



INTERNATIONAL STUDENT

RESIDENTIAL CAREGIVER BOOKLET

Welcome

Thank you for choosing to host an international student from Howick College and for welcoming them into your home. Regardless of the student's enrolment period, your role in shaping their experience in New Zealand is greatly appreciated.

Howick College is proud of its reputation for providing high quality, caring host families for our international students. Our commitment extends beyond delivering a high standard of education—we also prioritise their safety and well-being. To ensure a positive and successful experience, it is essential that the school and homestay carers work together to support students in achieving their academic and personal goals while adhering to the requirements of their student visa.

All schools and caregivers hosting international students in New Zealand must follow the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This Code is a legal framework set by the New Zealand government to ensure the care and protection of international students. As a homestay caregiver, you are considered a residential caregiver under this Code, and are required to meet its standards. These standards ensure students live in a safe, welcoming, and supportive environment while studying in New Zealand.

We hope that hosting one of our students will be a rewarding and enjoyable experience for you and your family. Not only will you be supporting a young person's growth and learning, but you will also discover more about their culture and way of life.

MEET THE INTERNATIONAL STUDENT TEAM

We have a dedicated team responsible for the care and support of international students at Howick College. They are available to assist you at any time and can be found in the Community Development Office.

INTRODUCTION OF OUR TEAM



Lisa Crossley
Director of International Students



Eva Weber
International Manager



Lara Winchester
Dean of International Students



Sarah Bartrom
International Office Manager



Romy Alexas
International Administrator



Maryna Truter
International Accommodation Coordinator



Sarsha Baker
International Accommodation Coordinator

OUR STUDENTS

Howick College welcomes International Students from a wide range of countries. Some may come for a short experience of one or two terms, others may stay for a year or longer. Long term students usually work towards NCEA (Levels 1, 2 and 3) and gaining University Entrance to be able to study at a university in New Zealand. Whether they come to gain qualifications or whether they come to improve their English, they all enjoy the opportunity to experience our unique Kiwi lifestyle. New Zealand is seen as a natural and safe country with an excellent education system.

Most of our students come to Howick College aged around 14 -18 years old and will be living away from home for the first time in their lives. For them, and their parents, it is both exciting and daunting. It may take a little time and patience to help them to settle in and gain confidence.

For many students, life in New Zealand can be quite different from what they're used to. Some may find they have less personal freedom than at home, while others might have more free time than they're accustomed to. Adjusting these changes can take time, and your support in helping them navigate this new experience is invaluable.

Like all students, each child will have their own unique strengths and traits. The school appreciates your support in helping them adjust to their new home and learning journey.

IMPORTANT SCHOOL INFORMATION

Reporting Student Absences

If your student is unwell and unable to attend school, it is the residential caregiver's responsibility to notify school. Please **email note@howick.school.nz before 9.00 am on the first day of absence**. Student absences must also be followed with a written note from the residential caregiver upon the students' returns to school. International students **cannot** notify the school themselves.

Please do **NOT** contact the International Department about a student absence from school, as this can delay the reporting process.

Immigration New Zealand requires international students to maintain **100% attendance** unless they have a valid reason, such as illness. If a student is absent for **three or more consecutive days**, a medical certificate is required. Failure to meet attendance requirements may affect their study visa.

School Hours

Monday – Friday	8.50 am – 3.20 pm
Wednesday <i>(Early finish for Senior Students (Y11 – Y13 only))</i>	1.40 pm

All students are expected to arrive at school by 8.40 am every day.

2025 Term Dates

Term 1	Monday 3 February – Friday 11 April (10 Weeks)
Term 2	Monday 28 April – Friday 27 June (9 Weeks)
Term 3	Monday 14 July – Friday 19 September (10 Weeks)
Term 4	Monday 6 October – Friday 5 December (9 Weeks)

Daily Timetable

DAILY TIMES 2025

MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY	
8:45	Warning Bell	8:45	Warning Bell	8:45	Warning Bell	8:45	Warning Bell	8:45	Warning Bell
8:50 – 9:50	Period 1	8:50 – 9:50	Period 1	8:50 – 9:50	Period 1	8:50 – 9:50	Period 1	8:50 – 9:50	Period 1
9:50 – 10:50	Period 2	9:50 – 10:50	Period 2	9:50 – 10:50	Period 2	9:50 – 10:50	Period 2	9:50 – 10:50	Period 2
10:50 – 11:10	Tutor/ Assembly	10:50 – 11:10	Tutor/ Assembly	10:50 – 11:10	Tutor/ Assembly	10:50 – 11:10	Tutor/ Assembly	10:50 – 11:10	Tutor/ Assembly
11:10 – 11:40	Interval	11:10 – 11:40	Interval	11:10 – 11:40	Interval	11:10 – 11:40	Interval	11:10 – 11:40	Interval
11:40 – 12:40	Period 3	11:40 – 12:40	Period 3	11:40 – 12:40	Period 3	11:40 – 12:40	Period 3	11:40 – 12:40	Period 3
12:40 – 1:40	Period 4	12:40 – 1:40	Period 4	12:40 – 1:40	Period 4	12:40 – 1:40	Period 4	12:40 – 1:40	Period 4
1:40 – 2:20	Lunch	1:40 – 2:20	Lunch	1:40 – 2:20	Lunch/Snr Buses Depart at 1:45pm *	1:40 – 2:20	Lunch	1:40 – 2:20	Lunch
2:20 – 3:20	Period 5	2:20 – 3:20	Period 5	2:20 – 3:20	Period 5	2:20 – 3:20	Period 5	2:20 – 3:20	Period 5

