



Homestay  
**Student Guide**  
**& Agreement**

vision  
college LTD

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**Kia Ora,**

Welcome to New Zealand! We trust that you will enjoy living with your host family and being part of the Homestay experience. This guide has been prepared for you, to explain our expectations and help you settle in more easily.

We are available and willing to help with any difficulties that may occur and excited to work with you in making this an enjoyable experience.

## **WHAT IS HOMESTAY?**

Homestay is a popular form of accommodation provided to International students by New Zealand based families, providing a comfortable room and meals.

It provides an opportunity for you to learn about the local culture, customs, and way of life. This provides opportunities for you to practice English away from the classroom, with real people in real situations.

Becoming part of a local family provides home comforts as well as the warmth and security of family life. Living with a host family can be a very rewarding experience, it can enrich your life through gaining an understanding of other cultures, encountering unique experiences and build friendships that would last a lifetime.

### **Host Family will provide you with:**

- A clean and comfortable home
- A furnished bedroom with a bed, study space, and storage
- Pillows, sheets, blankets, and towels
- Unrestricted access to washroom facilities
- Heating (if required in winter)
- Access to Wi-Fi
- Access to shared spaces; kitchen, lounge, dining, laundry
- 3 x meals (breakfast, lunch, dinner) and snacks

## **HOMESTAY PROCEDURES**

Joining a host family is exciting, but you might find the family does some things different to what you are used to. You will have to be adaptable and flexible and be respectful of your host family house rules. Whilst you are paying for a service, you must acknowledge the family's generosity and hospitality to welcome you into their home.

### **Arrival**

Should you need transport from the Airport, please be sure to complete the Airport Pickup Request Form.

Send this to Vision College with a copy of your flight Itinerary.

The Homestay Co-ordinator will contact you regarding pick up at the airport and transportation to your homestay.

If you have arranged your own transport from the airport to Hamilton, please inform the Homestay Co-ordinator of when you would like to enter your Homestay so that arrangements can be made accordingly.

Here are some tips to help you adjust:

1. Introduce yourself and try to get to know your host family members
2. The host family will help you settle in and get familiar with the surroundings
  - Introduce family members
  - Show you to your room
  - Show you the bathroom and toilet facilities
  - Show you when and how to do laundry
  - Help you with connecting to the Wifi

- Show you what food ingredients you can help yourself to for preparation of various meals/snacks and where to find it
  - Provide you with a house key and alarm code (if needed)
  - Provide telephone numbers and addresses of both the campus and the homestay home
3. Host will go through the house rules and their expectations of you.

### Settling in

1. Get to know your host family's day to day routine. Understanding how your host family operates will reduce misunderstandings and will make everyone feel more comfortable.
  - Wakeup time in the morning
  - Dinner time
  - Bathing schedules
  - Laundry Days
2. Get familiar with your surroundings and public transport.

### Meals

1. Discuss your dietary preferences with your host family.
2. What to expect:
  - **Breakfast** may include cereal or toast, with fruit and a hot drink or juice. This could be a "make your own" meal. Your host will show you which food or ingredients are used for breakfast meals.
  - **Lunch during the week** – a packed lunchbox is advisable for you to take to college each day. This can either be a packed lunch provided by your host or you might prefer to "make your own". This meal arrangement should be discussed with your host and preference mutually agreed upon. Host can show you which food, ingredients and containers/lunchboxes are used for lunch meals.
  - **Lunch on weekends** and public holidays is either a "help yourself" meal or prepared by the host family. You will communicate with your host and arrange accordingly.
  - **Dinner** is the main meal of the day and may include meat, fish or chicken, with potatoes, rice or pasta, salad or vegetables and bread. Where possible, the evening meal should be a family gathering, where the student joins in the normal conversation and is encouraged to speak English.
3. Hosts are asked to provide additional container with rice to cook when you want.
4. Host will explain what you are allowed to help yourself with and where to find it, please do not be reluctant to use what is being provided.
5. If you are unsure, please ask your host and have open discussions.
6. We encourage you to adapt and try new things.
7. Have fun talking about cultural differences and the way we prepare and enjoy meals.

### The first day of class and further Transport arrangements

1. A host family member will accompany you to the campus in the morning and collect you again in the afternoon to take you home.
2. Please ensure you have the host home address and contact phone number with you
3. Discuss and agree with your host family how you will travel to college thereafter. You could be expected to travel on your own.

You may elect to:

- Take the bus – Vision College do assist students with purchasing bus tickets. You will need to be aware of bus stops, bus routes and where to get on and off the bus if you choose to use the local bus service.
- Buy a bicycle or if your Homestay has one spare you can be offered this to utilize.
- If you hold an International Driving License you may choose to buy a car. In this case you need to be aware of the road safety and traffic rules, which are included in your student orientation pack.

