



AmanaNet

Quality Management System

Version 01

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Section I – General

1. Introduction

- AmanaNet will provide standard courses from the APMG catalogue of courses. Specifically, AmanaNet will provide CISM, CISA, CRISC, CGEIT, and CCAK.
- AmanaNet will ensure that the necessary approvals have been received before offering products from the APMG catalogue.
- The Company is legally constituted as an S Corporation, registered in the United States, with a federal tax identification number of 52-2092508.
- Public information about the legal entity of the company is available with the State of Virginia where AmanaNet is registered as an S Corporation. Customer information about the company's products and services is available on the Company's website <https://www.amananet.com>.
- AmanaNet is committed to provide a consistently high level of quality. This Quality Manual describes the quality policy and the operational processes in place to achieve the Company's mission.
- AmanaNet takes information security seriously and has as a Cloud Service Provider (CSP) a MySQL database running on an EC2 AWS instance adhering to best practices that minimize risks. Access to the CSP and database is strictly controlled, with restrictions for only the AmanaNet administrators security group with IAM roles attached to the instance. System administrators monitor the EC2 workload daily for vulnerabilities.

2. Insurances and liabilities

- AmanaNet has contracted all the necessary insurances to operate in its sector. Policies are in place with AmanaNet's insurer HISCOX (<https://www.hiscox.com>). Copies of the policies are available in the folder *Quality/Insurances*. The following policies are in place:
 - Employer's liability – To cover employees of the company's liability
 - Public 3rd party liability – To cover students and visitors' liability
 - Professional Indemnity – To cover clients and suppliers from damages that may arise from AmanaNet negligence in providing services

3. Ownership and maintenance of the QMS

- AmanaNet QMS (this document) will be maintained by the Administrator.

4. Continual Improvement

- AmanaNet conducts the following quality reviews with the frequency dictated below:
 - Formal review of the Quality Management System – twice per year
 - All associated documentation of the review is maintained within the Quality/QMS Review folder within the AmanaNet Cloud Service Provider (CSP).

- Trainer review of course delivery, venue, and support by Program Management staff – once per week during each class presented
 - All associated documentation of the review is maintained within the Quality/Course Review folder within the AmanaNet CSP.
- Student review of course delivery, venue, support, and training materials – twice per week during each class presented
 - Midweek review – verbal with Program Management staff (trainer excluded) to ensure unbiased viewpoints. All discussion points documented by Program Management staff.
 - End of week review – formal documented review from both students and trainers and collected by Program Management staff.
 - All associated documentation of the review is maintained within the Quality/Course Review folder within the AmanaNet CSP.
 - Feedback is processed in accordance with the Student Feedback Process in **Appendix A**. The Feedback Form will vary per contract, but must contain, as a minimum, those areas presented in **Appendix G**.
- Feedback can be provided by filling in the forms manually or electronically.
- All feedback is gathered, analysed and where appropriate improvement actions are taken and changes are made to the processes or course materials.
- All feedback is valued and actions will be taken to support a quality program. If actions can be reviewed by staff, validated through a change control process, and documented in a timely manner to support an on-going class, this will be encouraged. Otherwise, all recommended changes based upon feedback will go through a methodical review and discussion between the Director of Training, the Program Management staff, and the Lead Trainer. All feedback is maintained within the Quality/Feedback folder within the AmanaNet CSP.
- All staff are encouraged to make suggestions for improvement of processes or materials. Suggestions for improvement are recorded in the Change Log, maintained in the Quality/Change Log folder within the AmanaNet CSP, and reviewed at frequency required by the contract(s) or monthly whichever is more frequent.
- Training records/meeting minutes are maintained to demonstrate that the relevant staff have received appropriate training on the quality management system and its procedures. This information is maintained within the Quality/Minutes folder within the AmanaNet CSP.

All staff have a responsibility in ensuring quality. The Administrator will ensure that the processes run and the outputs are collected.

5. Roles and Responsibilities

The Administrator, Director of Training, and the Lead Trainer will have access to APMG Network Community in Huddle, where external processes and requirements can be found. Relevant processes and procedures imposed by APMG will be downloaded directly from Huddle to ensure that AmanaNet staff are always using the latest version of the rules. The paragraphs below describe the key responsibilities for each of the roles identified:

5.1 Director of Training

The Director of Training is responsible for communicating with the Customer, Contracting Officer (Customer), the AmanaNet Program Management staff, and the Lead Trainer.

