

		2026											
		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%						
	GWO Ref	100%	100%	100%	100%	100%	100%						
Positive Feedback	GWO Initial	Amazing experience and teachers are very good. Good use of practical props. Good course content.	Very knowledgeable instructors, staff is very friendly, good facilities	Everything is really good, fantastic trainers.	Excellent instruction, course delivered with energy and knowledge.	Great value, great instructors, great facility	Enjoyable course, great instructors. Everything comes smoothly and safe. Best team						
	GWO Ref	All very good, teachers and facilities, high standard as per usual, excellent team.	Well structured course and informative course, great food!	Well presented course with good engagement, very friendly people	Highly competent instructors, very enthusiastic, amazing food.	Excellent Refresher Training, very informative course	Awesome as always , well run course, very good facilities. The info was very easy to take on board.						
Improvement Required	GWO Initial		Indoor tower for cold weather	Better fitting gloves	N/A	Some items were contradicted during the course, but reasons for each method technique was explained	N/A						
	GWO Ref	To have the same instructor all 3.5 days	Reminder for Refresher course		N/A	N/A	N/A						
Petans Improvement Response	GWO Initial	N/A	The indoor tower is under review		EV charge in carpark	N/A	N/A						
	GWO Ref	Our Instructors are ad-hoc, their availability is flexible- fire fighters. We sent a reminder email for those whos expiry date in within the next 2 months.		We check our equipment regularly and make sure all sizes are available	Under review	N/A	N/A						