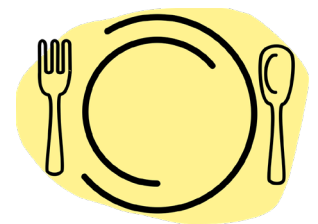
Food can be one of the big issues that causes the most problems in a homestay. Your obligation as a host is to provide the following:

- breakfast, lunch and dinner 7 days a week including snacks
- nutritious meals suitable for a young person who is both physically and mentally active
- a balanced and varied diet including sufficient fresh vegetables and fruit

The expectation is that if you are following these rules then students are expected to eat the meals prepared. You are not expected to prepare separate meals to accommodate the students' particular likes and dislikes, but if the student is allergic to or doesn't like a certain food then that needs to be considered. This will be highlighted in their Student Homestay Profile. It is very important to take time at the beginning and find out what the student prefers for breakfast and lunch. There is little point wasting time and money preparing food that is thrown away every day (this is quite common).

Suggestions:

- Take the student to the supermarket and get them to help shop from time to time.
- Allow students to organise their own breakfast in the morning - they don't need breakfast served to them but please ensure they do eat breakfast, as interval at school isn't until 11am.
- Allow students to help make up their lunch, this way they are more likely to eat it. The old Kiwi staple of sandwiches every day is not popular with most international students. Try things like wraps with vegetables and meat, yoghurt, leftovers from the night before (some do not like 'left-overs' either so pays to check), sushi made at home etc. is much better received.
- Occasionally invite students to cook dinner or weekend lunch for the family.
- Occasionally allow them to buy their lunch from the tuck-shop at school (you will have to give them money for this though).



Internet Usage

One of the biggest problems that homestay families encountered in the recent past was that their student's internet consumption was so high it used up almost the entire family's monthly allowance in a few days. This is now less of a problem with unlimited data, but it is wise to still monitor closely your homestay student's internet habits. Here are a few things to bear in mind:

- You need to spell out very clearly on day one your family's internet policy and make sure the student understands and adheres to it.
- Students require unlimited Wi-Fi data. If you have a monthly contract that has maximum data allowance, please consider how this will affect the use of communication, accessing their on-line work, and so forth.
- Students should not be downloading or viewing any illegal material.
- Students should not be playing games or making loud video calls etc. late into the night. Please set a 'lights out / internet off' time and ensure that it is adhered to.

Bathroom Battles

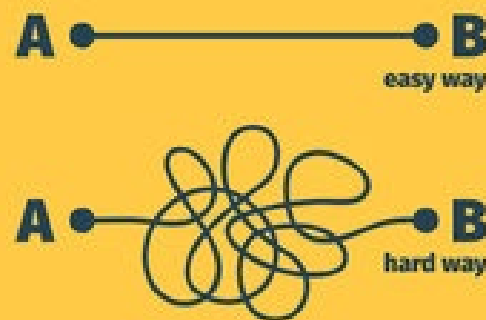
The bathroom is another problem area for families with homestay students but with a little careful planning, many of the problems can be avoided.

Teenagers like taking L O N G showers. However, what many of the international students don't understand is that electricity is expensive in New Zealand and in some households' water is limited, and bathrooms need to be shared, so they can't stand in the shower for 30 minutes at a time.

- Be very clear how long they can spend in the bathroom. It is best to set an allocated time each day for the homestay student to have their shower time, either at night or in the morning and make sure they keep to this schedule.
- Setting a maximum showering time may vary with each household, but please do not make a minimum time that is too unreasonable – i.e. consider the student may need to wash their hair etc.
- You will most likely have to talk to the student about the importance of keeping the bathroom clean and tidy and give them a few lessons on how to do this. Many of the students will come from households where they have not worried about this so a little patience will be needed to begin with. Show them how to use your faucets and what you expect them to dry any surface areas with. Fans/ ventilation etc.
- Toilets come in varieties of styles around the world – including not flushing toilet paper down the toilet (a bin is provided) so please show them what can be flushed in the way of toilet paper (i.e. point out that hygiene wipes cannot be flushed).
- Please talk to your homestay daughter about the use of sanitary napkins / products. You will want to avoid expensive and embarrassing plumber callouts, so let them know early on what is and isn't permissible. Rubbish bins need to be provided.



