

# SOUTHERN CROSS LANGUAGE INSTITUTE



Southern Cross Language Institute  
55 Papanui Road  
Christchurch 1  
New Zealand  
Phone 64 3 355 3378  
Fax 64 3 355 3223

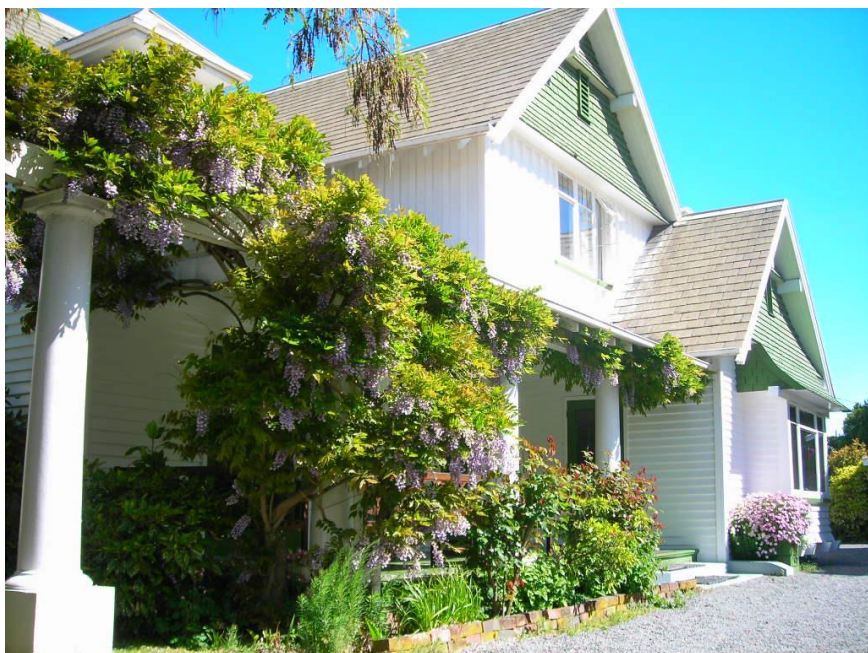
## GUIDE FOR HOST FAMILIES

### TABLE OF CONTENTS

Names, Addresses and Phone Numbers .....	2
Introduction .....	3
School life: Learning English .....	4
Advisory Services .....	6
Practical information .....	7
Transport to and from School .....	7
Banking .....	8
Telephone, Cell phones .....	8
Internet usage .....	9
Travel & Medical Insurance .....	9
Illness .....	9
Holiday Travel .....	9
Your Student as a Family Member .....	10
House Rules .....	11
Your Student and Free time .....	13
Student Rules .....	14
Terms and Conditions for Host Families and SCLI .....	16
Board Payments .....	17
Division of Responsibilities .....	18
Fee Protection Arrangements for students .....	19
Support for Host Families .....	19
Support Services available in Christchurch .....	

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SCLI is a signatory to the Code of Practice for the pastoral Care of International Students and meets the quality standards as set out in the Code. The full Code of Practice is available at [www.nzqa.govt.nz](http://www.nzqa.govt.nz). SCLI also has copies that you can inspect.



## NAMES, ADDRESS AND PHONE NUMBERS

### SOUTHERN CROSS LANGUAGE INSTITUTE

55 Papanui Road  
Christchurch 8014  
Phone 64-3-355 3378  
[www.scli.co.nz](http://www.scli.co.nz)

(Postal Address)  
P.O. Box 36 013  
Merivale  
Christchurch

Email [lisa@scli@xtra.co.nz](mailto:lisa@scli@xtra.co.nz) (Principal)  
[darryl@scli@xtra.co.nz](mailto:darryl@scli@xtra.co.nz) (Office)

Web [www.scli.co.nz](http://www.scli.co.nz)

Directors Darryl and Lisa Lamar

Principal Lisa Lamar

Teaching Staff Lisa Lamar, Lesley Davidson- Hurst

Student Advisor Students contact only Taeko Robets

Administrator/Host Family Liaison Darryl Lamar

Ph. 355 3378 school office

Host Families can contact Darryl by phoning school (355 3378) between 9.00am and 4pm during term time, or emailing the office [darryl@scli@xtra.co.nz](mailto:darryl@scli@xtra.co.nz)

**Emergencies only 022 010 5288 / 027 444 3356**

## INTRODUCTION

This guide has been written to give some guidance, rules, and practical advice host families of SCLI students.

The aim of the guide is to deal with matters that are of interest and importance to both students and host families, relating mainly to out-of-school life. We apologize for using words like “rules”, “terms” and “conditions” a lot. Successful hosting has more to do with human relations and being supportive, but these aspects cannot easily be described in a guide of this nature.

During the year there will usually be **weekly notices to Students and Host Families**, written by the principal. These notices are numbered and will be explained in Japanese to our students, if there is a need, and students will be asked to take these notices home to give to their host parents, so that host parents too can be kept informed. The newsletter is also available on the school website, but we prefer students to pass to host families as it is often a good conversation starter. ***Telephone school if you are having problems receiving newsletters.***

Students spend about 30 hours a week at school, but they spend even more time at home with their host families. Therefore, the time spent with the host family is just as important as the time spent at school and may well be more crucial in the overall impression of New Zealand that she will take back to Japan with her and remember vividly for many years to come.