* Please note: All Year 11-13 bus students must depart on their allocated bus at 1:45pm on Wednesdays and are not to travel on the junior buses departing at 3:25pm

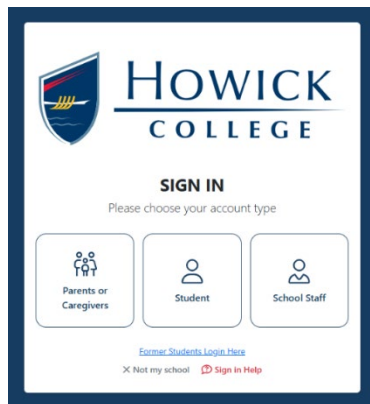
Parent Portal

Parents/residential caregivers will receive a secure username and password via email (at the start of the school term with a reminder sent with each school report to login to the KAMAR Parent Portal.

The KAMAR Parent Portal allows parents/residential caregivers to see **attendance records, NCEA results and fees statements.**

To access the Parent Portal

- Go to the school website www.howick.school.nz
- Top right menu bar select 'Portal' tab
- Click Parent or Caregivers tab



Access with your Username and password.

Students are expected to log on to the portal with their student ID and portal password. This allows them to track and monitor their own attendance and NCEA achievements and results.

Please contact reception on 534 4492 if you require a reminder of the username and password

YOUR ROLE AS A RESIDENTIAL CAREGIVER (HOMESTAY OR DESIGNATED CAREGIVER)

As a residential caregiver (homestay family or designated caregiver), you offer the student an opportunity to experience life in New Zealand as part of your family. Your role is to support their adjustment, ensuring they feel included, valued, and encouraged to participate in family activities, while providing a warm, welcoming, and safe environment.

Students will be given a set of rules and guidelines to follow in New Zealand, which will be reviewed during orientation and outlined in their handbook. It's helpful to go over this with them in the first few days. If you have any rules or routines, please discuss them with your student so they know what to expect.

As a minimum requirement, all residential caregivers are expected to provide their students with the following:

- A comfortable and suitable bed, clean pillows and bed linen
- Warm blankets/duvet (extra blankets for the colder months)
- Adequate heating during autumn/winter and cooling during spring/summer (i.e. portable heating, electric blanket, hot water bottle, air conditioning unit)
- A wardrobe and chest of drawers for clothing
- A desk, chair and lamp for studying and completing homework
- Regularly laundered bed linen and towels
- Laundering of personal items of clothing (assisted by residential caregiver)
- A house key or code for access to your home
- New Zealand approved fully working smoke alarms/detector
- Access to first aid/medical kit (Panadol, band aids, antiseptic cream)
- Shared use of facilities in the home i.e. bathroom/shower room, rumpus area, TV room, kitchen, living areas
- Internet access for homework, and communicating with friends and family

Terms and conditions:

The provision of homestay accommodation for International Students attending Howick College ("School") by the homestay applicants in the homestay application ("Homestay Carer/s") shall be on the following terms and conditions:

- 1.** The School agrees to pay the Homestay Carer/s a fee in return for providing homestay accommodation for international students in accordance with the Homestay Carer Agreement. The School will advise the Homestay Carer/s of the fee and schedule for payments when a student is placed for homestay accommodation.
- 2.** A duly appointed representative of the School shall have reasonable access to the homestay accommodation and facilities.
- 3.** There is the expectation that the students will have their own bedroom which has internal access to the remainder of the home.
- 4.** The Homestay Carer/s shall keep the School informed of matters concerning the student including matters relating to the health, wellbeing, supervision, or safety of the students such as accidents, incidents, behavioural concerns, or absences without reasonable explanation. The Homestay Carer/s shall provide such other information relating to the student as requested by the School.
- 5.** The Homestay Carer/s agree that the student is to abide by the school rules and expectations.
- 6.** The student shall be liable for all costs, expenses, and outgoings, i.e. entertainment, clothing, mobile phone top ups, AT hop card, any extra and specific personal hygiene products and other related expenses incurred for their own benefit unless otherwise agreed between the Homestay Carer/s and student.

