

To: All head teachers / course organisers of Lledr Hall OEC courses.

Lledr Hall OEC – users review

Lledr Hall is committed to a policy of providing a quality, residential, outdoor education service.

The table below lists 20 aspects of the centre's provision. Please indicate your level of satisfaction by giving each statement a mark out of 10, where 10 is high (totally satisfied) and 1 is low (totally dissatisfied).

After you have attended your course at Lledr Hall, please return your completed form to:
Alistair D. Cook (Head of service), Lledr Hall OEC, Pont y Pant, Dolwyddelan, Conwy, LL25 0PJ.

Aspects of Lledr Hall outdoor education centre provision	Mark out of 10
1. Pre-course information and planning process was efficient.	
2. Booking and invoicing system was easy to use.	
3. The centre and its grounds were clean and tidy.	
4. Staff and group induction process was thorough.	
5. The sleeping accommodation for pupils was comfortable.	
6. The sleeping accommodation for staff was comfortable.	
7. The quality of outdoor equipment and teaching resources provided by the centre was excellent.	
8. The number of adventurous activity options was sufficient.	
9. Centre staff were welcoming and supportive of your course and its aims.	
10. Centre staff were available to support the course.	
11. Centre teaching staff were friendly and enthusiastic.	
12. Our roles and responsibilities as visiting staff were clearly agreed.	
13. The meals provided were of a high standard.	
14. The non-teaching staff were friendly and helpful.	
15. The organisation and content of the course and activities was closely linked with the national curriculum.	
16. The dining room and its systems was an important part of the residential experience.	
17. The centre transport provided was adequate for the needs of the course.	
18. The quality of teaching by the centre staff was high.	
19. The course was value for money.	
20. The standard of the course, it's staffing and resourcing, and the quality of the accommodation met all expectations.	