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EDUCATIONAL AGENTS FEEDBACK

To be completed by interview with any student who has used an education agent. To be completed within two weeks of student's course commencement.

STUDENT DETAILS:

First Name:		Family Name:	
Student ID:		Date:	/ /
Education Agent's Name:		Interviewer's Name	

1. The agent discussed the pre-enrolment information with the student.	○ Yes ○ No
2. The agent reviewed the student's application to ensure that all parts were completed accurately and in full. *(Check the completed application form with the student to ascertain this)*	○ Yes ○ No
3. The agent informed the student of the following information about the course:	
○ A general description of the content ○ The qualifications gained on completion ○ The duration of the course ○ The assessment methods used ○ The teaching methods use	
4. The agent discussed the pre-enrolment information with the student.	○ Yes ○ No
5. The agent has explained the obligations regarding the mandatory reporting of unsatisfactory attendance and unsatisfactory academic progress and the possibility of loss of visa.	○ Yes ○ No
6. The student received a copy of the completed and signed application form from the agent.	○ Yes ○ No
7. The agent provided the applicant with a copy of the Refund Policy and explained the processes involved.	○ Yes ○ No
8. The Agent gave the student a general description of:	
○ The facilities ○ The learning resources ○ An itemized list of all fees payable to the institute ○ The equipment ○ Information about the minimum level of English proficiency required for the course	
Any other comments about the agent: _____	

Staff Member's Signature:		Date:	/ /
Student's Signature:		Date:	/ /