We select our host families very carefully and we take great care in matching students with host families. Hosting an overseas student is an excellent way of gaining an insight into a different culture and of



contributing towards international friendship and understanding. For our students, living with a caring Christchurch host family will lessen the feeling of culture shock and give them added opportunities for practising English and gaining an insight into the New Zealand way of life.

Finding new host families is a continuing task, and we rely on present and past host families as well as on students to introduce new families to us. If you know of a suitable family, with an interest in young people from abroad, who may be interested in hosting a SCLI student, please telephone the host family liaison: Darryl Lamar. Students must have their own single room with facilities for studying, (desk, chair, adequate lighting, and electric heating).

All our students have studied English in Japan for at least four years. However, this does not mean they will necessarily understand you at

first. It may be that the New Zealand accent or idiom will cause problems early in the year. Generally speaking, at first the students' reading and writing will be better than their listening and speaking skills. In the first few weeks or months, communication between the student and the host family may be very difficult and at times a little frustrating. Both host families and students should not give up. See it as a challenge and keep your sense of humour. If your student does not understand, speak more slowly or write it down. Google translate can be useful but try not to become overly dependent on it. With lots of patience, goodwill, sign language, and smiles, communication problems can be overcome. Don't shout, don't lose your cool and don't use pidgin English! Avoid negative questions e.g., "Don't you like peas?", "yes" often means "no" in Japanese! To our students we say: keep trying hard and don't give up trying to speak English at home. After the first few weeks or months you will be able to communicate with your host family much better! Please remember that it is tiring for our students to have to communicate in English. So don't "bombard" her with too much English conversation practice at first. She will need some quiet times too and she will probably want to "switch off" occasionally!



**When asked what makes a successful relationship between families and their host daughters, our experienced host families said, "Spending time with them."**

### **SCHOOL LIFE: LEARNING ENGLISH**

Classes are from **9.30 am to 3 pm** Monday to Friday. Lunch time is from 12.30 pm to 1.30 pm. The school will be open from **8.30 am to 4.00 pm**. At school students study English only, but within the study of the English

language there are many different and varied activities. Excursions, with the aim of extending the students' language opportunities also take place.

The students have not yet completed their high schooling in Japan. (The students are aged 16 or 17 when they start their year with us). Classes will be streamed according to ability: one accelerated class and one standard class. Depending on test results students may move class during the year.

Students will receive school reports on their progress in June, September, and December. Students will also be given an extra copy of their report to be given to their host parents. Successful students will receive the Southern Cross Language Institute course certificate on completion of the course.

Details about course requirements, passing tests and exams, minimum attendance requirements and other academic matters will be given to students by the principal.



Obviously, the home environment is very important for learning English. We find that students who make the most progress during their year with us not only try hard at school but also enjoy a supportive home environment with host families who help them with their English.



Host Families can help their student in many ways, for example:

- Talking to her and encouraging her to talk to you, even though this may be hard at first.
- Taking an interest in her schoolwork and helping her with her homework (but don't do it for her!).
- Encouraging her to read, to watch TV and to learn about New Zealand.
- Correcting her English sometimes. But please do not do this too much as she will lose confidence and stop talking. Never speak broken or pidgin English to your student.
- Encouraging your student to spend as much time as possible with New Zealanders (with you, your family, friends, relations, neighbours, etc).

- Helping her to get involved in some evening or weekend activity, be it sporting, cultural or anything else that involves mixing with New Zealanders and providing language opportunities. Youth groups are ideal.

Please remember: Your student is at a disadvantage in communicating with you. Her English is not as good as yours. But on the other hand, her Japanese is probably considerably better than yours! Taking an interest in her native language and her cultural background will make your student feel better. After all international exchange is a two-way street.

#### **How to check how much your host daughter has understood-**

**When you give your host daughter information e.g., what time you will pick her up, ask her to give the information back to you. In this way, you will really find out what she has understood. If you are still not sure if your host daughter understands, write it down.**



## ADVISORY SERVICES

When a student needs some advice or has a problem, she should first try to talk about it with her host family. This is easier said than done. Some students find this very difficult, especially if the problem involves the host family. Because of a perceived lack of English and a desire to avoid friction or disharmony at home, students may



prefer to see the student advisor. Our advisor is a Japanese national, who is a permanent resident in N.Z. She can explain various cultural differences, ways of thinking and she can give the student sound, practical advice. Students should feel free to see their advisor and host families should understand that the student may prefer to talk about something with her advisor at school rather than with the host family at home.

Classroom teachers may also advise a student to see the school advisor, if the teacher is concerned about the student's motivation, progress, welfare, or state of mind. Anything discussed between the student and the advisor is **strictly confidential**. Often what is discussed between the student and the advisor does not involve the host family. The student simply may need some advice or someone to talk to in her own language. The advisor may advise the student on what to do or how to talk about it with her host family. (For example; I feel cold in my room; I often feel hungry at night; I don't know how to make



conversation with my host family). If the student does not have the self-confidence to talk about a problem with her host family, she may agree that the host family needs to be contacted on her behalf by Darryl Lamar, the host family liaison person. The advisor will then discuss the matter with Darryl who will then telephone the host family. Later he will report back to the advisor and the student. Occasionally, a meeting with the host family may be arranged to try to sort things out.

