



## **Guidelines for Designated Caregiver Families**

This handbook will help you to support your International student.

## **What is a Designated caregiver?**

A designated caregiver has been chosen by the natural parents to care for their child overseas. They are usually family members or family friends.

Designated caregivers are responsible to provide the same level of care as a homestay family. No more than four international students should stay with you at any one time.

## **Guidelines**

*We hope you find being a designated caregiver rewarding.*

*If there ARE issues that arise, we are here to support you so please contact us before small problems become bigger ones.*



## **International Department**

Wendy Reid – International Director - Ph. 6210050 ext. 756

Jade Harris- International Marketing & Short term Groups ext 703

Lilian Li- Recruitment Manager (China & SE Asia) ext. 898

Kris Zhang- International Administrator/Chinese support ext 817

Fia – Homestay Co-ordinator - ext. 706

Debbie Evans - Homestay co-ordinator ext 724



## **School Emergency Phone – 021 908 121**

**(for emergencies ONLY. All non-urgent enquiries, please email).**

## **Student Arrival**

Make a note of your student's NZ mobile number and give them yours as soon as they arrive. Make them add your home address to their phone contacts in case of emergency also.

***On the first or second day after arriving it is a good idea to go over expectations. You will need to discuss shower times, where to put laundry, what time is dinner etc to make your student feel comfortable. We recommend a welcome list that goes over instructions.***

## **FAMILY Differences**

Good communication can solve many potential problems. Be sensitive to your student's personality and try to bridge cultural barriers to form a strong international – family relationship. Treat the student as you would want your own son or daughter to be treated overseas.

## Transport

- a) Please teach your student how to get from your house to school and back again how to read the bus timetable, where to buy tickets etc. Check they have a school ID to lower the cost – these are available from school.
- b) Extra transport requirements and care may be necessary for students under 18 years of age. Please ensure arrangements have been made for their safe transport home. (especially during winter months).
- c) It is expected you will do airport pickups and drop offs.
- d) Only international students **who live with their parents** have permission to drive with a licence gained in New Zealand.
- e) Students may only be driven by the home stay family or a person on a full NZ licence that has been approved by the home stay's family or school staff.



## Bedroom

Students need to have their own bedroom, their own bed with all bed linen provided, storage for clothes, a desk and chair for homework, and a heater in winter.

This is their sanctuary when they need to be alone, so please make sure your children do not intrude.



Long term students are not to share a room with other students (particularly with short term groups).

## Meals

- a) Please provide breakfast, lunch, snacks and an evening meal. Be clear with 'house' rules e.g. what can be eaten for snacks. Discuss what they dislike.
- b) Teenagers can often eat large amounts.
- c) Ask if there is anything they cannot eat, but encourage them to try new things. If you are willing they may like to cook.
- d) Please provide your student with guidelines for what is expected at your table so they don't feel foolish.
- e) Family meals are an important time to practise good communication.



## Shower and Toilet

- a) Students should be given instructions about how to use the toilet. Please show your female students where to place their sanitary items.
- b) Please explain how your shower and other facilities work and the surfaces that you leave dry.



## Smoking

- a) Make your family views on smoking clear from the first day.
- b) No smoking in school uniform, ever!
- c) It is illegal in NZ to sell tobacco products to persons aged under 18. It is illegal for a person over 18 to give a person under 18 cigarettes or tobacco products in a public place. It is not, however, illegal for a person under 18 to purchase cigarettes (only the shop-owner is prosecuted), and there is no restriction on the possession and consumption of tobacco for those under 18. [Smoke-free Environments Act 1990, Smoke-free Environments Amendment Act 2003]



## Drinking

The legal age for drinking alcohol in NZ is 18. It is illegal to give someone under the age of 18 alcohol unless you are their parent. You could get a \$2000 fine if you break the rules. Students must be 18 years or older to buy alcohol in NZ and need to show proof of age. Do not give your student alcohol. If you are concerned for your student's safety please contact us immediately. see [Staying safe in NZ.](#)

## Telephones

- a) Most students have their own mobile phone. Please help the student to organize a NZ SIM card.
- b) All students are responsible to pay their own mobile phone bills.



## Computers & Internet

- a) All students expect to be able to use the internet, to contact family.
- b) You may want to give your student a computer curfew if you are worried about the amount of time they spend gaming or watching movies. Computer use can be a real problem, impacting negatively on school and family life. Ask us for help if you have issues with this. (Some families turn off the modem at 10pm each night).
- c) Internet facilities are available at MRGS library for all students to use during interval and lunchtime.

## Attendance

- a) All students are expected to attend school at all times unless they have a justified reason. If your student will be absent for any reason please inform the attendance officer on (09) 621 0050 ex 786 or 621 0069 and email [attendance@mrqs.school.nz](mailto:attendance@mrqs.school.nz)

## Sick students

- b) Please advise the school if your student will be absent because they are sick.
- c) For absences of >3 days students need a doctor's certificate.
- d) International students should be taken to the local doctor in cases of illness or the nearest hospital or emergency clinic in an emergency.



- e) All International students have medical and travel insurance while in NZ.
- f) Students needing medical assistance pay at the time of treatment and claim for the expenses (with their receipt) through the international office.
- g) Most international students are not entitled to publicly funded health services while in New Zealand. For details see <http://www.moh.govt.nz>.
- h) The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. Further information can be viewed on the ACC website at <http://www.acc.co.nz>.

