

Agent – Student Feedback Form

This feedback form is used to gather information from students who have used an Agent to assist them with their enrolment in an RTO course. Your feedback helps us to ensure that Agents have and are providing valued assistance to students and that the experiences and services you will receive from RTO are properly explained to you by the Agent. Please circle the response for each question that represents your experience. If you did not use an Agent - do not complete the form.

Agency name			
Contact person		Country	
Student name		Date	

1. The venue and facilities available at Innovative College are what my agent described.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

2. I am satisfied with the way my Agent assisted me before I arrived at Innovative College.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

3. My Agent always demonstrates honest and ethical behavior.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

4. The information provided to me by my Agent about living and studying in Australia was accurate.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

5. The information provided by my Agent about studying at Innovative College was accurate.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

6. I had a good understanding of what was required of me as a student before I arrived.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

7. I would recommend the Agent that I used to other students.			
☐ 4 Strongly Agree	☐ 3 Agree	☐ 2 Disagree	☐ 1 Strongly Disagree

Comments about the Agent I used	
8. What are the two best things about your Agent?	1.
	2.
9. Do you have any additional comments regarding your Agent?	
10. Is there anything that Innovative College could have done that would improve your experience coming to Australia for study?	

Thank you for your feedback, which will remain confidential.

For office use only					
Recorded by name & position		Signature		Date	