Student feedback survey report

New Zealand Search and Rescue

February 2021

Contents

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Methodology

- This report is based on results from an online survey of participants in New Zealand Search and Rescue courses run in 2020.

- A total of n=251 participants completed the online survey between the 16th of December 2020 and the 11th of February 2021. They were invited via email from NZSAR with a unique link taking them to the survey. Three reminder emails were sent to those who had not taken part in the survey encouraging them to do so.

- The survey asks all respondents who took part in the CIMS 2 course (n=55) about their experiences. Overall ratings for each of the other course were also asked of all those who took part in them. However, more detailed questions about the other courses were only asked about the most recent course respondents participated in (to avoid heavy survey burden for those who took part in multiple courses). This means the sample sizes are smaller and the course may not be representative (courses that were later in the year will have been more likely to be a respondents most recent course.)

- The questionnaire was developed by NZSAR based on previous surveys.

- The maximum margin of error for a randomly selected sample size of n=251 is ±6.2% for 95% confidence and ± 5.2% for 90% confidence. All differences noted in this report are statistically significant to at least 90% confidence.

- All numbers are shown rounded to zero decimal places. Hence specified totals are not always exactly equal to the sum of the specified sub-totals. The differences are seldom more than 1%.
  - For example: 2.7 + 3.6 = 6.3 when rounded appears as: 3 + 4 = 6

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Key findings

CIMS 2

- The Net Promoter Score (NPS) for CIMS 2 was -2. From reasons given, it seems that the quality of the course was weakened by outdated material. Despite this, 76% rated the course as good or excellent overall and only 6% felt it was poor.

Other SAR Courses overall

- Amongst all respondents who participated in each course, the overall positive ratings of the courses were all higher than 80%, with the exception of three courses; CIMS 4 (64%, n=28), Manage the Marine response (73%, n=15) and SAR Leadership (75%, n=8).

- The average positive rating across the board was 93% excellent or good, however it was higher amongst LandSAR courses (97%) than Tai Poutini Polytechnic courses (85%).

Most recent course

- Disregarding CIMS 2, all SAR courses had positive NPS amongst those who participated in them most recently.
  - The driving factors both positively and negatively were the quality of the tutors and the relevance of the course.

- LandSAR courses had significantly higher NPS than Tai Poutini Polytechnic courses (+73 to +31) and consistently performed better across the whole range of measures tested.

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Key findings

Most recent course continued:

- Tutors were rated highly (over 90% excellent or good) for knowledge, being easy to understand, giving clear instructions, providing guidance and giving clear explanations.

- Over 90% positively rated the timing of their most recent course and the suitability of the venue.

- Learning materials provided during the course were rated better (88% positively) than material provided before and after (75% and 72% respectively).

- Majority of respondents did not give any feedback on whether anything should or should not have been included in their most recent course. Four comments about expectations were recorded for CIMS 4, two of which mentioned the material not matching the assessment.

SAR Courses generally

- A majority said the best thing about training in search and rescue was the learning from experienced tutors (71%) and learning new skills (also 71%).

- When asked what other skills they needed to learn next, 8-12% each mentioned searching, tracking, leadership and CIMS.

- Most respondents did not have any other feedback, but several praised the courses.
  - Some negative themes that did emerge were; outdated material, courses being cancelled and venues not being in convenient locations.

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CIMS 2

Summary

- The Net Promoter Score for the CIMS 2 online course was -2 (31% Promoters – 33% Detractors).

  - Amongst Detractors, the most common reason given for the low score was that the material they were given was out-dated (39%), and 16% of Passive respondents also mentioned this.

- The length of the course and the course overall was rated as excellent or good by over three-quarters of respondents (76-78%). Respondents rated assessment as testing the right skills and learning materials slightly lower (69-71% excellent or good).

- 78% agreed the CIMS 2 course taught them the skills relevant to the task they do for SAR and 71% agreed they feel confident they can now use those skills.

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CIMS 2 NPS

- The Net Promoter Score for the CIMS 2 online course was -2 (31% Promoters – 33% Detractors).

- Respondents nominated by LandSAR were more likely to have a higher NPS score (+24).

- Respondents who were active in Marine/water operation gave a lower NPS (-36), while those involved in Land Operation and Group training have higher scores (+16 and +20 respectively).

How likely are you to recommend the CIMS 2 online course to other SAR people? (%)

31% Promoters
36% Passives
33% Detractors

Values: 22, 9, 18, 16, 7, 11, 5, 0, 2, 2, 5, 2

Categories: 10 - Very likely, 9, 8, 7, 6, 5 - Neutral, 4, 3, 2, 1, 0 - Very unlikely, Don't know

Base: CIMS 2 students (n=55)

