



MARITIME IEC COURSE COLLATED FEEDBACK

Feb 2017 - Teesport - 4 courses

Positives:

"this course was not the usual waste of time first aid courses that we have to do"
"course is so relevant to my day job"
"every answer from the instructor was backed up with research and personal experience"
"combined approach of kit, cards and training all blending"
"course should have happened years ago"
"great delivery – sharp and direct"
"small groups ideal for practical work"
"I like the stretcher – it is so easy to use"
"frank approach to dispelling myths of casualty care"
"instructor cannot be faulted"
"great to have an instructor at last that's actually done what he is teaching"
"clear practical and no bullshit instruction"
"excellent mix of practical and powerpoint"
"brilliant course – should be rolled out to all members of the department"
"very well prepared course"
"I like the fact the course dealt with the actual things we may be confronted with"
"little or no redundancy in the information presented"
"for a one day course I cannot see how this can be improved"
"excellent supplied check cards"
"so much better than STCW EFA"
"best course I have done in 10 years here"
"much more relevant detail where needed, and none where not needed"
"so different from other courses"
"de-bunked traditional first aid myths"
"good to be taught using the equipment we are going to be using"
"not death by powerpoint"
"would love a 3 day course to take us further"
"the hands on experience using all the equipment"
"simple straightforward checkcards"
"spot on"
"this bloke knows his stuff"
"would like to see stretcher, kit and training for PD port staff"
"excellent balance of expert knowledge and humour"
"I am impressed with how the concept has developed since Cowes, for me the day has flown by"

Improvements:

None.

March 2017 – Bristol – 2 courses:

Positives:

- “Best First Aid course in 25 years on the job”
- “ I felt this course helped me massively to understand First Aid”
- “ This course is spot on”
- “ Super knowledgeable instructor”
- “Plenty of practical, and I liked the check cards, pitched at a good level”
- “Enjoyed the practical use of effective kit”
- “Check cards and stretcher are brilliant”
- “ I now could use an AED in the real world with confidence”
- “In depth and informative and pertinent to job”
- “Simplifying first aid”
- “Information presented for practical real world use.”
- “Nice that equipment is standardised”
- “Tailored to suit the job we do, with an instructor with real experience”
- “Enthusiastic and knowledgeable delivery”

Improvements:

- “Going afloat for final scenarios would have been excellent, but understand we didn’t have access to a boat” (Course 16.3.17)

April 2017 - Teesport - 4 courses

Positives:

- “great balance of theory and practical”
- “very lively presentation kept candidates engaged”
- “good balance of real world experience without overstatement”
- “no need for change – course is excellent as it is”
- “good – the way the content is delivered”
- “Paul was great at explaining subjects and instructions in ways we could understand, and very in depth with strong knowledge”
- “gave a real life spin of what we were learning”
- “wasn’t power point heavy”
- “emphasis of course is dedicated to saving life”
- “relevant to my work”
- “easier to understand than most first aid courses”
- “great balance between slides and oral and theory and practical”
- “Practical scenarios were useful”
- “haven’t done a first aid course before – this was awesome”
- “very well structured course that was thoroughly enjoyed”
- “Course content to job role and relevant”
- “great candidate involvement”
- “Realistic first aid”
- “best presentation!”
- “very professional delivery”
- “use of bandages and CAT really useful”
- “current (not outdated) info”
- “no bullshit”
- “ one of the best courses I have attended”
- “information very relevant and delivery excellent”
- “highly relevant”

“straight forward no nonsense approach with excellent cas care cards”
“clear, concise and up to date. Dispelled many myths”
“possibly the best course I have ever done”
“he’s a good teacher”
“opened my eyes”
“straight and to the point”

Improvements:

“lunch could have been better”!!!!
“scenario day to test skills at a later date”

April 2017 - Plymouth - 1 course

Positives:

“Course bespoke to job”
“Interesting, good speed, practical”
“Instructor held all persons attention all day”
“Excellent check cards”
“Excellent instructor – probably not a better man for the job”
“I liked the presentation and practical approach”
“Could not be improved upon at this time”
“Liked the scenarios”
“Course was interesting and informative”
“Liked the hands on approach and proper use of equipment”
“Good atmosphere – easy to understand”
“Very informative – enjoyed the new equipment”
“Liked the stretcher”
“Very well presented”
“Liked the whole course – brought me up to date”

Improvements:

“Room set up could have been better – too light”
“water boiler noise off putting at times”

Feedback from Maritime IEC at Swansea 9th May.

