

The purpose of this evaluation is to obtain your feedback on the content, delivery and services provided by the ANC. Your response will be treated in strict confidence and will assist us to review and improve current company processes.

**Student Name:**

**Date:**

**Course Enrolled:**

### INSTRUCTIONS:

Along each scale given below, circle the number that matches most closely with your opinion as indicated below:

**5**  
Agree strongly

**4**  
Agree

**3**  
Not sure

**2**  
Disagree

**1**  
Disagree strongly

### SECTION 1: ANC POLICY AND PROCEDURES

1. I found that the ANC material received such as Pre-enrolment information, instructions on how to access information, Complaints & Appeals Procedures, RPL, Access and Equity, Fees and Refunds:

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| • Clear and easy to read  | 5 | 4 | 3 | 2 | 1 |
| • Helpful   | 5 | 4 | 3 | 2 | 1 |
| 2. The enrolment process was satisfactory.  | 5 | 4 | 3 | 2 | 1 |
| 3. Information provided prior to enrolment enabled me to make an informed decision. | 5 | 4 | 3 | 2 | 1 |
| 4. I received adequate information about assessments including RPL processes.       | 5 | 4 | 3 | 2 | 1 |

### SECTION 2: TRAINING

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| 5. I developed the skills expected from this training.       | 5 | 4 | 3 | 2 | 1 |
| 6. The training focused on relevant skills.                  | 5 | 4 | 3 | 2 | 1 |
| 7. The training was at the right level of difficulty for me. | 5 | 4 | 3 | 2 | 1 |
| 8. I developed the knowledge expected from this training.    | 5 | 4 | 3 | 2 | 1 |
| 9. The training prepared me well for work.                   | 5 | 4 | 3 | 2 | 1 |

### SECTION 3: TRAINERS/ASSESSORS AND STAFF

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| 10. I found the Trainers/Assessors were helpful and friendly.   | 5 | 4 | 3 | 2 | 1 |
| 11. Trainers had an excellent knowledge of the subject content. | 5 | 4 | 3 | 2 | 1 |
| 12. Trainers explained things clearly.                          | 5 | 4 | 3 | 2 | 1 |
| 13. ANC staff respected my background and needs.                | 5 | 4 | 3 | 2 | 1 |
| 14. I approached trainers if I needed help.                     | 5 | 4 | 3 | 2 | 1 |
| 15. Trainers made the subject as interesting as possible.       | 5 | 4 | 3 | 2 | 1 |

### SECTION 4: COURSE CONTENT

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| 16. I found the course content prepared me well for assessment. | 5 | 4 | 3 | 2 | 1 |
| 17. The training had a good mix of theory and practice.         | 5 | 4 | 3 | 2 | 1 |
| 18. The course provided ample opportunity for discussion.       | 5 | 4 | 3 | 2 | 1 |

### SECTION 5: ASSESSMENTS

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| 19. The assessment instructions were clear and easy to understand. | 5 | 4 | 3 | 2 | 1 |
| 20. The assessment process was fair and reasonable.                | 5 | 4 | 3 | 2 | 1 |
| 21. I received useful feedback on my assessments.                  | 5 | 4 | 3 | 2 | 1 |
| 22. Assessments were based on realistic activities.                | 5 | 4 | 3 | 2 | 1 |
| 23. It was always easy to know the standards expected.             | 5 | 4 | 3 | 2 | 1 |

### SECTION 6: ANC SUPPORT AND FACILITIES

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| 24. The facilities / services of the ANC met my needs.     | 5 | 4 | 3 | 2 | 1 |
| 25. I received sufficient academic support when needed.    | 5 | 4 | 3 | 2 | 1 |
| 26. I received appropriate personal support when needed.   | 5 | 4 | 3 | 2 | 1 |
| 27. Training resources were available when I needed them.  | 5 | 4 | 3 | 2 | 1 |
| 28. Overall, I am satisfied with the training.             | 5 | 4 | 3 | 2 | 1 |
| 29. I would recommend the training organisation to others. | 5 | 4 | 3 | 2 | 1 |

### SECTION 7: FURTHER COMMENTS

30. If you have additional comments, please use the space below.

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