- 7.** The Homestay Carer/s are to provide the student with at least:
- a. Three nutritional meals a day, 7 days a week (breakfast, lunch: packed lunch on schooldays and evening meal including monitored access to snacks and fruit)
 - b. Their own bedroom comprising of a comfortable bed, clean bedlinen, a pillow, warm blankets, study desk, lamp, chair, adequate storage, and wardrobe space
 - c. Regularly laundered bedlinen and towels
 - d. Access to the house (i.e. a key or key code)
 - e. New Zealand approved and regularly maintained working smoke alarms
 - f. First aid supplies
 - g. Laundering of personal clothing
 - h. Shared use of facilities in the home i.e., shower, television, lounge and living room space
 - i. Internet access for completing homework tasks and research and for communicating with family and friends
 - j. Adequate heating during winter months and cooling during summer months It is the School's expectation that the student is provided with accommodation as would normally be expected for a member of the Homestay Carer/s own family.
- 8.** The Homestay Carer/s agrees that the student shall not be left unsupervised in the home for lengthy periods at all times
- 9.** The Homestay Carer/s agrees that the student will not be left at home overnight without appropriate adult supervision. It is the Homestay Carer/s responsibility to inform the School in advance if they are unable to supervise the student overnight.

10. The School may, at its discretion, remove the student from the Homestay Carer/s accommodation without notice and terminate the Homestay Carer/s agreement immediately if:

- a. In the School's reasonable opinion, the safety or the wellbeing of the student is in doubt.
- b. In the School's reasonable opinion, the Homestay Carer/s accommodation is affecting the student's behaviour or academic performance at school

11. All the information provided in respect of the Homestay Carer/s (including information contained in the application), student or other matters of a confidential nature relating to the Homestay Carer/s accommodation, shall be held, and kept confidential except disclosure of information including the application:

- a. To the student (or prospective student), the student's guardian and/or parents
- b. To any professional consultant or such other person where it is in the interests of the student to provide the information
- c. Pursuant to any statutory or other legal duty

12. Should any dispute or difference arise between the parties concerning this agreement or the provision of Homestay Carer/s accommodation, the parties agree that they will, in good faith, endeavour to resolve the dispute by consultation and negotiation.

13. The Homestay Carer/s rights and obligations under these Terms and Conditions may not be assigned without prior written agreement of the school.

14. The School shall not be liable for any costs, expenses, damages, or other claims against the Homestay Carer/s arising from any acts or omissions of the student. The School shall only be liable for the

payments set out in the Terms and Conditions for the periods that the Host is providing homestay accommodation to the student.

15. The Terms and Conditions may be varied by the School upon notification from time to time and will continue to apply to the provision of homestay accommodation by the Homestay Carer/s until notified otherwise.

16. The School may be unable to process the application if the Homestay Carer/s fail to provide any information requested in the application to provide Homestay accommodation.

17. The acceptance of the Terms and Conditions for the provision of homestay prevents Homestay Carer/s from entering into a private arrangement for the provision of Homestay accommodation with the student that the School has introduced to the Homestay Carer/s. The School has agreed to observe and be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code). Further information about The Code can be obtained from <https://www2.nzqa.govt.nz/tertiary/the-code/>

Airport meet and greet

Homestay caregivers are required to meet and greet your student upon arrival and again assist with transportation to the airport at the end of their enrolment (short term students) and end of year (long-term returning students).

The International Accommodation Coordinator will liaise with you to confirm pick-up/drop-off details. International students are charged \$120 to cover the cost of one airport pick-up and one airport drop-off each year. Please let the International Accommodation Coordinator know after you have made the pick-up/drop-off, so they can arrange for the payment to be made to your bank account.

Additional airport transport

For any airport transport needs related to additional trips (i.e. visits home or tours), please discuss arrangements directly with your student, as these costs are not covered by the school. We appreciate homestay caregivers assisting with transport, as students are now part of your family.

Airport parking

Did you know that you can pre-book airport parking to save time and parking costs via the Auckland airport website. This can save quite a lot of money on parking fees. Here is the link <https://www.aucklandairport.co.nz/airport-parking>

Bank Accounts and Money Safety

Students in New Zealand are encouraged to open a local bank account, which is free of charge and makes it much easier and safer to manage their money. Most people in New Zealand use EFTPOS debit cards for everyday purchases rather than carrying cash.

Caregiver Support:

As a residential caregiver, please assist your student in opening a bank account, ideally within the first week of arrival.