- Ensuring Customer requirements are clearly understood, training venue is coordinated with the Customer, and contractual requirements are measured and achieved
- Ensuring the Lead Trainer understands the information for the class, and has obtained the latest information from APMG through the Huddle account for the class to be taught.
- Ensuring the Program Management staff understand the support requirements to the Customer, the students, and to the Lead Trainer or Support Trainer who will present the materials in class.

5.2 Lead Trainer

The Lead Trainer is responsible for the following:

- Ensuring information from APMG has been obtained and is passed to Support Trainer(s) who will teach the class.
- Ensuring, along with the Director of Training, that all Support Trainers are APMG certified instructors in the course to be taught.
- Monitoring the performance of Support and Associate Trainers
- Preparing new trainers for APMG approval (if appropriate)
- Managing the accreditation process for new trainers
- Keeping up to date with the development of the subject matter expertise
- Coordinating with ISACA HQs to understand new course offerings to ensure the Director of Training can communicate with the Customer on possible opportunities of increased learning/training.
- Ensure all Support and Associate Trainers are aware of new opportunities within ISACA certification courses and provide time to train and take the ISACA certification(s) and gain the APMG instructor certification(s) to teach to students.
- Keeping appropriate records and audit trails of actions carried out

5.3 Trainer

Each Support or Associate Trainer will be responsible for the following:

- Delivering training
- Providing feedback relating to course materials
- Providing feedback relating to training events
- Maintaining qualifications required to deliver courses

5.4 Administrator

The Administrator will be responsible for the following:

- Maintenance of the QMS
- Management of the intellectual property
- Compliance with the external intellectual property rules
- Compliance with the requirements for use of national accreditation logos
- Responsibilities within the APMG ATO QMS subset

- Ensuring information from APMG is passed to relevant staff
- Ensuring appropriate insurances are kept (i.e. professional indemnity, 3rd party, etc.)
- Keeping appropriate records in accordance with local data protection laws, and ensuring important records are retained for at least 5 years
- Confirming to APMG on request the up-to-date list of associate/support trainers and confirming that they maintain their understanding of the requirements of the role

5.5 Program Manager/Assistant Program Manager

The Program Manager/Assistant Program Manager will be responsible for the following:

- Course inquiries
- Course Enrollment/Bookings – in coordination with the Director of Training
- Student contact (course confirmation emails/joining instructions)
- Course Administration
 - Trainer assignment
 - Voucher management
 - Venue selection
 - Material management (assembly/dispatch)
 - Pre-course reading dispatch
 - Processing of feedback forms
 - Collection of examination results from students and providing metrics to the Customer per contractual requirements
 - These results are not normally maintained by AmanaNet. Any results are collected through performance metrics based upon contractual requirements and not based upon student name/score.
- Complaints handling
- Support customers in the language(s) spoken in the specific market.

6. Staff Induction and Training

All new staff will undergo an induction training including familiarization with the current APMG Quality Management Systems ATO subset and the AmanaNet Quality Management System. The training will be documented in a training plan, and overseen by either the Director of Training, Lead Trainer, or the Program Manager.

All staff will be assessed for the necessary competencies associated with their responsibilities and where necessary training will be provided. Staff reviews will be conducted periodically to meet both AmanaNet and Customer requirements.

Records will be maintained detailing staff competencies, skills and training in the Quality/Staff Training folder within the AmanaNet CSP.

For new Support and Associate Trainers, additional APMG required training and/or requirements are detailed in the relevant section of this manual.

7. Intellectual Property

All material & documents that are distributed outside of the AmanaNet organization will conform to the product owners' relevant official intellectual property rights requirements (e.g. APM Group, ISACA, etc). Such material and documents might include:

- Websites / web content
- Course Attendance Certificates
- Course Feedback Forms
- Course outlines / descriptions
- Joining Instructions
- Delegate Emails / email templates
- Course Quotations
- Customer Proposals
- Marketing material / brochures
- Training materials

Logos and trademarks will be used and acknowledged in accordance to the product owner's IPR regulations both on websites and on customer facing documentation.

Furthermore, any copyrighted text or diagrams used for publicity will be correctly acknowledged for copyright according to the relevant IPR requirements.