Positives:

“never been trained to use a defib before – excellent”
“liked the practical side to the course to refresh my skills”
“The course was applicable to my job”
“Relevant to my job and the environment I work in”
“loved the whole course – it couldn’t be better”
“Trainer knew his topic extremely well”
“Very informative course”
“Nice to attend a course that is so relevant to our profession”
“Realistic, myth busting course”
“Given me best chance to save a life”
“Very engaging, moved at a pace that left no one behind”
“This is excellently stripped down to the important basics done well”

Improvements: None.

Feedback from Maritime IEC at Poole June x4 courses.

Positives:

- "I liked everything about this course, and it can't be improved!"
- " all highly relevant"
- " all aspects of the course are relevant to my job and worthwhile knowing"
- " good professional responses to our questions"
- "learnt loads"
- " well focused to the requirements of PHC"
- " very good theory, now we need to do more practice and practical application"
- " I liked the factual information dispelling myths that were previously a mind set"
- " cannot improve on this course!"
- " Paul is a great instructor, I likes the way it was run"
- " I liked how we were told the truth and not the myths"
- " I finally learnt what CPR does, why has no other company explained this"
- " I liked the fact that I have gained extra skills which are able to be used on the water when working on our vessels and also enjoyed the way the course was delivered"
- "Interestingly put across"
- " Realistic content, well balanced with the chance for candidates to speak freely"
- " very knowledgeable instructor"
- " good balance of classroom and practical skills"
- " good check cards to take away for future reference"
- " Use of CAT [tourniquet] highly needed – good to see it included"
- " well prepared and informative instructor"
- " putting to bed so many myths about first aid – excellent"
- " In the words of that well known Danish lager, it was probably the best first aid course I have been on, well structured and well presented"
- " I liked being trained for the first time in using a defib"
- " I liked formal defib training and the tourniquets"
- " I liked the clarity of the card system, the clear and simple processes"
- " there was a good balance of practical and theory"
- " Instructor had excellent knowledge and was open and approachable"
- " i liked the new equipment"

Improvements:

- "maybe more actual experiences shown in the presentation"

Feedback from Maritime IEC at MAIB June x2 courses.

Positives:

- “cutting through the peculiar first aid practices previously taught, to find real useful practical techniques that we can use”
- “Paul was excellent and course was a pleasure”
- “I liked all of it! A new outlook on what can be a dry subject”
- “No tiff naff or trivia - all relevant information”
- “Instructor was very knowledgeable and knows his subject”
- “Trainers experience brought the content to life”
- “Good presentation style”
- “I liked the practical demonstrations and interaction”
- “Both the first aid and cold water immersion lectures were excellent”
- “Well presented, interesting and inclusive”
- “Very interesting and far more relevant to likely scenarios - realistic emergency care”
- “Honest level headed approach explaining the background to all techniques”
- “Paul was extremely knowledgeable and very approachable”
- “Evidence to back up drowning scenarios really useful”
- “Paul’s knowledge and style is excellent”
- “Explanations that went beyond standard first aid tuition made a lot of things clearer”
- “Cold water shock etc was highly useful for work use”
- “I liked illustration by example, explain some theory and then tell a story”
- “The videos make for better viewing than static powerpoint”
- “ Good refreshment of old knowledge”
- “ I enjoyed candidate involvement and dynamic delivery”
- “ Practical hands on content”
- “Excellent course that built on existing knowledge”

Improvements:

- “Practical sessions at the end of the course were limited by the office environment”
- “ It s along day - maybe a few extra short breaks”

Feedback from Maritime IEC at Blue Funnel Ferries June x2 courses.

Positives:

- “I liked the way it was all put across”
- “ I found the submersion section the most interesting”
- “ Extremely well prepared - very knowledgeable, approachable and made it very enjoyable”
- “ The relaxed and confident way the course was presented was very easy to absorb and glad I attended”
- “ I liked the practical scenarios and relevance to work place”
- “ Very professionally instructed. Tutor very knowledgeable with a good background in a seafaring and life saving arena”
- “The realness in the way the course was put forward - no sugar coating, telling us the real facts and putting the myths to rest”
- “Very well prepared and informed instructor”
- “Very easy to talk to instructor, did not have to worry about answering questions wrongly!”
- “ I liked the check cards”
- “ Not sugarcoated, so although some aspects were a bit of a shock, it was really helpful”
- “The practical element of the course was very clear and concise. The sea water aspect was really useful”
- “Very Informative and interesting - kept me interested all way through”
- “Using the defib was useful”
- “ Learning about different approaches that I hadn’t heard of before, and the actual facts of the situation”

“Good teaching style and content”
“real life videos to illustrate points”
“ I enjoyed all of it”

Improvements:

None.

Feedback from Maritime IEC at Teesport Foyboatmen June x2 courses.

Positives:

“thought the whole course was excellent - top class instructor - cheers buddy!”
“good practical exercises, and good to use an AED”
“light hearted and very knowledgeable instructor”
“the course was taught in an entertaining and engaging way by an instructor with actual field experience”
“ instructor made things very interesting - he knows his stuff and uses it himself”
“ course material very relevant to our job”
“ excellent perspective of cold shock, hypothermia and lifejacket use”
“ getting to use an AED and CPR experience , plus knowledge of bleeding and drowning scenarios”
“ easy going manner made course fly by, without missing anything”
“ really liked the fact that the trainer actually uses his knowledge in the real world everyday. Excellent course”
“ course related to real life scenarios”
“ found it really useful if any of these circumstances happen in the future”
“liked CAT tourniquet training”
“best instructor I have ever had on a course”
“knows his stuff.... wow”
“ This course was full of proper first aid”
“ Information on lifejackets and cold water shock was eye opening”
“ I enjoyed learning new skills that could save a life from a great instructor”
“ I think we need more training like this more often”
“ very honest and open presentation” “Instructor was well read, very professional and to a high standard”
“ I liked the step by step guidebook that was easy to understand”
“ I enjoyed the scenarios at the end to tie it all together”
“ relevant to the industry, modern and up to date and flip cards are a great idea”

Improvements:

“ Can we do more of this please”
“ I would like a bit more practical to feel totally confident - but realise this would add another day”

Feedback from Maritime IEC at Blyth June x1 courses.

Positives:

- “Reality - no bullshit, just the facts that we need to know”
- “ straight to the point emergency care”
- “ more people should do this as a basic first aid is crucial for all”
- “ myths dispelled - very educational”
- “ The use / training with equipment plus scenarios were very good”
- “ maybe introduce a 2 day course as the one day is awesome!”
- “ Challenged existing beliefs and training - very vocationally relevant”
- “ very knowledgeable instructor who knows his stuff”
- “ enjoyed the practical items as I learn by doing not sitting!”
- “ information put across clearly and checklist is very useful. Practical demos were excellent”
- “ practical, backed up with evidence and realistic injuries”
- “ the practical aspect made the course more realistic and gave us a chance to try the skills we were taught”

Improvements:

More 1 on 1 scenarios if there was time

Feedback from Maritime IEC at Tyne June x1 courses.

Positives:

- “ check cards very informative - I found all the course very interesting and relevant to my job as a pilot”
- “ really liked the information on cold shock and the effects of it”
- “ practical sessions really useful in trying out our new equipment”
- “ Great instructor - not at all boring! “
- “ I liked it that the instructor was someone who has actually worked hands on within the marine environment and therefore able to directly relate to our operational environment”
- “ every single aspect of this course is really interesting”
- “ Frank open discussions, with realistic scenarios and a chance to use equipment”
- “ excellent set of kit for instruction - no shortage of equipment”
- “ course content and delivery excellent and appropriate to the needs of the role”
- “ realistic, honest discussion relevant to our job and well presented.”
- “ although only a one day course, nothing important at our level missed out”
- “ liked the new stretcher and its demo”
- “ enjoyed so much the way the course was presented”
- “ the knowledge of the instructor was second to none”
- “ the instructor kept the course going at a good pace and was more than happy to go into detail if required or asked”

Improvements:

- “ Add - Get Help / Make Mayday Call - to check cards”
- “ have a longer duration course”
- “ hold course nearer to home”

Feedback from Maritime IEC at Barry Dock July x1 courses.

Positives:

- “ No nonsense, very practical, very real, say it as it is”
- “ Role play exercises very useful indeed”
- “ Enjoyed the theory being broken up during the day - kept it short and snappy”
- “ Being told exactly what to expect when dealing with casualty situations.”
- “ The manner in which the course was delivered was a great help in gaining knowledge”
- “The whole course was very interesting and informative”
- “ The course was realistic and appropriate to working at sea / near water and gave a very good detailed training in first aid at sea”
- “ loved the little nuggets of info that no-one else tells you!”
- “ Plain talking, no nonsense great approach to first aid”

Improvements:

- “Maybe some scenarios before lunch as well as practicing with the kit - so that the final scenarios are more polished? “
- “ If time allowed, I'd like more scenarios”

Feedback from Maritime IEC at Teesport Aug x2 courses.

Positives:

- “Practical elements were highly useful”
- “Instructor used real experience to bring life to presentation”
- “Practical parts really informative”
- “Course was a real eye-opener”
- “instructor super knowledgeable and professional”
- “ I have never done anything like this before and I enjoyed every moment”
- “Stretcher is awesome”
- “The course was set out and structured perfectly. The information was relevant and the presentation was fun and professional”
- “Found the practical side of using dressings useful”
- “Great course, well delivered”
- “Excellent, I wouldn't change anything”
- “ The practical survival advice will be very useful”
- “ Kit is advanced compared to First Aid at Work”
- “ Not too much talky talky - succinct and to the point”
- “I found the entire course interesting and very worthwhile”
- “Particularly useful that the content was pitched at an easy to understand level”
- “Use of analogies to explain complex medical matters was perfect”
- “Puts his knowledge across in a very understandable way”
- “ Gives us the need to know information rather than the rubbish we don't need to know”
- “ Interesting course throughout with good group interaction”
- “Very well prepared and structured course”
- “ The humour and approach of Paul , along with pace and progress of the course prevented any boredom”
- “Dispelled myths of other courses”
- “Excellent informal course that was super informative”
- “Informative and well delivered by an extremely experienced instructor”

Improvements:

- “Include full detail on oxygen administration if you can make time in the course”
- “Would like it to last longer with more practical to improve my confidence. Realise this would require an extra day”

Feedback from Maritime IEC at Falmouth incl Bideford, Fowey, Dartmouth, Portreath - Oct x4 courses.

Positives:

- "I liked the simplicity and functionality of the tools and check cards"
- "Straight talking with syllabus squarely aimed at maritime professionals of all levels"
- "Extremely knowledgeable and well informed instructor"
- "I liked the facts being given to me"
- "Very well presented and first class great course"
- "Excellent trainer, realistic scenarios, no bullshit"
- "The course was enjoyable and easy to follow"
- " Learning life saving skills was excellent "
- "Finally a course that is relevant, interesting and painless."
- " Lunch was good too!"
- " Course was practical with good relevant underpinning - no irrelevant stuff"
- " Presented some thoughts for us for the future ref risk assessments etc"
- " I liked the structure of the course and the realistic scenarios"
- "learnt a lot of new facts and dispelled a lot of myths"
- "Relevant to my job, and one of, if not the best first aid courses attended in 35 years - many thanks"
- "Pace of the course was good"
- "Excellent and passionate delivery from Mr Savage"
- "loved the new kit"
- "The information was very informative and useful. It was delivered clearly and the check cards were easy to follow"
- "Loved the way the course was presented"
- "Great presentation, a lot of new information, but easy to understand"
- "Overall really very good indeed"
- " I found the course to be very constructive and relevant to my job"
- " Instructor had life skills in what he was teaching"
- " Best course I have ever been on"
- " The instructor was really good - usually I suffer from anxiety and depression and he made us all feel really relaxed"
- " Pacing and depth of knowledge of instructor was excellent"
- " excellent explanations of why things have changed from old first aid to new"
- " Simply excellent course" (x 3 people)
- "Down to earth basic language and great content"
- "Totally relevant to what I do, and I loved the check cards"
- " Great to understand use of defibrillator and BVM"
- "Very good syllabus, equipment and not death by powerpoint"
- "There were several new innovations, ideas and progressions from my last first aid course"
- " Showed previous courses to be full of irrelevant information - I learnt so much more from this course"
- "Trainer was very patient and a great people person"
- "Excellent delivery and logical breakdown of topics"

Improvements:

- " Possibility given to some consideration to a small pack of course notes and research links"
- " Joining instructions from Harbour Commissioners could have been better"
- " Consider some of the information being given as handouts"
- " acoustics of the room not brill"
- " maybe start earlier than 08:30"
- " do even more scenarios if you had time"
- " Consider a written test as proof of competency?"
- "A6 checkcards to fit in combat pockets?"

Feedback from Maritime IEC at Teesport October x2 courses.

Positives:

- “Very professional delivery”
- “Enjoyed the mix of practical, theory and videos”
- “Good practical information that could make all the difference in an emergency”
- “The updated techniques employed throughout the course”
- “Corrected the myths of then past”
- “Paul was very knowledgeable”
- “Fully relevant to my job - no bullshit”
- “Paul was up to date, excellent and knowledgable”
- “I felt confident that for the first time I was being told the truth about First Aid”
- “Lifejacket information was so valuable”
- “Totally relevant to our working environment”

Improvements:

- “Maybe split over 2 shorter days”
- “ Consider writing study notes / a manual to match the course”

Feedback from Maritime IEC at Poole November x2 courses.

Positives:

- “update of a lot of old information previously learnt that was either wrong or outdated”
- “Excellent content delivered well”
- “Relevant content well presented”
- “ Pertinent, interesting and I LOVED the stretcher”
- “Very well explained and made the course interesting and relevant “
- “ Excellent interaction, funny and never dull. Learnt loads”
- “Informed delivery which kept the pace all day”
- “Very knowledgeable instructor, relaxed atmosphere and excellent scenarios”
- “Realistic scenarios, well explained and also a good laugh”
- “This course mirrors real life and provides practical skills for real life situations”

Improvements:

Nil

Feedback from Montrose November 2017 x1 course

Positives:

- "I will use the new equipment regularly in drills to maintain confidence"
- "The course was very well presented by a top-class instructor"
- "It made me feel as though I am better prepared mentally to deal with an emergency at sea"
- "Friendly instructor able to answer any questions"
- "Covered all the necessary topics at a very good pace"
- "Better info than previous STCW courses"
- "The afternoon session on cold water shock was particularly relevant"
- "Loved everything. Was the best and most valuable course done to date"
- "Really interesting and I learnt a lot"
- "Liked the practical knowledge and experience of the instructor"

Improvements:

- "Checkcards are great, but consider some handouts with the detail on?"
- "Difficult to do within the day, but some practical training on the pilot boat too would be appreciated"

Feedback from Forth Pilots November 2017 x2 courses

Positives:

- "Dispelling of myths surrounding drowning / hypothermia and trauma treatment in a very practical way"
- "Very obvious Paul is passionate about the subject"
- "Paul was able to answer well any question posed"
- "Inspiring and knowledgeable with first hand experience"
- "Updated ideas - tourniquets and modern bandaging"
- "Decent time spent doing CPR"
- "Great course - updated some very out of date ideas from previous courses"
- "Using the equipment and straightforward and clear instruction"
- "I liked the way myths were de-bunked"
- "His first hand knowledge was eye opening"
- "I liked the realism, I felt that it was nice to be trained by a person that actually was at the coal face of first aid and rescue services"
- "Really enjoyed the CPR and AED training"
- "The course is run by an experienced water base instructor"
- "Its the most practical marine medical course I've been on"
- "I liked the analysis of cold water immersion and cold shock vs hypothermia"
- "Real life videos gave realistic impression"
- "Realism of portrayed scenarios"
- "Precise and detailed responses to questions"
- "Practical and up to date approach by hands on person with totally up to date experience"
- "I was expecting a very high quality course having witnessed presentations at UKMPA conference. I was not disappointed. This is 100% relevant to pilots and small boat operators. Paul delivers in a very effective manner and is obviously very experienced in this exact field"
- "The Forth is certainly a safer place to work after this course. Thanks for providing this in our own location"
- "Hit the mark"
- I liked the advice on PPE, the use of an AED and tourniquet"
- "Down to earth approach with excellent medical knowledge"
- "real world stories with good kit.... and I want a stretcher!"

Improvements:

"Video quality" (note - onsite projector poor)
" Do cold water shock earlier in the day - raise its profile

Feedback from Inverness November 2017 x1 course**Positives:**

"Found the entire course very interesting"
"To the point and misconceptions were well explained"
"The instructor explained everything in simple straightforward language"
"It has made me much clearer about things such as Tourniquets and the danger of water"
"The instructor was very knowledgeable, approachable and used simple language"
"Found the course educational and informative"
" I liked the hands on training"
"A lot of good facts and no bullshit. Picked his brain and learnt a lot of good points. New equipment shown which we can use"
"I liked getting to use the new kit"
"Very practical course, not the usual 'ticky-box' nonsense. Left feeling that I actually learnt something that might actually save a life"
"The layout of the course was logical and each topic lead in was seamless"
"One of the best courses I have attended in my professional career , including my time in the forces"
"Clarity from the expulsion of myths"

Improvements:

Nil.

Feedback from Maritime IEC at Poole December x2 courses.**Positives:**

"Enjoyed improving my skills in first aid"
"The whole course was very well presented, I have no first aid experience and learnt a lot"
"Never had to use it, but glad I know how to now"
"The course was well presented in a language I understood, and was very interesting"
"I liked the good communication and realistic and relatable scenarios"
"I enjoyed everything about the course"
"The practical CPR was really useful"
" Loved the training on the equipment"
"Relaxed, easy to understand delivery of the course"
"Instructor knowledge and delivery of the course excellent"
"Friendly and helpful chap"
"Was a varied course with a lot of information that is useful to our industry that has not been taught on previous first aid courses"

Improvements:

Nil.