You may need to help with:

- Making an appointment at a local bank
- Providing transport (if needed)

- Reminding the student to take the necessary documents

To open a bank account, students will need:

- Their passport
- Their visa
- A letter from Howick College (provided during orientation)

Money Safety:

- Please talk to your student about the importance of not carrying or storing large amounts of cash at home.
- Encourage them to use EFTPOS or online banking, which is the standard method of payment in New Zealand.
- Remind them to keep their PIN private and not share it with others.
- Their passport, bank card, and other valuables should be stored securely in their bedroom—not left in common areas.
- If your student experiences issues with their finances (e.g., lost card, overspending), please notify the international department so support can be arranged.

Everyday Routine

Please take time to explain your household routine to your student, including:

- Mealtimes
- Bedtimes
- Showering times
- Security – which doors and windows to lock when leaving the house
- TV – how to turn on and off
- Security systems (e.g., CCTV or alarms)
- Daily chores – keeping their room and bathroom tidy, making their bed, emptying their rubbish bin, and shared tasks like loading/unloading the dishwasher.

Bedroom:

International students must have their own bedroom and are not expected to share with another student or household member.

Please support your student to care for their space and feel comfortable:

- **Bed** – Some students may be unfamiliar with a top sheet and duvet. If needed, show them how to make the bed and how to sleep under the top sheet and duvet properly.
- **Warmth and comfort** – Explain how to safely use any electric blanket, hot water bottle, or wheat bag. Ensure students understand these must be turned off before sleeping.
- **Storage** – Let students know where they can store their suitcase and any other belongings not needed daily.
- **Cleanliness** – Encourage students to keep their room tidy, including putting clothes away, picking up belongings, and making the bed daily.
- **Food** – Do not allow food or drink in the bedroom, to maintain hygiene and prevent pests.
- **Noise and routines** – Help your student understand your family's typical bedtime and routines. Ask them to keep noise down at night and turn off heaters and lights if they are the last to bed.
- **Encourage interaction** – If your student is spending too much time in their room, gently encourage them to join family activities. Talking with the family helps them improve their English and settle in better.

Shower/Bath:

Please talk to your student early in their stay about your family's expectations around bathroom use. This helps avoid misunderstandings and ensures a smooth daily routine for everyone.

- **Shower routine**
 - Let your student know what time is best for them to shower—whether in the morning or evening, depending on your household schedule.
 - Explain how your hot water system works, especially if you

have a small hot water tank. Let them know how long showers should be (we recommend 5–10 minutes).

► If water heating is a particular concern, please kindly explain that hot water is expensive in New Zealand and everyone is expected to be mindful.

- **Bathroom cleanliness**

► Remind your student to leave the bathroom clean and tidy after each use.

► Show them where to hang wet towels and how to wipe up any water from the floor.

► If available, provide a bathmat and explain its use.

► Ensure they know where to dispose of sanitary items and that toilet paper should be flushed.

- **Personal toiletries**

► Students are expected to provide their own shampoo, toothpaste, and other personal care items.

- **Hair dye / products**

► Please remind your student not to dye their hair at home, as it may stain bathroom surfaces. Suggest a local hair salon if they are interested.

A calm, friendly conversation about bathroom use early on can prevent discomfort or confusion later.

Laundry:

- The school expects residential caregivers to assist students with their laundry.
- Some students may prefer to wash their own clothing. If so, please show them how to use the washing machine and where to dry their clothes.
- Please let your student know your laundry routine so that bedding can be placed in the laundry basket ready for washing on laundry days.
- Please be aware of any cultural sensitivity in this area.
- Bedding – what day to put it out. Let them know if you expect them to change the sheets or if you will do it for them.
- Hand washing – where they can hand wash and dry items if they prefer.

Meals/Food:

New Zealand food can be quite different to what many international students are used to, especially breakfast and lunch. It's common for students to miss the food from home. While it's a kind gesture to occasionally prepare familiar dishes, you are not expected to cook specialty meals unless previously agreed as part of a dietary requirement.

Some students may have special dietary needs which you will have agreed to cater for during the placement process.

Please follow these guidelines to support your student's wellbeing:

- Provide three nutritious meals daily (breakfast, lunch, and dinner).
- Monday–Friday: Students should take a packed lunch to school.
 - They are encouraged to prepare their own breakfast and school lunch, with your guidance.
- Weekends: Meals can be arranged to suit your family's usual routines.
- Offer healthy snack options or fruit they can access easily.
- Cater the same meals your family usually eats—no need to make separate dishes unless for dietary reasons.
- Keep a supply of rice and noodles if hosting Asian students.
- Provide a space (shelf or pantry area) for your student to store their own food items or snacks.
- Let them know which foods they may help themselves to freely.
- If they buy their own snacks, help them find a suitable place to store these (please avoid food being kept in bedrooms).
- Encourage them to join in simple chores, like setting/clearing the table or using the dishwasher—just like any other family member.
- Involve them in meal preparation from time to time, especially if they'd like to share a dish from their home country.

