



Student Feedback Form

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	
Qualification Enrolled	
Date	

DIRECTIONS

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 Charges.

- Clear & easy to read 5 4 3 2 1
- Helpful 5 4 3 2 1

2. I found the staffs were knowledgeable in the ANC policies and procedures and the implementation of these was fair and reasonable.

- Knowledgeable 5 4 3 2 1
- Implemented correctly 5 4 3 2 1

SECTION 2: TRAINING PROCESSES

3. I found that the training process

- Was clearly described 5 4 3 2 1
- Was helpful 5 4 3 2 1
- Met my expectations 5 4 3 2 1

4. I found the program was well organised. 5 4 3 2 1

5. I found that support and guidance was available through my studies when needed:

5 4 3 2 1

SECTION 3: TRAINERS & ASSESSORS

6. I found that the Trainers & Assessors were:

- Knowledgeable 5 4 3 2 1
- Helpful 5 4 3 2 1
- Friendly 5 4 3 2 1
- Clearly directed 5 4 3 2 1

SECTION 4: TRAINING CONDUCTED

7. I found the course content:

• Stimulating	5	4	3	2	1
• Informative	5	4	3	2	1
• Well Organised	5	4	3	2	1
• Met timeframes	5	4	3	2	1
• Ample opportunity for discussion	5	4	3	2	1
• Prepared me for assessment	5	4	3	2	1

SECTION 5: ASSESSMENTS CONDUCTED

8. The assessments for my course were:

• Clear and easy to understand	5	4	3	2	1
• Appropriate for the course	5	4	3	2	1
• Fair and reasonable	5	4	3	2	1

SECTION 6: ASSESSMENT TOOLS/TRAINING MATERIAL

9. The training & assessment materials and instruments used through the course were:

• Easy to understand	5	4	3	2	1
• Well presented	5	4	3	2	1

10. The training material / resources / assessments were appropriate to the training program.

	5	4	3	2	1
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SECTION 7: ANC SUPPORT AND FACILITIES

11. The facilities / services of the ANC:

• Were clearly explained on enrolment	5	4	3	2	1
• Meet my needs	5	4	3	2	1
• Were safe and reliable to use	5	4	3	2	1
• Were available at appropriate times	5	4	3	2	1
• Provided sufficient academic support	5	4	3	2	1
• Provided appropriate personal support	5	4	3	2	1

At Enrolment

• The enrolment process was satisfactory	5	4	3	2	1
• Information provided prior to enrolment enabled me to make an informed decision regarding course selection	5	4	3	2	1
• RPL processes were explained	5	4	3	2	1

SECTION 8: FURTHER COMMENTS

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