When host families need some advice or wish to discuss things with the host family liaison, they should phone at Darryl at school, on school days between the hours of 9.00 am to 3.00 pm. Lisa is also available if you prefer. The cell phone numbers on page 2 should be used in an emergency only. Darryl oversees all host family matters, including selection of host families, matching students with host families, giving advice to host parents, host family administration, board payments, etc.

So, in short, if there are problems that cannot easily be resolved by students and host parents talking directly to one another, students should deal with their advisor and host parents should deal with Darryl or Lisa. During term time the academic staff should not be contacted in case of host family problems.

If there is a problem of incompatibility (or anything else of a serious nature) between the student and the host family, and the problem

cannot be solved to everyone's satisfaction, it will be necessary to move the student to a new host family. The host family as well as SCLI, on behalf of the student, have the right to terminate the hosting arrangement by giving an agreed period of notice. A minimum of one week's notice is required if the host family is wishing to terminate the hosting arrangement.

**TIP** In an effort to communicate with you, your host daughter may use the only English she knows, and she may come across as rude.



Rest assured, we work on polite language and manners in the first few weeks but after your host daughter has settled in, feel free to teach her what you would like to hear when she requests things.

## PRACTICAL INFORMATION

### Transport to and from School

Most students will go to school by bus, and many will have to take a bus from home to the Bus Exchange and then the Blueline bus, up Papanui Road. Students will have to purchase a Metro card for use on the bus. She will need some help with this.-If students turn 18 while in NZ, they will then pay an adult fare. Timetables are available from the Metro information office at the Bus Interchange or by looking up metroinfo.co.nz on the internet. Papanui Road is a busy thoroughfare

before and after school. Please use the crossing near St. Margaret's College to get across Papanui Rd.

Host Families – please find out all the particulars about using public transport from your home to school. Please travel with your student to school or to the Bus Interchange on the first day. If she is going via the Bus Interchange, we will meet her at the Bus Interchange in Lichfield Street at 8.40 am. Please come to pick her up from school (or from the Bus Interchange) at 3pm. If you cannot do this, please ask a host family living nearby for help.

**TIP** Getting used to the bus system is very stressful for most students. Depending on how difficult it is to bus to your home and depending on your host daughter, you may need to show her the bus stops and where to get off more than once.

Some students may wish to cycle to school from the spring term onwards. Before they can do this, they will need to learn the road rules in NZ. There is no cycling on the footpaths and wearing a helmet is a legal requirement. If a student is going to buy a new bicycle, she should ask her host parents for help. She should also buy a helmet and a good security lock. Some locks are cheap and not effective. Sadly, some students have had their bikes stolen.

## BANKING

During the first week we will assist students in opening bank accounts. Students will have ATM cards and will be able to use online banking on their smart phones. The students' parents in Japan are given the information they need to transfer money into their daughters' accounts. Students are advised not to keep a large sum of money at home. If changing host family, students need to give the Bank their new address. When returning to Japan permanently, students need to close their account and have large amounts of money transferred back to a Japanese account.



## INTERNET USAGE

Students are used to using the internet regularly in Japan and will bring their devices from Japan so they can use them to connect to Wi-Fi. However, we are concerned, especially in the first couple of months, that they may not make good connections with their host families if they spend large amounts of time on the internet in their room. It is a school rule that students are not using the internet after 10.30 pm Sunday – Thursday and after 11.30 pm Friday and Saturday.

Your host daughter is not expected to pay you for Wi-Fi usage.

## TRAVEL & MEDICAL

All students have comprehensive Travel & Medical Insurance for their year in N.Z. Their policies have been taken out with Insurance Companies in Japan, and SCLI has not been involved in this.

Insurance Companies may not cover students for what—they call “hazardous pursuits” which may include parachuting, hang gliding, river rafting, bungee jumping, caving, scuba diving, etc. There have been serious and even fatal accidents involving overseas visitors. No activity is completely safe. Even though an activity is not prohibited by SCLI rules, students should ask SCLI about likely hazards in the activities they are thinking of doing. Host families and SCLI staff will offer advice but cannot accept any responsibility if there is an accident.



## PHONES

These days most students communicate with friends and family via social networks.

Students will bring their smartphones from Japan.

They will then buy a NZ SIM for their phone. Your help with this is appreciated. Phone top-ups are the responsibility of the student, NOT the host family.

## ILLNESS

By coming to the southern hemisphere in April, the students will have two winters in a row so their immunity to winter illnesses may be low. Some will catch the flu during the winter or suffer some skin allergy because of living in a different



environment and eating unfamiliar food. If your student has a virus, she should not come to school, as sickness spreads easily in a school environment. If she has to be absent from school, please ring the school before 9 am and leave a message on the answer phone or ring the office before classes start at 9.30am. If she is absent for more than one day, please ring the school office every morning.