What Your Student Will Need for School

- Please help and support your student to ensure they have purchased (or plan to purchase) a school uniform and suitable school shoes.
 - *Note:* The school does not operate a second-hand uniform shop.
 - Uniforms must be purchased from NZ Uniforms, Unit B, Bishop Dunn Place, Botany
 - *Opening hours:* Monday–Friday 9am–5pm, Saturday 9am–12 noon.
 - Uniforms can also be ordered online:
howickcollege.nzuniforms.com
 - Some short-term students (less than one term) may have pre-arranged to hire a uniform through the school (subject to availability), or may be permitted to wear their school uniform from their home country.
- Stationery – Students will need to bring their own pens, pencils, notebooks, and other general stationery items. The school will provide subject-specific stationery lists during orientation. You can help your student purchase these from a local store such as Warehouse Stationery, Paper Plus, or Kmart. Some students may prefer to wait until they've started classes to confirm what they need.
- Ensure your student is confident about how to get to and from school—whether by walking, cycling, or catching a bus.
 - If your home is within walking distance of school, please consider walking them the route the first day or two so they feel comfortable.
 - If you're picking them up after school, agree on a clear meeting point.
- Students are expected to attend school on time every day and maintain 100% attendance (unless they are unwell). Please help your student build good habits—this includes getting up early enough to arrive before the first bell at 8.50am.
 - If needed, you are encouraged to wake them in the morning, just as you would for your own child.

Devices & Internet

Most international students bring their own devices with them from their home country, including a **mobile phone and a laptop or Chromebook**. Some students may choose to purchase a new device once they arrive. A **laptop or Chromebook is required for schoolwork**, so please ensure your student has regular access to a working device.

Internet access is an essential and important tool for students to remain connected with their family and friends in their home country.

Please discuss with your international student any specific household rules regarding internet use and closely monitor the amount of time spent online.

We strongly recommend a **10:00pm curfew for devices and internet use** on school nights, except when needed for essential homework. This helps ensure your student gets enough rest and is ready for learning each day.

Please assist your student to get a New Zealand SIM card and ensure they buy enough credit/airtime to make calls, especially in case of an emergency. Make sure the student is contactable at all times or help them manage this if needed.

NZ School Mobile Phone Policy:

In line with the **New Zealand Government's national mobile phone policy**, students are not permitted to use mobile phones during school hours unless directed by a teacher for learning purposes.

At Howick College:

- Phones must be **switched off and out of sight** from the start of the school day until the final bell (unless otherwise instructed by a teacher).
- Students who do not follow this rule may have their phones confiscated and handed in to the Student Office for collection at the end of the day.

Please support the school by encouraging your student to **follow these rules** and use their phone responsibly outside of school hours.

How to travel to and from school:

- Show your student where the bus stop is and how to catch the bus to and from school.
- **AT** Journey planner is a useful tool to plan a journey. Here is the website: <https://at.govt.nz/bus-train-ferry/journey-planner>

Bicycle & Road Safety

Permission Required:

Students must obtain permission from the school before riding a bicycle to and from school or around the local area.

- **Helmet & Visibility:**

By law, an approved helmet must be worn at all times while cycling. Use reflectors and lights (white front, red rear) in low light. Wear bright or high-visibility clothing to increase safety.

- **Where & How to Ride:**

- Use shared paths or cycleways when available.
- If riding on roads (recommended for students aged 10+), stay 1 meter from the kerb, ride in a straight line, and use clear hand signals.
- Make eye contact with drivers to ensure they see you.

- **Bike Safety Check – A-B-C-D:**

- A – Air: Tyres properly inflated
- B – Brakes: Front and back working
- C – Controls: Chain, pedals, handlebars are secure
- D – Drop Test: Lift the bike 10cm and check for any rattles or loose parts

- **Road Awareness:**

- Look out for hazards such as glass, potholes, or grates.
- Be predictable and courteous. On shared paths, slow down, use a bell or voice to alert others ("Passing on your left"), and always give way to pedestrians.

Cars and Driving:

International students **are not allowed** to own or drive a car while enrolled at Howick College. Howick College International Students are **NOT** permitted to have informal driving lessons with a homestay caregiver.

In some cases, students may be granted permission by the Principal to learn to drive with a **professional driving instructor**. To be considered, students must submit a written request to the Principal, which will be reviewed on a case-by-case basis.

If your student is traveling by car with a friend, ensure the driver has a full NZ license and motor vehicle insurance. **International students cannot be transported to school by another high school student, even if they hold a full license.**

REMEMBER: If you have concerns about the driver or the car, do not allow your student to ride with them.

HELPING WITH SCHOOL LIFE

As a residential caregiver, you play an important role in supporting your student's education and wellbeing.