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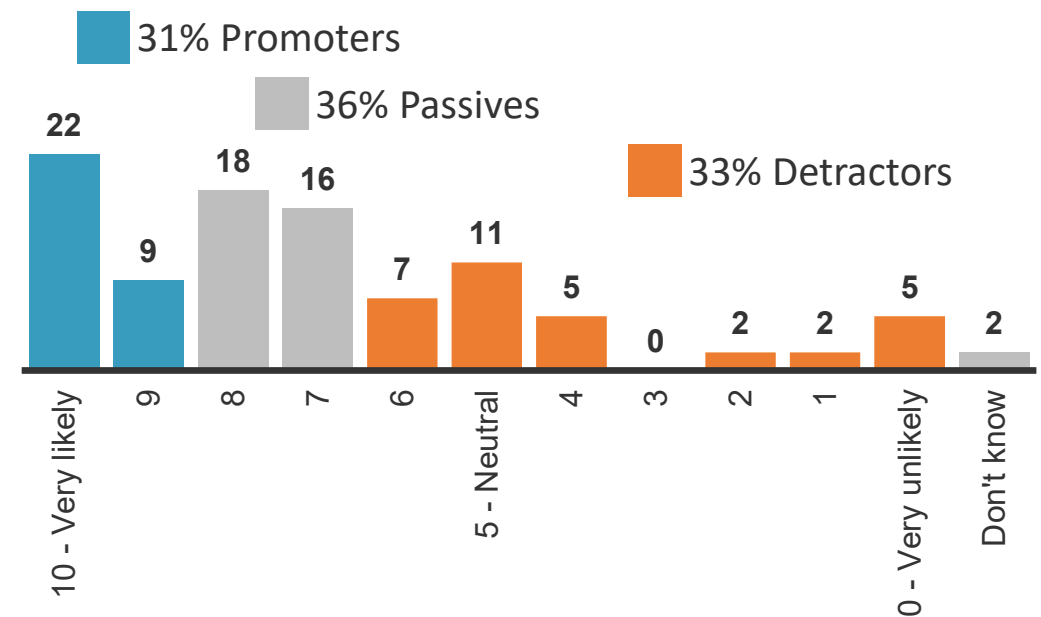
NPS reasons

- Amongst those who gave a promoter score, almost half (47%) gave a generic positive response. 18% said it was good start.

- Amongst Detractors, the most common reason given was that the material they were given was outdated (39%).

- Passive respondents were generally positive (32%), but 16% mentioned materials being outdated.

Q *What are the reasons for your recommendation score?*

Column %	Promoters (9-10, n=17)	Passive (7-8, n=19)	Detractors (0-6, n=18)
General positive	47%	32%	6%
Good start	18%	5%	6%
Good online course	6%	11%	0%
Good refresher	0%	11%	0%
Outdated material	0%	16%	39%
General negative	0%	0%	6%
Need real experience	0%	5%	6%
Relevance	0%	0%	11%
Didn't like doing it online	0%	0%	6%
Had to be done	6%	5%	6%
No Response	29%	26%	22%

Positive / *Negative* / *Neutral*
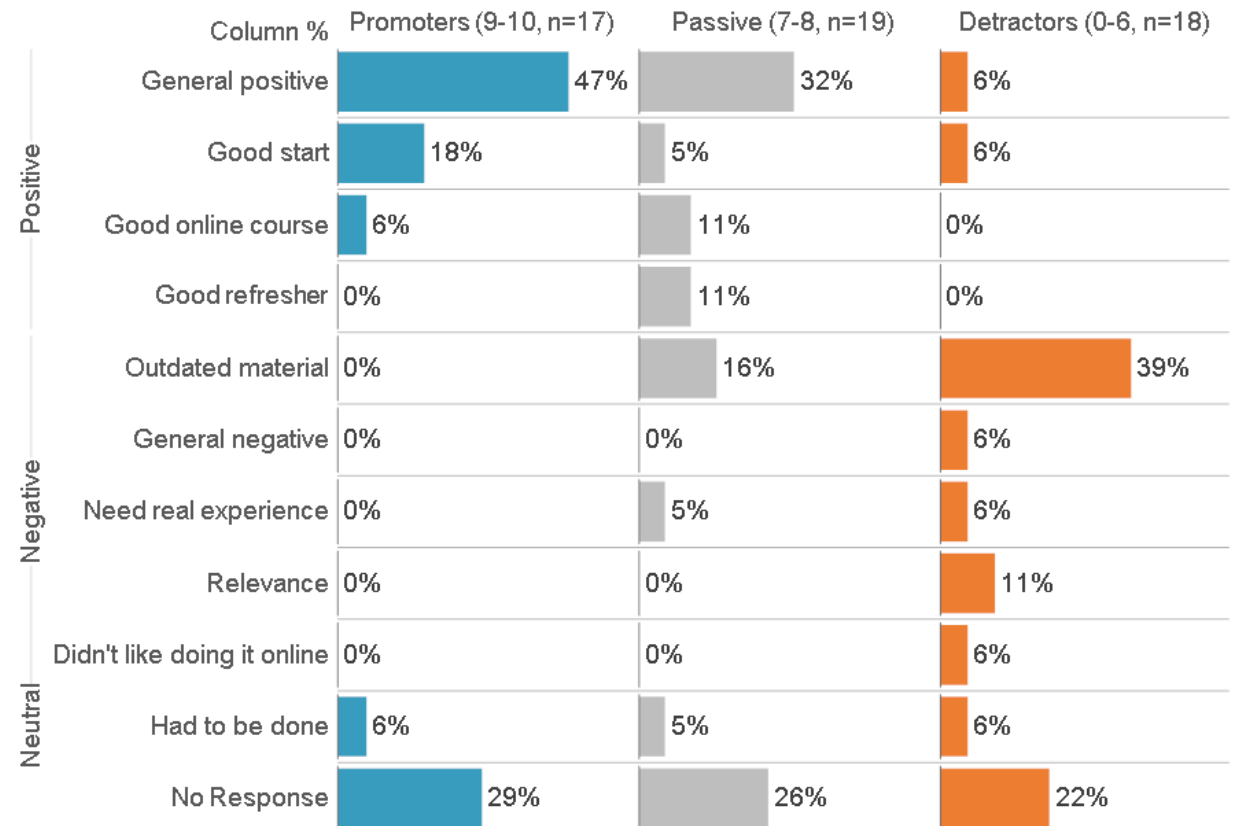
Base: Those who gave a reason to their recommendation score

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CIMS 2 ratings

- The length of the course and the course overall were rated as excellent or good by over three- quarters of respondents (76-78%). Respondents rated assessment as testing the right skills and learning materials slightly lower (69-71% excellent or good).