Where certification is within APMG's UKAS scope and AmanaNet chooses to use the national accreditation logos are used, AmanaNet will ensure it complies with the guidance on use of National Accreditation logos document.

Whenever a new website domain – to be used in conjunction with the accredited training - is established or withdrawn, APMG will be notified via email within 10 days.

All IP materials will be maintained within the Quality/IP folder within the AmanaNet CSP.

8. Document Control

8.1 Version Control and Change Management

The following materials and controlled documents will be managed through the Administrator and documented within the change control log:

- Course Materials
- The Quality Management System and its procedures
- Course descriptions
- Course catalogue
- Website contents

Each item will be uniquely identified by a version number and date; once they have been signed off and agreed, no changes will be made outside of the formal Change Control process (see the example at **Appendix C**).

8.2 Change Management for Course Material

Each course will have a Change sheet, stored in the same live folder where the course is stored. The sheet will indicate all the elements that constitute a material set:

- Name of the course
- Version of the course
- Presentation for the trainer
- Presentation for students
- Notes for the trainer
- Notes for the students
- Exercises and suggested answers
- Handouts, posters, etc.
- Instructions for printing or electronic distribution

8.3 Change Control

Once a controlled document has been received and signed-off, it is subject to Change Control. All change requests must be logged in the Change Log and assessed before implementation. The status of the change must be updated to show progress and implemented changes require a full audit trail maintained through the change log. Requests for changes to the Course Materials are processed and approved by the Lead Trainer. Requests for changes to the administrative procedures are assessed and approved by the Administrator role.

8.4 Processing of information (backup, storage, processing and disposal)

8.4.1 Backup - All electronic data is backed up regularly within the AmanaNet CSP.

8.4.2 Storage – All important records will be retained for a period of 5 years. Employee records are stored in accordance with data sovereignty laws and regulations. No personal data is collected from students before, during, or after a class other than the name they wish to register the class with. Since AmanaNet does not provide examinations, PII data is not collected or stored by AmanaNet. As stipulated previously, all examination results are collected as metrics for the class and not stored as individual student results; therefore, no student exam individual results are collected and stored. If the Customer requires individual exam scores, they are responsible for their maintenance of this data.

8.4.3 Processing – Personal information will be strictly used in accordance to local regulations to provide the training course (printing certificates where applicable, sending Joining Instructions, pre-course, etc.). As stipulated above, no student data is collected other than the name provided to register for the course. This information will be used to provide to the Customer so certificates can be created for training accomplished. These certificates will

normally be completed by the Customer, but can be created by the AmanaNet Administrator if the Customer is unable to support.

8.4.4 Disposal – Any and all relevant information on students, trainers, and staff will be disposed of in accordance with laws and regulations governing the data, and will be destroyed using defensible destruction methods.

9. Complaints Management & Issues Management

All complaints will be logged in the complaints and issues log and maintained within the Quality/Complaints folder within the AmanaNet CSP. Process flow of complaints and issues will follow Customer directed policies and procedures as instructed by the Customer contracting officer through the contract and/or Statement of Work.

All issues arising from normal operations or from training, including those identified from analysis of feedback, will be logged in the complaints and issues log, their resolution tracked and records will be retained to provide an audit trail for future reference. Where appropriate issues will be linked to complaints and/or changes and maintained within the Quality/Complaints folder within the AmanaNet CSP.

10. Change Management

All changes will be logged in the change log and processed according to the Change Management process maintained by the Administrator, with compliance to Customer contract requirements stipulated in the contract and/or Statement of Work.

Section II – Course Administration

11. Course Materials

11.1 Creation or Sourcing

The Lead Trainer is responsible for ensuring only ISACA course materials are obtained through the APMG Huddle account. AmanaNet is not planning to create custom course content that would utilize ISACA, APMG, or other affiliated logos or trademarks.

11.2 Maintenance

The Lead Trainer is responsible for overseeing the maintenance of course materials. Course material updates may occur due to various reasons including:

- ISACA instructors may adjust course materials within the Huddle account.

11.3 Course Material Assembly

All course material will be obtained through ISACA HQs. Normally, these materials will be in an electronic format, but if the Customer requires paper format, AmanaNet will work with ISACA to provide paper versus electronic format.

