



Student Communications

Student Instructions to communicate with NZIoS to meet the needs

NZIoS is committed to provide quality services and pastoral care for its students. Students need to communicate with NZIoS for various needs. NZIoS has come up with a system where students can contact NZIoS for an efficient response and solutions.

Students may contact NZIoS through following channels:

- Phone call
- Face-to-face meeting
- Email

Phone Call

Students may call and leave a voice message at <insert phone number>. Please clearly mention your full name, student ID, brief purpose of call and contact phone number where NZIoS student services staff is able to reach with a response. NZIoS student service staff shall revert within two working days.

Face-to-Face Meeting

Student may need a face-to-face meeting to discuss their needs. A face-to-face meeting may be arranged by sending an email to student services at studentservices@nzios.ac.nz. Please make sure that:

1. Student must write email from the student's NZIoS email address or from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'.
2. In the subject line of the email, write 'Meeting Request' and explain the purpose of the meeting in the email.

NZIoS student services shall revert within two working days.

Email

Email is the most preferred channel of communication for an efficient and effective outcome.

Please send your emails to studentservices@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.

Student must write email from the student's NZIoS email address or from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'.

The table 1 below outlines various student needs and instructions to write emails.



Table 1 – Student Communication Instructions

Student Needs	Who to Contact	Email Instructions*	Supporting Document(s)	Response Time
Advance Leave	studentservices@nzios.ac.nz	In the subject line of the email, write 'Advance Leave' and explain the purpose of the leave in the email	Student services might require supporting evidence in order to approve the leave.	Two working days
Medical Leave	studentservices@nzios.ac.nz	In the subject line of the email, write 'Medical Leave'.	Medical certificate to be submitted within five working days if medical leave is for two days or more.	Two working days
Paper/Class Withdrawal	studentservices@nzios.ac.nz	In the subject line of the email, write 'subject withdrawal' and explain the reason of withdrawal in the email.	Student may need to fill a withdrawal form – student services will send the from if required.	Two working days
Programme Withdrawal	studentservices@nzios.ac.nz	In the subject line of the email, write 'Programme Withdrawal' and explain the reason of withdrawal in the email.	Student may need to fill a withdrawal form and sign in person at the college – student services will send the from if required.	Two working days
Deferment	studentservices@nzios.ac.nz	In the subject line of the email, write 'Deferment' and explain the reason of deferment in the email.	Student may need to fill a deferment form – student services will send the from if required.	Two working days
Transcript / Certificate	studentservices@nzios.ac.nz	In the subject line of the email, write 'Transcript Request' or 'Certificate Request' and explain the details of the programme for which transcript or certificate is required, in the email.	Student may need to fill a form – student services will send the from if required.	Two working days**
Results	studentservices@nzios.ac.nz	In the subject line of the email, write 'Results Inquiry' and mention the subjects	None	Two working days**



		for which results are required, in the email.		
Term/Progress Reports	studentservices@nzios.ac.nz	In the subject line of the email, write 'Progress Report' and mention the term for which progress report is required, in the email.	None	Two working days
Attendance	studentservices@nzios.ac.nz	In the subject line of the email, write 'Attendance' and mention the period for which attendance is required, in the email.	None	Two working days**
Class Time Tables	studentservices@nzios.ac.nz	In the subject line of the email, write 'Time Table' and mention the subjects/term/semester for which timetable is required, in the email.	None	Two working days
Term Schedule	studentservices@nzios.ac.nz	In the subject line of the email, write 'Academic Calendar' and mention the year/time period for which term schedule is required, in the email.	None	Two working days
General Inquiries	studentservices@nzios.ac.nz	In the subject line of the email, write the purpose of inquiry and mention the specifications as much as possible in the email.	None	Two working days
Document Submission	studentservices@nzios.ac.nz	In the subject line of the email, write 'Documents Submission' and mention the programme/reference for which documents are submitted, in the email.	Actual documents to be submitted	Two working days
Meeting Requests	studentservices@nzios.ac.nz	In the subject line of the email, write the purpose of meeting and mention the details as much as possible in the email.	None	Two working days
Complaints	studentservices@nzios.ac.nz	In the subject line of the email, write the 'Complaint' and mention the specifications and details as much as possible in the email.	Any supporting evidence	Two working days
Refunds	studentservices@nzios.ac.nz	In the subject line of the email, write 'Refund' and explain the reason of refund request in the email.	Student may need to fill a refund form and sign in person at the college – student	Ten working days



			services will send the from as required.	
Accommodation Requests	studentservices@nzios.ac.nz	In the subject line of the email, write 'Accommodation Request' and explain the preferences, such as homestay, flat etc. in the email.	Student may need to complete accommodation forms and later tenancy forms with landlord or homestay family. Further documentation may be required for U-18 students.	Student services shall advise the time frame.
U - 18 Student / Caregiver Communications	studentservices@nzios.ac.nz	In the subject line of the email, write 'U - 18' and mention the details of inquiry in the email.	Student services will advise	Two working days.

*Student must write email from the student's NZIoS email address or from the personal email address provided to NZIoS in the admission application or 'Contact Details Form'. In the email, include your full name, date of birth and student ID number for verification and authentication.

**Student would need to come at NZIoS if the request is urgent. Urgent requests may incur fee.