- LandSAR nominated respondents were more likely to give positive ratings for all four statements (83-90%).

Q *Thinking about the CIMS 2 online course, how would you rate the (%)*

	Excellent	Good		Fair	Poor	Very poor	N/A
Length of the course	15	64	**78**	22			
Course overall	15	62	**76**	18	4	2	
Assessment testing the right skills	16	55	**71**	18	7	2	2
Learning materials provided during the course	16	53	**69**	20	7	4	

Base: CIMS 2 students (n=55)

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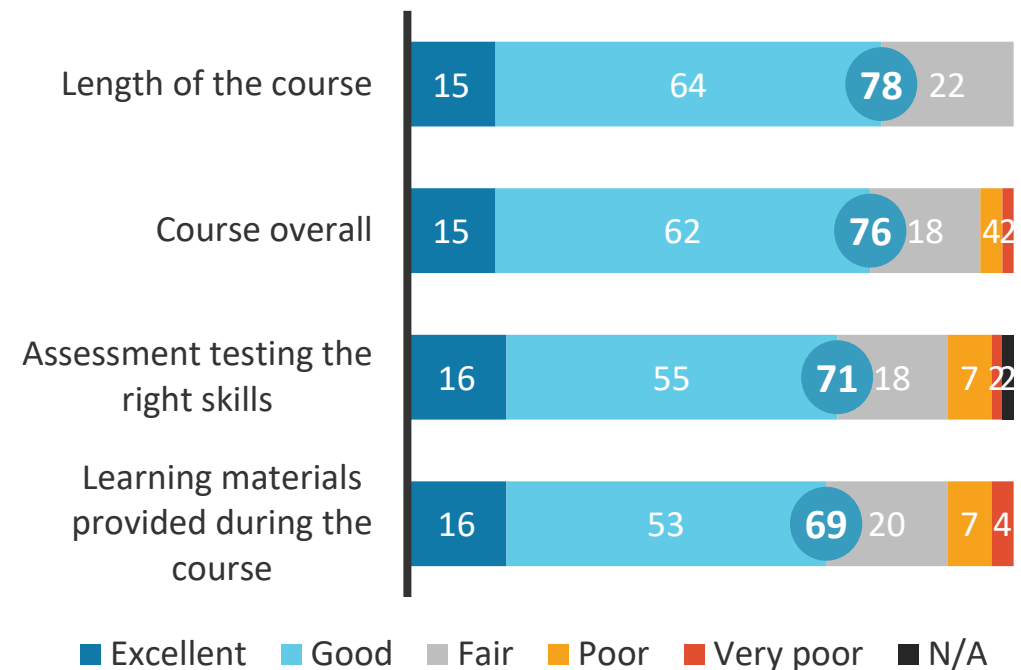
CIMS 2 ratings

- 78% agreed the CIMS 2 course taught them the skills relevant to the task they do for SAR.
  - South Island respondents were more likely to agree (93%) than North Island respondents (64%).
  - Respondents who had been operational for less than 5 years were more likely to agree (88%) than those operational for more (65%).
- 71% agreed they feel confident they can now use those skills.
  - Those who were active in Marine/water operation were less likely to say they feel confident (59%).

Still thinking about the CIMS 2 online course, do you agree or disagree that (%)

	Strongly agree	Agree		Neutral	Disagree
The course taught me skills relevant to the tasks I do for SAR	29	49	**78**	20	2
I feel confident I can now use those skills in an operation	24	47	**71**	20	9

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- N/A

Base: CIMS 2 students (n=55)

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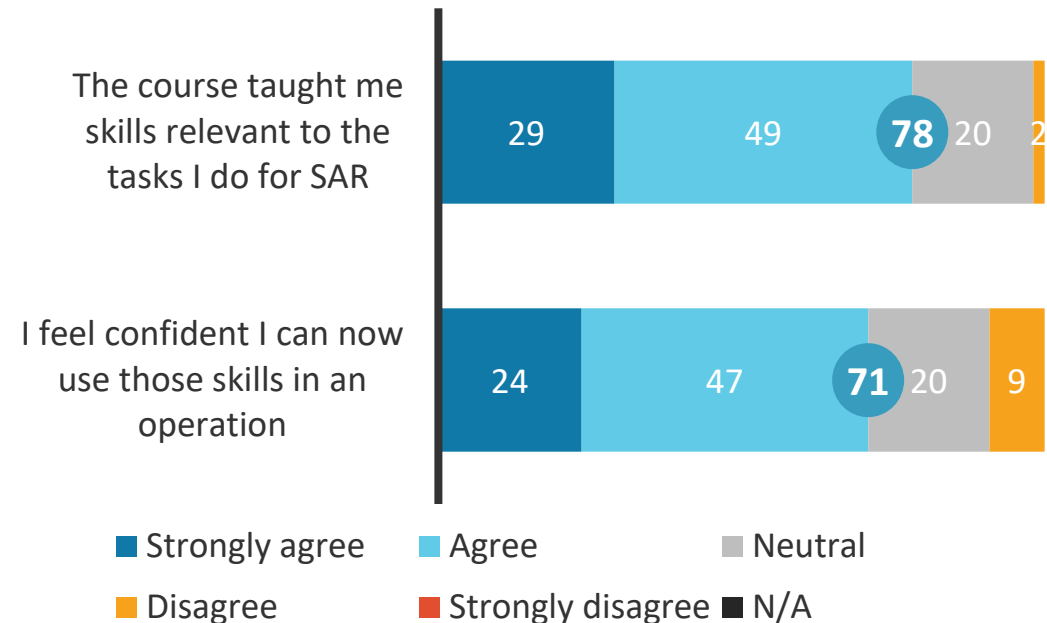
Overall course ratings

