



Rotorua English Language Academy

We would like to invite you to an informal get together here at RELA!

This will be an opportunity for you to ask any questions, meet other homestay families and perhaps share your experience hosting for RELA.

Date: Tuesday 25 June 2019

Time: 5.15pm to 6.15pm-ish

We'll have some light refreshments ☺

If you can make it please RSVP to english@rela.co.nz by Monday 24 June

Handy links on our website

<http://rela.co.nz/accommodation/homestaying-rela/>

<http://rela.co.nz/wp-content/uploads/2019/05/Manual-for-Homestay-Families-Booklet-2019.pdf>

<http://rela.co.nz/wp-content/uploads/2014/07/Homestay-Contract.pdf>

<http://rela.co.nz/rela-news/weeklynotices/>

<http://rela.co.nz/driving-in-new-zealand/>

RELA Students Are Eligible For Cheap Fares On Rotorua City Buses

<https://www.baybus.co.nz/rotorua/rotorua-urban/>

RELA students are able to get cheap fares on local Rotorua buses. They can get their ride for as little as \$1.34 each way, down from \$2.80. To do this they need both a Smartride Card and their student ID. Unfortunately a lot of our students are unaware of this. We will be instructing them about this at school, but often it is you who is teaching them how to use the bus so we would love your help with this.

When you are teaching your student how to use the bus, please can you help them to buy a Smartride card. These are free. You pay \$10 for them but they have \$10 credit loaded on.

After the student has a Smartride card, they then just need to pay for their ride and also show their RELA ID and tell the driver they are a student.

Hopefully this will help save them money.

RELA Rules for Shopping and the Night Market

Students over 18 may do what you wish. If you are living in a RELA homestay, always make sure your homestay knows your plans, especially for meals.

Students aged 14-17 may go shopping or to the night market if your homestay agrees. You must make these plans with your homestay the day before, or in the morning before coming to school, and not annoy your homestay by texting and changing your plan often.

Your pick-up time from the night market should be no later than 6.30pm.

If the night market is cancelled you need to make arrangements to be picked up from RELA no later than 5pm.

Students under 14 may go shopping and to the night market with your homestay. If your homestay is not with you, you may go **ONLY** if you are with a student aged 14 or over who is willing to look after you. You must also have permission from the school and from your homestay.

If the night market is cancelled you need to make arrangements to be picked up from RELA no later than 5pm.

For your safety

- Stay in pairs or in a group
- Keep your money hidden
- Don't try shop-lifting
- Don't talk to people you do not know
- Don't draw attention to yourselves by behaving loudly or inconsiderately

ALL STUDENTS make sure you are waiting for your homestay in the correct place and at the correct time. Your homestays should not have to wait for you or go looking for you!

Shoplifting

Don't try shoplifting. If you steal something from a shop, you will probably be caught. Shops have cameras and TVs watching you all the time. Anyone caught shoplifting and referred to the police will most likely be sent home to their own country on the first available flight. You will need to call your parents, in the presence of a RELA staff member, to explain what has happened.

Planned Christmas and New Year Programme 2019/2020

RELA is only closed on New Zealand Public Holidays. However from Christmas 2019, we will not be offering a normal academic programme in the Christmas and New Year weeks. On the days when we do not have regular classes, all students will be able to join an activity programme that will take them to places of interest outside of Rotorua.

Homestay Supplement: Students coming for 2 weeks only and one or both of these weeks fall in the Christmas or the New Year week will pay an additional Homestay Supplement. This is \$50 per public holiday day.

Long-term students: Long-term students can choose to join this special activity programme on December 27, 30, 31 and January 3, or if they prefer, they can have these days off and get an extra week added at the end of their course. Alternatively, they can take both the Christmas and New Year weeks off and add two extra weeks to the end of their course.



Confirmed Groups:

From China:

Daisy Dong's groups
3pax – 09 to 19 July
27pax – 09 July to 16 August

From Hong Kong:

Lee Shau Kee – Jetour
14pax – 15 to 26 July

From Japan:

Yokohama Boys High School
20pax – 23 to 26 July

Fuzoku Junior High School
12pax – 30 July to 08 August

From Taiwan:

Formosa (private homestay arrangements)
2pax – 08 July to 16 August
6pax – 29 July to 16 August

Homestay Survey 2019

Thank you to those of you who completed our recent homestay survey. We really appreciate the time you took to do this. The results of the survey are at the end of this newsletter.

We got a lot of positive feedback and a lot of good ideas about how we can help make the homestay experience better for both you and your students.

A number of you mentioned that you'd like the opportunity to get together with one another and with us to catch up and discuss hosting for us. We think this is a great idea and we'd like to invite those of you who can make it to the school on Tuesday 25 June at 5.15 to 6.15pm.

This meeting should take no more than an hour and it'll be a good chance for you to ask us any questions and meet one another. For those of you who can't make the meeting, remember that we are only an email away if you have any questions or concerns.

My suggestion would be to confidentially gain feedback to make sure students are feeling happy

We regularly do this in the school. At the end of a student's first week with us, they have a one-to-one talk with one of our senior staff. They are asked about their class and also about their homestay. We ask them how comfortable they feel, is the family interacting with them, do they have enough food, are they warm enough. Any problems from this, we talk directly to you. Every 6 weeks, we test all our students and at this time, they also fill in another questionnaire about living in the homestay. During the test week, those students who are with us long-term also have a face-to-face meeting with one of our staff to make sure everything is going okay. Again, if any problems come up, we talk directly to you. Lastly all students are asked about their homestay experience when they leave the school.

Increase the payment

We would, of course, love to do this but it is a very competitive market out there and we believe the amount we pay is in line with other regional schools, and the local high schools. This year we put up the cost for extra care which we hope has gone some way towards helping with the transport costs for those of you who are asked to bring your student to school each day.

I would like easier access to the activity schedules

The 1-3 activity programme is put on our website at the end of every week. This is also when we put our weekly notice on the website. The weekly notice has a list of our after-school and weekend activities in it. The link for these are at <http://rela.co.nz/accommodation/homestaying-rela/>

We'd like more information about our student – their interests, their food likes and dislikes etc

When we email you with a new student placement request, if we have an accommodation form for the student we send this to you in an attachment. Sometimes we only receive a short message telling us the students likes, dis-likes and allergies, and sometimes we simply receive only the enrolment form. In short, we send you all the information we get about a student.

Explain to the students that RELA provides the activities and not the hosts, also food is NZ diet not food of your home country so don't expect hosts to provide what you are used to. Would be great if RELA put together a handbook of what to expect, different customs and ways of different nationalities.

Thank you for this comment. Since receiving it, we have developed a list of points to send to all group students about what to expect in the homestays. We've also sent this out to our agents to pass on to individual students who enrol with us. Students also get comprehensive homestay notes in their own language on their first day at school.

The homestay manual covers a lot of key cultural information and we have also added an additional section at the end of this "Cultural Notes for Homestays" A link to this can be found at

<http://rela.co.nz/accommodation/homestaying-rela/>

Students' safety around Rotorua and on the roads

We emphasis this in the orientation that students get on their first day at school and regularly in classes. However, we would really appreciate your support in talking with students about crossing the road, looking after valuables and walking late at night etc.

What is the main reason you host for RELA?

Company	5
To learn about new cultures	26
Financial help	9
To share our city/culture	2
To pay it forward	3
Enjoy it	8

