

Student Services

Instructions for Communication – Fee Refund Request

NZIoS is committed to provide quality services and pastoral care for its students. NZIoS is signatory of Code of Practice (CoP) to ensure quality pastoral care to all of its students particularly to its students who are under the age of eighteen years (18).

NZIoS student may qualify for fee refunds (see NZIoS refund policy) where student is discontinuing its studies with NZIoS.

Parents and students may request NZIoS to refund their fees. The procedure for such communication is as follows:

1. Please direct all communications to studentservices@nzios.ac.nz.
2. In the subject line of the email, write 'Fee refund' and explain the purpose in the email.
3. Parent must write email from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'. Students must use NZIoS email address or must write email from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'.
4. Student and/or parent may have to come at NZIoS to personally sign the refund form.

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.