



INTERNATIONAL STUDENTS AT PAPANUI HIGH SCHOOL

Papanui High School, like many other secondary schools, has a number of international fee-paying students. Our students come from a variety of countries including China, Taiwan, Japan, Thailand, Korea, Brazil, Switzerland, Norway and Germany among others. Any school or institution that has international students in New Zealand must be a signatory to **The Education (Pastoral Care of Tertiary and International Learners) Code**. This is a document which outlines everything we must do to ensure our students are safe and well looked after during their time in New Zealand. International students add to the cultural diversity of our school and community, and help promote cultural awareness and understanding. They also make a major financial contribution to the school, which is of benefit to all students.

Thank you for welcoming an international student into your home. We are sure you will find the experience interesting and challenging. We hope that this booklet will be useful and will help to make your homestay experience a positive and rewarding one.

We appreciate the commitment you are making in providing a home for our student, and we want to help you in any way we can.

If you have other questions that are not covered in this booklet, or if problems arise, please don't hesitate to contact us at any time.

Angela Crow

Director of International Students

School phone 352-0705
Mobile 021 24-59-986
Email: international@papanui.school.nz

Richard Ashmore

International Administrator

School phone 352-0705
Mobile 027 6742- 427
Email: ahr@papanui.school.nz

Margaret Kinzett

Homestay Coordinator

School phone 352-0705
Mobile 027 60-80-364
Email: knm@papanui.school.nz

If you need to contact the school directly, for example to **report an absence** due to the student being unwell, the main office number is **03 352 6119**



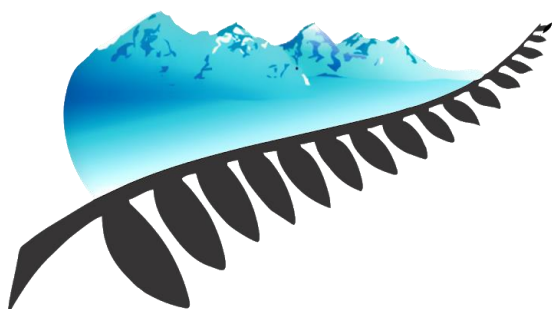
Why do students from other countries want to come here to study?

All students come to New Zealand firstly to improve their English skills and to gain qualifications that are not easily accessible in their own country, or to study subjects that they cannot choose in their own countries. Gaining qualifications in an English-speaking country will also greatly increase the future employment opportunities for these students.

Students also come to New Zealand to gain from the cultural experience of living and studying in a country other than their own. Attending secondary school is seen as an important stepping stone in this process. Many students continue their studies at NZ tertiary institutions or move to another English-speaking country such as Australia, the UK or the USA to attend university.

New Zealand is an increasingly popular destination for study abroad. We have a reputation for being “clean and green” with a relatively safe environment and a well-regarded standard of education.

Our European students often only come for six months to a year, and apart from upgrading their English skills, they also come to experience outdoor education programmes which not all schools offer. Our school is a member of ODENZ – **Outdoor Education New Zealand** – one of only 8 ODENZ schools in the South Island and the only one based in Christchurch.



ODENZ
Outdoor Education
New Zealand

What does a Homestay provide?

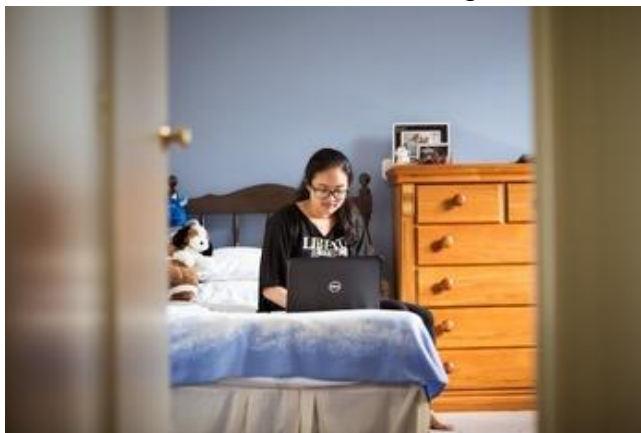
The aim is for you to become the student's home away from home and as such, you are expected to provide all the basic needs of the student, both physically and emotionally. Providing homestay care for a teenager is different from having an adult boarder. We hope you will treat your student as a member of your family rather than as a guest and afford them the same kindness, care and support you would want your own children to receive if they went overseas. The weekly homestay fee will offset most, if not all of the additional costs that you will face having another person in your family. However, the fee should not be the reason for which the student is hosted. It is imperative that students feel welcomed into the home as an additional family member with all the privileges and opportunities of other family members.

