

APPENDIX 5.3

STUDENT TRAINING – MV BLUEFIN CUSTOMER FEEDBACK SURVEY

Would you please assist us by providing feedback on your time aboard?

The Evaluation Survey forms part of MV BLUEFIN's Quality Assurance process for ensuring continual improvement of vessel operations.

Cruise Leader	
Voyage Undertaken	
Date	

Please answer the following questions by circling the number that best suits your feeling:

VESSEL OPERATIONS

1. Did the BLUEFIN meet your training/operational requirements?
Strongly disagree 1 2 3 4 5 6 Strongly agree
2. Did the area of operation suit your training/operational needs?
Strongly disagree 1 2 3 4 5 6 Strongly agree
3. The training provided effective opportunities for active participation.
Strongly disagree 1 2 3 4 5 6 Strongly agree
4. Did the equipment used fulfil the training requirements?
Strongly disagree 1 2 3 4 5 6 Strongly agree

ACCOMMODATION AND MEALS

1. Were meals of a satisfactory standard?
Strongly disagree 1 2 3 4 5 6 Strongly agree
2. Cleanliness and presentation of a satisfactory standard?
Strongly disagree 1 2 3 4 5 6 Strongly agree
3. Menu selection satisfactory?
Strongly disagree 1 2 3 4 5 6 Strongly agree
4. Accommodation clean and tidy?
Strongly disagree 1 2 3 4 5 6 Strongly agree
5. Amenities satisfactory?
Strongly disagree 1 2 3 4 5 6 Strongly agree

VESSEL CREW

1. The crew communicated effectively.
Strongly disagree 1 2 3 4 5 6 Strongly agree

2. The crew discussed questions and assisted effectively.
Strongly disagree 1 2 3 4 5 6 Strongly agree
3. The crew interacted and related well to the participants.
Strongly disagree 1 2 3 4 5 6 Strongly agree

OH&S

1. Do you believe that the vessel crew implement a safe culture?
Strongly disagree 1 2 3 4 5 6 Strongly agree
2. Did you find work instructions JSAs and tool box meetings sufficient to explain risks associated with your training requirements?
Strongly disagree 1 2 3 4 5 6 Strongly agree
3. Were there any OH&S concerns whilst conducting training?
YES / NO

ADDITIONAL COMMENTS