You can help your student succeed at school by:

- Providing a warm, quiet, and safe environment, including a suitable space to study.
- Taking a proactive interest in their academic progress.
- Encouraging and supporting your student to complete homework and prepare for tests.
- Understanding that learning styles in New Zealand may differ. Group work, personal opinions in class discussions, independent research, presentations, and problem-solving are commonly used here, and may be new for your student.
- Attending student-led conferences, Learning Advisor meetings, and any school events or information evenings to show your support.
- Contacting the school if you have any concerns about your student's academic progress or wellbeing.
- Encouraging English language development, which is essential for academic success. Talk regularly with your student and encourage discussions about current events (e.g., watch the news together and chat about it).

You can further assist by:

- Speaking clearly and slowly, especially if your student has limited English. Avoid Kiwi slang or complex language until they are more confident.
- Encouraging your student to keep a notebook of new vocabulary.
- Promoting participation in school clubs, sports, and activities to support English learning and help build friendships.

Creating a home environment where they feel comfortable practicing spoken English, including with extended family members and visitors.

HELPING WITH HOMELIFE

Student activities

As your student settles in and gains confidence, they may go out more independently. They should check with you before going out after school, at weekends, or during holidays so you always know their whereabouts. Many students are used to more freedom and often meet friends after school, so mealtime flexibility may be needed. Discuss your expectations with them to find a balance that works for both of you.

Alcohol, smoking, vaping and drugs

Regardless of the International students age they are **not permitted** to smoke, vape, consume alcohol, or use any drugs while enrolled at our school.

Residential caregivers: If you have any concerns about a student engaging in these activities, please contact the International Team immediately.

Tattoo(s) and body piercing

Students are **not** permitted to get a new tattoo(s) or body piercing while they are enrolled at Howick College.

Transport by Uber and Ride-Sharing Services

We understand the convenience that services like Uber can offer. However, we would like to inform you that Howick College policy does not permit international students to use Uber or similar ride-share services. This policy is in place to prioritise the safety and welfare of our students while they are in our care.

We recommend using trusted transport options such as designated school transport, public buses, or private arrangements with host families or authorised adults.

Curfews

Below you will find suggested curfew guidelines to help set times when students are required to be home by:

Sunday-Thursday

All students regardless of their age **should** be home:

- Summer: by **8:00 pm** (agreed prior by caregiver)
- Winter: before it turns dark (home by dinner unless prior permission for a planned activity)

Friday and Saturday

Under 14 years of age:	Always supervised
14-15 years of age:	Home by 9:00pm
16 – 17 years of age:	Home by 10:00pm
18 years of age (and over)	Home by 11.00 pm

We do not allow students to visit the city or other suburbs outside of the local area late at night (after dark). Students may **ONLY** visit Auckland city during the day, and **ONLY** on the weekend.

Important: If a student has a special event requiring them to be out later than the curfew, they must discuss their plans with their homestay caregiver in advance for permission. While your student is living with you, please consider them as part of your family and encourage them to participate in family outings, events, and visits. Interaction with your family and friends helps both their English and social skills.

International students are not permitted to remain in the homestay overnight without appropriate school approved adult supervision. Residential caregivers must contact school in advance giving two weeks', to arrange a temporary homestay if you are planning on being away from home overnight.

TRAVEL AND TRIPS

The school encourages homestay caregivers to include students in family trips and activities, such as visits to the beach or weekends at a family Bach. When planning trips, discuss any additional costs with the student in advance, such as contributions toward accommodation if staying in a hotel or motel. Food is covered by the homestay fee, but personal expenses like ice cream, snacks, or soft drinks are the student's responsibility, as are optional activities like sightseeing, luge rides, or rock climbing. Caregivers should be fair and reasonable when calculating extra costs, ensuring agreements are made before the trip.

In some countries the host is expected to pay for everything so if your student would like to come with you, please make sure they understand the situation and what costs are involved e.g. accommodation, eating out, activity fees or petrol.

If your family holiday overlaps with hosting an international student, please inform the International Accommodation Coordinator during placement or at least two weeks in advance to allow time for temporary accommodation arrangements. If you have a trusted friend or family member who could assist with homestay, please notify the international team so necessary safety checks, including police vetting, can be completed beforehand.

Travel Outside Auckland with a Student

Residential caregivers may take international students on short trips within New Zealand, including outside of Auckland, under the following conditions:

- Travel must be **no longer than 7 days**.
- The student must be **accompanied at all times by their approved homestay caregiver**.
- The school must be **notified in advance** of the travel details (destination, dates, and contact information).
- Travel must not interfere with the student's **school attendance**. **Parental consent is not required** for such trips, as responsibility for the student's care has been delegated to the school and the approved homestay caregiver.