11.4 Course Outlines

Course Outlines will be obtained for all ISACA courses. These will be easily accessible on the website (ISACA or AmanaNet), and will include information relating to:

- Description of the course
- A statement of course aims
- Summary of Course Content
- Course Format
- Intended audience
- Pre-requisite requirements, including qualifications needed
- Requirements for pre-course work (e.g. pre-reading)
- Exams
- Exam pass marks
- Requirement for re-accreditation (where necessary)
- Course length
- Requirements for homework
- If the exam requires a manual (open book), how access will be provided:
 - Whether the manual will be provided as part of the course
 - Whether the delegates should procure their own manual

12. Venues

All venues will be assessed for suitability prior to use and the results will be recorded. Venue suitability checks will include a check for the suitability for conducting ISACA training courses. The venue will be reviewed for:

- Sizes of room relevant to intended number of participants (e.g. is there enough space to ensure candidates are not able to overlook their neighbours' answer sheets)
- Environmental noise
- Internet connectivity
- Accessibility

Where a course is to be held at a client provided site the above checks will be undertaken and if the venue is found to be unsuitable the client will be advised.

13. Trainers

AmanaNet will only use accredited trainers for the delivery of accredited courses. AmanaNet will not use trainers (new or transferred) to deliver courses solo until confirmation of accreditation has been received from APMG and the trainer is available to be selected from the APMG online exam booking system. The Administrator will ensure that APMG is informed of the list of people sponsored or associated to AmanaNet, as detailed in the following paragraph, and will update / confirm this information on an annual basis:

13.1 New Trainers

New trainers will undergo a formal training process prior to being presented for approval to APMG. The process, which shall produce a new trainer record to document all steps, will include:

- Check that the proposed trainer has achieved the trainer pass mark in the relevant product and all other required APMG eligibility criteria
- Familiarization of the course materials under the supervision of the Lead Trainer
- If relevant, assisted delivery on at least 2 training courses – presenting at least 1 session and overseeing one case study on each course
- If relevant, delivery of a full course under the supervision of the Lead Trainer or other APMG Approved Trainer

The Lead Trainer will be responsible for submitting a completed APMG Trainer Application form and trainer CV to APMG.

13.2 Trainers already approved

For trainers who are already approved (either from another Examination Institute or currently working for another Organisation), the Lead Trainer will check that there are no contractual limitations for the trainer to work with AmanaNet. The Lead Trainer will interview the transfer trainer and may decide to follow some or all of the activities for new trainers. Once satisfied with the performance of the transferring Trainer, the Lead Trainer will submit the appropriate documentation to APMG to signal that the trainer is ready to be deployed on live courses for AmanaNet. The Lead Trainer will ensure the correct forms are submitted to APMG. The APMG

Network Community Workspace on Huddle lists what documentation needs to be submitted in the case the Transferring Trainer is permanently transferring their sponsorship to AmanaNet or in the case the transferring Trainer will be an associate of AmanaNet.

13.3 Monitoring and development of Sponsored Trainers

The Lead Trainer will be responsible for monitoring and developing APMG approved Support Trainers. This will include:

- Notification to APMG of changes to support and associate trainers.
- Six monthly review of the trainer performance via review of examination results, review of student feedback forms and training observation. Any issues associated with trainer performance will be notified to the trainer and the issue(s) and their resolution will be documented in the Complaints and Issue Log (see Issue Management section 9)
- Training in updates of products for which the trainer is approved to deliver. From time to time there will be updates of products and the Lead Trainer will ensure that all Support Trainers are provided with training in the updates and the relevant changes to the course materials.
- Training/education and regular revision in APMG processes and ATO procedures including the QMS, incorporating any updates from time to time.

Section III – Course Delivery

All courses will follow the process outlined by the Program Manager and/or Director of Training commensurate with the Customer and the contract and/or Statement of Work. The Program Manager will normally be the main role to carry out this process. For training that is not provided to a single Customer (many students), the Program Manager, Director of Training, or the Lead Trainer could take over for strategically important customers.

14. Pre-course

14.1 Potential student requests course information – the course outline is provided via email to the student(s). If relevant, the contractual conditions are discussed/disclosed. If the student is interested in a course where there will be insufficient time for them to complete pre-reading (e.g. they are joining last minute) they are informed of the impact so they can make an informed decision. If there are pre-requisite exams for the course the delegate will need to provide evidence they have passed all of the required exams prior to enrolment.