## **Student Wellbeing**

1. Most important is to inform your host of any food allergies you might have.
2. It is very important to inform your hosts of any medical conditions they need to be aware of.
3. Save both your homestay and Vision College address and contact details in your phone, in case you get lost or need assistance.
4. Your religious practices will be respected
5. Your host will let you know in advance if they will not be at home during dinner time.
6. In case of sickness/injury/accident, you must be taken the doctor/hospital by your host and inform the Homestay Co-ordinator immediately.
7. Your host is to support you with any problems you may experience - feeling physically unwell or mentally challenged – feelings of loneliness, homesickness, or culture shock. Always have open communication with your Homestay Host, they are keen to assist you.
8. Inform the Homestay Co-ordinator immediately of any problems with the host family. If the situation of the family or the conditions of the home changes from the time of your arrival. Anything that you feel uncomfortable with. Your Homestay Co-ordinator will help resolve any problems or arrange transfer to another host (if no resolution can be met or another home is available).

## **Safety and Security**

- When going out, take money or download the Uber app and give the address of where you are going to your host. Be sure that you know how to get home.
- When visiting friends and family during weekends or holiday, please inform your host and be sure to provide them with the address of where you will be staying and an alternative telephone number and when you will be returning.
- The Homestay Host will advise you on household security – e.g., what to do when alone at night – how to lock up, how the alarm works
- Personal safety in town – e.g., Saturday night out – have you thought about how you are getting back home. Do not walk alone at night – no place is safe.
- Be sure to inform your homestay if you are going to be late for dinner, etc.
- Keep your house key safe and do not give it to anyone. If you lose your key, you are responsible to pay for the replacement.
- Just as your host family is responsible for your safety, so in turn you are responsible for theirs. Do not allow unauthorized persons to enter the home

## **Relocation/Extension, Holiday**

If a relocation is required (at either the Student or Homestay Family's request) prior to agreed end date:

- Student must notify Vision College in writing of the reasons required for relocation.
- Students are to provide two weeks notice unless there are reasonable grounds for an urgent relocation.
- Vision College will endeavor to relocate you within a reasonable time frame should the reasons for relocation be accepted.

No private/direct arrangements are to be made between you and the Homestay Family during the 12-week Programme. If any such arrangements occur, you will be in breach of this agreement and agreement will be terminated.

## **THE RESPONSIBILITIES OF A HOMESTAY STUDENT**

### **Code of Conduct**

1. Greet your host appropriately when you see them.
2. Show respect to host family members.
3. Follow host family house rules.
4. Minimize noise after 10pm.

5. Keep allocated room clean and tidy.
6. Follow host family guidance regarding laundry.
7. Let host know when you are leaving and your approximate return time.
8. Ask permission if you want to invite friends for a visit or collect you from the home.
9. Keep host family and Vision College informed of your mobile phone number at all times.
10. Do not possess or use any illicit drugs.
11. Obtain permission to use home phone or internet services.
12. Clean up after yourself when done preparing meals for yourself.
13. For health and hygiene reasons do not eat in your room.
14. Advise your host family if you will not be joining them for dinner / planned meals.
15. If you prefer specific foods or snacks over and above what your host family provides, your host can direct you to a convenient Supermarket or Dairy for you to purchase these for yourself.
16. Milk provided by the host is used for breakfast meals and a cup of tea or coffee. If you would like to drink more, please buy your own milk.

### **Cleanliness**

1. Household
  - As a family member, be prepared to offer assistance with basic household duties such as helping to prepare meals, clearing dishes, packing the dishwasher, etc.
2. Bedroom, Bathroom and Toilet
  - You are responsible for making your own bed each morning. Draw the curtains, open the window, when you are home to let in fresh air. DO NOT leave the windows open if there is no one at home.
  - Your bed linen must be changed regularly, discuss with your host whether weekly or bi-weekly is preferred.
  - You are responsible for keeping your room and the bathroom you are using clean and tidy.
  - Please make sure to use the toilet correctly.
    - Do not stand or crouch on toilet seat
    - Only used toilet paper should be discarded in the toilet and flushed away.
    - All other items should be wrapped in toilet paper and put in the bin.
    - Bin should be emptied regularly.
3. Laundry
  - Ask your host when it will be best for you to do your washing and to show you how to use the washing machine and dryer.
  - If you prefer to handwash clothes, ask host to indicate where basin is located to do so. This is usually situated in the laundry room.
  - Ask your host where the designated area is for hanging wet washed clothes. Do not hang wet clothes in the bathroom or in your bedroom.

### **Electricity, water and Internet usage**

- Be mindful and respect the use of electricity, water, etc.
- Turn off all appliances before you leave the house - switch off lights, heater, electric blanket, etc.
- Shower duration is normally around 5 to 10 minutes.
- Your host family may monitor your electricity and water consumption. In the case of excessive usage, you will be shown the readings and may be charged extra.
- Most homes have uncapped Wi-Fi – if internet is capped, allowed consumption must be discussed and agreed with your host.