A few other tricky areas to navigate



Eating out

If the family is having takeaways as a meal, you cannot expect the Homestay student to pay for this. Likewise, if you take the Homestay student with your family to a restaurant for a meal you should not expect the homestay student to pay for this.

If you are going out for a meal without the student please ensure there is a suitable meal for them at home.

However, if the student goes out for dinner, a meal or stops on their way home from school and buys their own takeaways or 'treat' food, then they must pay for this themselves.

Transport

From time-to-time students will need help getting to and from places, especially at the weekend, or if there are after-school events or activities to be picked up from. Please talk to your student about commitments they may make and that require you to help with transport (e.g. sports/ school camp/school ball, trips etc.), and what you are able to help with. We are not comfortable with families charging additional mileage, but if you feel your student is taking advantage of your kindness, please let the school know and we will talk to the student about this.

Airport trips

The long-term, established students may need help getting to the airport at holiday time and also with pick-ups on their return to Auckland. However, it is not your responsibility to organise this, the student or their parents will need to arrange this via the school. Most homestay parents don't have a problem doing the airport drop-offs and pickups but these need to be checked and arranged with the school to ensure there have been provisions for funds made for this. Please check with the student how they will get to and from the airport.

Damage to Property

If the student accidentally damages property in your home or loses the house key, we expect that this is covered by your House & Contents Insurance. If the student deliberately damages property, then they must pay for this and this should be reported to the Homestay Co-Ordinator immediately. Some accidents do happen, however, and these should be discussed with the school to see if there can be a cost recovered from the student's family.

House Keys

We expect that if other members of your family are entrusted with a key to the house, then the same should apply to your homestay student. Not having a house key can make life difficult for the student always having to wait around for another family member to let them in and it also shows a lack of trust. Please provide a key and show them alarms etc. on their arrival.

Home security cameras/monitoring

Many homes have their own security camera operating day and night. Please point these out to your students and let them know the area's that they can be potentially recorded in. It will not be acceptable to have any cameras in the student's bedroom or bathroom areas.

Other Useful information

Trips outside of Auckland

From time to time, families will want to go away for the weekend. When you are planning a trip away can you please send an email to the Homestay Co-Ordinator to let us know your plans and where you can be contacted in case of an emergency? If you intend to do any boating, skiing or extreme sports, you must check with us first to make sure the students' travel and medical insurance covers them for such events.

Homestay parents travelling during the holidays

If you are planning a holiday which does not involve the homestay student, please give us one month's notice so that we can place the student in a temporary homestay for the duration that you will be away.

Change of circumstances

We ask if there are any changes to your household including visitors staying for more than a week, moving house, parents being away, pets being introduced to the household or any other matters which could affect the well-being of the homestay student, that you contact the Homestay Co-Ordinator and keep us informed. If you have adult visitors staying with you, we definitely need to be advised beforehand.

Neighborhood Safety

Many of our students naively assume that Auckland is a much safer place than their home city or town. Please keep students streetwise about the dangers that can present themselves to teenagers new to Auckland. Apps like Life 360 may be useful to add to your family so they can see where you are and you can check their location, if necessary, as well. Please check that they have your contact number and address loaded into their phones on arrival.

Doctors/ Medical

If a student becomes ill at home, it is your responsibility to assess their condition and decide whether to take them to the doctor or not. All international students have medical insurance (most have Southern Cross) which allows them to get 80% of their medical costs back within two weeks. If their condition is more serious and you are worried about them, take them to the nearest Accident & Emergency clinic and phone the Homestay Co-Ordinator to let her know.

If their condition is extremely serious, call an ambulance and get them to the hospital immediately and call the **Emergency Mobile 021 0273 0457** as soon as you can. It is better to be safe than sorry. Bear in mind many international students will consider seeing a doctor for common ailments that simple bedrest and flu medicine will fix.

Emergencies

In case of emergencies, it is the school's responsibility to attend to the student's welfare NOT the homestay family. Please **do not** make any phone calls home to parents. There is a protocol that must be followed. If an emergency presents, call the dedicated **Emergency Mobile 021 0273 0457** or the International Student Director immediately regardless of the time.

Problems

It is quite common for problems to occur as it would with any teenager. If you are unhappy with any aspect of your homestay student's behaviour or attitude, please talk to them about it and explain clearly why you are not happy and what your expectations of them are. If the problem continues by all means contact the Homestay Co-Ordinator for assistance. In many instances, the problem can be sorted with a little intervention but if the problem continues to

persist and you no longer feel happy to have the student in your home, please let us know and we will do our best to move them to another homestay as quickly as possible. Once a situation has arisen and it doesn't look like it can be fixed then it is in everyone's best interests to move the student within a week if that is possible.