Overall course ratings

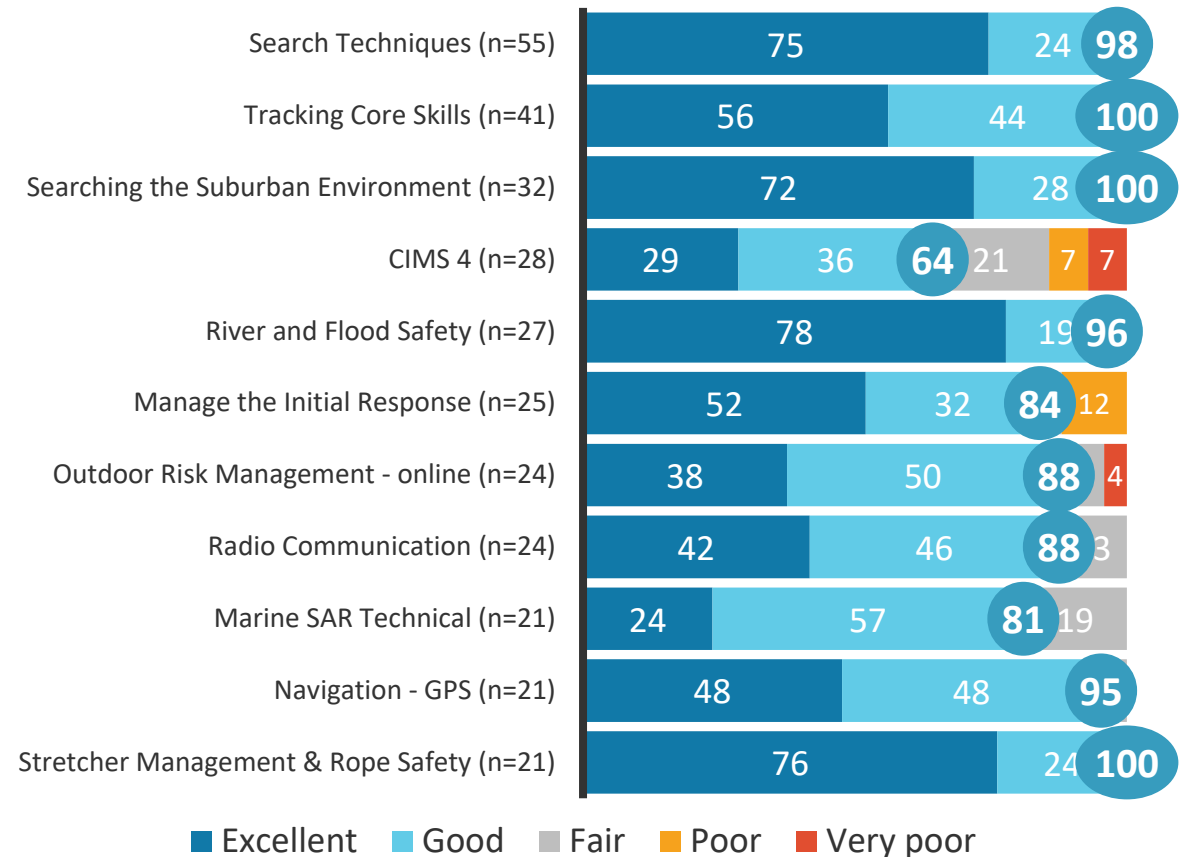- Across all courses, the majority rated them as excellent or good. The lowest positive rating was for CIMS 4 (n=28) which had a total positive rating of 64%.

- The average ratings were 52% excellent, 41% good, 6% fair 1% poor or very poor.
  - The average ratings amongst LandSAR courses were 57% excellent, 40% good and 3% Fair
  - The average ratings amongst Tai Poutini Polytechnic courses were 42% excellent, 44% good and 12% fair and 3% poor or very poor

- 14 courses (including 11 that had fewer than n=20 respondents) had perfect ratings of 100% excellent or good.

Q *How would you rate the SAR training course/s overall (%)*

Course	Excellent	Good	Fair	Poor	Very poor	Total
Search Techniques (n=55)	75	24				98
Tracking Core Skills (n=41)	56	44				100
Searching the Suburban Environment (n=32)	72	28				100
CIMS 4 (n=28)	29	36	21	7	7	64
River and Flood Safety (n=27)	78	19				96
Manage the Initial Response (n=25)	52	32		12		84
Outdoor Risk Management - online (n=24)	38	50			4	88
Radio Communication (n=24)	42	46	3			88
Marine SAR Technical (n=21)	24	57	19			81
Navigation - GPS (n=21)	48	48				95
Stretcher Management & Rope Safety (n=21)	76	24				100

■ Excellent ■ Good ■ Fair ■ Poor ■ Very poor

Base: Varies depending on course, Only showing course with at least 20 respondents.

