



Cullinane College

International Department

Host Family Accommodation Policy and Withdrawal Guidelines

Effective From: 2026

Approved By: Director of International Education

Review Cycle: Annually by the International Team

1. Purpose

This policy outlines the expectations and procedures for fostering respectful and constructive relationships between international students and their host families. It also defines the conditions under which a student may be relocated without incurring a withdrawal fee, and when a fee will apply due to unjustified or abrupt withdrawal.

2. Principles and Expectations

Cullinane College carefully selects host families to ensure a safe, welcoming, and supportive environment for international students. A successful homestay experience is built on:

- Mutual respect
- Open communication
- A genuine effort to build relationships

All international students are expected to:

- Respect the rules and customs of their host family
 - Make a genuine effort to adapt and communicate
 - Raise concerns respectfully and constructively
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3. Communication Procedure for Homestay Issues

Before a student is considered for relocation, the following steps must be followed:

1. Initial Communication: The student must respectfully raise the concern directly with the host family. The International Dean should be informed of this communication.
 2. Escalation to International Dean: If the issue persists, the student must report it to the International Dean, who will facilitate a meeting or mediation between the student and the host family.
 3. Review by Director of International Education: If unresolved, the Director will assess the situation and determine whether a move is appropriate and justified.
 4. Approval of Change: Any change in homestay must be approved in writing by the Director of International Education before implementation.
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4. Justified Host Family Withdrawal (No Fee Charged)

A withdrawal fee will not apply if:

- There are serious concerns affecting the student's health, safety, or wellbeing
- Documented efforts have been made to resolve the issue with the host family and school
- Communication breakdown persists despite mediation efforts

In such cases, the school will support and relocate the student at no additional cost.

5. Unjustified Withdrawal from Host Family (Withdrawal Fee Applies)

A withdrawal fee of \$250 NZD will apply if:

- The student does not follow the communication procedure
- The student requests a move without attempting resolution
- Concerns are withheld until the point of requesting a move
- The reason for relocation is based on minor issues, personal preference, or unwillingness to adapt

Additional Requirements:

- Agents must follow the school's communication protocols and consult the International Team before initiating any relocation.

- Agents must provide the school with a copy of their student behaviour guidelines.
- Failure to supply clear expectations forfeits the agent's right to impose additional rules or requirements during the student's enrolment.

This fee reflects the administrative burden and disruption caused by avoidable last-minute changes.

6. Relationship-Building Expectations

Students are expected to:

- Be respectful and polite in daily interactions
- Participate in household routines and activities
- Communicate openly about needs or misunderstandings
- Demonstrate appreciation and responsibility

Failure to engage positively may affect eligibility for a host family change without fees.

7. Final Notes

Exceptions to this policy are at the discretion of the Director of International Education and will be considered on a case-by-case basis. All students, agents, host families, and guardians must read, understand, and agree to these guidelines as part of the international programme enrolment process.