If your student needs to see a doctor, you can

1. Take her to your GP. The student will need her insurance documents and her passport. She will need to pay, and keep the receipt so she can claim insurance.
2. Call Darryl. SCLI uses YS Communication which is a Japanese medical interpreting and assistance service. This service is free for students and means that when students need to see a doctor, YS Communication is called, and an appointment at High St City Health in Riccarton Road is made. The student will need her insurance documents and her passport. However, her insurance pays High St City Health directly.

If your host daughter is a threat to herself or others, please call the police.



**If your host daughter needs urgent medical attention, call an ambulance, or take her to Accident and Emergency at Christchurch Hospital.**

## HOLIDAY TRAVEL

Most students will want to see as much as possible of New Zealand during their year here. Many students will go for a trip or two with their host families during school holidays and SCLI appreciates host families' efforts in taking students on a holiday. Students also have the opportunity to travel with Adventure Specialties Ltd which plans trips specifically for our students. These trips are available during school holidays and some weekends.

## INDEPENDENT HOLIDAY TRAVEL

In the summer holidays most students will be able to go on holiday in pairs or groups.

Students planning such holiday travel should first discuss their plans with their host parents. All travel arrangements must first be approved by the host family, parents in Japan, and school before any firm bookings are made. Students must then complete the SCLI Independent travel form with their detailed plans, and the host parents must sign the form to indicate they approve.

The travel form must then be handed in at the School Office 2 weeks before the holidays commence, so that



the school knows where the student is and can contact the student in case of an emergency. Because SCLI may need to contact the student in case of an emergency, a travel form needs to be completed even when the student is on a trip with her host family. Host families should begin discussing their own holiday plans well in advance so that students can take the host families' plans into account.

**The following general travel rules apply:**

- Individual travel is only permitted in the summer holidays and only if the approved by the host family and the student's parents in Japan.
- No money to be paid until travel has been approved by SCLI.
- All transport and accommodation costs must be pre-booked and pre-paid.
- Students are not permitted to travel overseas unless accompanied by their parents or host parents. Written permission is required from the student's parents in Japan for all overseas travel.
- If host parents feel uneasy about any proposed travel arrangements, they should discuss the plans with Darryl.
- Any expenses to be paid by the student when travelling with her host family need approval by SCLI. Please provide in writing to SCLI incurred costs before travel commences.
- Travel with host families will not be approved during examination periods.



**YOUR STUDENT AS A FAMILY MEMBER**

Hosting a Japanese student will be a most rewarding experience for you and your family if your student is able to join in family activities. You may become very close and remain friends for life.

Our students come from schools in Japan which have sent students to SCLI for a number of years now. The teachers at these schools in Japan have become very knowledgeable about SCLI and host family life, and they prepare the students properly so that students can adapt to life with a host family in a foreign country very easily. Our school advisor and teachers too will teach the students about various aspects of family life in NZ, different customs, and ways of thinking. We would like to give you, as a host family, a few hints based on our experience. The following is by no means exhaustive and for further advice, phone school and talk to Darryl or Lisa.

- The most important thing to remember is that your student will need the love and care that you would like your own daughter to receive if she were with a host family in Japan for a year. She is not your flatmate or your boarder. She may need your help in many areas, especially in the first few months.
- Never forget that your student is in NZ to improve her English. Please help her with her English. Your student may sometimes say she understands you to avoid embarrassment. It is wise to check that she understands. Some family members may speak Japanese. A learning exchange is good but please remember the student is here to improve her English. Please do not speak any other language except English in front of your daughter.
- Let your student know immediately what you expect to be called. Mum, Dad, Christian name. Teach her the pronunciation. Take care in learning to pronounce your student's name.

- If your student behaves in a way you find unacceptable, tell her so. Also encourage your student to speak to you if she finds anything unacceptable or irritating. Encourage frankness.
- Japanese students are often concerned to save “face” – both theirs and yours. That’s why sometimes they would rather talk to you via an intermediary, like the school advisor, rather than to you directly. It is a Japanese desire to preserve harmony at all costs, while New Zealanders see it as a lack of openness. Both the host family and the student should be aware of this cultural difference. Host families may need to stress that their regard for the student is in no way diminished because they have to stress something they find irritating. Students will need to realize that frankness, openness, and an ability to solve problems together are valued in NZ. However never say or imply that the NZ way of doing things is better than the Japanese way. We need to be humble and learn from each other.
- The evening meal shared around the dining room table is an excellent opportunity for her to practise her English.
- Giving your student a household chore to do e.g., emptying the dishwasher / setting the table (not babysitting or entertaining the kids) will help her feel like a member of your family.



**It is most likely your host daughter has not had to do chores at home in Japan. Be firm and fair regarding what you expect her to do but remember she is a teenager and may need a few reminders!**

### **SOME AREAS WHERE THERE MAY NEED TO BE HOUSE RULES INCLUDE:**

1. Your student is expected to eat with your family. If she is not going to be home for dinner, you need to be told in advance. Several hours beforehand? The day before? Is the student expected to set the table sometimes? Help with the dishes? Students and host families should see mealtimes as a language opportunity. Therefore, helping with the dishes is a good thing too. But students being asked to do the dishes by themselves is not a good thing, as it is not a language opportunity.