Living with a New Zealand family is a major attraction for international students. It is one of the best ways for students to put into practice the language they are learning and it allows them to experience a new and different culture first-hand. They have requested to live with a homestay for these very reasons.

Before hosting a student all family members over the age of 18 will need to go through a Police Vetting procedure. Then, when a suitable student applies, you will be contacted and given the student's details and they will be given yours. Pending acceptance on both sides, you will be able to contact your student directly by email, in order to begin to develop a relationship before their arrival.

Homestays provide students with the following:

- **Airport meet and greet.** You will be advised when to meet your student at the airport, and the Homestay Co-ordinator will assist with meeting the student. Your student will be feeling very tired and nervous or anxious in particular about their host family and what the experience living with another family will be like. Your being punctual at the airport will help to allay any fears they may have.
- **Their own warm, comfortable room.** All students must have their own bedroom (the code of practice forbids any International students from sharing a room with anyone), with at least a desk for study, a chair, a mirror, a reading lamp, a chest of drawers or similar, a wardrobe, a duvet / bedding and blankets, etc. A heater is also to be available in cold weather to maintain a warm, comfortable environment (students do not pay extra for electricity). Please remember also that the student's room is their own private space. If there are siblings in the family home, they should respect the privacy of the student's room and only enter if invited.
- **Food.** Students should be provided with three meals a day and snacks, including a packed lunch during the school week.



More About Meals and Food

Adjusting to New Zealand food is not easy for some students, while others may adapt very quickly. Check their likes and dislikes. You will have already been notified if they have any special food allergies or intolerance. Bear in mind as well that some students may feel that it is not polite to say they do not like something. They may need reassurance that it is OK to say if there is something they do not like.

If you are hosting Asian students, try to have rice, noodles and pasta regularly. It can be a good idea to cook extra rice and leave in the fridge as an optional snack or breakfast food for them. If you are going to do this, you should educate the student about the health dangers of reheating rice and give them these pointers:

- **Cool** the rice as **quickly** as possible (ideally within 1 hour).
- **Keep rice in the fridge** for no more than **1 day** until reheating.
- When you **reheat rice**, always check that it's **steaming hot** all the way through.
- Do **not** reheat rice **more than once**.



Instant noodles are also ideal snacks for in-between meals and Asian students in particular often prefer them to a sweet snack. Students from European countries usually eat their main meal in the middle of the day, and it may take some time for them to adjust to having a small meal at lunchtime and the main meal in the evening.

German students in particular enjoy very dark bread, and this can be obtained at some supermarkets as an occasional treat. Plenty of fresh fruit should always be available.

Encourage your student to cook one of their traditional meals for you. If they say they do not know how, get them to enlist the help of a family member and offer to learn to cook it alongside them, at least for the first time.

Most of our supermarkets have a wonderful selection of International foods and flavour sachets, and it is often helpful to invite your student to accompany you a few times when shopping, which would give them the opportunity to show you what they like. Supermarkets can also vary hugely from country to country and it may be quite educational for them to see what our supermarkets do and don't have compared to what they are used to.

Our meal times often seem very early to students, but explain when meal times are, and that you wish them to eat with the family. It is very important to have your meals at the dinner table as it helps students feel part of the family and improves their conversation skills. Even if this is a habit that you and your family have got out of, we would strongly encourage you to do this. Eating alone can be a distressing experience for many of our students and can lead to feelings of isolation and homesickness.

If your student goes out as your guest to a restaurant they should not be required to pay for their meal, even if everyone else is paying for their share. Once again, think in



terms of, would you make your own child pay for their meal if you went out to a restaurant? If, however, you are out for a meal and your student does not join you, please ensure they are left a meal at home.