### **Smoking, drinking and drugs**

- Confirm with your host whether you are allowed to smoke or drink alcohol on the home premises
- No smoking or vaping is allowed inside the house.
- Drinking age is 18 years and over in New Zealand
- You are not allowed to use illegal drugs. i.e. Marijuana, Opiates, LSD

## **Other Important information**

- Any misconduct of a possible criminal nature may result in suspension of your homestay while relevant authorities investigate (e.g. NZ Police)
- Respect the property and privacy of your host family.
- Be aware that Vision College reserves the right to remove you from homestay without further responsibility to relocate you if you do not follow the homestay guidelines.
- Be aware that during your homestay period, your personal belongings are at your own risk.
- You are liable for any damage that may have been caused by you during your stay. Do not worry, please contact us for assistance.

## **ACTIVITIES AND LEISURE**

Your host family might show you around Hamilton early on in your stay, so that you can gain confidence to go out on your own.

We encourage students to join in their host families' activities such as watching TV, playing games, chatting, walking, helping with duties, and going out together on weekends and holidays. However, you as an adult student may wish to spend free time with friends or exploring the surrounding areas. Many activities do not need to cost a lot of money, if any. Your host is not responsible for your entertainment. If a shared activity is planned, you should offer to pay your share.

The host family may also offer to take you on local tours and activities, feel free to accept these invitations if they are of interest or kindly decline if some activities are not appealing or if you need some alone time.

## **BABY-SITTING**

Students are not to babysit homestay children; Homestay providers are asked to ensure they use their regular babysitter.

## **COVID-19**

- If you are unwell - stay home and get well.
- The Ministry of Health guidance is to stay at home for five days if you are unwell or have tested positive for COVID-19.
- Report illness to the Tutor/Homestay Co-ordinator.
- Mask wearing remains an effective way to prevent the spread of respiratory illnesses.

## **EMERGENCIES**

We would like to think that emergencies will not happen, but it is best to be prepared. Your host family will inform you on how to act in an emergency such as a fire, an earthquake, or a break-in.

Emergency number for police, fire and ambulance is 111.

There should be an adequate First Aid kit available in your homestay and you should be advised of where it is located.

## **CONTACT DETAILS - QUERIES OR PROBLEMS**

Any queries or problems experienced by homestay students should be directed to the

Homestay Co-ordinator - Nicolette van der Laan on 021 270 7821 or [homestay@visioncollege.ac.nz](mailto:homestay@visioncollege.ac.nz)

If a problem is not resolved, please contact the Campus Manager or Deputy Campus Manager

## CONTACTS – VISION COLLEGE

Homestay Co-ordinator Nicolette van der Laan 021 270 7821 Email: <a href="mailto:homestay@visioncollege.ac.nz">homestay@visioncollege.ac.nz</a>	International Student Administrator Glenys Bishop 07 853 0777 Email: <a href="mailto:g.bishop@visioncollege.ac.nz">g.bishop@visioncollege.ac.nz</a>
Campus Manager Pam Wilson 021 138 0469 Email: <a href="mailto:pam.wilson@visioncollege.ac.nz">pam.wilson@visioncollege.ac.nz</a>	Deputy Campus Manager Viki Johnson 021 929 028 Email: <a href="mailto:viki.johnson@visioncollege.ac.nz">viki.johnson@visioncollege.ac.nz</a>

## CONTACTS – REGULATORY

New Zealand Qualifications Authority Email: <a href="mailto:helpdesk@nzqa.govt.nz">helpdesk@nzqa.govt.nz</a> Call Centre Phone: 0800 697 296	Human Rights Commission Info Line Email: <a href="mailto:info@hrc.co.nz">info@hrc.co.nz</a> Info Line Phone: 0800 496 877 Website: <a href="http://www.hrc.co.nz">www.hrc.co.nz</a>
Inland Revenue Department Phone: 0800 227 774 Website: <a href="http://www.ird.govt.nz">www.ird.govt.nz</a>	The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140 <a href="mailto:qarisk@nzqa.govt.nz">qarisk@nzqa.govt.nz</a>

## CONFIDENTIALITY AND PRIVACY

All matters relating to this agreement, and all information acquired or received by the parties, shall be held and kept confidential. Any personal information that has been collected, processed, and transferred shall be in compliance with the New Zealand Privacy Act 2020. The student confirms having read and understood the [Privacy Policy](#).

## DISPUTE RESOLUTION

Should any dispute arise concerning the interpretation of this document or in the operational discharge of stated arrangements, the parties agree that they will, in good faith, resolve the dispute by consultation and negotiation.

## RELEVANT LINKS TO IMPORTANT INFORMATION:

[Privacy Policy](#)

[Privacy Statement](#)

[Education Code of Practice \(English Version\)](#)

[Student Support Services](#)



## HOMESTAY STUDENT GUIDE - DECLARATION OF ACCEPTANCE:

I understand and agree to the conditions stated herein. I confirm that I have read and understood this document.

<b>Student Name and Surname:</b>	
Signature:	
Date:	

Vision College **Better Together**

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