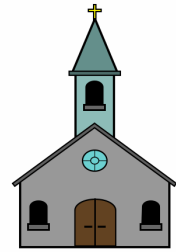
### **Housekeeping**

- a) As a member of the family, students should assist with some minimal household tasks if asked to do so.
- b) Some students prefer to do their own laundry but please ensure that the student knows how to use the machinery and where to hang their washing.



### **Religion / Church**

If you have a youth group that your student can attend, this is a great way to improve English and gain new friends.



### **If your student moves out or someone moves in**

- a) The school MUST be notified as soon as you know a student will move.
- b) MRGS MUST approve all student accommodation. This means we will visit you. In such circumstances, we ask for your co-operation.
- c) You must tell us if someone new (Over 18years) comes to live with you so we can police check them for the student's safety.
- d) When we come to visit, this is a good time to ask questions about the school such as study help, extra curricular activities, holidays etc.

### **Contact with you and the student's family**

It is your responsibility to maintain regular contact with parents about the student's educational progress and welfare.

### **Academic support**

There are a number of ways you can be updated about your student's academic progress and what is happening at Mount Roskill Grammar School.

1. Website portal (this gives information about attendance and achievement)
2. School newsletters
3. Mentoring meetings (come to the school to talk to teachers)
4. International department (just call us or email with specific questions).

## Curfews and safety

Please help us to keep our International students safe. This is a guide for curfew times. Talk to them about not walking alone in the dark.

AGE	Sunday – Thursday	Friday	Saturday
Under 15 years	6.00 pm	Under supervision	Under supervision
15 - 16	6.00 pm	10.00 pm	11.00 pm
17 - 18	6.00 pm	12.00 midnight	12.00 midnight

Always keep in touch with your student by text.

- Students must negotiate in advance about whether they will or will not be home for a meal.
- Students must negotiate about where they are going (address) and what time they will be home and leave a contact number if possible (in case of urgent messages). Cell phone contact only is not good enough.
- Make suitable arrangements for the student if they are to be away from home for a meal or overnight.
- No student is allowed to stay away overnight without your consent.



## Holidays

- The school requires written consent from legal parents before they will approve of students taking any time off school. Students require both parental and School consent for absences.
- Long term students usually return home for the Christmas break.
- International students are not allowed to travel independently (i.e., without approved parental supervision) while they are studying at MRGS.
- International students are encouraged to travel in holiday time with you, with school organised groups and on trips and activities organised by their agents.
- International Staff MUST approve all travel arrangements prior to travel.
- If you are going to be away, please inform the school and make sure a reliable adult will provide proper supervision for your student. If you cannot find a suitable adult then please give sufficient notice to the school so a temporary home can be found for your student.
- No student is to be left unsupervised overnight at any stage, regardless of their age.
- We discourage students from breaking their study by extended weeks away in May or July. If your student leaves your home during the school year for a holiday, please let us know.



## Payments

It is your responsibility to make arrangements regarding payment with your student's parents.



## Helpful links:

Mount Roskill Grammar School is a signatory to the Education (Pastoral care of International Students) Code of Practice 2016. For more information see:

<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

## Mount Roskill Grammar School expects designated caregivers to:

- Be a 'bona fide' adult relative/close family friend of the student's family
- Fill in the standard police vetting form when required.
- Provide a warm, caring environment, where the physical and emotional well-being of the student is nurtured.
- Provide 3 meals a day
- Care for the student as you would your own family
- Provide a warm, comfortable room for the student, including study facilities
- Set reasonable rules and boundaries and discuss expectations of these with the student
- Ensure safety for students under 14 years old. They should not be left alone in the house without adult supervision.
- Attend parent/teacher conferences/interviews when held
- Ensure that the school has up-to-date information of parent's addresses and student's address and contact numbers at all times
- Contact the school immediately if there are any concerns whatsoever concerning the welfare, health and safety of the student
- Inform the school in advance if the caregiver is going to be absent, so that alternative arrangements can be made
- Maintain regular contact with the parents about the student's progress and welfare.

## The Designated Caregiver expects Mount Roskill Grammar School to:

- Provide a safe learning environment for the student
- Ensure the student's safety and emotional well-being is taken care of at school
- Provide learning support for students experiencing academic difficulties (if additional costs are involved, the parents may be asked to provide for this)
- Maintain regular contact on matters relating to the progress of the student
- Provide school newsletters and any other information
- Provide school reports
- Provide support and quick action in case of problems
- Provide an interpreter for liaison with the school (if applicable)
- Interview the child once a term.

If there are concerns about the welfare of the student, Mount Roskill Grammar staff will discuss the concern with the designated caregivers and parents of the student. If necessary the school may relocate the student to an approved Homestay. Mount Roskill Grammar school may also refer the matter to the New Zealand Police or any other appropriate welfare agency.

## Mount Roskill Grammar School expects students to:

- Wear correct uniform (the school uniform shop open Mondays and Thursdays 8-9am and 3-4pm).
- Attend all classes EVERY school day unless they have an explanation.

Students who are not abiding by the school rules will be dealt with according to our discipline policy. A student may be asked to return home in serious situations, such as: Illegal activities (drugs, shoplifting, theft, driving without a licence), Violence and aggression, Habitual truancy and defiance of requests to improve, Bullying, Inability / unwillingness to comply with school and caregiver rules, inappropriate and unsafe social behaviour.

*Revised April 2020*