



## **GUIDELINES FOR THE CARE OF INTERNATIONAL STUDENTS AGED UNDER 18**

### **INTRODUCTION**

These guidelines have been developed to support the Government's aim of advancing the minimum standards for the pastoral care of international students. This publication will assist homestays to meet the requirements for providing residential care to international students under 18. The guidelines provide 'good practise' in the provision of Homestay care.

### **Student Health Care**

If an international student is ill and unable to attend school, the residential caregiver must notify the school in the morning. If an international student requires medical attention, the residential caregiver should take the student to their General Practitioner or to the caregiver's own practitioner if the student does not have one.

Residential caregivers will be advised of any relevant health problems of students placed in their care. They will also be made aware of cultural and religious differences of students.

Naturally physical and/or sexual abuse is not tolerated. Psychological maltreatment or emotional abuse is also unacceptable. Psychological maltreatment may include:

- Rejection
- Isolation
- Ignoring
- Allowing or instigating antisocial behaviour
- Neglect
  - Failure to provide adequate food
  - Lack of supervision
  - Failure to obtain medical attention

### **Support Infrastructure for Homestay Carers**

We provide a support infrastructure that includes:

- A named person with overall responsibility for accommodation and pastoral care provision
- A named native speaking advisor
- A named person available to the caregiver at all times in case of emergency, and during reasonable hours to receive any complaints.

### **Ongoing training and support for residential caregivers.**

Training and support sessions will be held with residential caregivers after the initial placement of an international student. Training and support sessions will be simple discussions with the Homestay co-



ordinators and/ or the first language advisor; they may take the form of group meetings with other residential caregivers and/or individual telephone or face to face meetings.

### **Monitoring processes**

The N to Z International monitoring process is as follows:

Monthly: Phone or face-to-face contact with the residential caregiver after the initial settling in period (more frequent during first month)

Once a term: Contact with caregivers regarding satisfaction with placement (in the form of calls or meetings)

At the conclusion of placement; Check caregiver's satisfaction with Homestay student and Homestay Co-ordination (feedback forms)

### **Communication with parents**

Students in the 11 to 13 age range **MUST** have regular communication with their natural families. It is desirable that one phone call a week and email access is provided. Communication should be more often when the student has first arrived, is unwell, or if something is happening at home. It is the students' parents' responsibility to pay for this. The student should be given a private room to make the phone/ email contact but the homestay carer will need to be available in case the student becomes distressed. If a student does become distressed during or after contact with their parents DO NOT stop them from calling. DO ring N to Z International and advise them of the situation if the distress is ongoing or you have serious concerns.

Students in the 14 to 17 age range are **STRONGLY ENCOURAGED** to have regular communication with their natural families.

### **Minimum requirements for residences**

Homestay carers' homes should be typical New Zealand dwellings that are clean, secure and warm. The minimum requirements are:

- Private bedroom for the international student.
- Wardrobe or chest of drawers and other appropriate bedroom furniture.
- Study desk and chair with adequate lighting.
- Standard bed with linen and blankets or duvet.
- Heating appliance.
- Clean and available laundry, bathroom, and toilet facilities.
- Provisions for emergency situations (e.g. smoke alarms, a full first aid kit).
- Access to a telephone.



## **Assessments**

Our assessment process includes an interview, home visit, reference check and police vetting.

Another assessment may be undertaken should the residential caregiver have a change in circumstance. For example:

- A change in health
- A new criminal charge
- A change in composition of the household
- A move to a different physical address

The Program Co-ordinator is responsible for deciding if the change in circumstance warrants a repeat of any part of the assessment process. It is a condition of the code that homestay families hosting students under the age of 18 be re-visited every 6 months. The Program Co-ordinator is responsible for co-ordinating this.

## **SPECIAL CONDITIONS FOR STUDENTS 11 TO 13 YEARS OLD**

- Students must not be left alone in the home for any reason.
- Homestay carers may need to be mindful of the developmental needs of these students including such things as students starting their menstruation cycles while in the homestays care. Remember our first language advisors are here to help.
- We recommend that the homestay family make contact with the natural family by way of a e-mail introducing themselves. This will be greatly appreciated by the natural family.

Hopefully this is all fairly straight forward. If you have any questions let us know so we can address all your concerns.