If a student is planning to travel for **more than 7 days**, travel **without their approved caregiver**, or **travel overseas**, prior written **parental consent and school approval is required**.

Please contact the school's international department if you are planning to travel with your student or if you are unsure whether consent is needed.

IMPORTANT: If your student wishes to take part in any high-risk adventure activities such as Bungee Jumping, they must seek prior permission from their natural parents and education agent beforehand. Some activities are excluded from their insurance cover, and we encourage students, parents and agents to check their policy beforehand.

IN THE EVENT OF AN EMERGENCY

In the event of an emergency involving your student, three contact numbers are available—keep them easily accessible. Students should first contact you if they need help. For immediate emergencies requiring police, fire, or ambulance, they should call **111**.

If they cannot reach you, they can use the **Howick College emergency number 021 420 987**. All international students have been issued a card with the school's emergency number.

If your student is with you and needs urgent help, use your judgment. Call **111** if necessary, request the required service, provide first aid, as instructed by the emergency service, and ensure their safety then immediately notify Howick College. If you can take the student to a hospital or medical centre, do so and then inform the school.

You are not responsible for contacting the student's parents. Only Howick College will handle communication with them.

HOMESICKNESS & CULTURE SHOCK

Studying in a new country is an exciting but sometimes overwhelming experience for international students. They must adjust to a new culture, food, weather, language, and social environment.

While some students adapt quickly, others may take longer and experience homesickness or culture shock. Staying in touch with family is important, but excessive contact can make adjusting more difficult. A recommended balance is communicating once or twice a week to support their transition.

How your student may feel

Every student adjusts differently—some move through the stages quickly, while others take more time. As their host family, your patience and support are essential.

- **Leaving Home** – Students are excited about their new adventure but may feel nervous or sad about leaving family and friends.
- **First Few Weeks** – The excitement of new experiences can create a temporary "high," but some students may feel tired or anxious as they realize they are far from their support system.
- **Further Along** – Homesickness may set in after the initial excitement fades. Students might feel lonely, confused, or anxious and question their decision to come to NZ. This can lead to headaches, fatigue, and changes in sleep or eating habits.
- **Eventually** – Students adjust, make friends, and feel more comfortable with their routines and school life. Their confidence grows, and they start enjoying their new life.

How You Can Help:

- ✓ Be patient and understanding
- ✓ Encourage them to join school clubs and activities
- ✓ Involve them in family outings
- ✓ Reassure them that homesickness will pass
- ✓ Use Google Translate for better communication

- ✓ Give them some quiet time when needed
- ✓ Show interest in their culture

International students and their parents have chosen Howick for their high school education to experience New Zealand's lifestyle, education system, and culture while improving their English. Your support, understanding, and encouragement play a vital role in making their stay positive and enriching.

If you have any concerns about your student's behaviour, health, or well-being, please contact the International Accommodation Coordinator for support.

- Every student is unique, with different levels of confidence and ability.
- Encourage them to engage with your family and friends and speak English as much as possible.
- Support their schoolwork by helping with homework and attending parent-teacher interviews if possible.
- Motivate them to join school or local clubs, sports, or groups.
- Ensure they attend school on time and wear the correct uniform.

CONTACT WITH PARENTS

The level of contact with the student's natural parents varies as this often depends on language barriers. Some residential caregivers communicate regularly, and others are not able to because of language barriers

HELPFUL INFORMATION TO SUPPORT YOUR STUDENT.

Scenario 1: Your student informs you that they don't have to go to school every day.

Attendance is a requirement of both enrollment and their student visa, following the same rules as New Zealand students. If they are unwell, please notify the student office at **note@howick.school.nz**. They must also arrive at school on time each day.

Scenario 2: Your student has been here for a while and seemed to be ok but now you have noticed that they are missing their parents and started to feel homesick.

There are different stages of settling into a new life and they may have been riding on the initial excitement. Let them know it is normal to feel homesick and encourage them to keep busy and involved. This stage will pass. If you remain concerned about this, please do not hesitate to contact the International Accommodation Coordinator for further support and referral to the counselling team at school.

Scenario 3: Your student doesn't do anything at the weekends and seems bored.

It's common for international students to have more free time than they're used to. In their home countries, they often have longer school days, heavy study workloads, extracurricular activities, and private tutoring. The concept of "free time" may be new to them. Encourage them to join school clubs, sports, or local activities. They receive information at school about various opportunities to get involved.

Scenario 4: Your student never answers a request (such as what they would like for lunch) with a definite 'yes' or 'no' even when I can tell they have a preference.

Many students will find it difficult to openly express their preferences as they don't want to seem rude or offend, especially if they are declining something. Let them know it is ok to tell you.

Scenario 5: Your student told the International Accommodation Coordinator that they are sometimes cold/hungry, but they haven't said anything to their host family about it.