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Overall course ratings – small samples

How would you rate the SAR training course/s overall (%)

Course	Excellent	Good	Fair	Poor	Very poor	Total
Field Team Leadership 1 - face to face (n=19)	42	47	11			89
Navigation - Map and Compass (n=18)	61	39				100
Tracking in the Wilderness Environment (n=18)	72	17			6	89
Manage the Marine Response (n=15)	20	53	27			73
Field Team Leadership 1 - online (n=15)	67	33				100
SARTrack Training (n=11)	27	64	9			91
4 Wheel Drive (n=10)	30	60	10			90
Training for Assessors (n=9)	67	22	11			89
Air Observers (n=8)	63	25	13			88
SAR Leadership (n=8)	38	38	25			75
Avalanche Awareness (n=8)	75	25				100
Outdoor Risk Management - face to face (n=8)	88	13				100
Investigative Interviewing (n=6)	50	50				100
Field Team Leadership 2 - face to face (n=5)	60	40				100
Processing Wilderness Clues (n=5)	60	40				100
Training for Delivery (n=4)	75	25				100
CaveSAR Rope Rescue Level 1 (n=3)	67	33				100
Operational Tracking - Introduction (n=2)	0	100				100
On Scene Coordinator (n=1)	0	100				100

Legend: ■ Excellent ■ Good ■ Fair ■ Poor ■ Very poor

Base: Varies depending on course, Only showing course with less than 20 respondents.
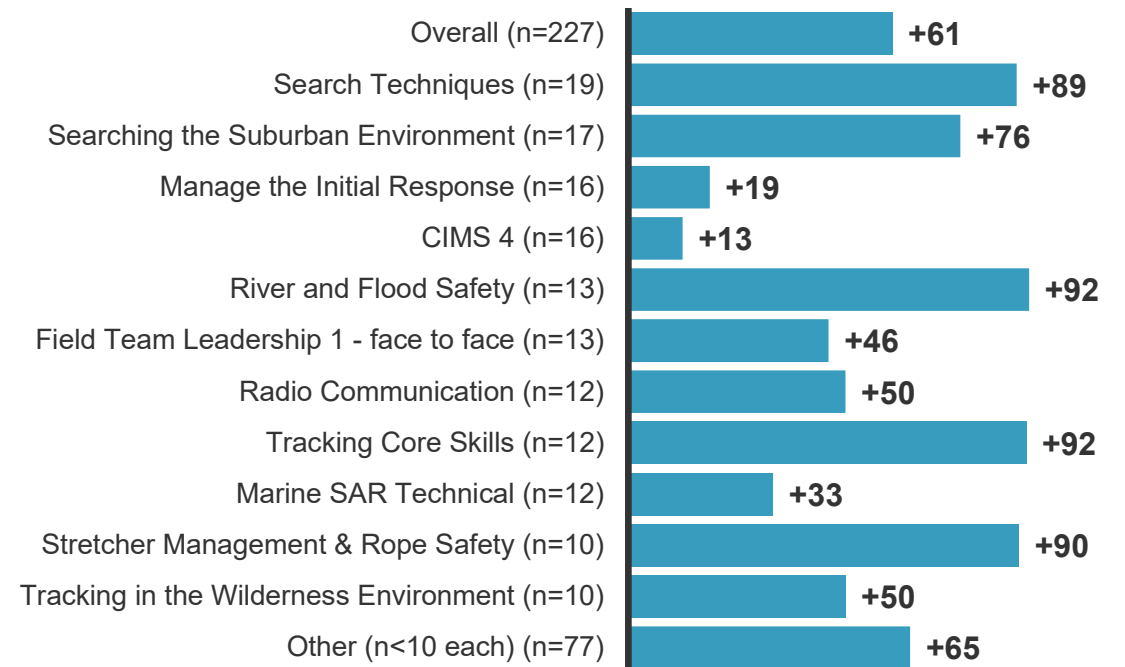
Most recent course

Summary

- The Net Promoter Score overall for respondents' most recent course was +61 (Promoters – Detractors: 70%-9%).
  - Amongst Promoters, the most common specific reasons given were that the course was relevant and had good tutors. Amongst Detractors they were the exact opposite; poor tutors and the course not being relevant.
- LandSAR courses had significantly higher NPS than Tai Poutini Polytechnic courses (+73 to +31) and consistently performed better across the range of measures tested.
- Over 90% rated tutors' knowledge, being easy to understand, giving clear instructions, providing guidance and giving clear explanations as excellent or good.
- Over 90% positively rated the timing of their most recent course and the suitability of the venue.
- Learning materials provided before, during and after the course were rated positively by 75%, 88% and 72% respectively.
- Over 90% agreed that teamwork was encouraged in their latest course, tutors ensured health and safety were followed, the assessment was fair, the course taught very relevant skills and they feel confident they can now use the skills in an operation.
- Respondents were asked what should and shouldn't have been included. The vast majority of respondents did not give any feedback. However, 12% recorded a response for something they were expecting to be included and 6% recorded a response for there being something that shouldn't have been included. All responses are presented at the end of this section.
  - Mostly, comments were very few and specific to each course. Four comments about expectations were recorded for CIMS 4, two of which mentioned the material not matching the assessment.

