

At PAX, feedback and suggestions are taken into consideration for Continuous Improvement. We would like to evaluate the quality of marketing material and relationship support.

Please tick the appropriate boxes and give this form back to PAX Marketing team. We sincerely appreciate your time.

Agency Name	
Contact Person	
Date	

Section 1 – Overall Experience

1. How would you rate your overall experience working with PAX Institute?

Excellent Good Satisfactory Needs Improvement

2. How easy is it to communicate with our Admissions and Marketing Teams?

Very Easy Easy Average Difficult

3. How responsive are we to your enquiries and applications?

Always Timely Usually Timely Sometimes Delayed Often Delayed

4. How would you rate the quality and accuracy of information provided (brochures, website, email updates)?

Excellent Good Satisfactory Needs Improvement

Additional Comments:

Section 2 – Training and Support

5. Did you receive adequate agent training on:

- Courses offered and entry requirements
- Student Code of Conduct and expectations
- Application process and documentation standards
- ESOS Act and National Code obligations

Yes No

6. Are marketing materials and brochures regularly updated and easy to access?

Yes No

Additional Comments:

Section 3 – Student Feedback and Outcomes

7. Based on your students' experiences, how would you rate:

a) Orientation and student support

Excellent Good Satisfactory Needs Improvement

b) Responsiveness to student concerns

Excellent Good Satisfactory Needs Improvement

c) Overall student satisfaction

High Moderate Low

8. What areas have students been most satisfied with?

Quality of training and delivery

Knowledge and support of trainers and staff

Campus facilities and resources

Student support and wellbeing services

Practical training / industry placement experience

Professionalism and responsiveness of administration

Overall learning environment

9. Have students raised any areas for improvement?

Additional Comments:

Section 4 – Compliance and Ethical Standards

10. Do you clearly understand your obligations under the National Code 2018 (Standard 4) and the ESOS Act 2000 when representing PAX Institute / Tr4inRight?

Yes No

11. Do you ensure all marketing and advice to prospective students are accurate, honest, and not misleading?

Always Usually Sometimes Never

12. Are there any compliance or communication improvements you would recommend?

Additional Comments:

Section 5 – Suggestions and Future Partnership

13. What could we do to support you better as our education agent?

14. Any other comments, ideas, or suggestions for improvement:

Additional Comments:

Acknowledgement

I confirm that the information provided above is accurate and reflects my genuine experience as an authorised education agent representing **PAX Institute of Education**

Office Use Only

Feedback received by:			
Mode of Contact:	<input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/> Email		
Feedback communicated to Line manager	YES		
Signature		Date	