



# Maraetai Beach School

## Handbook for Residential Caregivers of International Students





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## **Summary Code of Practice for the Pastoral Care of International Students**

### *Introduction*

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

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

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

### *What is the Code?*

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

### *When does the Code apply?*

The Code commences on the 31st of March 2002. Educational providers then have six months to sign the Code. Between the 31st of March and the 30th of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

### *Who does the Code apply to?*

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

### *What is an "international student"?*

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

### *How can I get a copy of the Code?*

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>

### *How do I know if an educational provider has signed the Code?*

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>. If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

### *What do I do if something goes wrong?*

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about

complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

#### *A summary of the Code of Practice for the Pastoral Care of International Students*

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students under the age of 18 are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

#### *What will the IEAA do?*

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on educational providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

#### *What can the Review Panel do?*

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

#### *What is the International Education Appeal Authority (IEAA)?*

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice. '

#### *How can I contact the IEAA?*

You can write to the IEAA at:

The International Education Appeal Authority,  
Private Bag 47 911  
Ponsonby  
Auckland  
New Zealand.

Phone: (09) 374 5481

Fax: (09) 373 5403

Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)



## Information Sheet for Residential Caregivers of International Students

### Minimum basic requirements for homestay and designated caregiver students:

Homestay fees for 2020 are \$280.00 per week, depending on the length of stay and the facilities offered

Homestay fees cover the following:

- Meals - 3 meals a day and snacks, including a packed lunch during the school week.
- Laundry – washing and ironing. (Students are expected to place their dirty laundry in an appropriate place in the laundry).
- 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.

### Homestay fees

Maraetai Beach School, or our agent, will make weekly payments of residential caregiver fees into your bank account.

### Pocket money and extra costs

Your international student will also have funds for additional costs such as:

- Trips with the host family, e.g. Rainbows End, shopping, holidays during term breaks, presents for birthday parties, additional stationery, movie tickets, personal pharmaceutical items, etc.
- Medical fees – visits to the doctor and pharmacy

### Transport

Homestay families and designated caregivers are responsible for showing children how to get to and from Maraetai Beach School. If the child is to take the bus or walk a short distance with another child, a homestay or designated caregiver should accompany the child on his/her first day. Children should not be expected to walk to Maraetai Beach School alone.

### Routines

International students are expected to fit into the family routines. They should help by tidying their rooms and participating in family jobs such as setting the table and doing the dishes.

### Toiletries

International students will pay for personal toiletries. Please help them to buy more when they run out; they will use their own money for these purchases.

### Heating

Children will feel the cold and adequate heating must be provided.

### Communication

Students need to have access to Wi-fi in order to have regular communication with their parents. Students will purchase their own telephone cards for international calls to their parents and for mobile calls.

## Student Care

### Illness

If your homestay student is sick and cannot go to school, **please contact the Maraetai Beach School office 536 6570.**

**Please also take the student to the doctor, if necessary.**

If your international student is unwell and cannot come to school, homestay parents need to make arrangements to have the student looked after in the same way in which their own child would be cared for if they were unable to go to school.

In the case of serious illness or accident/emergency follow the emergency and accident procedures listed in the homestay/designated carers Accident and Emergency Procedures form. **Please also contact the School and the Accommodation agent (if applicable), immediately.**

### Safety

It is the homestay/designated carer's responsibility to care for the child in a way that ensures they are kept safe from harm and their emotional well-being is nurtured.

Homestay and designated caregiver families are responsible for the students during term time and school holidays. It is the homestay/designated carers' responsibility to know where their child is, how they can be contacted and who they are spending their time with, at all times.

- A mobile phone number is not adequate as an only means of contact for a child.
- Homestay/designated carers need to have a physical address for the child's whereabouts.
- If a child is staying at a friend's place overnight, contact should be made with the host parents beforehand, and homestay/designated carers should consider visiting the host home if possible.
- Please text, email, or telephone the School if your student is not going to be at your address for any reason, if there are any changes, such as going on holiday with your family or another family.

When your student goes out, please ensure that he/she is carrying telephone numbers and addresses of both the school and the homestay.

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

Name: \_\_\_\_\_ Contact number: \_\_\_\_\_

### Homework

It is the homestay carer's responsibility to help international students with their homework.

### Student Behaviour

Homestay/designated carers should expect the same standard of behaviour as would be expected from their own children of a similar age, but make allowances for cultural differences.

### Language

The child will probably be unfamiliar with New Zealand accents (even if he/she has good English) and colloquial expressions and may take time to adjust.

Learning a few phrases of your student's language helps to show respect for their culture and may help them feel more welcome and cared for.

### Changing Homestays

Students who wish to change homestays, need to inform the International Student Managers and the agent, immediately, who will advise the homestay. Payments will cease at the end of the week of that period of payment. Students must never change homestays without the knowledge of the school. If a student is to be moved, the homestay will be advised of the reason why.

### Role of Principal, acting as International Student Manager

- You will also need to inform the Principal of any issues which cannot be resolved quickly by yourself or the agent.
- During the first few weeks, Mr Mark Keenan will monitor the students to ensure they are happy and settled.