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Net Promoter Score

- The Net Promoter Score overall for respondents most recent course was +61 (Promoters – Detractors: 70%-9%).

- Search Techniques (+89), River and Flood Safety (+92), Tracking Core Skills (+92) and Stretcher Management & Rope Safety (+90) had higher scores on average.

- Manage the Initial Response (+19) and CIMS 4 (+13) had lower than average scores.

- LandSAR courses overall (n=160, +73) rated significantly higher than Tai Poutini Polytechnic courses (n=67, +31).
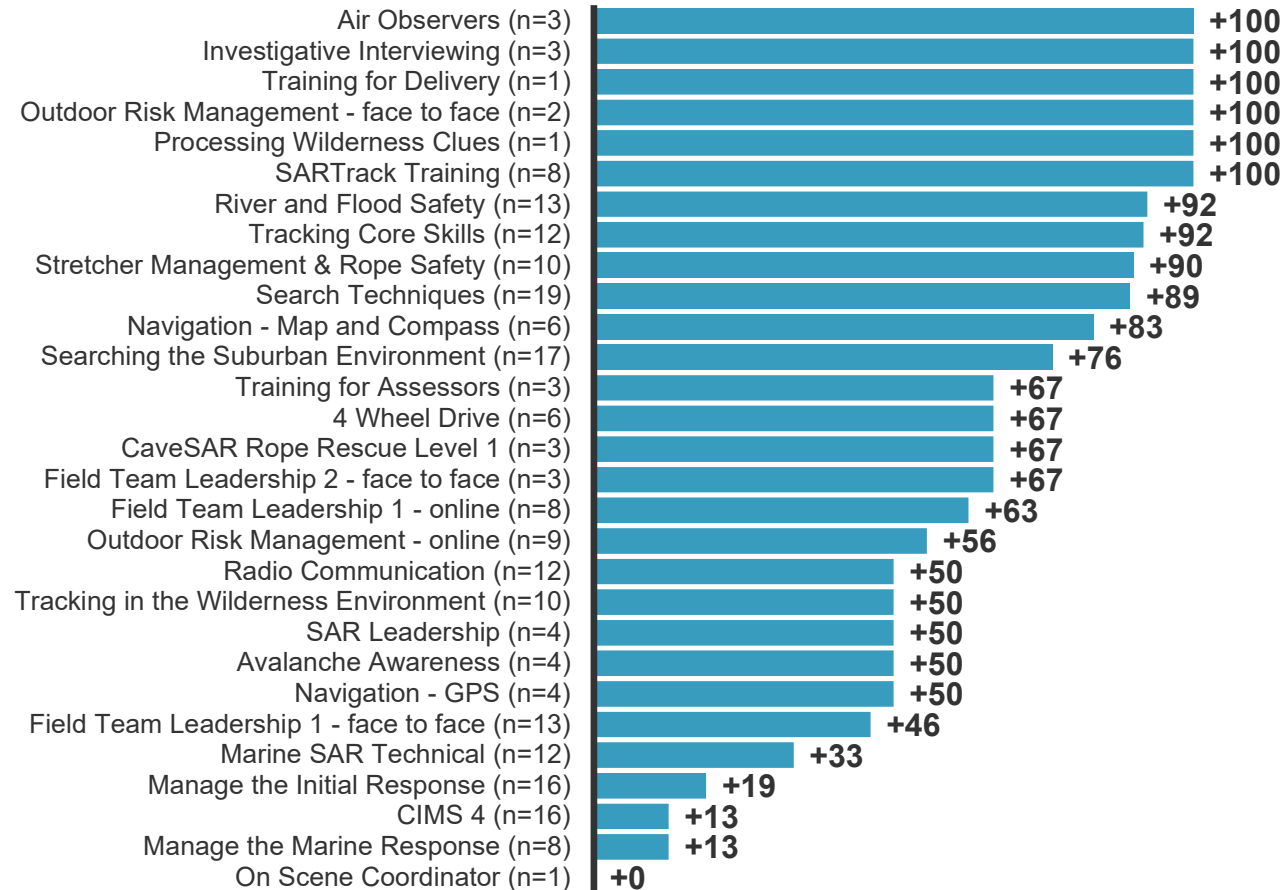
Q *How likely are you to recommend the [INSERT MOST RECENT COURSE] course to other SAR people? (NPS)*

Course	Score
Overall (n=227)	+61
Search Techniques (n=19)	+89
Searching the Suburban Environment (n=17)	+76
Manage the Initial Response (n=16)	+19
CIMS 4 (n=16)	+13
River and Flood Safety (n=13)	+92
Field Team Leadership 1 - face to face (n=13)	+46
Radio Communication (n=12)	+50
Tracking Core Skills (n=12)	+92
Marine SAR Technical (n=12)	+33
Stretcher Management & Rope Safety (n=10)	+90
Tracking in the Wilderness Environment (n=10)	+50
Other (n<10 each) (n=77)	+65

Bases: Varies depending on course (Overall: n=227)

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Net Promoter Score – full list

How likely are you to recommend the [INSERT MOST RECENT COURSE] course to other SAR people? (NPS)