Students may feel more comfortable talking with the Accommodation Coordinator to share a small problem, usually because they don't want to offend, upset or cause embarrassment. Please encourage your student to talk to you openly about any problem they have.

Scenario 6: Your student doesn't always tell us the truth

Students may sometimes tell small white lies to avoid seeming rude or hurting your feelings. However, dishonesty can be frustrating. Gently explain the importance of honesty in building trust, respect, and a strong relationship. Encouraging open communication will help them feel more comfortable being truthful

Scenario 7: Your student is polite to the homestay father but treats me and my daughter disrespectfully.

In some cultures, males are given a higher status, and your student may not realise this behaviour is unacceptable in New Zealand. Kindly explain that in NZ, everyone is treated with equal respect.

Scenario 8: Your student sometimes speaks rudely or too informally with adults and has used swear words

Understanding formality in English can be challenging for non-native speakers. Students often mimic the language they hear without realising when it's inappropriate. It is important to gently correct them and explain what is and isn't acceptable.

Most problems can be solved through open communication. If you have concerns or cannot resolve an issue, contact the Accommodation Coordinator for support.

Medical and Personal Liability Insurance

All international students must have insurance covering medical and personal liability costs. If your student needs to see a doctor, please book an appointment with your GP and accompany them. Students must request a receipt for consultation fees and obtain their consultation notes, as these are required for insurance claims. For assistance, the International Administrator, Ms. Alexas, is available at school Monday to Wednesday and Friday during school hours.

Residential Caregiver(s) Home Insurance

The school recommends that residential caregivers check their insurance policy cover to ensure adequate coverage before providing residential care for an international student.

We suggest that you discourage your student from using hair dye, art material etc. in your home, as the products can cause permanent damage to your household furnishings.

Homestay Placement & Changes

At Howick College, we carefully match international students with homestay families to create the best possible fit. While placements are made with the intention of being long-term, changes may sometimes be necessary.

Students may request a move over minor issues, and we encourage them to seek support in resolving concerns first. We will work with both the student and you to find a solution.

If your circumstances change and you can no longer host your student—due to family returning home, illness, major renovations, or other reasons—please inform us as soon as possible

We require at least two weeks' notice before moving a student, and if a student requests a new homestay, we will provide you with two weeks' notice wherever possible. However, in urgent situations, immediate changes may be necessary.

The school reserves the right to move a student from a homestay at any time if the student's health and safety (physical or emotional) is at risk.

Examples of reasons for a homestay change

- Student returning home earlier than planned
- Changes in homestay circumstances
- Challenges in meeting homestay expectations or school guidelines

- Differences in expectations between the student and homestay family
- A request from the student's natural parents for them to live with a family member

Homestay Payments

Homestay payments are made on a fortnightly basis and are paid one week in advance and one week in arrears. Sometimes, if a payment is scheduled during the school holidays, the payment may be for more than usual.

Payments continue over the holidays and during the end of year break if your student is not returning home during this time. If your student intends to return after the Christmas holidays, payment will stop and restart when they return to your home.

Please remember to inform the International Accommodation Coordinator if you change bank accounts details so that payments can be made into the correct account.

Changes in Household Circumstances or Contact Information

Residential caregivers must inform the **International Homestay Department immediately** if there are any changes to their personal details or household circumstances. This includes, but is not limited to:

- **Changes to contact details** (e.g. phone number, email address, emergency contacts)
- **Change of address** or plans to relocate
- **New adults (aged 18 or over) moving into the home**, either permanently or temporarily
- Any visitor **over the age of 18 who will be staying in the home for more than 5 consecutive nights**
- Any other **change in living arrangements**, household composition, or circumstances that may affect the student's wellbeing

These requirements are in accordance with the **Code of Practice 2021**, which requires schools to ensure the ongoing safety and suitability of the student's accommodation.

Note: All adults aged 18 or over who reside in the home must undergo a police vetting process. Temporary guests who stay more than five nights must also be disclosed to the school for risk assessment and possible vetting.

It is the caregiver's responsibility to keep the school informed to ensure compliance and to help maintain a safe and supportive environment for the student.

Did you know?

Fire and Emergency New Zealand offers free Home Fire Safety Visits to help keep your household safe.

During these visits, firefighters can: Provide personalised fire safety advice

- Check existing smoke alarms and replace faulty ones
- Install new long-life photoelectric smoke alarms if needed
- Assist in creating a tailored escape plan for your home

This service is available to anyone in the community, especially those who may need assistance with fire safety measures.

To request a free Home Fire Safety Visit, call **0800 NZ FIRE (0800 693 473)** or visit the [Fire and Emergency New Zealand website](#)

Thank you for warmly welcoming and sharing your home with our International Student from Howick College. We really value and appreciate your ongoing care and support of our learners.

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