2. Who makes the breakfast? What is an adequate breakfast for an adolescent? Who prepares the school lunch? Young people have big appetites. Variety is important. Students look forward to their school lunch. Please try to provide variety and sometimes include leftovers that can be reheated in the microwave. Check with your student also about the quantity you give her. She may like to go shopping with you in order to choose some items for her lunch.

About once a month each class takes a turn to cook a meal at school. On these occasions a notice will go home requesting you provide approximately \$6 instead of lunch. Something for morning tea is still required.



3. Families should check to see that their student is satisfied with the meals at home and that she has enough to eat. Students should say when they really enjoy a meal. It may not be easy, but they should suggest alternatives or improvements if they dislike particular foods. Students could learn to cook a few simple Japanese dishes that their host families may enjoy. It could be fun, and part of the cultural exchange. If you take your student to a restaurant or order Uber Eats, or take aways for a family meal, you pay for the student's meal too.



**It is a good idea to show your host daughter what food she is allowed to eat in between meals.**

4. You should always know where your student is. Your student may occasionally stay overnight with a SCLI school friend; it is important that you have the address and phone number. You should always phone the other host family and check the arrangements. Please note that payment is not involved for overnight stays. In return you should invite the other student to your place. However, where stays are longer than 2 nights (holiday time only) you will need to make arrangements regarding board payments. SCLI must be kept informed at all times as to the whereabouts of students. Please refer to page 14 note 5 regarding stays arranged by SCLI.

5. Students may not smoke or drink alcohol. If host parents are smokers, they should show consideration to their non-smoking student when smoking at home.

6. You should have a house rule about your student bringing a friend or friends home. For example, restricting overnight stays to the weekend and generally for one night at a time. You may find it useful to have a rule about speaking English when a Japanese friend visits your home. As a matter of courtesy, students should speak English at home, but some students' desire to communicate with visitors in Japanese is very strong

and good intentions are forgotten. Inviting one friend is better than inviting a group of friends. You should know your student's friends and know with whom she associates away from home.

7. You should explain various other things, such as:

- Use of the bathroom, when and how to have a shower or a bath
- Use of the laundry and how often the washing and ironing are done
- No drying of clothes in the bedroom
- Disposal of personal rubbish (e.g., sanitary pads)
- **Use of internet. It is a school rule that students are not to use the internet after 10.30 pm Sunday – Thursday and 11.30 pm Friday and Saturday.**
- No noise in the house after, say 10.00pm
- Use of heaters and electric blankets. Japanese students tend to find NZ houses very cold.
- Out-of-bound areas. No small children in your student's room unless invited in.
- Does anyone have to go into your student's room while she is absent?
- The need to keep the room tidy. Washing, towels etc.
- Locking up valuables (passports and airline tickets kept at school.) No large amounts of cash in the room!
- What household chores your student is expected to do. (Setting the table, helping with the evening dishes, making her bed, and keeping her room tidy, helping to prepare dinner once or twice a week would be considered reasonable.)
- Use of the house key to lock up the house if the student is the last person to leave.

It would be unwise to confront your student with all your house rules in the first day or so. Just make sure you start establishing a system so that you can live together in harmony. You may find that your own children or your Japanese student are of an age when they are not always considerate of the needs of others. You may need to discipline your own

children if they annoy your student and there may be times you need to discipline your Japanese student, because she is being unreasonable. Students may keep a diary in English which is corrected by the classroom teacher. **The diary is considered confidential between students and their classroom teacher.** Sometimes you may be asked to help with the homework, but please do not help with the diary or with writing other materials for her. Having a supportive home environment is very important for your student's progress in English, but at the end of the day, she has to do her own homework.

### **YOUR HOST DAUGHTER and FREE TIME**

In order to make new friends and feel part of New Zealand society students must be encouraged to play a sport, go to an evening class to learn something new, engage in a cultural activity, join a club, or share some leisure time activities with their host family. In this way students will have the opportunity to meet others and improve their English.

Some of our students because of language problems, shyness, or cultural barriers, at first experience difficulty in talking to and mixing with New Zealand people, even with their own age group and with their host family. With our Japanese students at SCLI and many more Japanese living in Christchurch it is easy for them to form a sub-culture, speak Japanese, and not mix with New Zealanders beyond the immediate host family.



Sometimes too the students' genuine efforts to make friends with young New Zealanders don't bear fruit, and they may feel discouraged, thinking that it is too hard to mix with New Zealand teenagers. Teenagers everywhere, sometimes live in a rather narrow world where there may not be room for young people of another culture and language.



For this reason, living in a foreign country can be difficult and stressful at times, and it is good for your student to have the support of her Japanese friends at school. However, we have found that our best students rely less and less on their Japanese friends as the year progresses and are able to make friends with New Zealand people.

We must help our students to make New Zealand friends and to use their spare time wisely. We must discourage them from spending too much time together at malls or libraries as that is when they tend to make friends among other Japanese living in Christchurch.

After the first few months in New Zealand, all students should be involved in some evening or weekend activity, preferable on their own without Japanese friends or with only one or two friends.