Insurance



All international students must have pre-arranged medical and travel insurance before coming to New Zealand. Most of our students arrange for cover from their home countries, but the school can also organise cover with either *Uni-care Insurance* or *Southern Cross Travel Insurance*. If your student becomes involved in an accident, please contact the school immediately. If your student becomes unwell and a visit to the doctor is necessary, the student will need to pay for the visit, but the International Office staff can then help them apply for reimbursement from their insurance company. Please make sure that any receipts and doctor's notes are kept for this purpose. We suggest that you also check your own insurance policy cover to ensure that it will cover any breakages or damage caused by an international student, or theft of their personal belongings. However, depending on the type of cover your student has, most accidental damage or loss can be covered by the student's insurance.

Covid-19 Vaccinations

All new international students, homestay parents and household members over the age of 18 must be vaccinated against Covid-19.

Support Person / Guardian / Counsellor

Papanui High School requires every international student to have a support person who can converse in the student's own language. We sometimes refer to this person as the **guardian** but this is not a legal guardian. **Support person** or **counsellor** are becoming the more favoured terms.

A support person is someone appointed by the parents to support their child and act on their behalf should problems arise. Support persons are usually paid by the family or work for the student's Agency. We prefer that the support person lives in Christchurch, but this is not possible in all cases. A good support person should be available at any time to help the student and should build a relationship with the student, the homestay family and the school. Most nominated support persons are excellent, but should you have a problem, please contact us for help.

For students whose support person does not live in Christchurch, the school will usually act as the support person in the first instance. When we advise you of the student who will be placed in your home, we also advise you as to who will be acting as their support person. Most homestays are happy to deal with day to day problems without contacting the support person or school. However, if a more serious problem arises, you should know that help is available. The school should be notified in such cases.

Student Care

Homestay families are responsible for students throughout the school year, including the school holidays. It is the homestay carers' responsibility to always know where the student is, and how they can be contacted. If a student wishes to stay at a friend's place overnight, contact should be made with the host parents or family beforehand.

The following points may be helpful, whether you are new to hosting or an old hand:



- Check pronunciation of names. Do you know how to say their name correctly? Can the student say your names? Are they clear about what they should call you?
- Show your student around the neighbourhood; supermarket, bank, bus stops etc.
- Explain your family routines – what time family members tend

to get up and go to bed, meal times, using the bathroom, washing clothes, making snacks etc. Even if your student has lived in another Kiwi homestay, every family has different routines. This is important to help the student feel settled.

- Make sure your house rules are clear. We recommend you tell the student the following:
 - Tell us if you are going to be late home so we don't worry.
 - Let us know if you won't be home for a meal.
 - Friends are welcome, but if they want to have a meal or stay the night, you should always ask first.
 - If you want to stay with a friend overnight, you must always give us the name and contact address of your friend's parents, so that we can contact them well in advance. This is for your safety and so you can be reached in an emergency.
 - Keep your room clean and tidy. (Discuss with your student if you want them to be responsible for vacuuming their own bedroom).

It is also a good idea to discuss other things like:

- Using the computer / Internet access
- Issues about smoking and alcohol
- Reasonable length of time in the shower
- Use of heaters and electric blankets
- Playing music/gaming late at night
- Times you expect your student home at night, and the latest time friends can visit.
- Toiletries. Students are expected to provide their own shampoo, toothpaste etc. Please make sure that female students know where to dispose of sanitary items and that they should not put sanitary towels

down the toilet. It is a good idea to place some plastic bags or have a plastic container somewhere readily available for your student.

Many of these matters do not need to be written down, but can be discussed as issues arise. Helping with the dishes etc will help the student feel part of the family (students may not offer to help as they never do so at home, but will be happy to if asked).

It is important to remember that it is **your** home and you have the right to expect certain standards of behaviour. Many students are wonderful but some may be used to a lot of freedom at home. In some countries, servants are common. If your student is treating your house like a hotel, it is up to you to explain the difference! Some students come from strict home backgrounds where every moment of the day is accounted for. The extra freedom and perceived lack of parental supervision in New Zealand can also tend to cause problems.

By offering to be a homestay, you have accepted a degree of responsibility for the teenager in your care. Parents expect that you will act in the best interest of their child and this includes setting firm guidelines. The safety of the student in your care is paramount. For most, the main purpose of being in New Zealand is to study. Do not hesitate to set rules, especially for younger students. Think in terms of what you would expect of your own child.



With some students, enforcing rules is not easy.

They may not want to accept your authority because you are not their real parent. If your student repeatedly refuses to follow reasonable rules and you are worried and unhappy, it is most important that you contact the Homestay Co-ordinator/school or the support person.