14.2 Student books the course – student details are recorded, including any special requirements (dietary, accessibility, etc) on the Company Server in a Course folder maintained on the AmanaNet CSP. The Program Manager/Director of Training/Administrator will liaise with the venue to ensure that the special requirements understood.

14.3 Course decision – course registrations are reviewed and a decision on whether to run the course is made based on commercial decisions. The Director of Training/Lead Trainer are involved and make the decision with the Program Manager/Administrator.

14.3.1 Students are notified if the course is cancelled

14.4 New venue assessed – if the course is going to be delivered at the customer's site or there are no Approved Venues available, a new venue will require assessment in accordance with the section on Venues.

14.5 Course is confirmed – pre-course reading and materials are dispatched to students in sufficient time prior to the course. This is typically a minimum of 10 days prior to the start of the course. Students joining at the last minute will be warned about the impact of not completing the pre-course work where applicable.

14.6 Pre-course administration

14.6.1 Trainer confirmed – only an Approved Trainer can be assigned to the course

14.6.2 Venue arrangements are confirmed – an Approved Venue is confirmed

14.7 Joining instructions sent to students – Joining instructions will be sent to all students or if at the customer's site, to the course coordinator at least 10 days before the course start. The joining instructions will include:

- Date
- Daily start and finish times

- Requirements for evening work / pre-course assignments
- Venue details – map or directions if appropriate
- Accommodation details
- Dress code
- An explanation of the distinction between the responsibility for Course(s) (ATO), responsibility for Examinations (APMG), and ownership (e.g. ISACA)

14.8 Electronic Material dispatched – Course materials will be coordinated with ISACA HQs to ensure students receive their electronic materials at least 10 days prior to training commencement.

14.9 Late changes - Any late changes to final arrangements will be notified to the venue by e-mail or by telephone if urgent.

15. During course

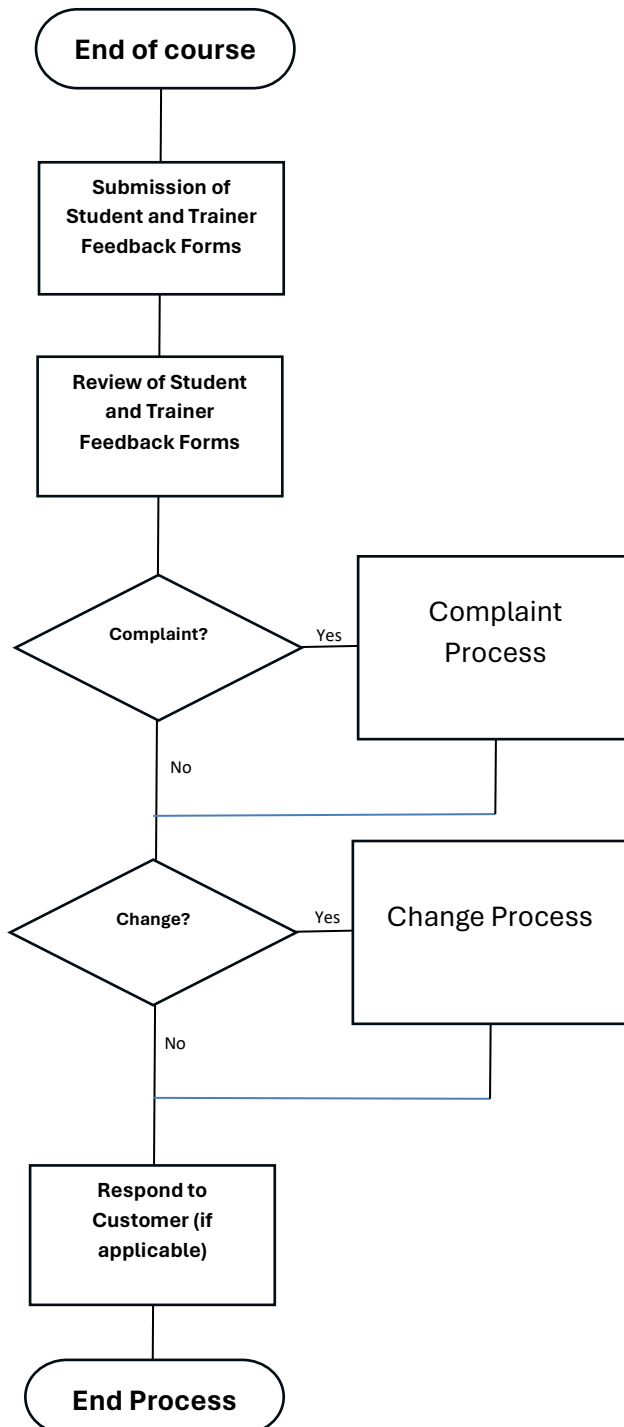
15.1 Course completed and exam scheduled – exam(s) will be discussed in class with emphasis on taking the exam(s) within 2 weeks to 30 days from course completion. Students who wish to take the exam earlier will have additional discussions with the Lead Trainer to ensure they understand the rigor of the exam and the preparation required to be successful. AmanaNet, at the discretion of the Customer, can work with testing center(s) to support scheduling of the exam(s), but this is not normally a request.