We ask host families to help their student find a suitable out-of-school activity that she may enjoy. Preferably the activity should be in the host family's own neighbourhood, to keep down transport costs. It may be necessary for host families to provide transport to and from an evening or weekend activity. Host families are not expected to provide a regular

taxi service, but they should offer to take their student to an evening or weekly activity. **Students should not use public transport after dark, nor should they be expected to take a taxi to or from a weekly activity.**

Darryl can assist students and host families in providing addresses and contact phone numbers for sporting, cultural and musical activities. Some students who lack the self-confidence to branch out, learn new things, have new experiences, meet people or do things they have not done before in Japan, may seek refuge in their homework, claiming they have too much homework to do anything else. Most students take their studies very seriously and may spend up to two hours a night during the week doing schoolwork. But this still leaves enough time to engage in other activities, especially in the weekend or during the holidays.



**Helping your host daughter to find a club or activity has two advantages:**

- 1. It helps you bond; you find out about her interests and by helping her, make her feel supported.**
- 2. You can choose the location and the day of the activity. It may be interesting to note that some students join groups that their host families have chosen for them e.g. church youth groups and Girls' Brigade.**

## **STUDENT RULES**

A student becomes a member of the host family's household. She should behave as a member of the family. As a family member she must obey any reasonable House Rules made by her host parents. In addition to the House Rules, imposed by the host family, there are some rules, relating to out-of-school life, that are imposed by SCLI, after consultation with their schools in Japan and host families.



### **THE FOLLOWING RULES APPLY TO ALL STUDENTS**

**These rules are available to students in Japanese in The Student Handbook.**

1. Students must not use public transport after dark. If students are engaged in an evening activity after dark, they must ask their host parents to provide transport.
2. Students should arrive home after school at a set time, as agreed on by the host family and the student.
3. If students are going out, the host family must know where the student is going, and what time she will be back home. Transport should be arranged in advance.
4. Students must speak English in the presence of host families.
5. Students must not stay overnight with friends during the school week (unless approved).
6. If staying with friends during the weekend, students must have parental supervision. They may not stay with friends in a flat where there is no parental supervision.
7. Students may not learn to drive in New Zealand.

8. Students are not allowed to be a passenger in a car, if the driver is less than 25 years old unless their parents in Japan give written permission, specifying the name of the under 25 driver(s) who are permitted to drive their daughter.

9. Students may not visit licensed premises, such as pubs, discos, karaoke bars and nightclubs, except when accompanied by their host parents.

10. Students may not smoke, vape, or drink alcohol.

11. High School students are required by their Japanese schools not to have: boyfriends, coloured hair, permed hair, ears pierced, body piercings, or tattoos.

12. Students must have host family approval before any weekend or holiday travel arrangements are made. (See also the Holiday Travel rules on page 10.)

13. Students are not allowed to engage in the following activities, which are potentially hazardous: scuba diving, river rafting, parachuting, river boarding, bungee jumping and hot air ballooning, unless they have written permission from their parents in Japan. (Fatal accidents have happened. Visitors from non-English speaking countries are particularly at risk, as they may not comprehend instructions given in English, especially in an emergency.)

14. As well as being a SCLI student, a student is still a student of her high school in Japan, and must observe rules set by her high school in Japan.

15. Students must arrive at school on time. Students who are late on more than 3 occasions will receive a written warning as well as the usual detentions.

16. If the host family is lending items of value to their student e.g., sleeping bags, they should make sure their student understands that she, the student, is personally responsible for replacing the item or reimbursing the family in case of loss or theft. (Please ensure such items are clearly named where possible).

17. Students are to use their mobile phones at school for educational purposes only e.g., taking photos of information during class or recording

listening exercises. Students must ask for permission before photographing or recording other students or teachers.

18. Not to use the internet after 10.30 pm Sunday – Thursday and after 11.30 pm Friday and Saturday.

19. SCLI has an anti-bullying policy. This will be explained to students during the first few weeks of term one.

Occasionally new host families feel reluctant to be firm and discipline their student when she breaks the rules or is inconsiderate in other ways. They worry that the student may become dissatisfied and ask to be transferred. SCLI realises that there are times when host families have to be firm in dealing with a student, who is tasting freedom for the first time in her life, far removed from the sobering influence of her parents. It is important for host families to be consistent in dealing with their student. After all she has come to a foreign country with a different culture and does not always know what we consider acceptable or unacceptable behaviour. She may be inclined to “test the waters”, to see how far she can go.

SCLI too has a clear disciplinary system. Any student who breaks our rules in a serious way receives counselling and a written warning. Copies of the warning are sent to the host family, to the parents in Japan and to the principal of her school in Japan. The written warning states whether a repeat of the offence will lead to expulsion from SCLI and the consequent withdrawal of the Student Visa, making it necessary for the student to return to Japan immediately.

Parents in Japan appreciate the fact that SCLI has clear rules and policies, enabling their daughters to live in relative comfort and safety. It is imperative that a family notifies SCLI if they have concerns about their student's behaviour, even if they fear it may jeopardize their relationship with their student. The student's safety and well-being while she is in NZ is our primary concern.