Change of Circumstances

If for any reason you are unable to host your student for a night, a weekend or several days, please contact the International Department as soon as possible so that alternative arrangements can be made for your student.

If there is a change in your family – your own children return home, or you accept another student from a different organization, it is important that you let us know as we need to discuss it with the student and their agent/family. It can be very embarrassing if we are not aware.

Changing Homestays

Papanui High School places a student in a homestay for an intended length of time in good faith. There is, however, no guarantee that the student will remain in the same homestay for the full time. Students change homestays for a variety of reasons. Sometimes it is the student's wish and sometimes it is at the request of the homestay. Whatever the reason, moving a student is not done lightly. If a problem occurs the support person and/or the school will work with the homestay and student to attempt to overcome the problem. Students are always encouraged to work through any

problems by talking to their homestay and/or international office staff. However, some students simply cannot face discussing even quite minor problems because they think it will be interpreted as rudeness by the homestay. They would rather avoid the issue by changing homestay. In many cases, it takes at least one month for students to feel settled in a new homestay. If, after talking about the problem with the student / homestay, no resolution is forthcoming, a new homestay will be arranged.

This school reserves the right to move a student from a homestay at any time, if it is felt the student's health and safety is at risk.

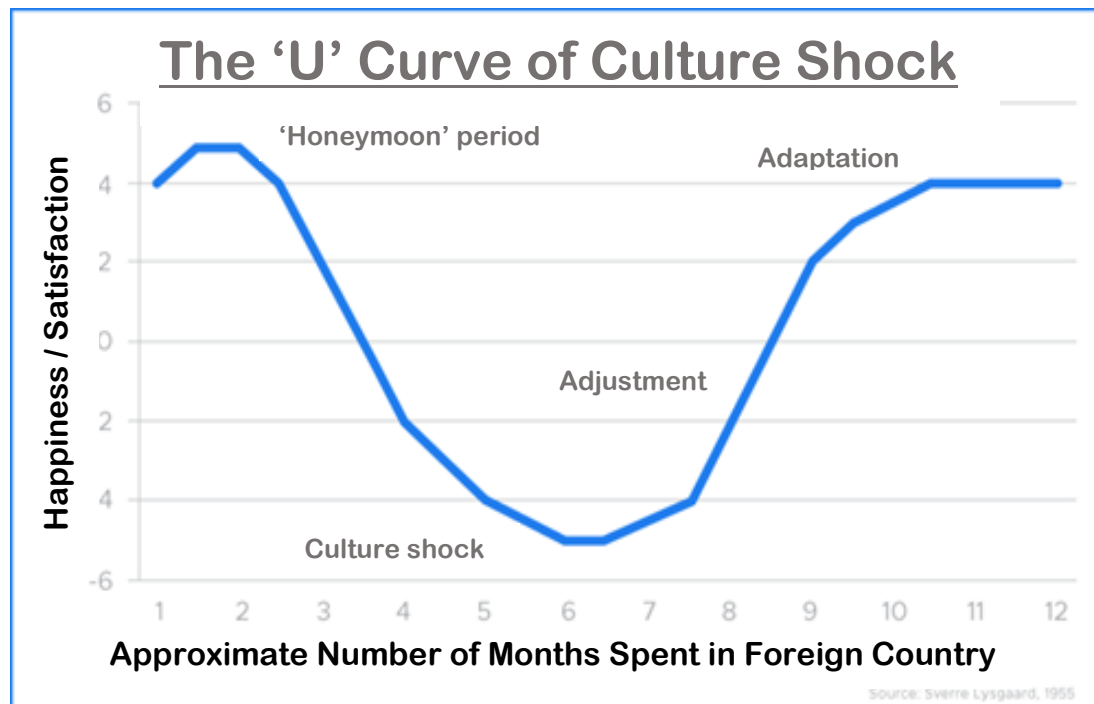


Possible reasons for leaving a homestay

- A “mismatch” between the student and homestay family.
- Written request from parents for their child to now live with a support person or family member.
- Homestay unable to continue care for reasons of illness, transfer, change in domestic dynamics, etc.
- Student returns to home country at parents’ request.
- Student behaviour is unacceptable to homestay parents and/or Papanui High School (e.g. disobedience, theft, serious breach of school rules).
- Behaviour from homestay members that is unacceptable to the student/parents/school (e.g. Physical punishment, lack of respect for student’s cultural beliefs, theft).

