

STUDENT SURVEY OF AGENTS SERVICES

The DEC International would like to improve current services provided by TAFE NSW agents. To be able to do this we need your help and feedback. Please complete the feedback form and return it to your International Students Coordinator at your college.

Please note that all information you provide will be kept confidential and your name will not be disclosed to outside parties.

Student Name (optional):

Student Number (optional):

Agent's Name & Country:

(a) Please tick a box and/or provide comments in each row of the table:

Service provided by your agent	Excellent	Satisfactory	Poor
Overall service provided			
Advice on TAFE NSW courses and qualifications			
Advice on offer letter terms and conditions, including refunds			
Advice on accommodation/guardianship options			
Advice on visa requirements			
Advice on arrival matters (e.g. pre-departure/arrival orientation)			

Additional comments where rating is Poor

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(b) Was the information provided to you regarding study at TAFE NSW/School accurate and up-to-date?

Yes No - **If No**, please provide details

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(c) Did the agent charge you a fee for service?

Yes No - **If yes**, what was the fee?

(d) If you apply for a new course in the future, would you:

Use an agent service again Apply on your own

(e) Is there any additional feedback or information you would like to provide regarding your agent?

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THANK YOU FOR YOUR FEEDBACK