#### TERMS AND CONDITIONS FOR HOST FAMILIES AND SCLI

By hosting a SCLI student, host families agree to the following terms and conditions:

1. Not to host another Japanese person while hosting a SCLI student. Not to host a male international student and not to host more than two persons in total.
2. To provide breakfast, lunch, and dinner for the student daily. If you order Uber Eats or buy takeaways for a family meal, your host daughter's order needs to be included.
3. To provide a separate bedroom for the student, with wardrobe, desk, chair and adequate lighting, rubbish bin and an electric heater.
4. To provide fresh linen and towels as required and to do the student's washing and ironing.
5. Not to ask the student for any additional payments for goods and services provided, unless first approved by SCLI. This includes travel

- costs for the student as well as payments made on behalf of students' guests from Japan or elsewhere in New Zealand.
6. Not to extend the student's stay beyond one week after the termination of the SCLI course.
7. To bring the student to SCLI or to the Bus Interchange on the first day of school and to collect her at the end of the first school day.
8. To provide a bus timetable and assist her in getting to and from school in the first couple of days.
9. To provide transport occasionally to evening/weekend activities.
10. To provide the student with a house key.
11. To notify SCLI in case of lateness, illness, or accident.
12. To take the student to the family doctor or dentist, when necessary, or arrange for SCLI to organise this.
13. At all times to treat the student as a member of the family and encourage her to join in family activities.
14. To spend time with the student, to talk to her and help her when she requests help.
15. To have adequate home and contents insurance, covering property used by the student.
16. To find alternative accommodation for the student (with family or friends) if the host family is going to be away. Alternatively, to notify SCLI so that alternative boarding arrangements can be made by SCLI for the student.
17. Not to ask the student to babysit, unless in an emergency.
18. Not to leave the student in the house by herself at night or without adult supervision if host parents are away.
19. Not to leave the student in the house overnight if only the host father and/or host brothers are at home.
20. To join the student in designated school functions, including the graduation ceremony.
21. To give a minimum of one week's notice when the host family wishes to terminate the hosting arrangement for any reason whatever.

22. To be aware of and make efforts to uphold student rules and to take action if the student breaks a rule. This includes notifying SCLI of any breach of school rules.

23. To collect the student from SCLI on Enrolment Day and take her to the Airport on departure day in March.

24. To be aware that by law host family members over 18-years old must be vetted by the NZ Police.

25. To understand that outside of school hours the host family is responsible for their host daughter.

### **In return SCLI agrees:**

2. To make board payments every fourth Wednesday by direct credit. The payment dates will be made available to you prior to the SCLI academic start of year.
3. To be professional, honest, fair, and reasonable in all its dealings with host families, bearing in mind that SCLI's primary responsibility is to the students.
4. Not to discuss a particular host family's affairs, or any dealings between the host family and SCLI, with other students or with other host families.
5. To offer all the support that is within SCLI's resources to make the home stay experience a success for both the student and the host family.

### **BOARD Payments**

1. SCLI's financial responsibility to the host family is limited to the payment of boarding fees.
2. Although board payments will be made by SCLI on the due dates to host families' nominated bank accounts, SCLI cannot guarantee that funds will be available for host families to withdraw from their account on any particular day. Please check with your bank.

3. When you change bank or account number, SCLI needs a written instruction from you and 7 days notice.

4. SCLI will continue to make full board payment when your student is absent for short periods during holidays.

5. If you ask SCLI to find a temporary host family while you are out of Christchurch, you will not receive any board payment for the period you are without a student. The full board payment will instead be paid by you to the temporary host family.

6. When the student moves permanently to a new host family during the four-week interval between board payments, board payments will be split by SCLI between the old and the new host family. The new host family will receive board payment for the actual day the student moves.

7. Board payment will stop when the student returns to Japan at the end of her course.

8. No guarantee can be given that a student will stay with the same host family for the whole year. Board payment stops when the student moves and therefore is not a reliable source of income. Board payments should not be included as regular income when making mortgage or loan applications.

9. SCLI understands that in certain cases the Inland Revenue Department may count board payments as earned income for



income tax purposes. Board payments may also affect Social Welfare benefit entitlements for some families. You are advised to check with the appropriate government departments.

10. SCLI merely acts as an agent in providing host family accommodation. Payment to host families is made in this capacity only. Under no circumstances can SCLI be held responsible for any accident, illness, loss or damage to a student, host family member or goods which may happen during the student's period of resident with the host family.