Culture Shock and Homesickness

Moving to another country requires a time of adjustment: the language, food, people, weather, house and ways of doing things are suddenly different. These changes affect people in a variety of ways: some students adjust quickly to their new environment, others go through bouts of homesickness and uncertainty before they settle down. “Culture shock” is a very real thing, but it does pass with time. Many students go through the following stages: (see the diagram and notes on the next page)



The 'U' Curve of Culture Shock - Explained

Honeymoon period

Leaving home

Mixed feelings of nervousness, sadness at leaving family and friends but mostly feeling excited, happy and full of hope for your journey and all the new experiences to come.

Arriving in New Zealand

Feeling Tired and confused, but still happy and excited
Feeling adventurous because everything is new and different, but not really scary.

Culture Shock / Crisis

Crisis

This is when you can start to enter a crisis period. The previous feelings of excitement and newness can turn to stress, anxiety and loneliness. You might be missing home and family a lot, as well as your own food and language. It's tiring trying to speak English all the time and it's hard to make friends. The environment and everything around you is foreign, nothing seems right and it's hard to settle and to study.

What have I done?

Why did I come here and leave my home? Was this a mistake? I am extremely homesick – missing my family, friends, food, pets, home, everything. I feel hopeless. Everything is terrible. I don't even know if anyone likes me. All I want to do is sleep.

Adjustment

Settling in

Now I am starting to enjoy myself again. I'm starting to enjoy my studies and make some friends. I'm beginning to adapt to the new culture and things aren't that bad after all. I'm getting involved in school or after school activities, trying and enjoying some different foods.

I also feel like my English is getting better I can understand much more and I am even starting to 'think in English'. My homestay feels like a second home to me now.

Adaptation

New Zealand is Great!

Now I am starting to feel confident, successful and happy. I feel there is a definite purpose to me being in New Zealand.

I have hope for the future and my career path is taking shape. I am looking forward to graduating and when I go home, I'll really miss everything and everyone here.

N.B

There is also such a thing as '**Reverse Culture Shock**' which can happen when someone has adapted to life in another country and then they return to their own country. Feelings can follow the same type of curve as Culture Shock, but this time they are missing the country they have left (New Zealand) and the shock comes from readjusting to their own country, language, food and way of life. This usually doesn't last too long but can cause feelings of guilt because someone is finding fault with their own country/language/food/people. Once again, being aware of it, and prepared for it is very important and can help to minimise these effects.



Driving and Owning Motor Vehicles

Students in a homestay cannot drive or own a car. There are no exceptions to this rule. Host parents or host siblings are not allowed to teach international students to drive If you become aware that your student is driving a car, it is very important that you contact the school immediately.

Internet

Internet and E-mail usage is now an important form of communication for most students and many of them have their own devices. We do not recommend students use the family computer, however, if you do agree to this, then strict guidelines should be put in place. Rules around acceptable mobile phone use should also be clearly explained.



Contact with Parents

Some homestay families have a lot of contact with the student's parents and some have none. This often depends on whether the parents speak English. Papanui High School sends all school reports directly to the parents/and or support person. We encourage homestays to be involved in the student's school life as much as possible. The school also contacts parents if other issues or problems arise. Some parents maintain frequent correspondence through email. It can be very rewarding for homestays to develop contact with parents if it is possible.



Cultural awareness

SOME COMMON HOSTING PROBLEMS AND THEIR POSSIBLE EXPLANATIONS:

Our student arrived yesterday. We were told her/his English was quite good, but s/he cannot say anything.

S/he may be in culture shock and feeling overwhelmed. When s/he relaxes a little, the English s/he knows will emerge.

My student won't look me in the eye. S/he must be so shy.

Not necessarily. The student may be showing respect. In some cultures, making eye contact with an elder, especially when being told off, is impolite.

My student arrived three days ago but has not yet used the shower

Have you shown them how your shower works? Our showers may be very different to bathing facilities in other countries such as Japan. The student may be too shy to ask.

My student is relaxed with me but seems tense when my husband is around. I don't think the student likes him.

In some Asian countries it is uncommon for the father to spend a lot of time at home, be home for meals etc. Perhaps your student needs time to adjust to a man being present.

Our student will do anything my husband asks but is rather arrogant towards my daughter and me. I think s/he is rude.

