



## Students Needs Overview

Department	Function	Summary of needs	Department / Person responsible	Who to contact	Who to process
Admin	Advance Leave	Student may need to take long-term advance leave to visit family overseas, medical procedures and for other similar needs	Programme Administrator of the concerned department	studentservices@nzios.ac.nz	Admin Department through the Programme Administrator of the concerned Department
	Medical Leave	Student may be sick in the class or at home and can not complete the class or can not come to the class	In the event of sick in the class, class teacher/Programme Administrator; in the event of home sick, Admin Department in-line with the policy.	studentservices@nzios.ac.nz	Admin Department, the class teacher and/or Programme Administrator may be involved
	Paper/class withdrawal	Student may want to discontinue a specific paper/class and repeat/re-enrol in the following term	Programme Administrator	studentservices@nzios.ac.nz	Admin Department through the programme administrator
	Programme withdrawal	Student may want to withdraw from the programme	Admin Department	studentservices@nzios.ac.nz	Admin Department
	Deferment	Student may want to defer the start date or the studies	Admin Department	studentservices@nzios.ac.nz	Admin Department
	Transcripts / Certificate	Student might need copies or original transcripts or certificate of completion of the programme	Admin Department	studentservices@nzios.ac.nz	Admin Department
	Results	Student might need intimation of their paper result	Programme Administrator	studentservices@nzios.ac.nz	Admin Department through the Programme Administrator
	Term/Progress reports	Student/Parent might need term/progress reports	Programme Administrator	studentservices@nzios.ac.nz	Admin Department through the Programme Administrator



	Attendance	Student may need record of attendance	Admin Department / Programme Administrator Live via Wisenet	studentservices@nzios.ac.nz	Admin Department
	Class time tables	Student may need to know the class timetables	Programme Administrator	studentservices@nzios.ac.nz	Admin Department through the Programme Administrator
	Term schedule	Student may need to know the term schedule	Admin Department	studentservices@nzios.ac.nz	Admin Department
	General Inquiries	Student may have general inquiry with regards to any needs	Admin Department	studentservices@nzios.ac.nz	Admin Department
	Documents submission	Student may need to submit the documents as may be required to process admission application and other similar needs, such as academic documents, visa copies, ID copies, insurance evidence,	Admin Department	studentservices@nzios.ac.nz	Admin Department
	Meeting request	Student may need to come and meet with a specific staff to discuss non-academic matters	Admin Department	studentservices@nzios.ac.nz	Admin Department through other concerned departments
	Complaint	Student may have a grievance against school, department and person	Admin Department	studentservices@nzios.ac.nz	Admin Department through other concerned department
Financial	Refund	Student may seek refund of the fees	Admin Department	studentservices@nzios.ac.nz	Admin Department through the Finance Department
	Fee issues	Student may seek for instalments, assistance and have other similar requests	Admin Department	studentservices@nzios.ac.nz	Admin Department through the Finance Department
Accommodation	Accommodation requests	Student may require NZIoS to arrange accommodation	Admin Department	studentservices@nzios.ac.nz	Admin Department through the accommodation administrator
	U-18 student/caregiver communications	Caregivers of U-18 students may need to communicate with NZIoS and seek information from time to time	Admin Department	studentservices@nzios.ac.nz	Admin Department through the accommodation administrator