

EDUCATIONAL AGENT FEEDBACK FORM

ABOUT THIS FORM

This form is to be completed by a college representative through an interview with any student who has used an education agent for enrolment. It must be completed within **two weeks of the student's course commencement**.

The purpose is to monitor the performance and accuracy of information provided by education agents and ensure that students receive complete and correct pre-enrolment information in line with the ESOS Framework.

STUDENT NAME	
STUDENT ID NUMBER	
AGENCY NAME	
CONSULTANT NAME	

AGENT SERVICE REVIEW

- ☐ The agent discussed pre-enrolment information with the student.
- ☐ The agent reviewed the student's application to ensure it was fully and accurately completed.
- The agent explained course-related information, including:
 - ☐ Course content ☐ Qualifications awarded on completion
 - ☐ Course duration ☐ Assessment methods ☐ Teaching methods
- ☐ The agent explained visa conditions, including mandatory reporting of unsatisfactory attendance or academic progress and the risk of visa cancellation.
- ☐ The student received a copy of their completed and signed application form.
- ☐ The agent explained the Refund Policy and provided a copy to the student.
- The agent informed the student about:
 - ☐ Institute facilities ☐ Learning resources ☐ Equipment
 - ☐ Minimum English requirements ☐ An itemised list of all course fees

Any other comments about the agent (optional):