Homestay Visits

It is our responsibility to visit host families as a minimum, twice a year, to make sure the homestay experience is a positive one for a student(s) and to discuss any issues that may arise. The Homestay Co-Ordinator will contact you beforehand to make an appointment time that suits you.

Curfews

The curfew times for international students under 18 years of age is set by the NZ Code of Practice and must be adhered to unless students must attend a school function or they have your permission to be out on a weeknight for a special occasion. Any breaches of the curfew must be reported immediately to the homestay coordinator.

Age	Sunday - Thursday	Friday & Saturday
Under 15 years old	6pm	Under adult supervision
15 years old	6pm	9pm with the consent of the homestay parents
16 years old	6pm	10pm with the consent of the homestay parents
17 years old and over	6pm	12pm with the consent of the homestay parents

***** A special arrangement can be made but the Homestay Co-Ordinator must be notified*****

Alcohol

On no account should any international students under 18 years of age be allowed to consume alcohol either in the homestay or outside the family home. Even if you allow your own children to drink, please don't assume it is okay to let your homestay student do the same. We ask homestay parents to report immediately any infringements concerning alcohol consumption for students under the legal age limit.

Payments

When you receive a student we will, in good faith, pay in advance of their arrival date. Following that, payments are made every fortnight into your nominated bank account via a bank transfer. These payments reflect a payment for the week prior to that payment date, and a week after. (i.e. One week in arrears and one week in advance). The payments are calculated to ensure you are always covered for the nights that the student stays with you.

You will be advised by email when the payment is being made and from what dates this will include. All payments for the fortnight are made to the bank in one batch – so individual changes can not be made easily in the last minute and require a few days of notice when possible.

Homestay payments are not to be seen as a guaranteed source of income and are to enable the student to be provided with the level of comfort we expect, including the purchase of food and a contribution to the use of electricity, gas, water, Wi-Fi etc., not to mention comfort in your home.

If there is a change to your hosting plan – e.g. a cancellation of the student arrival or there has been an emergency or some reason you cannot host for the time you have been paid, then it is important to refund the school the nights not hosted for. We send an invoice to make this clear and outline easy-to-follow steps. If you have any queries about your payment please contact the International Administration Assistant, Alli Clifford.

To help support your international student on their first day of school, please see below some basic information which may be helpful. Bear in mind, they will be receiving an orientation from the International team on their first day of school, where a number of common questions will be addressed.

SCHOOL TIMETABLE

Mon	Tues	Wed	Thurs	Fri
Staff meeting	Staff meeting	Staff meeting	Late Start (Staff Professional Learning)	Staff meeting
Homeroom 8.45-9.00	Assembly 8.45-9.15	Homeroom 8.45-9.00		Homeroom 8.45-9.00
Period 1 9.00 - 10.00	Period 1 9.15-10.15	Period 1 9.00 - 10.00	Period 1 9.30 - 10.30	Period 1 9.00 - 10.00
Period 2 10.00 - 11.00	Navigation 10.15-11.00	Period 2 10.00 - 11.00	Navigation 10.30-11.00	Period 2 10.00 - 11.00
Interval 11.00 - 11.25	Interval 11.00 - 11.25	Interval 11.00 - 11.25	Interval 11.00 - 11.25	Interval 11.00 - 11.25
Period 3 11.30 - 12.30	Period 3 11.30 - 12.30	Period 3 11.30 - 12.30	Period 3 11.30 - 12.30	Period 3 11.30 - 12.30
Period 4 12.30 - 1.30	Period 4 12.30 - 1.30	Period 4 12.30 - 1.30	Period 4 12.30 - 1.30	Period 4 12.30 - 1.30
Lunch 1.30 - 2.10	Lunch 1.30 - 2.10	Lunch 1.30 - 2.10	Lunch 1.30 - 2.10	Lunch 1.30 - 2.10
Period 5 2.15-3.15	Period 5 2.15-3.15	Period 5 2.15-3.15	Period 5 2.15-3.15	Period 5 2.15-3.15

All students are to be at school by 8.40am ready to attend first period.