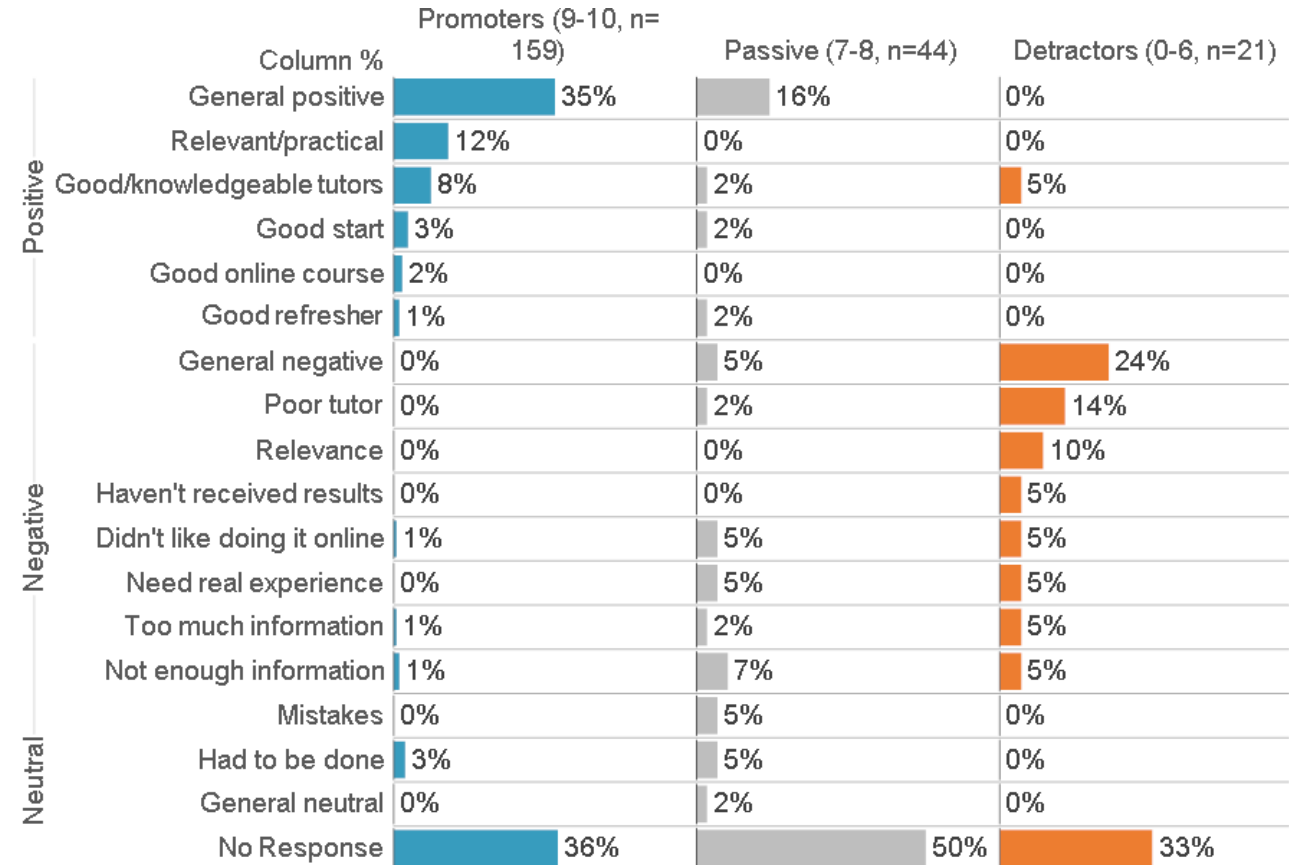| Course	NPS
Air Observers (n=3)	+100
Investigative Interviewing (n=3)	+100
Training for Delivery (n=1)	+100
Outdoor Risk Management - face to face (n=2)	+100
Processing Wilderness Clues (n=1)	+100
SARTrack Training (n=8)	+100
River and Flood Safety (n=13)	+92
Tracking Core Skills (n=12)	+92
Stretcher Management & Rope Safety (n=10)	+90
Search Techniques (n=19)	+89
Navigation - Map and Compass (n=6)	+83
Searching the Suburban Environment (n=17)	+76
Training for Assessors (n=3)	+67
4 Wheel Drive (n=6)	+67
CaveSAR Rope Rescue Level 1 (n=3)	+67
Field Team Leadership 2 - face to face (n=3)	+67
Field Team Leadership 1 - online (n=8)	+63
Outdoor Risk Management - online (n=9)	+56
Radio Communication (n=12)	+50
Tracking in the Wilderness Environment (n=10)	+50
SAR Leadership (n=4)	+50
Avalanche Awareness (n=4)	+50
Navigation - GPS (n=4)	+50
Field Team Leadership 1 - face to face (n=13)	+46
Marine SAR Technical (n=12)	+33
Manage the Initial Response (n=16)	+19
CIMS 4 (n=16)	+13
Manage the Marine Response (n=8)	+13
On Scene Coordinator (n=1)	+0

Bases: Varies depending on course (Overall: n=227)

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Net Promoter Score - reasons

- Most reasons given for the NPS score for the most recent course were non-specific.

- Amongst Promoters, the most common specific reasons given were the course being relevant and good tutors.

- The most common specific reasons amongst Detractors were also related to tutors and content relevance.

- Search Technique and Tracking in the Wilderness Environment respondents were more likely to mention good tutors (21% and 20%).