15.2 Students and Trainer Feedback forms completed – during each course, students are provided with feedback forms and the trainer(s) complete trainer feedback sheets. See the **Appendix G** for a sample feedback form. Feedback forms delivered during the course, the Trainer will be notified of the feedback as soon as possible to ensure adjustments (if applicable) can be made to support the students. All feedback provided to the Trainer will be based upon anonymity of those who provided the feedback. Any technical issues identified during the feedback will be brought to the attention of the Lead Trainer and the appropriate organization supporting the technical training (i.e Electronic Review Manual, QAE, etc).

16. Post course

Student/Trainer feedback analysis - Feedback forms will be processed by the Program Manager/Director of Training/Lead Trainer within 24 hours of feedback submissions. Feedback to the Trainer who delivered the class will be completed within 48 hours of feedback review.

Appendix A – Student Feedback process



1. Students (and trainer) are asked to complete feedback forms at end of course. The Program Manager prepares the forms and administers them. (See appendix G)

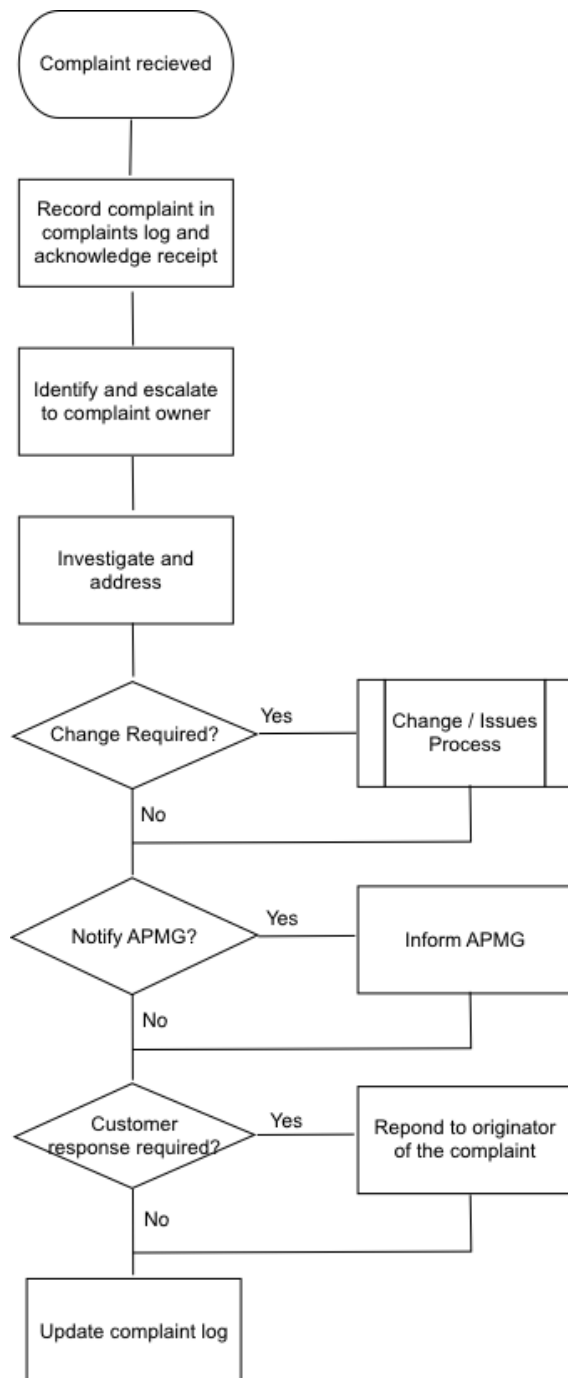
2. Forms are sent back to the office (paper or scan) are analysed by the Program Manager / Director of Training / Administrator.

