



PACI – Course/activity quality assurance questionnaire

Dear customer, we are constantly trying to improve the quality and consistency of our courses. Please take a few moments to complete this questionnaire. The information you provide **will be treated as confidential**.

Your name: _____

Course/activity taken: _____ Course/activity finish date: _____

How did you find out about our service? (please tick)

- Web site Yellow Pages Outdoor equipment shop _____ Newspaper
(name of shop)
- A Friend (ie, word of mouth) Previous course Other advertising _____
(please explain)

Please name your instructor(s) during the course:

Instructor 1. _____ Instructor 2. _____

Please comment on how well the components of the course listed below met your expectations (tick applicable column).

PERFORMANCE CRITERIA	Fell below my expectations (poor)	Fulfilled my expectations (good)	Exceeded my expectations (excellent)
1. Adequacy of pre-course information (including study materials)			
2. Your impression of ability & professionalism of instructor 1?			
3. Your impression of ability & professionalism of instructor 2? (if applic)			
4. Consideration for your specific learning needs?			
5. Course/activity content?			
6. Safety while practising skills at height			
7. Social atmosphere			
8. Your instructors' knowledge of subject area?			
9. Your instructors' ability to respond to your questions?			
10. Your instructors' presentation skills?			
11. Opportunities provided for practice of skills?			
12. Same level of fairness and equality given to all students?			
13. Consistency in the way the assessments were conducted?			
14. The relevancy/usefulness of the skills and information taught?			
15. Your overall impression of quality of the course?			

Was there any aspect of your course that you were **not happy** about? If so, please explain...

Do you have any suggestions for improving the course?

Do you have any other comments about the course or your Instructor(s)?

Would you recommend this course? (please tick) Yes No

Would you like further information on other courses we offer? (please circle) – Please supply your name, address and or email address on the back of this form.

Recreational abseiling/climbing Industrial Height Safety Training Public safety/Vertical rescue

Would you like to recommend a friend that may be interested in our courses that we can send information to? (please tick) Yes No

– Please supply their name, address and/or email address on the back of this form.

Please mail to: PACI PO Box 362 Hyde Park TOWNSVILLE QLD 4812

or give to your instructor