Please notify the Principal, immediately:

- If there are any changes or additions to the household
- If there are any problems with the student, e.g. medical condition or misconduct, etc.
- If the student seems very homesick or depressed

We support each other when resolving any problems or issues.

### ***Mr Mark Keenan***

Principal

Maraetai Beach School

mkeenan@maraetaibeach.school.nz

09 536 6570

021 494 343



## **Guidelines to the Residential Caregivers of International Students**

1. International students may stay in a homestay organised by Maraetai Beach School or by a homestay agency.
2. The homestay fees will be paid by the school or by the homestay agency, whichever is applicable.
3. Residential caregivers' homes will be visited and assessed by the school before the student arrives at the accommodation.
4. The residential caregiver will provide the student with clean, secure and warm accommodation including but not limited to: privacy in their bedroom (may share with one other international student of the same sex), their own bedding, a study desk and chair, adequate bedroom furniture to store clothes, books, etc. , a lamp and adequate lighting, adequate heating, transport arrangements to and from school, bathing / showering / bathroom access, laundry, provisions for emergencies (eg. First aid supplies, smoke alarms).
5. The homestay family is responsible for ensuring the students get to and from school each day.
6. The homestay family will provide 3 meals a day for the student.
7. The homestay family will show their student how to communicate with their parents by connecting with Wi-fi, using their phone cards, etc.
8. The homestay family will treat the student with respect, and make them feel comfortable and part of the family.
9. The homestay family will notify the school if there are any changes or additions to the household.
10. The homestay family will notify the school immediately if there are any problems with the student (eg. Medical condition, misconduct), or if they seem very homesick or depressed.
11. The homestay family will look after the student in their home to the best of their ability.



## EMERGENCY AND ACCIDENT PROCEDURES FOR RESIDENTIAL CAREGIVERS OF INTERNATIONAL STUDENTS

This information sheet contains information about what you need to do in case of an accident or emergency involving your international student. Please keep it in a safe place, e.g. on your fridge, on the family noticeboard, or by the telephone.

Residential caregivers need to ensure that everyone who takes care of the international student is aware of these procedures.

### 1. Emergencies and accidents

#### Emergencies

An emergency is a situation that requires immediate action. In a situation that requires immediate action, there is not usually time to look up procedures or refer to written information. It is vital that everyone is familiar with emergency procedures before an emergency occurs.

#### Accidents

An accident may or may not constitute an emergency. If the accident does not constitute an emergency, there may be time to look up procedures or refer to written information.

Homestay caregivers need to decide if a situation is an accident or an emergency, and act accordingly.

### 2. Maraetai Beach School's responsibility

Maraetai Beach School has responsibility in the case of emergencies and accidents during and outside of school hours when the student is in a homestay situation. This means that the education provider should be contacted as soon as possible in these situations. Maraetai Beach School will help and support you and make sure that all appropriate procedures are followed.

### 3. What to do

**In an emergency** act appropriately (e.g. remove the student from danger, apply first aid, call an ambulance) **then** phone the agent (if applicable):

Agents name:
Agents telephone number:

Then contact the school's **24-hour contact person**:

24-hour contact person name and telephone number.	1. Mark Keenan, Principal 536 6570 Mobile: 021 494 343
24-hour contact person name and telephone number:	2. Wayne Gillard, Deputy Principal 536 6570 Mobile : 027 278 8275
24-hour contact person name and telephone number.	3. Teacher <i>(complete as appropriate)</i>

Maraetai Beach School is responsible for contacting the international student's parents. You are not responsible for this, and in an emergency or accident contact with the international student's parents should be made by Maraetai Beach School **only**.

### 4. In case of accident or illness

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 Maraetai Beach School on 536 6570 for advice during the day.

If you are concerned for your student's well-being and unsure of what to do, call the student's emergency contact for assistance as it is better to be cautious.



## Indemnity Document for Students living with a Designated Caregiver

I/We designate \_\_\_\_\_ (*Insert Name of Designated Caregiver*) to provide accommodation for my/our son/daughter, to attend Maraetai Beach School as an international student from \_\_\_\_\_ to \_\_\_\_\_, subject to the approval of the Education Provider prior to enrolment.

Student's name (as it appears on the passport).....

Student's preferred name: .....

Print Designated caregiver's name: .....

Relationship to Student .....

(Uncle/Aunt/Grandparent/close family friend)

Address: .....

.....

Phone.....Mobile .....

I/we understand that Maraetai Beach School will:

- Visit the home of the designated caregiver prior to enrolment (or as soon as possible), to determine that the living conditions are of an acceptable standard
- Assess whether the designated caregiver will provide a safe physical and emotional environment for the student
- Determine that the accommodation is not a boarding establishment (i.e. does not have 5 or more international students staying in the home)
- Meet with the designated caregiver/s and establish communication with the caregiver, visiting the home at least twice in a year.
- Meet the student at least quarterly to ensure the accommodation is suitable
- Require a Police vet to be undertaken.