SCHOOL BUSES

If your student is taking the school bus, please accompany them on their first trip to the bus and perhaps arrange a buddy for each leg of the trip so they are not alone.

To find out more about school bus services, public transport or fare information, please contact Auckland Transport on 09 366 6400 or view the AT website at [School buses to Sancta Maria College and Primary](#)

DIGITAL DEVICES

All Year 7 to 13 students are asked to bring their own digital device to Sancta Maria College.

At Sancta Maria College, we want to provide 21st century learning experiences using online tools and access to 'own devices' to communicate, collaborate and create new knowledge and understanding.

Their digital device will be used to support learning by allowing students to use online resources such as *Office 365* and *Schoology*. We will also maintain elements of work with pen and paper as we believe that this is important for students. Please ensure they bring their digital device to school on the first day as they will be required to connect and login to school apps and platforms to access their schoolwork.

We encourage students to fully charge their devices the night before school.

DROPPING OFF AND PICKING UP

If your student is not catching a school bus home and you need to drop off and collect your student from school, please read the following protocols:

Morning drop off: Chapel Road entrance

You can access the *Drop Off Zone* from Chapel Road for morning drop off only (there is no access from Chapel Road in the afternoon).

Students must have their bags with them in the back seat when they drive into the *Drop Off Zone*. Students can only exit on the left-hand side of the vehicle. Parents follow the one-way system onto the side road, then exit **left only** onto Chapel Road. Turning right delays the traffic flow behind and creates a traffic jam.



Morning drop off: Te Irirangi Drive entrance

Before 8.20am:

Parents can drive straight up the driveway or they can turn left into the lower carpark to drop their children off. However, if parents drive up the driveway, can we ask that there is no stopping in the designated bus stop area (see map). This area is reserved for buses only. Instead, please follow the traffic flow and drop your children off outside the Primary school. It is vital that we minimise disruption to the traffic flow.

After 8.20am, parents must only drop off their children in the lower carpark which is on the left. However, if parents are dropping off a child at the Primary School, they can also drop their College student off outside the Primary School.

No parent can drop off their College student outside the Primary School after 8.20am without also dropping off a Primary School child.

Collecting after school

Collection of students is only permitted from Te Irirangi Drive entrance.

Before 3.30pm:

Parents must wait in either:

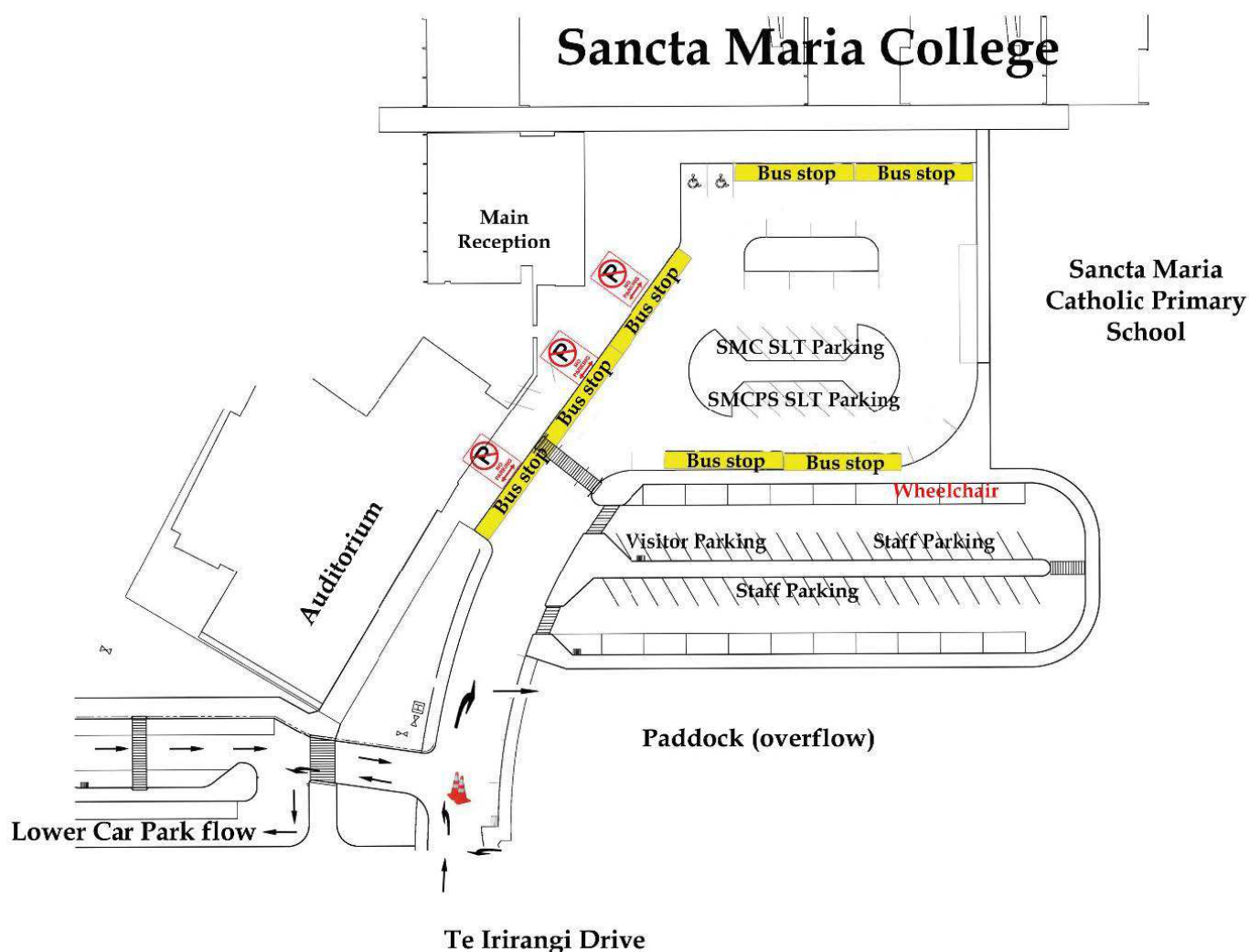
- Lower carpark on the left-hand side of the campus (you will be directed there by wardens).
- Paddock, but cars are not permitted to exit the Paddock between 3.15 – 3.30pm.

