

## Student Agent Review Form

This checklist is to be completed during an interview conducted with new students within the first two weeks of course commencement. Please indicate your response with an appropriate tick as follows:

✓ - <b>Use a tick to indicate as YES</b>	× - <b>Use a cross to indicate as NO</b>
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Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

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

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

1	Did the agent discuss all relevant information with you at the time of your application?	
2	Did the agent review your application ensuring that all parts were completed in full?	
3	Did the agent inform you of the following information about this course: <ul style="list-style-type: none"> <li>General description of the content of the course</li> <li>The qualification you will gain on completion of the course</li> <li>The duration of the course</li> <li>The teaching methods Protea College will use in the course</li> <li>The assessment methods Protea College will use in the course</li> <li>Protea College obligations regarding the mandatory reporting of unsatisfactory progress and how this may affect your visa status</li> </ul>	
4	Did the agent inform you of the following information: <ul style="list-style-type: none"> <li>The facilities available to you at Empire Institute</li> <li>The equipment available to you at Empire Institute</li> <li>The learning resources required for the course</li> </ul>	
5	Did the agent provide you with an itemized list of all fees payable by you for this course	
6	Did the agent provide you with information on the minimum level of English proficiency required for this course	
7	Did you receive a copy of your Enrolment Application Form which had read and understood before signing	
8	Did the agent provide you with a copy of Protea College refund policy and explain it's content	
9	Were happy overall with the service provided to you by this agent	
10	Would you recommend this agent to a friend	
11	Any other comments you would like to make about this agent	

Signature: \_\_\_\_\_

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