Should this arrangement change I/we undertake to inform Maraetai Beach School immediately.

I/we understand that Maraetai Beach School will make every endeavour to ensure the safety and welfare of my/our child while studying in their school.

Should there be a concern about the welfare of the student, the school will consult the pastoral care staff within the school and will discuss the concern with the designated caregivers and when necessary, the parents of the student. Further, I/we understand that should Maraetai Beach School have any concerns regarding the welfare of my/our child, the school may relocate the student in an approved School Homestay. If necessary, the school will also refer the matter to the relevant welfare authorities or any other appropriate outside agencies.

**DECLARATION:**

I/we confirm that the person/s nominated as the designated caregiver/s is/are a 'bona fide' relative or close family friend.

*(Proof of this relationship may be required)*

Signed: ..... Date: .....

*(Must be signed by student's Father, Mother or Legal Guardian only)*

**Print Name: Mr/Mrs** .....

Contact Telephone number in Home Country: .....

Contact address in Home Country: .....

.....

Email Address: .....

Maraetai Beach School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>



## Agreement to be a Residential Caregiver for Maraetai Beach School

*This agreement is for homestays and designated caregivers.*

<b>Name/s:</b>		
Residential address:		
Postal address (if different from above):		
Telephone:(work)	(home)	(cell)
Email:	Fax:	
Best telephone number to use in emergency:		Whose number is this?

<b>Household members:</b>			
<i>Parents:</i>	Name:	Occupation:	Full time or part time?
Mother			
Father			
<i>Other family members (please list):</i>			
Place in family:	Name:	Age:	Occupation:
<i>Pets (please circle):</i> Cat(s)      Bird(s)      Fish			
Dog(s) ( <i>Please state what kind and how many</i> ):			
Other pets ( <i>please state</i> ):			

<b>Medical information:</b>
Does any member of the family have an existing medical condition that an international student should be made aware of? ( <i>E.g. asthma, epilepsy, etc – please circle</i> )    Yes    /    No
If yes please state which family member and the medical condition:
International students will usually be taken to the residential caregiver's general practitioner in the event of illness. Please give your family doctor details:

<b>Family activities:</b>		
Please list the hobbies, sporting activities, and interests of family members:		
Hobby / Sport / Interest:	Family member participating:	How often:

<b>Household information:</b>			
Total number of bedrooms:		Number of spare bedrooms:	
Number of bathrooms:		Number of telephone lines:	
Do you have access to Wi-fi for an international student to use?    Yes / No			
Facilities available ( <i>E.g. swimming pool, piano, books etc</i> ):			

<b>International student preferences:</b>			
Number of students you would like to have:		Preferred gender:	Male    /    Female
Preferred nationalities:			
Any other requests or comments:			

<b>Family information:</b>
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Religious affiliation:	Attend church or other place of worship weekly? Yes / No
Do you follow any special dietary regime? ( <i>E.g. vegetarian, don't eat chicken or pork, etc</i> )	
What languages are spoken in the home by family members?	
Do any household members smoke?	Yes / No
Are there any possible risks to the health and safety of the international student in the accommodation?	
Are there any unusual lifestyle patterns or procedures that an international student should know about?	
Will your insurance policy cover any breakages or damage caused by your international student?	
Please give a brief description of your typical weekly family routine:	
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

<b>International student arrangements:</b>			
How would an international student get to school from your home? ( <i>Please circle</i> ):			
Walk	Public bus	Be driven	Other ( <i>please state</i> ):
Will they be accompanied to school?		Yes / No	By whom?
How would the student get home from school ( <i>if different from above</i> ):			
How long will it take the student get to and from school?			
Please state what arrangements would be made for the care of an international student after school:			
<i>Note - Your international student must not be left at home without reasonable provision being made for supervision and care.</i>			

Which family member(s) will help the student with his/her homework?
What can your family offer an international student?
Describe what your family would do with an international student on a typical Saturday:

How many other international students live or will live in your household? \_\_\_\_\_

**Police Vetting**

*Under the “Code of Practice for the Pastoral Care of International Students”, Maraetai Beach School is required to request a police vet for all persons aged 18 and over in the accommodation. Please have all family members and other persons living on the property aged 18 and over sign the following declaration:*

**Referees:**

Please nominate two referees who can provide information on your suitability to care for an international student in your home. If you have provided residential care before, the person or organisation who employed you in that situation should be one of your referees.

- Referee's name: \_\_\_\_\_  
 Contact details: \_\_\_\_\_  
 Best time to contact: \_\_\_\_\_
  
- Referee's name: \_\_\_\_\_  
 Contact details: \_\_\_\_\_  
 Best time to contact: \_\_\_\_\_

*I declare that this information is true and complete to the best of my knowledge and I have not left anything out.*

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Signed by the residential caregiver to host international student:

Signature: \_\_\_\_\_  
 Name: \_\_\_\_\_

Signed by International Student Manager of Maraetai Beach School

\_\_\_\_\_  
 Name: \_\_\_\_\_ Date \_\_\_\_\_