In some cultures, males hold a higher status. Mothers wait on males at the table and the father holds the authority. The student is acting in an acceptable way in their own culture and may not realize this appears rude. Try to explain that in NZ everyone is equal.

My student never bothers to help around the house. How lazy!

Have you explained that you would like the student to do this? Live-in home-help is not uncommon in many countries and perhaps the student has never had to do chores at home. Explain that in NZ, everyone helps out!

We took our student to Arthurs Pass. S/he slept all the way and was disappointed there was no shopping center. That's the last time I'm taking them out!

This does seem ungrateful but not all teenagers share a love for the outdoors – not even NZ teenagers! Is it possible to ask them what they would like to do next time?

Our student doesn't show much emotion. I wish I knew what s/he was thinking.

In some cultures, outward displays of happiness, anger and upset are not encouraged. In western cultures, emotions are often displayed openly. Your student may be feeling emotions strongly, but bottling things up internally. Time, and getting to know each other better may help.

My student always agrees to do things even when I'm sure s/he would rather not. The student often says 'maybe' instead of a definite 'yes' or 'no'.

Many students will have difficulty saying no because they don't want to appear rude or ungrateful. Reassure them that it is okay to decline an offer.

My student has been here for six weeks and is suddenly really homesick.

This is normal after the initial excitement has worn off, but can be a warning sign. Winter, mid year, can also be a down time. Encourage them to talk, explain that it is normal to feel homesick. Be understanding and try to keep the student busy. Let the school know if you have any concerns.

My student told his teacher that s/he is cold at night but he did not tell me. The teacher rang me and now I feel embarrassed.

Don't be. Some students will keep small problems to themselves as they don't want to be a "nuisance" or cause a possible upset in their homestay. They may tell another person instead. Keep encouraging them to be open about any problems.

My student uses the heater all day and night, and always spends way too long in the shower.

Students should be made aware that they should only have their heaters on while they are in their rooms, and that they must limit the time they spend in the shower. If there are concerns, explain to the student that electricity is expensive in New Zealand and that if they have a long shower, there may be no hot water for other people.

I wish our student would spend more time with the family in the evenings and less time in her room.

This is a common problem, especially at the beginning. Most students will need some time alone – it is exhausting getting used to a new culture and a huge effort trying to speak English all the time, especially after a day at school. There should be a balance though. This can be a problem if the student is homesick.

If, after settling in, the student is spending all of their time in their room on the computer, you may need to speak to their support person and/or the school. If they are neglecting schoolwork and/or coming to school sleepy, the wifi may need to be turned off at night until time limits are agreed upon.



Our student often goes to bed very late and then cannot get up in the morning.

Many students from Asia study or socialise until midnight. Going to bed at 10.00pm seems very strange to many. Computer use may also be a problem. Explain your need to get up early for work etc and that the house needs to be quiet at night so that others can sleep.

My student has been here for several months. S/he made good progress at the start but now doesn't seem to be improving.

Learning a new language is a complicated business and doesn't occur in a steady even progression. Students often make a lot of progress initially as they learn a lot of vocabulary, and then seem to plateau. Another jump in progress will occur.

At times my student appears rude and speaks too 'informally' with older adults. The student is also starting to use some swear words.

Understanding levels of formality in English is really difficult if it is not your first language. Many students will copy the language of those around them. They may use slang/swear words without having any idea that they are inappropriate. This can result in some quite funny situations and it is important the student is told. If, however, you think the rudeness or swearing is intentional, don't accept it.

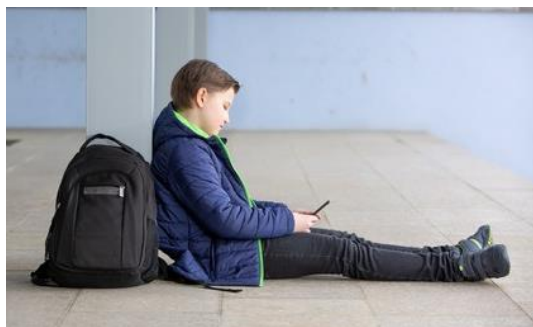
Our student is not doing much study at home. S/he often says she doesn't have homework. She is spending more time with friends in town on weeknights.