## **Division of Responsibilities**

### **Southern Cross Language Institute (the school)**

The school is responsible for:

- the procedures for the selection and monitoring of home stay carers and home stay residences.
- meeting with the students at least once a term to ensure that the accommodation is suitable.
- adhering to the conditions of the Code of Practice for the Pastoral Care of International Students including:
  - assessment and selection of home stay placements, including Police vetting and assessments of the home stay carer's suitability and of the residential facilities
  - ongoing support for host families
  - monitoring of placements, including meeting with students on a regular basis to ensure accommodation is suitable

- providing host families with advice and information on best practice
- providing parents and host families with a support infrastructure
- a 24/7 emergency contact person (see Emergencies only, page 2)



### **Host Family**

The Host Family is responsible for:

- a safe and friendly living and studying environment day to day care including:
  - three meals a day and access to snacks
  - own room
  - bed and bedding
  - study desk and chair
  - adequate bedroom furniture to store clothes, books etc.
  - lamp and adequate lighting
  - adequate heating
  - guidance with transport arrangements to and from school
  - bathing/showering/bathroom access
  - laundry

**Host Families/Designated Caregivers must:**

- treat the student with respect
- make the student feel comfortable and part of the family
- notify the school if there are any changes or additions to the household
- notify the school immediately if there are any problems with the student e.g., medical condition, misconduct
- notify the school immediately if the student seems very homesick or depressed
- look after the student in their home to the best of their ability

**Host Families are not expected to:**

- pay for mobile top-ups, clothing or shoes, dance classes / music lessons etc.
- buy / cook special food
- insure the student's goods or pay for property the student damages or loses
- offer accommodation to visiting friends or relatives
- comply with unreasonable requests

**Support for Host Families**

You will be invited to a host family orientation evening at the school in March. Not only will you be able to meet key contacts, but you will also see the facilities and meet other host families. It also gives you a chance to find out about our programme and ask questions you may have.

The weekly newsletter will let you know what is happening. These newsletters will also be available on the SCLI website.

Once a term there will be a host family activity. This gives you a chance to catch up with other host families as well as SCLI staff. It means a lot to our students that you attend these functions.

Please feel free to call or email us with any concerns you may have. It is easier for all of us to deal with an issue when it is small rather than waiting until it becomes a bigger problem.

Please feel free to join the SCLI Facebook group. It is a private group, so you will need to request to join. You can also find us on Instagram.

**Fee Protection Arrangements**

NZQA Regulations state that SCLI has to provide the following information:

The amount of Fees protected:

The amount protected is the unexpired portion of all fees paid by students, including host family fees.

**Type of Fee Protection:**

Standard Trust Account with Mr Mark Paget, Chartered Accountant 295 Blenheim Road, Christchurch. Phone (03) 365 5736

Relevant people or organisations to contact in case the SCLI one-year course closes prematurely:

Adviser, Student Fee Protection, New Zealand Qualifications Authority, PO Box 160, Wellington 6015. Telephone (04) 802 3000.

Mr Mark Paget, Chartered Accountant 295 Blenheim Road, Christchurch. Phone (03) 365 5736

In the case of premature closure of SCLI affected students should attend any arranged meetings so that they know what is being put in place for them.

In the case of premature closure, students should also consult the Qualifications Authority website ([www.nzqa.govt.nz](http://www.nzqa.govt.nz))

This website has detailed information about the student fee protection policy, the standard accountant trust, and a section on frequently asked questions. These documents are also available in printed form upon request from the Director of SCLI.

The Fee Protection Arrangements will be triggered by a Course Closure Event. Although SCLI gives a guarantee that it will not voluntarily end a one-year course prematurely, a course closure could happen if the New Zealand Qualifications Authority were to decide that SCLI is no longer capable of delivering the course in accordance with the Qualifications Authority Policy. Cancellation of our registration by NZQA, withdrawal of our accreditation or course approval by NZQA, as well as the appointment of a company liquidator or being placed in statutory management will lead to closure of our one-year course.

## SUPPORT SERVICES AVAILABLE IN CHRISTCHURCH



**Citizens Advice Bureau:** This organisation provides free advice, information, and support on any subject. Telephone 0800 367 222

**Community Law Canterbury:** This organisation provides free legal advice. Montreal Street, Christchurch Central City, Christchurch 8011 Telephone 366 6870

**Christchurch Central City Library:** Turanga 60 Cathedral Square  
You can borrow books, magazines, videos etc. They also have information about many organisations in Christchurch – sports, hobbies, cultural groups and tuition in many subjects and skills. Telephone (03) 941 7923 or go to the information desk.

**Consular Office of Japan:** 172 Hereford Street. Telephone 366 5680

**Police:** In emergencies dial 111. This is the general emergency number. If it is not an emergency you phone 105.

**Discrimination:** If you feel your host daughter is being discriminated against, please contact SCLI in the first instance.

**Medical:** If your host daughter needs to see a doctor or dentist, she can go to your family GP / dentist. She will need to take her passport and student visa or copies of these with her. Alternatively call Darryl/ Lisa.

**Urgent Pharmacy:** 931 Colombo Street. Phone 366 4439

### **After hours Surgery:**

Pegasus Health, 401 Madras St. Phone 365 7777 (24 hours)

Riccarton Health, 6 Yaldhurst Rd. Phone 343 3661 (8 am – 8pm)

**After hours Dental care:** <https://www.cdhb.health.nz/your-health/emergency-dental-care-where-to-go/>

**Accidents and Emergency:** If you need urgent medical treatment you can go to the Accident and Emergency Department at Christchurch Hospital, Riccarton Avenue, Telephone 364 0640. If the condition is serious, you can ring 111 for an ambulance.

At the hospital there is a free interpreting service. Ask at the hospital.

**Sexual Health, Sexual Health Centre:** 314 Riccarton Rd, Upper Riccarton.  
Phone 364 0485.

