

Frequently Asked Questions...

Q. *How is the training delivered?*

A. Training is hands-on, computer based training. Each topic is explained and demonstrated by the trainer, then each attendee completes various exercises with the support and assistance of the trainer.

Q. *Is the trainer qualified and experienced in Microsoft training?*

A. EasyPC Trainers are all experienced and qualified Microsoft and MYOB trainers

Q. *How big are the classes?*

A. Classes are limited to 10 people to ensure individual assistance can be provided where required

Q. *Do we receive any support after the course?*

A. Each attendee will receive FREE email after-course support relating to the specific software application

Q. *Is there an assessment?*

A. For all customised training, there is the option for an assessment, results of which can be sent to the training co-ordinator

Q. *Do we receive a certificate?*

A. Certificates of Completion are provided on request

Q. *Can we choose what topics to cover in the training?*

A. All group training is fully customisable. We will assist with the development of a suitable training plan to suit your specific requirements

Q. *What happens if we are not happy with our training?*

A. We guarantee that you will be happy with your training, and if you are not completely satisfied, we will offer you a free course or one-on-one training to suit your requirements

Q. *What if we have questions outside of the course content?*

A. We guarantee to answer all questions pertaining to the particular software application. In the rare instance that we cannot answer the question during the course, we will provide an answer within 3 working days of the training

Q. *What course documentation do we receive?*

A. A printed course reference workbook is provided with plenty of space for notes. In addition, each attendee receives a CD containing practice exercises, useful articles and examples