It is impossible to have absolutely no homework. Even if no assignments are due, there is always revision of work, reading an English book, making lists of new vocabulary and working on self-study grammar. If your student wants to succeed they must have a balance between study and social life. You need to talk about this together and decide on a rule. Contact the school and express your concerns. The school will contact the support person if needed.

Our student has trouble telling the truth

This is frustrating and damaging to relationships. Confront the student and explain the importance of honesty. Contact the school to make them aware of the problem. Some students will avoid open conflict at all costs and this may include telling you what they think you want to hear, rather than the truth. Parents may need to be informed.

We have just discovered that our student has been bunking school.



Good attendance is vital. This is made very clear to students. When a student is absent please make a telephone call to the school in the morning. This is to be followed up by a note when the student returns to school. If the student is sick for more than 3 days they will be required to provide a medical certificate. The school and the homestay need to work together to solve any attendance problems. Students will receive the

normal school punishment for bunking. If the problem is ongoing they will be put on an attendance check. International students with consistently poor attendance, despite written warnings, may lose their place at Papanui High School.

My student seems bored in the weekends and can't seem to organize his free time

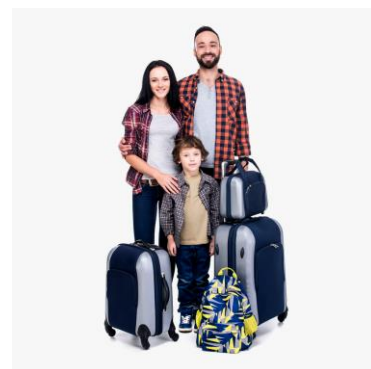
This can be a common problem. Some students have every minute of the day organized for them at home, with long hours at school, extra study classes and music lessons etc. For many, the school day here is quite short and the concept of free unstructured time is new. Many students need to be made aware of after-school or weekend activities available in Christchurch and they might need help and persuasion to join sports clubs etc. Such information is given to them at school and students are constantly encouraged to join extracurricular activities. Students from big cities such as Tokyo, Seoul, Beijing and Bangkok often find Christchurch very quiet and 'boring' and students may also be used to spending a lot of time indoors in their own countries.

Our student's parents are coming to N.Z. and they expect to stay with us.

This is entirely your decision, but you are under no obligation to host family or friends.

It can put tremendous pressure on the homestay and your family dynamics.

We suggest that having a meal together is sufficient.



Helping with School Life

You can help your student achieve success by:

1. Providing a quiet, warm place to study
2. Taking an active interest in school work and progress
3. Helping with homework if possible and stressing its importance.
4. Being aware that learning styles in N.Z. are often different from in other countries. Skills such as group work, giving personal opinions in discussion, original research, giving seminars and problem-solving activities may not have been experienced before.
5. Be realistic and encouraging. Many students have unrealistic expectations about what they can achieve in a short time and are disappointed when reality hits. Many do poorly in their first tests. Parents often expect high grades but do not understand how difficult it can be studying in another country and in a second language. Your encouragement and reassurance will help.
6. If possible, attending academic counselling sessions and school events.
7. Contacting the school if you have any concerns.

A high level of English is the key to academic success.

You can assist by:

- a. Talking to your student clearly, and avoiding kiwi expressions and complex sentences, if their level of English is not so good. Don't speak too fast, but you should also avoid telegraphic speech (simplifying your speech so much that it becomes ungrammatical - e.g. "You go shops today?") A lot of people think this helps non-native speakers to understand, where actually the complete opposite is true. It merely trains the students to listen to unnatural English. It is much better to say a full sentence, just a little slowly;
"Are you going to the shops today?"
- b. Encouraging your student to keep a note book of new vocabulary and to review it regularly. Everyone in the family can become involved in this, adding new items of vocabulary and going back to previous entries to remind them of a word or concept.
- c. Encouraging your student to join clubs where the student will have to communicate in English. Taking part in sport or music is an excellent way to develop "Kiwi" friendships.
- d. Encouraging your student to use English when friends who speak their language are visiting, especially if homestay members are present (but of course they will need to use their own language at times).
- e. 'Total immersion' is often the best way to learn a language. Your student's English will naturally improve because they are living with first language speakers.

Finally, many thanks for deciding to include a homestay student in your family. There may be times of confusion and things will not always go smoothly. However, we do hope that overall it will be an interesting, stimulating and fun experience that will lead to international friendships and cultural understanding.