There is no collection of students from Chapel Road entrance. This is a staff carpark only.

If parents need to pick up a child from the Primary School, follow the directions of the Primary School traffic wardens off Te Irirangi Drive entrance.

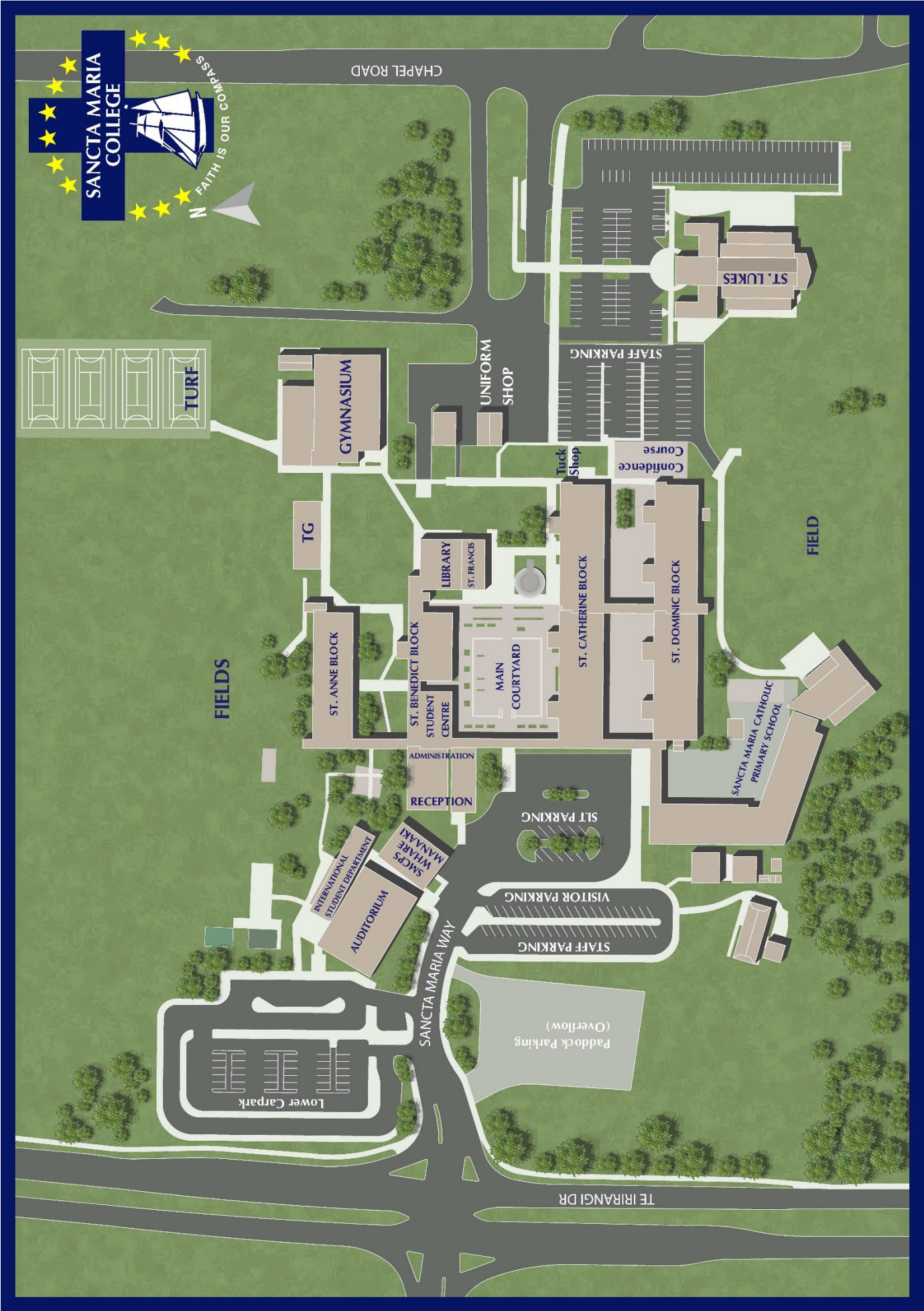
After 3.30pm:

After the buses have departed the campus, parents can collect students from the top area. However, parking is not permitted.



Please enter the Paddock car park at the top entrance and leave through the lower exit in order to maintain traffic flow. **We have teams of students directing traffic to the best of their ability to maintain traffic flow.**

SCHOOL MAP

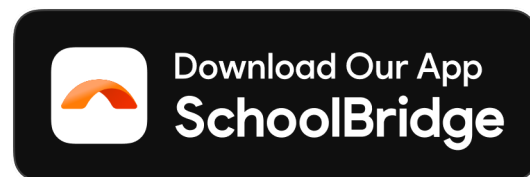


ATTENDANCE PROTOCOLS FOR ABSENCE, LATENESS AND LEAVE

We have a SchoolBridge App that enables parents and students to report any absences.

SANCTA MARIA COLLEGE SCHOOLBRIDGE APP

Download the *SchoolBridge* App on your device to be up to date with College events and news. This app can be downloaded free on your mobile device by [clicking this link](#)



Alternatively, you can download it using the App Store or Google Play by clicking the following links:

[SchoolBridge on the App Store \(apple.com\)](#) or [Get it via Google Play \(Android\)](#)

On the App you can find all school contact details, daily notices and newsletters, as well as report a student absentee (with one click), plus you can access KAMAR (our Student Management System) where you can track your child's academic results and, where relevant, NCEA progress. Useful links on the App include our website, Microsoft 365, [Facebook page](#), and Schoology access (for students).

ABSENCE

If a student is going to be absent for the day, a parent / caregiver should let the school office know **BEFORE 8.30am** on the day of the absence. It is the parents' / caregiver's responsibility to communicate this absence using the *SchoolBridge* app to notify the College every day a student is absent.

If a student is absent during the first two classes of the day and no notification has been received by the school, an automated text message will be sent to parents / caregivers to inform them of their child's unexplained absence.

COLLEGE UNIFORM SHOP (if required)

Opening Hours

Tuesdays and Wednesday	8.00am-9.00am
Thursdays	2.30pm-6.00pm
First Saturday of the month	9.00am-12.00 noon

The shop will be closed during the School Holidays.

If you have any questions regarding the school uniform or wish to volunteer in the Uniform Shop, please contact Dianne Guinan: Phone: (09) 272 5601 Email: uniformshop@sanctamaria.school.nz

Prestidges, formerly Elizabeth Michael Uniforms

uniforms@prestidges.co.nz

[Home - Prestidges Uniforms](#)

65 New North Road, Eden Terrace

Auckland - (09) 358 1680

Opening Hours:

Mon to Thurs:	9am to 5pm
Friday:	9am to 4pm
Saturday:	9am to 12pm



***Good luck and don't hesitate
to call us if you need help.***