

		2024											
		Q1			Q2			Q3			Q4		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
% Delegates Recommending	GWO Initial	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	GWO Ref	100%	100%	100%	100%	100%	100%	100%	100%				
Positive Feedback	GWO Initial	Great training, knowledgeable staff	Well run course, friendly instructors. Engaging staff made class work enjoyable	Well delivered, good Q&A in classroom	Fantastic staff, great facilities and timings. Well presented course, instructors were brilliant	Good service and facilities, great food, excellent instructors + good course content and overview of hazards	Very good all round, course content adequate, friendly staff	Course exceeded expectations, great staff and experience	Perfect course				
	GWO Ref	Excellent course with good instruction	All good, very informed instructors	Really good knowledgeable instructors, great food	Well run course with good information and instructors		Very good and professional instructors, well structured course, excellent instruction	Instructors very knowledgeable and approachable, good mix of theory and practical assessment	Great instructors and facilities				
Improvement Required	GWO Initial	N/A	Would be good to attach the escape descender ourselves, when escape, this would give more confidence in an actual emergency	Course duration can be reduced	Smaller groups ideal for practical aspects of the course	Enjoyed the course, experienced and knowledgeable instructors	EV charging points	N/A	Would be useful to have a copy of theory				
	GWO Ref	N/A	N/A	Life raft needs replacing	Possible rain jackets for outdoor activities where possible	N/A	N/A	N/A	N/A				
Petans Improvement Response	GWO Initial	N/A	We deliver the course as per GWO standards and time/hours for each element of the course	We run the course with maximum number in guidelines with GWO	N/A	Petans are looking into this at the moment and to provide it in the very near future	N/A	GWO does not provides this					
	GWO Ref	N/A		We do service our equipment regularly, this has been well noted	N/A	N/A	N/A	N/A					