3. If a student has raised a complaint or significant issue, the complaints process is triggered. (See appendix B)

4. If a student makes a clear suggestion for improvement the change process is triggered (see appendix C)

5. Any other response or acknowledgement (e.g. photocopy of feedback forms to site contact for onsite, closed event) is completed before the feedback forms are securely filed for historical, audit purposes on the Feedback folder of the company server.

Appendix B – Complaints process



1. Complaints could come from end of course student feedback form or any other channel (e.g email, letter, web form, direct communication etc.). All complaints are logged in the complaints log (see appendix E) and securely stored for audit purposes on the Complaints folder of the company server.

2. Interim standard response acknowledging receipt and promising formal response in 7 days.

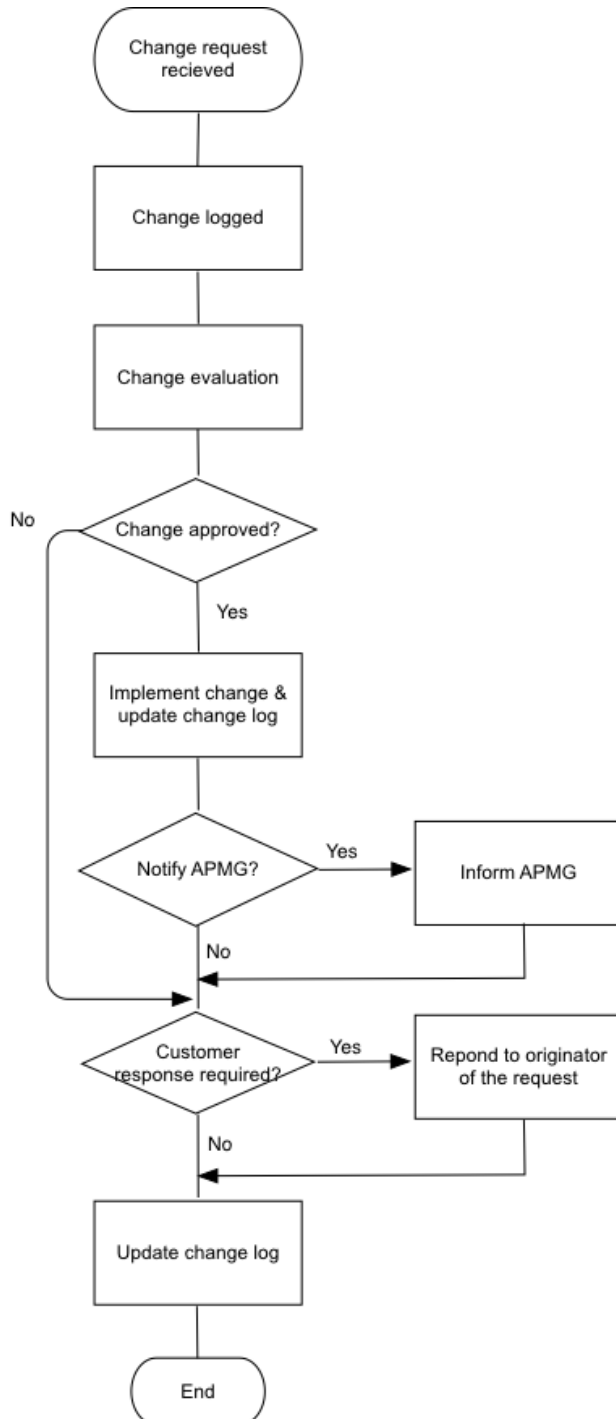
3. An appropriate complaint owner will be assigned. The complaint owner will acknowledge ownership of the complaint own it until its resolution.

4. If a change is required, for example to course or QMS materials, the change process will be initiated and the change and complaint records linked (see appendix C).

5. The complaint originator will be informed of their right to escalate the complaint directly to APMG. If such route is chosen, APMG will be notified via email.

