

AGENT SURVEY FORM

Student Details

Please complete the following:

- **Full Name:** _____
 - **Student ID (if applicable):** _____
 - **Nationality:** _____
 - **Email Address:** _____
 - **Phone Number:** _____
 - **Course Enrolled:** _____
 - **Agent Name/Agency:** _____
 - **Date of Consultation with Agent:** _____
-

SECTION A: Information Provided by the Agent

Please tick the appropriate box for each question.

Question	Yes	No	Not Sure
1. Course details (e.g. duration, fees, intake dates, campus)	[]	[]	[]
2. Entry requirements (e.g. academic, English language)	[]	[]	[]
3. Genuine Temporary Entrant (GTE) requirements	[]	[]	[]
4. Visa application process and conditions	[]	[]	[]
5. Tuition Protection Service (TPS) information	[]	[]	[]
6. Living costs and accommodation options in Melbourne	[]	[]	[]
7. Refund policy of the RTO	[]	[]	[]
8. Deferral, suspension and cancellation policies	[]	[]	[]
9. Complaints and appeals procedures	[]	[]	[]
10. RTO's student support services (e.g. counselling, academic help)	[]	[]	[]

Question	Yes	No	Not Sure
11. RTO's timetable and course delivery mode (face-to-face/online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Orientation and induction process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION B: Agent's Behaviour and Professionalism

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The agent was professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The agent was knowledgeable about the course and visa requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The agent explained the process clearly and honestly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The agent did not make false or misleading claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I felt comfortable asking the agent questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION C: Student Declaration

Please tick the appropriate boxes:

- I confirm that I was not misled by the agent about my course or visa.
- I received a copy of my Letter of Offer and Written Agreement before enrolment.
- I understand my obligations under the student visa.
- I was given an opportunity to ask questions and clarify all information.
- I am satisfied with the service provided by the agent.

Feedback / Comments (Optional)

Please share any suggestions, complaints, or feedback about the agent or your enrolment experience:

Signature

- **Student Signature:** _____
- **Date:** _____
