

# International Agent Feedback Survey



ROSEWOOD  
INTERNATIONAL COLLEGE

Course: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name (optional): \_\_\_\_\_

International Agent Name: \_\_\_\_\_

Please indicate how much you agree or disagree with the following statements by ticking the appropriate box.

	Strongly disagree	Disagree	Agree	Strongly agree
<b>International Agent Evaluation</b>				
1. The information I received about the Education Agent prior to enrolment was accurate and useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I was already enrolled in a course with another provider and had not completed the first 6 months of study?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I found the Education Agent to be reputable and I was aware that they were an approved agent for Australia.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I felt that the Education Agent supplied me with sufficient advice on my VISA requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. All written materials received were easy to follow and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I felt comfortable and confident during the enrolment process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. I found the enrolment questions were appropriate for my level of skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The Education Agent offered me additional incentives to enrol <i>i.e. offer of laptops, promise of employment, financial gain</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The Education Agent charged me extra agent fees other than the fees outlined in the Letter of Offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. I would recommend this agent to my family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The Education Agent's premises or office were appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I would consider doing further training with Rosewood International College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. I was aware that Rosewood International College has a complaints policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



20. What sort of changes/improvements do you feel could be made to the enrolment process?  
(e.g. What other types of support would you need?)

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21. What sort of changes/improvements do you feel the agent could implement to improve their processes of enrolment and VISA support?

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22. Rosewood International College provides Support Services to our students to assist them with their learning, which are outlined in the Student Handbook, are there any other support services that you believe would be beneficial to the enrolment process? If yes, what would you like to see available in future?

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*Thank you for completing this evaluation form. The information obtained from this form will be utilised by Rosewood International College to improve training and assessment processes for our students  
Good luck in your future training journey!*