6. Unless clearly not appropriate, the complaint originator will be notified of the outcome of the complaint. The complaint owner will determine whether a financial recompense or other goodwill gesture is appropriate. The log is updated accordingly.

Appendix C – Change process



1. A change request can come from any source, for example end of course student feedback form, trainer request, or APMG change request. The request is logged on the Change Log (see Appendix D)

2. The Director of Training will evaluate the impact of the request and feasibility.

3. If authorized, the change will be implemented, to the material or to the procedures or other documents etc.

3.1. A check on stock level of printed material will be made. Where appropriate, old versions will be retired.

3.2. Any linked documents will be updated (instructions to print material, etc.)

3.3 The old version will be archived and the new version will be released.

4. Appropriate parties will be informed of the change.

Note: all changes will be logged on the Change Log (see Appendix D).

Appendix D – Change Log template

A file named “AmanaNet-Changes.xlsx” will be kept in the Quality folder of AmanaNet server. The file will contain records of any change requests received and actions taken, according to the process listed in Appendix C and point 5 of the AmanaNet QMS.

The log will contain the following information:

Change number (1)	Date Raised (yyyy/mm/dd)	Requester	Reason / Description (2)	Type of change (3)	Change Approved (Yes/ No, Initials and date)	Action taken / reason for rejection (4)	Change Implemented (yyyy/mm/dd)	APMG notified (Date & Initials) (5)
001								
002								
003								
004								
005								

Notes:

1. **Change number** : sequential number issued on logging
2. **(Including any associated complaint reference)**
3. **Type of change** : notes should identify the different categories of change , **(e.g. procedural, course materials)**
4. **(identify any changed course materials or documentation including previous and new version numbers)**
5. **APMG notified** : where appropriate (e.g. significant changes to accredited materials or QMS) or “N/A”

Appendix E – Complaints Log template

A file named “AmanaNet-Complaints.xlsx” will be kept in the Quality folder of AmanaNet server. The file will contain records of any complaints received and actions taken, according to the process listed in Appendix B and point 5 of the AmanaNet QMS.

The log will contain the following information:

Complaint number (1)	Date Received (yyyy/mm/dd)	Method (2)	Complainant / Client contact details	Summary of complaint	Complaint Owner	Action taken (3)	Client notified Date & Initials	APMG notified Date & Initials
001								
002								
003								
004								
005								

Notes:

1. **Complaint number** : sequential number issued on logging
2. **Method**: notes should identify the range of methods by which complaints may be received and where and for how long the original complaint will be stored for retrieval / audit purposes. **(e.g. course feedback, email, paper, verbal)**
3. **Action taken** : Should identify the actions taken, including corrective actions and details of any offer / recompense to complainant

Appendix F – Venue selection

All venues will be evaluated in accordance to the following criteria:

Must

- Have capacity to accommodate sufficient delegates in chosen seating style
- Have at least one table per participant in order to accommodate the exam with appropriate spacing between them to prevent accidental overlooking
- Have the required IT facilities (wall for projection or screen)
- Have a quiet environment to support training and discussions

Should

- Have a projector (or AmanaNet trainers would bring their own)
- Be accessible for disabled people (or AmanaNet Program Manager should ensure that this is not required)
- Have the required IT facilities (wall for projection or screen)
- Be well connected to transportation (or AmanaNet Program Manager should ensure that students are informed in advance that, for instance, the venue can only be reached by car)
- Have flipcharts and whiteboards (or AmanaNet trainers should bring alternative material)
- Have facilities for refreshments (or AmanaNet Program Manager should inform students accordingly)

Could

- Have stationery of their own (but AmanaNet trainers could also bring their own)
- Have Wi-Fi for students
- Offer additional services

The results of this evaluation will be kept in the “Venues” folder of the AmanaNet server.

Appendix G – Feedback form

Student Feedback Form

(Electronic Only) <https://amananet.com/class-survey>

Trainer Feedback Form

- **Course Name:**
- **Training Site:**
- **Instructor:**
- **Class Start Date:**
- **Class End Date:**

Please provide your feedback on this course. It will be reviewed and used for Quality Assurance purposes. Thank you.

Please provide general feedback on the course:

Please provide feedback on how you feel the class was received:

Please provide feedback on any challenges you faced during the delivery :

Additional Comments? Please write them here: