

**Mindmaps Wellbeing - Feedback scores MHFA England  
Mental Health First Aid Course**

Course	Delegates	Delegates who scored	Instructor Score	Confidence Before	Confidence After	Knowledge Before	Knowledge After	Likely to Recommend
2 & 3 Jul	14	9	10.00	4.78	9.00	5.00	8.89	9.88
22 & 23 Jul	9	8	10.00	4.38	8.75	4.63	9.00	9.75
4 & 5 Aug	15	12	9.58	4.67	7.75	4.50	7.92	9.00
10 & 11 Aug	5	4	10.00	5.25	8.75	4.75	8.00	9.50
21 & 28 Aug	9	5	10.00	5.00	8.20	5.80	8.60	9.00
22 & 23 Sept	11	9	10.00	3.56	8.00	3.22	8.11	10.00
14 & 15 Oct	6	5	10.00	3.60	7.40	3.40	7.80	9.80
29 & 30 Oct	9	7	9.64	4.00	8.29	4.43	8.57	9.29
11 & 12 Nov	6	5	10.00	5.20	8.60	5.20	8.40	10.00
25 & 26 Nov	12	7	9.64	5.57	8.43	4.43	8.71	10.00
2 & 3 Dec	10	5	9.00	4.00	8.00	2.60	8.00	8.80
21 & 22 Dec	13	10	10.00	4.30	8.20	4.10	8.40	9.90
13 & 14 Jan	16	7	9.64	4.50	7.83	4.67	9.17	10.00
19 & 20 Jan	7	5	9.50	5.20	8.80	5.40	9.20	9.00
28 & 29 Jan	9	6	9.58	4.17	8.17	3.83	8.33	9.50
3 & 4 Feb	11	6	8.75	4.67	8.17	5.00	8.17	7.83
10 & 11 Feb	8	7	9.64	4.29	8.43	3.71	8.57	9.29
12 & 17 Feb	2	2	8.75	4.00	8.00	2.50	8.00	9.50
18 & 19 Feb	15	9	9.72	3.44	7.67	3.33	7.67	9.44
24 & 25 Feb	12	9	9.44	5.56	8.33	5.78	8.67	9.22
26 Feb & 5 Mar	7	6	9.58	5.83	8.67	4.00	8.17	10.00
3 & 4 Mar	16	13	9.62	4.85	8.92	4.77	9.15	9.46
9 & 16 Mar	8	3	9.17	7.67	9.33	6.67	9.33	9.33
10 & 17 Mar	5	2	10.00	3.50	8.50	3.50	8.00	10.00
11 & 12 Mar	4	3	10.00	5.67	8.00	5.67	8.00	9.67
14 & 21 Mar	11	3	10.00	7.00	9.00	7.67	9.33	10.00
18 & 19 Mar	3	1	10.00	6.00	10.00	6.00	10.00	10.00
24 & 25 Mar	10	7	10.00	5.29	8.71	4.71	8.71	10.00
12 & 22 Apr	11							
14 & 15 Apr	9	6	10.00	6.00	9.00	6.67	9.33	10.00
19 & 20 Apr	10	3	10.00	5.00	9.00	2.33	9.00	10.00
16 & 23 Apr	9							

**Mindmaps Wellbeing - Feedback scores MHFA England  
Mental Health First Aid Course**

21 & 28 April	10							
29 & 30 April	16							
29 & 30 April	16							

<b>TOTAL</b>	<b>344</b>	<b>184</b>						
<b>AVERAGE</b>			<b>9.71</b>	<b>4.90</b>	<b>8.46</b>	<b>4.61</b>	<b>8.57</b>	<b>9.57</b>
<b>INCREASE</b>				<b>3.56</b>		<b>3.96</b>		

Course Delivery Name	Online Mental Health First Aid Adult (02 to 03 Jul 2020)
Lead Instructor	Tim Lloyd
Co-Instructor	Tim Lloyd

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.78	9
Confidence after	9.00	9
Knowledge before	5.00	9
Knowledge after	8.89	9
Lead instructor rating	10.00	9
Co-instructor rating	10.00	8
Likelihood of recommending the course	9.88	8

### Comments

Had a really enlightening time. Great course content, interesting topics and discussions. A shame that the current situation brought it outside of the classroom, but still a thorough and complete course. The post-course information and access sounds really helpful, so happy with the course overall.

I've already recommended this to colleagues and friends! I thought the online delivery worked really well.

The course was very helpful and the team was very engaging. The way they did the activities helped the team to share ideas and experiences and I have learnt so much in the 2 days

The online format was a little glitchy, I had to use my mac as it wouldn't work on my work laptop. Otherwise it was great. Trainers were excellent, was a really great experience.

This was an excellent course, Tim is very knowledgeable and having the second chap there for admin etc was really useful. The course was structured very well online and I really feel I have learn a lot. The manual is also an excellent resource with lots of useful reference for continued learningMany thanks

Tim and Michael found a way to make a course that could feel very heavy and draining one that was enjoyable, with enough light moments and humour, but that never diluted the importance of the subjects we were covering. They made it an environment I felt comfortable talking openly within - one without judgement but a lot of encouragement. The only element I wasn't a fan of was the reports which graded our individual learning, as unless we know how they are grading us it doesn't seem a fair thing to do and added a layer of apprehension - although I understand you want to ensure people are doing this work. Next to some of the questions it may have been helpful to know how much detail they would like us to go into, how in depth - so perhaps a guide about how long should be spent on the question for instance. It would be great to be sent a list with links within one email of all the videos we viewed during the course too as some of them were very inspiring and powerful. The course has inspired me to want to continue my learning a seek out a career within mental health, so thank you for reassuring me that this is the path I want to be on.

Tim was great, very knowledgeable and calm clear delivery style

Tim was really good at explaining everything clearly and answering all of our questions - thank you!

Course Delivery Name	Online Mental Health First Aid Adult (22 to 23 Jul 2020)
Lead Instructor	Tim Lloyd
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.38	8
Confidence after	8.75	8
Knowledge before	4.63	8
Knowledge after	9.00	8
Lead instructor rating	10.00	8
Co-instructor rating	9.64	7
Likelihood of recommending the course	9.75	8

### Comments

A really useful course, enhanced by Tim's knowledge and experience.

Amazing.....Thank you to Tim, Michael and MHFA for a brilliantly run course about a very difficult subject matter.I've learnt lots over the past 2 days, not just how to be a MHFAider, but about different aspects of Mental Health In general and how and why it's important to think about my own MH, before helping others.This was my very first online learning course.....and I have to admit it will be one that I will never forget, due in part to the subject matter, but especially to the instructors Tim and Michael.....they made the course. Tim's background knowledge as a MH nurse was second to none, as he was able to pull on his experiences and make the course become alive, even in these challenging times of working, staying and learning at home due to COVID-19.Another thing that helped was the array of people on the course.....across different parts of the UK.One thing I found slightly difficult, but fortunately Tim and Michael helped as much as the could.....as there were a few of us in the same position, was that because I had registered late for the course (day before) and with it being a back to back course (which is what I personally wanted), I didn't have full access to the workbooks and manual. Fortunately Michael was able to send me digital copies of the workbook, and MHFA sent through a link to Sessions 1&2 of the manual, on the first day. But neither Tim or Michael were able to send digital copies or a link from MHFA for today's sessions 3&4.....but it didn't dampen my enthusiasm for the course, which I will be recommending to my Head at school on return.So many thanks for proving this online version of the course, that I was able to access from home, without having to travel miles or hours to attend.

Excellent course , well run by Tim Lloyd and Micheal.Being on line worked well and with very view glitches.Course manual loaded with very useful information , guides and references.Really enjoyed it .Thank youMark Bonham

The course was delivered in a professional yet relaxing way. I am impressed by the skill and knowledge that Tim has and his ability to facilitate a difficult topic like this. The atmosphere that was created made it comfortable for me to share my personal experiences without reservation. This is the most valuable course I have attended.

Tim was extremely knowledgeable, very approachable and clear and concise in his delivery of the course,

Very well done and organised

Well what can i say, i have just completed the 2 day course, it was brilliant, the pace, professionalism and personal touch both Tim and Michael brought to the course, i would highly recommend these guys, the proficiency of setting

## Comments

everything up, the materials and the course content was amazing!They are both a credit to MHFA  
EnglandRegardsAngie

Course Delivery Name	Online Mental Health First Aid Adult (04 to 05 Aug 2020)
Lead Instructor	Tim Lloyd
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.67	12
Confidence after	7.75	12
Knowledge before	4.50	12
Knowledge after	7.92	12
Lead instructor rating	9.58	12
Co-instructor rating	8.93	7
Likelihood of recommending the course	9.00	12

### Comments

Although several members of our middle management team have successfully done this course, I was pleased by the quality and depth of the course. I have learned many additional benefits to enable me to manage employees with a better open mind and with greater foresight and knowledge of MH issues.

Having not received the manual made it difficult to follow the course at times and complete the online work. That was rather frustrating and impacted my learning and enjoyment of the course.

I have already completed the day 1 MHFA course and have been a champion for quite a while, so this was a nice top up. This course was a lot better than my last in person training; I feel this was mainly due to Tim and Michael, great presenters/trainers.

I really enjoyed the course, I like the fact it was delivered with individual learning as well as a classroom style environment. I was apprehensive doing the course virtually but I thought Tim delivered it brilliantly and there weren't really any tech issues.

I thought the course was very informative. The training materials were and will remain very useful as a reference guide. The instructor was engaging and knowledgeable of the subject matter and kept the mood upbeat which could have been a challenge given the content discussed. I feel that I have learnt a great deal from the course. The only change I would make would be to give trainees a bit more guidance of how long the individual learning should take and specify which sections need to be completed for each piece of individual learning - perhaps providing in the agenda the number of pages that need to be read and the length of time the videos take so that trainees can plan their time better - everyone reads at a different pace so for example if you know you need to read 10 pages you will know how long to allocate to that task.

If found the course very informative and my confidence has increased to be able to apply what I have learnt. Even having the challenge of doing the course online hasn't marred my experience, I feel it worked well.

More time would have been useful to complete the pre session activities and reading. The course online was useful in terms of access during these times, but it had its limitations in allowing active participation that was fair for all.

My learning experience would have been better if the course materials had arrived in time for the course. However,

## Comments

Really informative with lots of information that was really relevant and gave a really good insight to mental health. I really enjoyed the variety of listening to Tim talking whilst also bringing in his personal experiences, and also having the opportunity to discuss in groups, so we could share ideas and discuss points of view. There was a lot of solo work which was both reading and online activities. This was a little difficult to juggle at times, and as a result I sometimes felt a little rushed. Perhaps expectations of what must be covered by a certain time might help structure the learning more - I spent too long reading and therefore struggled to complete all the online tasks in a timely manner. Having said that, both tasks were very useful and helped consolidate learning. Thank you very much for putting these courses on, they are so important and I am hopeful that, using the tools learnt on the course, I can make a difference.

The course was quite enjoyable but it is difficult to get the most from it via a virtual medium (ie online). Without the overheads of a face to face venue i feel the price of the course could have been reduced. Need much more on learning how to listen and listening skills - as Tim pointed out, no one teaches us how to listen and we're just told to do it. Instruction should include awareness of the levels of listening, what impedes good listening, how to reflect and summarise, and the importance of listening in building trust and relationships (in MHFA as well as every other human interaction). These skills all need practise either in virtual rooms or face to face as i feel they are the most important skills we can learn for a better world. Useful links i've come across and have used in my workshops:  
Explaining the different parts of the brain: <https://www.youtube.com/watch?v=5CpRY9-MIHA&list=PLGuBLcTrXreB3BSfEN45mZxXxQDJWb1rm&index=3&t=41s>  
Empathy vs sympathy: <https://www.youtube.com/watch?v=1Evwgu369Jw&list=PLGuBLcTrXreB3BSfEN45mZxXxQDJWb1rm&index=145>  
ways to listen better: <https://www.youtube.com/watch?v=cSohjlYQI2A&t=36s>

Very informative, a really good foundation to give you some confidence & knowledge to support people. I personally found it very helpful in that it alleviated some of my predispositions around mental health problems.

Course Delivery Name	Online Mental Health First Aid Adult (10 to 11 Aug 2020)
Lead Instructor	Tim Lloyd
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.25	4
Confidence after	8.75	4
Knowledge before	4.75	4
Knowledge after	8.00	4
Lead instructor rating	10.00	4
Co-instructor rating	8.13	4
Likelihood of recommending the course	9.50	4

### Comments

An excellent introduction to Mental Health and the more common diagnoses that we are likely to come across in the work place. ALGEE is excellent!! I'm glad that this course was run over two days and not spread out further as it allowed for a natural flow, continuity and to enable us as a group to pick up threads. The pace of the teaching was really good and felt natural (i.e. not being read off of a script). The only area for improvement that I could suggest is that it felt that there was a local "clique" due to local references, shared experiences discussed, mutual acquaintances etc, although this was an online course so on day one, I felt a bit of an outsider but realised this was probably my perception and needed to just join in! I attended this course because I had thought I wanted to go on to do the Trainer training - and now I know that this is what I want to do! It's just a shame that the course isn't running at the moment... Thank you!

Excellent understanding of the subject matter from experience dealing with all the aspects. Open and honest with his thoughts around the topic so felt he was able to teach you correctly. Many thanks

Platform was great given the times of COVID! Great course material Very professional Tim certainly knows his stuff! Both trainers very compassionate, considerate and thoughtful to delegates during the course Highly recommend Mindmaps Wellbeing

Course Delivery Name	Online Mental Health First Aid Adult (21 to 28 Aug 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.00	5
Confidence after	8.20	5
Knowledge before	5.80	5
Knowledge after	8.60	5
Lead instructor rating	10.00	5
Co-instructor rating	10.00	4
Likelihood of recommending the course	9.00	5

**Comments**

The course was well planned. Good content and materials.

Tim and Michael were excellent. Really enjoyed the course and their honesty/openness/understanding.

Course Delivery Name	Online Mental Health First Aid Adult (22 to 23 Sep 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	3.56	9
Confidence after	8.00	9
Knowledge before	3.22	9
Knowledge after	8.11	9
Lead instructor rating	10.00	9
Co-instructor rating	9.58	6
Likelihood of recommending the course	10.00	9

## Comments

Great course that had been adapted well to work remotely. Some of the self - study sessions felt a little long so maybe could have been broken up slightly. The live sessions were really good and help reinforce knowledge learnt.

I felt Tim was very calm whilst talking about some very difficult topics, he explained the content well and really took the time to listen to the groups thoughts and what they wanted to share. He had a very encouraging approach to the groups way of learning too. He kept to the timing well all whilst giving a detailed understanding of mental health first aid. It is clear that Tim is very enthusiastic about delivering mental first aid to others and the importance of spreading the word about this course. He was very passionate about how he felt and showed that he truly did care about what he was delivering. Thank you Tim for sharing your extensive knowledge about mental health first aid, it was one of the most enjoyable and eye opening courses I have been on. Great stuff Matt

I thought the mixture of self learning and group discussion was well balanced. It also felt there was plenty of time to do the self learning (provided you aren't answering emails in between!) Thanks Tim & Michael

Ironically the start of the course was a little stressful as the setup was a little complex, but became much clearer. The manual is huge and very daunting, so the 'homework' (which I ironically used to suffer anxiety from) was also a challenge to read and absorb a lot of information. I find the background info very useful, but can't help but feel it could be condensed - perhaps with more diagrams on the presentation?

The course was very well ran with a good balance between the instructor, coursework and the virtual part, the virtual part ran very well working with colleagues on case studies.

Very interesting and insightful. Good overview and engaging. Information given in a thoughtful and useful format along with resources.

Course Delivery Name	Online Mental Health First Aid Adult (14 to 15 Oct 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	3.60	5
Confidence after	7.40	5
Knowledge before	3.40	5
Knowledge after	7.80	5
Lead instructor rating	10.00	5
Co-instructor rating	8.75	2
Likelihood of recommending the course	9.80	5

### Comments

Excellent port of a mature course into blended, online training. The individual/live session balance was very effective. My only criticism was that there was a lot of material to plough through in places, leading to a temptation to just pick out what was needed to answer the question to proceed. This is no reflection on the material, just the time given

Incredibly helpful and a great place to build from.

Thanks for delivering the course so well Tim ! I think the mix of self paced and active sessions was really helpful.

Course Delivery Name	Online Mental Health First Aid Adult (29 to 30 Oct 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.00	7
Confidence after	8.29	7
Knowledge before	4.43	7
Knowledge after	8.57	7
Lead instructor rating	9.64	7
Co-instructor rating	9.38	4
Likelihood of recommending the course	9.29	7

### Comments

I found Tim to have the rare ability to explain a difficult subject in simple terms, with total understanding and experience. This course gave me a practical set of tools to use and also gave the the theory and support should I need expert help Liked the pace of the course, the units of self learn were all totally relevant, and straight forward I phoned to course organiser or a small query and nothing was to much trouble 10/10 recommend this particular course to anyone

Thank you to Tim and Michael for a brilliant course. I thought the structure was very well put together and easy to follow and the live sessions were well timed and engaging and gave everyone an opportunity to speak or raise questions if needed. I knew a bit about mental health issues before the course as my mum was a mental health nurse and is now a therapist so ive had bits of knowledge to be able to help people in need but this course has broaden my horizons and given me the confidence to know that the help I do give someone is correct. This is definitely a skill I will have for life so thank you both for taking me through this journey. Thanks Laura M

Thanks to the Mindmaps Wellbeing team on a great course.

The structure was a bit odd remotely, but it worked fairly well.

Worked well even though over video call. Tim knew the subject extremely well and passed the information on in an interesting way.

Course Delivery Name	Online Mental Health First Aid Adult (11 to 12 Nov 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.20	5
Confidence after	8.60	5
Knowledge before	5.20	5
Knowledge after	8.40	5
Lead instructor rating	10.00	5
Co-instructor rating	9.38	4
Likelihood of recommending the course	10.00	5

### Comments

Great platform and training concept, with exercise and time alone to work on it. It was difficult at first to find the attached documents.

Great to still be able to do this training, even though it was all done remotely

It was a really useful and insightful course. I would perhaps suggest one addition to the content. It relies heavily upon face to face interaction in order to notice subtle changes. I wonder whether some more useful guidance could be given on how to check in with remote workers - especially during these times.

Really engaging course. Very knowledgeable instructor who provided great support throughout. I found having the course broken up into sections of self-study, group activity and group learning helped me to keep focus - the variety was great. I also enjoyed the variety of learning through a mix of video and reading. I am glad that the group were encouraged to have cameras on, it made it much easier to talk to others in the group and encourage conversation on the topic. The software worked well too, particularly the use of virtual 'breakout rooms'. I think this course has adapted well to being run virtually. Overall, really well taught. Would recommend it.

Course Delivery Name	Online Mental Health First Aid Adult (25 to 26 Nov 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.57	7
Confidence after	8.43	7
Knowledge before	4.43	7
Knowledge after	8.71	7
Lead instructor rating	9.64	7
Co-instructor rating	9.00	5
Likelihood of recommending the course	10.00	7

### Comments

Really interesting. Much better equipped for managing all aspects of Mental Health and applying this in real life.

Recommend to have a smaller overall group, no more than 9 in total - This will be less intimidating, allow people to get to know each other, encourage more conversation and share stories. Would have loved to hear more stories about the instructors' professional experience in supporting and caring for people with mental ill health.

This course was very well run by Tim and Michael and gave such a great insight into Mental Health. It allowed for any and all questions without judgement and has allowed me to take away a great deal of knowledge and confidence to apply in future situations that I may find myself in.

Truly amazing thank you

very professional, prompt and the course was very fluid where the presentations, breakouts all worked well with different people in your groups.

Course Delivery Name	Online Mental Health First Aid Adult (02 to 03 Dec 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.00	5
Confidence after	8.00	5
Knowledge before	2.60	5
Knowledge after	8.00	5
Lead instructor rating	9.00	5
Co-instructor rating	8.50	5
Likelihood of recommending the course	8.80	5

### Comments

It was a shame about the sound quality and technical issues. I would have valued more time spent on the impact on the workforce.

Our trainer, Tim Lloyd, is a great instructor. Made two long days enjoyable and made what can be difficult topics to cover, easy to digest.

Quite a few technical issues with regards to sound.

The course was very informative and I now feel much more confident in my ability to deliver support to an employee with a mental health issue. The format was great, and allowed for independent learning but with support and guidance along the way. I can only imagine how challenging it may be to deliver a course online and when a group isn't forthcoming with comments but Tim did a great job and keeping the conversation flowing and allowing space for us to share our thoughts. I would highly recommend this course and will be sharing my experience with my workplace.

The mental health first aid course exceeded my expectations. It was very informative and the way in which it was delivered was excellent. The course tutor was really good at bringing the course to life with examples of situations and scenarios you may experience in order to help understanding.

Course Delivery Name	Online Mental Health First Aid Adult (21 to 22 Dec 2020)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.30	10
Confidence after	8.20	10
Knowledge before	4.10	10
Knowledge after	8.40	10
Lead instructor rating	10.00	10
Co-instructor rating	10.00	1
Likelihood of recommending the course	9.90	10

### Comments

A very good delivery of great content. The live sessions were very useful especially when breaking into smaller groups where in-depth discussions could really flourish. The manual is very well written and content rich, a great source to reference from. I good balance of live, text and video delivery. Merry Christmas to you all!

Great course, covering a significant amount of practical knowledge on mental health. I will be using the knowledge gained to support the building of the Mental Health strategy for our company.

really enjoyed their personable style - which makes it very real and quite successful in putting everyone into the same frame of reference Thanks so much

The course was insightful and well paced. Tim did an excellent job with delivery of the course. Thank you very much for including me even though I do not live in the UK. This certificate and knowledge and skills I have learned will go a long way in supporting the work I do.

Tim, thank you so much for your expertise. It was a great session and I feel much more equipped to take these skills forward.

Course Delivery Name	Online Mental Health First Aid Adult (13 to 14 Jan 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.50	6
Confidence after	7.83	6
Knowledge before	4.67	6
Knowledge after	9.17	6
Lead instructor rating	9.64	7
Co-instructor rating	10.00	1
Likelihood of recommending the course	10.00	7

### Comments

As a CIC working with and in the community, we at HealthScape now feel we have to tools required to further help people, to guid them and help them along their journey to good mental healthThank you!

My one and only issue was the technical side I had a few problems with sound.

Overall I was very impressed. I thought Tim was very engaging and knowledgeable.A few aspects could have been better covered - especially issues of confidentiality at work. How much responsibility should we take for a colleague's well being? How liable are we if we give the wrong advice?Other than that, it was pretty comprehensive and I did learn a lot.The best bits of the course were the case studies.I found accessing the hub not straightforward at the beginning of the course but other than that the technical aspects are very impressive.

This course was really eye-opening, educational and invaluable in my opinion! The skills I've learnt from Tim and the materials will not just make me a better person to help those in crisis, but also help make me a better friend, family member, partner, etc. The course was friendly, welcoming and professional, with the homework assignments and live sessions being really engaging, dynamic and easy to get your head around. The user interface and online learning platforms were easy to use, clear and simple. Thanks so much for the wonderful course, I think all workplaces and companies should attend!

Tim did a fantastic job, I thoroughly enjoyed the course and thought it was very well structured.

Tim was brilliant, a great way to do the course.

Course Delivery Name	Online Mental Health First Aid Adult (19 to 20 Jan 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.20	5
Confidence after	8.80	5
Knowledge before	5.40	5
Knowledge after	9.20	5
Lead instructor rating	9.50	5
Co-instructor rating	10.00	2
Likelihood of recommending the course	9.00	5

### Comments

I found it really useful. The resources were easy to use, the balance of activities to information was right and the variation of teaching and learning methods was engaging. Thanks very much - I shall use the knowledge gained in my professional and my personal life. I still haven't received my resource pack however.

The course was beneficial, and a really good focus for thinking about these topics in a concentrated way. But I did find there was a lot of filler talk where people zoned out a bit, and certain avenues of questioning felt a little too personal (for example asking people to raise their hands if they'd ever had suicidal thoughts on day 1 really shocked me!). I understand the need to share things, but fundamentally these are strangers and many of them perhaps have their own anxieties and at points it felt a little like these could be overlooked. That's my only criticism though - I thought the leader's enthusiasm and energy was extremely impressive and will be thinking about much of the content of the course for a long time to come.

This course was absolutely fantastic! I wanted to become a Mental Health First Aider because I wanted to feel more knowledgeable about mental health to be able to champion it/ challenge stigmas, and also feel more confident in being able to support those around me with their mental health. This course absolutely delivered that - I feel that I have gained so much knowledge on different types of mental health issues, and feel more confident in being able to support others. Thank-you so much!

Course Delivery Name	Online Mental Health First Aid Adult (28 to 29 Jan 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.17	6
Confidence after	8.17	6
Knowledge before	3.83	6
Knowledge after	8.33	6
Lead instructor rating	9.58	6
Co-instructor rating		0
Likelihood of recommending the course	9.50	6

### Comments

Following the course I have definitely built the confidence to have effective conversations with those who are struggling with mental health. I understand the importance of listening. Also that as the role of a first aider, it is 100% okay not to fix their problems, but to encourage and give a glimmer of hope by signposting to support whether self help, support groups, EAP, recognised charities and medical professionals. With the use of the manual and some more self reading and researching reliable sources, I believe my confidence and knowledge will grow in spotting signs and guiding those to the right support.

I thought the course was excellent, especially considering it has to be delivered via video conferencing. Tim made people feel at ease, and had a good mix of gravitas and levity - it's a serious subject, but Tim's teaching style is relaxed and very human, not stiff and formal. This helped me absorb information. I also think his constant focus on understanding, not judging, and approaching people as people first and foremost was really valuable.

Really well run, and found Tim really compelling as an instructor.

The course was very informative with lots of practical examples. Tim's delivery was very engaging, he was always ready to answer questions and I felt very comfortable and reassured during the course.

Course Delivery Name	Online Mental Health First Aid Adult (03 to 04 Feb 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.67	6
Confidence after	8.17	6
Knowledge before	5.00	6
Knowledge after	8.17	6
Lead instructor rating	8.75	6
Co-instructor rating	10.00	1
Likelihood of recommending the course	7.83	6

### Comments

I thought the varied content was good, the manual, individual work and live sessions. Format was great, the platform works well. Live session - I couldn't figure out how to use speaker view, so whomever was speaking was a tiny stamp sized video feed. Lots of great takeaways, ALGEE, listening skills, how to spot signs of mental illness/difficulties. What the course does very well is provides memorable takeaways like the above and I do feel like the way its delivered helps to reinforce these learnings. Use of breakout rooms and discussion was useful, the listening task was a good exercise and I will definitely refer back to the learnings in future. There were quite a lot of football jokes which I guess the trainer used as an ice breaker, but I didn't connect with.

In depth content, with good variety of learning methods (videos, reading, quiz questions and live sessions). Takes the stigma and confusion away from many of the experiences people go through. Even though I've always wanted to help people through mental health concerns, I've never known how best to do it and was aware things that I might think are helpful could actually make things worse. I now feel much better equipped to help if approached and even feel confident enough to approach others if I think something isn't right. Tim was really knowledgeable, sensitive to group, really approachable. Although the subject is heavy he made it light where possible, without trivialising or taking away the seriousness of the topic - a great balance.

Course Delivery Name	Online Mental Health First Aid Adult (10 to 11 Feb 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.29	7
Confidence after	8.43	7
Knowledge before	3.71	7
Knowledge after	8.57	7
Lead instructor rating	9.64	7
Co-instructor rating	10.00	2
Likelihood of recommending the course	9.29	7

### Comments

Great course. I've learnt so much; what to do and importantly, what not to do.

I was really impressed by the course and how it was delivered. I was worried due to it being entirely on-line however it worked well. My only issue - which is actually quite a major one - is the fact that the course manual and workbook didn't arrive on time. In fact - I finished the course at 17.30 on Thursday 11th February and only received the books on at 14.00 on Monday 15th. It's not impossible to do the course without the books, but they certainly would've helped with additional reading. Many of the other trainees didn't receive their books either.

It exceeded my expectations. Really excellent in every way

This was an amazingly good course, both in terms of content and delivery. I was impressed by how well adapted it was to an online environment: the balance of individual reading time, group instruction and discussion, and small group exercises was ideal, and allowed a real rapport to develop between the participants as well as enabling effective teaching and reinforcement of the material. The software platform and the way it was used were both highly effective, and friendly technical support was provided. I learnt so much on this course, but have also been made aware of how much more there is to know. Thank you so much both to MHFA and to Tim.

Course Delivery Name	Online Mental Health First Aid Adult (12 to 17 Feb 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.00	2
Confidence after	8.00	2
Knowledge before	2.50	2
Knowledge after	8.00	2
Lead instructor rating	8.75	2
Co-instructor rating	8.75	2
Likelihood of recommending the course	9.50	2

**Comments**

The slides are terrible. Lots of sentences and words and in black and white. There were parts of the pdfs to answer questions that were difficult to find. The detailed pdf 'activity ' information should be titled by topic not by activity as I saved the PDFs and they make sense being saved by topic not activity which means nothing after the course . I felt there was lots of information and it could be slimmed down so the focus of this course is on using AIGEE and applying it to different mental health issues. The best parts of the class were doing the breakouts and applying AIGEE to scenarios. The videos were all good as well.I felt the lecture style was far too much Information and needs to focus on the capability to use AIGEE and be a competent mental Health first aider.The printed info for the course never came which made it difficult to navigate content. The course would benefit from having two people co- teach rather than 1 as a trainer and the second as producer.

Course Delivery Name	Online Mental Health First Aid Adult (18 to 19 Feb 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	3.44	9
Confidence after	7.67	9
Knowledge before	3.33	9
Knowledge after	7.67	9
Lead instructor rating	9.72	9
Co-instructor rating	8.57	7
Likelihood of recommending the course	9.44	9

### Comments

Be good to have more time on case studies to able to match the theory / discussions with situations

Great insight to mental health. Enjoyed the course and the breakout activities which get everyone involved

I found the course to be very valuable and informative. I thought it was well put together in terms of live sessions and personal study. There is a lot of material to cover and it will still involved quite a considerable amount of reading to understand all the information provided. I purposely chose a course that was run by a trained Mental health Nurse and really felt that i got hte benefit of this as Tim was able to provide real life insight and was keen to share common misconceptions that were really key in our understanding.

Time management was an issue, course either overran or felt rushed in the second half

Course Delivery Name	Online Mental Health First Aid Adult (24 to 25 Feb 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.56	9
Confidence after	8.33	9
Knowledge before	5.78	9
Knowledge after	8.67	9
Lead instructor rating	9.44	9
Co-instructor rating	9.38	4
Likelihood of recommending the course	9.22	9

### Comments

I can't recommend the course enough for everyone. The instructor was knowledgeable and able to provide his own perspective and the content was vast, involved and well structured. It was also good to have physical copies of the manual and the workbook - it means I have something physical I can return to for future reference. I now feel significantly more confident in helping out in mental health crisis situations and taking appropriate actions depending on the situation. Thanks again - it was an enjoyable and informative couple of days that I have taken a lot from and will definitely be following it up with my own learning.

I wish I had attended this course a long time ago but I didn't know about it. A family member had mental health 2 years ago and I could have rescued/assisted her but she ended up being homeless for 4 months. It was a terrible experience that I will live with for a long time. I am going to mobilise a number of people to attend this course.

Really good experience with the facilitation and the support available. Calm and composed attitude of the facilitator was mirrored onto candidates which made the whole learning experience beautiful.

Course Delivery Name	Online Mental Health First Aid Adult (26 Feb to 05 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.83	6
Confidence after	8.67	6
Knowledge before	4.00	6
Knowledge after	8.17	6
Lead instructor rating	9.58	6
Co-instructor rating	10.00	5
Likelihood of recommending the course	10.00	6

### Comments

Course content very useful. Both instructor and Co instructor very easy to understand while delivering the course during this 2 days. The course conte exceeded my exceptions. I feel more confident to help when necessary as a Mental health first aider.

Excellent course. Tim was a fantastic and knowledgeable instructor and Michael was there for any tech support the group needed.

I found the course and the supporting resources very helpful. Tim has a wealth of knowledge and experience which made the learning experience very informative. He was able to answer all questions and was up to date with all relevant data and terminology. He was also kind and empathetic to the group and their own experiences, giving time for the delegates to discuss and step out when needed. The course was well paced and took in to consideration everyone's background. Tim left us feeling, if we approached someone who was in distress or needed support with their mental health, we would have the fundamentals to safely assess and support them in the first instance. Michael was able to ensure the course ran smoothly. As a result, we did not experience any technical issues and all relevant case studies, data and links were accessible when needed. Overall a pleasurable, highly efficient, professional and friendly training team.

Super manner, great resources, excellent knowledge. Couldn't have been better!

well covered and delivered course Interesting balance on input and discussion.

Course Delivery Name	Online Mental Health First Aid Adult (03 to 04 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	4.85	13
Confidence after	8.92	13
Knowledge before	4.77	13
Knowledge after	9.15	13
Lead instructor rating	9.62	13
Co-instructor rating	9.17	9
Likelihood of recommending the course	9.46	13

### Comments

As I approached the course as a " late comer " without the necessary tools to complete the course I received a warm welcome and easy directions to follow. When I fell behind, I again found a warm response and assistance with next steps. The only issue I had was when completing the course I was awarded ( if I remember correctly ) 100% performance and 59.5% completion. Despite several refreshing page options I could not get this changed. The following day it had reverted to 95% completion. I would certainly recommend this course.

Cannot praise and thank Tim enough for such a thorough and rewarding course. His teaching style and approach is excellent, makes you feel comfortable to share your ideas or questions with the group and teaches you the skills required for how to support others with a mental health issue. Can't recommend the course or Tim as an instructor enough!

Great course led by 2 very able gentlemen, who had lots of knowledge to share. Couldn't recommend them more.

I had been wanting to attend this course for a while now and it surpassed my expectations. I came away with an incredible amount of knowledge, far more than I could ever expect. The lead instructor was captivating and excellent at explaining and teaching. I would highly recommend this course, and in particular Tim's course. It was an invaluable experience to be instructed by someone who has had his experience in the industry.

It was amazing! Very happy with Tim and the course

Really enjoyed the course, lots to take in over a short space of time and unfortunately the Manuel didn't arrive in time but I'm looking forward to receiving a copy and being able to read through that to underpin the knowledge I've gained over the past couple of days.

Really great course, great instructors

The course was exceptionally well planned, and the digital platform worked really well. I will definitely recommend this course to my colleagues! My only criticism is that the physical course materials were delivered to site rather than to my home address, and some parts would have been easier with this in front of me. Perhaps check ahead of the course where it's best to send these?

Tim was an excellent instructor, able to guide the group easily through some difficult topics. His experience is

## Comments

obvious, but I particularly liked some of his metaphors which simplified the approach into a visual aspect - the 'tidal approach' of pushing, but also retreating, like a tide has stuck with me. The materials provided for the course were extensive as well, and I enjoyed the aspects of individual learning time. On training courses like this you need some time to process and 'take a break' from the talking, and this helped me take in the information in more detail. One note, coming from a creative services/agency background, is that a lot of the topics are (luckily) not hugely relevant to my own day-to-day work. Topics such as psychosis and suicide are very interesting, but not something I'll likely have to encounter in a work scenario. However I did very much enjoy learning about them, and

Very good course, personally I thought there was slightly too much independent learning.

Course Delivery Name	Adult MHFA Two Day Classroom (09 to 16 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	7.67	3
Confidence after	9.33	3
Knowledge before	6.67	3
Knowledge after	9.33	3
Lead instructor rating	9.17	3
Co-instructor rating		0
Likelihood of recommending the course	9.33	3

### Comments

The instructor Tim was fantastic. His passion and knowledge were undeniable, and he delivered the course exceptionally well.

This was an outstanding course delivered with an in-depth knowledge delivered with appropriate humour by our instructor Tim Lloyd. I have learnt so much over the two days and believe it has put me in a much stronger position to support the people that are around me in all walks of life. The course covers a wide range of subjects, I found the active listening particularly useful and will always remember ALGEE. Thank you, Tim, for a really enjoyable couple of days I will be recommending not only the course, but they seek you out for their training.

Very hard to deliver online unless you are competent with the platform

Course Delivery Name	Online Mental Health First Aid Adult (10 to 17 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	3.50	2
Confidence after	8.50	2
Knowledge before	3.50	2
Knowledge after	8.00	2
Lead instructor rating	10.00	2
Co-instructor rating		0
Likelihood of recommending the course	10.00	2

### Comments

Content:Fantastic course - really insightful. The instructor was really great in giving scenarios to make this more relatable to situations that could occur. Practical set up: The materials while excellent arrived late which was however disappointing. Also the online joining instructions were not particularly clear - lots of words and different documents to read through to access ahead of the course which made it a bit stressful to begin with given my day job and no opportunity to print them out and read through - ended up having to flick back and forth to make sure I had understood everything.

I thought the course was both interesting and very educational. I previously thought that I had some idea about mental health and how to support people but attending the course has highlighted just how much I didn't know and exactly where the gaps in my knowledge were and still are. I feel infinitely more confident in how to look out for signs of difficulties, as well as how to approach these. I now feel that I have a much better measure of the things that I don't know and as a result will be researching things as a follow up to build my confidence. More than ever, I think its essential for both businesses/ organisations to invest in this area, as well as individuals if we want to be in a position of dispelling myths and truly being able to help those around us. The course tutor was excellent and I felt that Tim's experience in the mental health field was invaluable in giving us examples and a frame of reference for the things that we were learning about. I thought that the online format combined with the access to resources for independent learning struck an excellent balance. My only criticism was that particularly at the start, I was unclear that the reading needed to take place as I went along the learning and that time spent on this would impact scores. Once I had a handle on this, all went smoothly. Perhaps a clearer explanation of this in the initial emails would help?

Course Delivery Name	Online Mental Health First Aid Adult (11 to 12 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.67	3
Confidence after	8.00	3
Knowledge before	5.67	3
Knowledge after	8.00	3
Lead instructor rating	10.00	3
Co-instructor rating		0
Likelihood of recommending the course	9.67	3

**Comments**

I found the course very engaging - it was sensitively delivered and very well structured. There could have been more time for role-plays to build confidence in specific scenarios, but the lack of this did not negatively impact my experience. Tim delivered the course with good humour and expert knowledge, and I was very glad to learn from him.

It was a great course, the instructor made me feel welcome and it was easy to follow.

Course Delivery Name	Online Mental Health First Aid Adult (14 to 21 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	7.00	3
Confidence after	9.00	3
Knowledge before	7.67	3
Knowledge after	9.33	3
Lead instructor rating	10.00	3
Co-instructor rating	10.00	2
Likelihood of recommending the course	10.00	3

**Comments**

Excellent course for everybody

This course has been a wonderful eye opening opportunity with a very welcoming environment and friendly personnel.

Course Delivery Name	Online Mental Health First Aid Adult (18 to 19 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	6.00	1
Confidence after	10.00	1
Knowledge before	6.00	1
Knowledge after	10.00	1
Lead instructor rating	10.00	1
Co-instructor rating		0
Likelihood of recommending the course	10.00	1

Comments
No matching records found

Course Delivery Name	Online Mental Health First Aid Adult (24 to 25 Mar 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.29	7
Confidence after	8.71	7
Knowledge before	4.71	7
Knowledge after	8.71	7
Lead instructor rating	10.00	7
Co-instructor rating	10.00	3
Likelihood of recommending the course	10.00	7

### Comments

A fantastic learning experience on a personal and professional level and a great community of learners. Thanks to Michael and Tim for creating a safe environment for us to participate

An informative and interesting course which has boosted my confidence and knowledge. I enjoyed the individual and live session learning. Tim's knowledge and understanding is exceptional and his passion to make the world a kinder and more opened place is infectious. Thank you so much Tim.

I thought the course was excellent and my experience of attendance and participation was really positive. The pace was good and it was moderated well to keep on track and relevant. I did 2 full days in a row and I found it a bit intense sitting down and being on the screen all that time, and also keeping up with the content. It would have been better for me to have a day in between to absorb the first day and catch up on the reading and exercises. It was overwhelming after the first day to then spend the evening reading for the next day, so I felt a bit on the back foot on day 2. By the time I kind of got the groove of the course it was over. It would have been useful to have the pack of materials before the course as well. I would definitely recommend the course and I'm intending to get my team of managers to do the awareness course. Thank you

Tim was very knowledgeable and delivered a very professional course. He was considerate to all the group and I felt very safe. His style of delivery was relaxed but focused. I enjoyed the two days and my confidence has grown along with my knowledge. It was a pleasure to be part of a group who also offered so much under Tim's direction. Thank you Tim

Course Delivery Name	Online Mental Health First Aid Adult (14 to 15 Apr 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	6.00	6
Confidence after	9.00	5
Knowledge before	6.67	6
Knowledge after	9.33	6
Lead instructor rating	10.00	6
Co-instructor rating	9.50	5
Likelihood of recommending the course	10.00	6

### Comments

Fantastic and interesting course. Great group of people and a lot to take away from it. Tim (instructor) was very informative, approachable and personable.

Fantastic insightful course and Tim was a great instructor. The manual sent in the post also has so much more information that I can build on for the future also.

I have to say I am really impressed with this course and I feel very lucky and grateful to have been able to complete this. The instructors were amazing and the course content relevant and informative. I also feel it was delivered in a way that made me feel able to deal with potential situations should they arise for me either at work or at home or in my private life. The insight into triggers and things to look out for and the way in which to approach these issues has made me feel much more positive about my ability to address them. Thank you again and I am so happy I got this opportunity.

Loved the course, Tim and Steven were fantastic

Course Delivery Name	Online Mental Health First Aid Adult (19 to 20 Apr 2021)
Lead Instructor	Tim Lloyd (Registered Mental Health Nurse)
Co-Instructor	Rachel Bragg

Please note, these are average scores based on the total number of feedback forms completed. Scores are from 0 – 10 where 0 is the lowest and 10 is the highest.

Questions Asked	Average	Total Completed
Confidence before	5.00	3
Confidence after	9.00	3
Knowledge before	2.33	3
Knowledge after	9.00	3
Lead instructor rating	10.00	1
Co-instructor rating	10.00	2
Likelihood of recommending the course	10.00	3

### Comments

I feel very fulfilled and I feel ready and resourced to go and give greater help to those inside and outside my community. Thanks a million.

My experience in taking the course was very good. keep it up.

No comment