

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.

First Name:		Family Name:	
Student ID:		Date:	
Agency's Name:		Consultant's Name:	

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

Staff Member's Signature	
Student's Signature	