

Student Services

Student Instructions for Communication on how to make a general inquiry

NZIoS is committed to provide quality services and pastoral care for its students. Please find the guide below on how to make a general inquiry to the school.

Making a general inquiry

1. Students, parents, staff have three options available to make an inquiry:
 - Face-to-face inquiry by speaking to the staff at the reception
 - Phone inquiry by calling the reception (09-3566-688)
 - Sending an E-Mail to studentservices@nzios.ac.nz
2. If students choose to make an enquiry via E-Mail:
 - The subject line should include the purpose of the inquiry
For example: 'general inquiry – question regarding my attendance record'
 - The E-Mail itself should contain the student ID number and the student's name as well as all relevant information of the inquiry to ensure that the student service team will be able to process the inquiry quick and efficient
 - Students will receive a response regarding their inquiry within two working days
3. If the outcome of the inquiry is unsatisfactory for the inquirer, they may contact the operation manager Qaiser Rashid and to share their concerns with him (Qaiser.r@nzios.ac.nz)

NZIoS student services shall respond within two working days. Please write again after two days if you do not hear back from NZIoS student services within two working days.