- Amongst respondents who attended the Tracking Core Skills course, there were higher mentions of the course being relevant (33%) and a good start (17%). However, there were a few more mentions of it having too much information (8%).
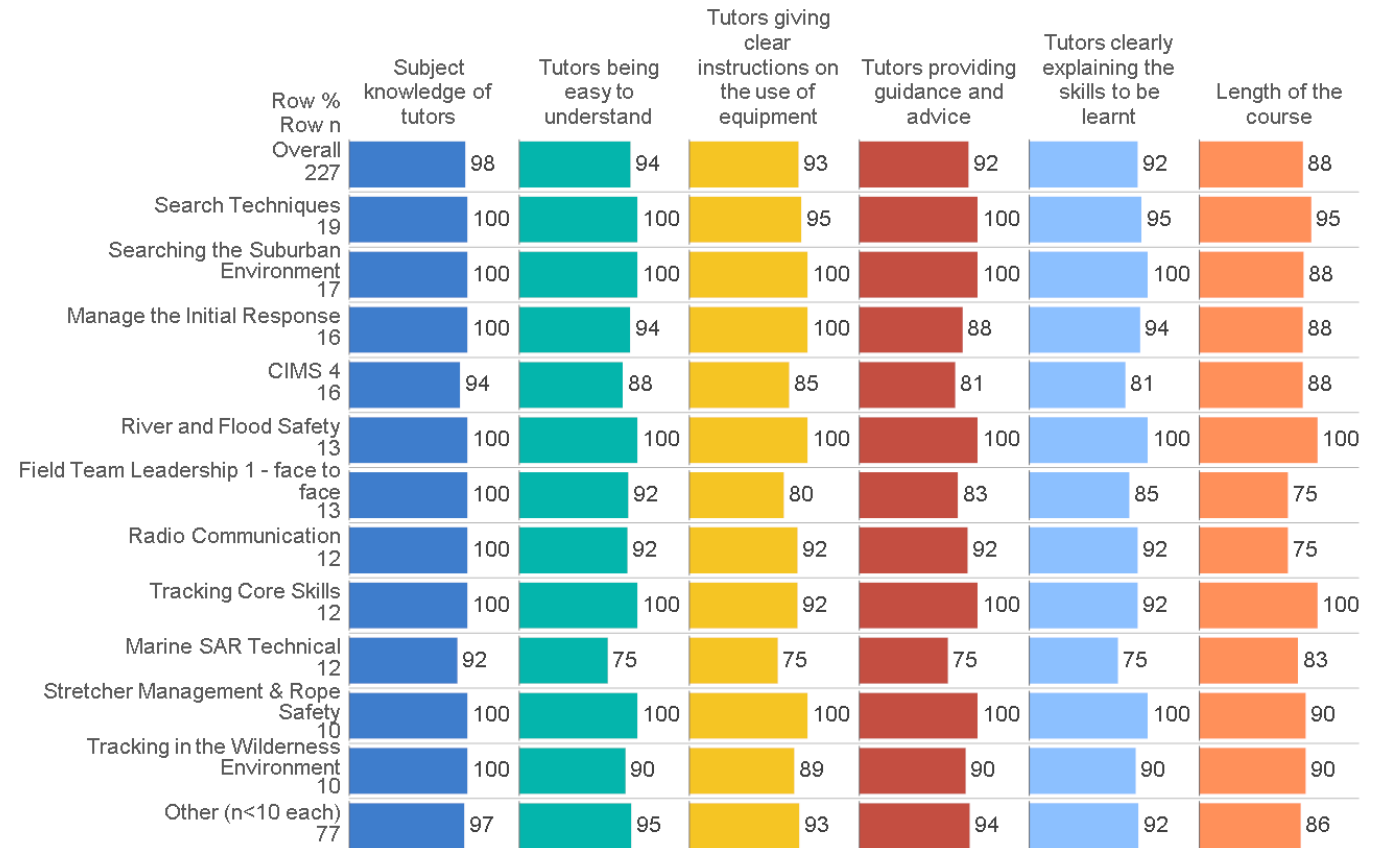
What are the reasons for your recommendation score?

Column %	Promoters (9-10, n=159)	Passive (7-8, n=44)	Detractors (0-6, n=21)
General positive	35%	16%	0%
Relevant/practical	12%	0%	0%
Good/knowledgeable tutors	8%	2%	5%
Good start	3%	2%	0%
Good online course	2%	0%	0%
Good refresher	1%	2%	0%
General negative	0%	5%	24%
Poor tutor	0%	2%	14%
Relevance	0%	0%	10%
Haven't received results	0%	0%	5%
Didn't like doing it online	1%	5%	5%
Need real experience	0%	5%	5%
Too much information	1%	2%	5%
Not enough information	1%	7%	5%
Mistakes	0%	5%	0%
Had to be done	3%	5%	0%
General neutral	0%	2%	0%
No Response	36%	50%	33%

Bases: Varies depending on course (Overall: n=227)

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SAR course - tutors

- Overall, the majority of respondents were positive about the different attributes tested for each course.

- 98% said subject knowledge of the tutors was excellent or good.

- 92-94% were positive about the tutors being easy to understand, giving clear instructions, providing guidance and giving clear explanations. The length of the course was rated positively by 88%.

- CIMS 4 (n=16) had lower positive ratings for tested tutor attributes. It was significantly lower for providing guidance and advice (81%).

- Marine SAR Technical (n=12) had significantly lower positive ratings for all tested attributes.

- LandSAR courses overall (n=160, 94-100%) positively rated all the tutor attributes higher than Tai Poutini Polytechnic courses (n=67, 84-94%).

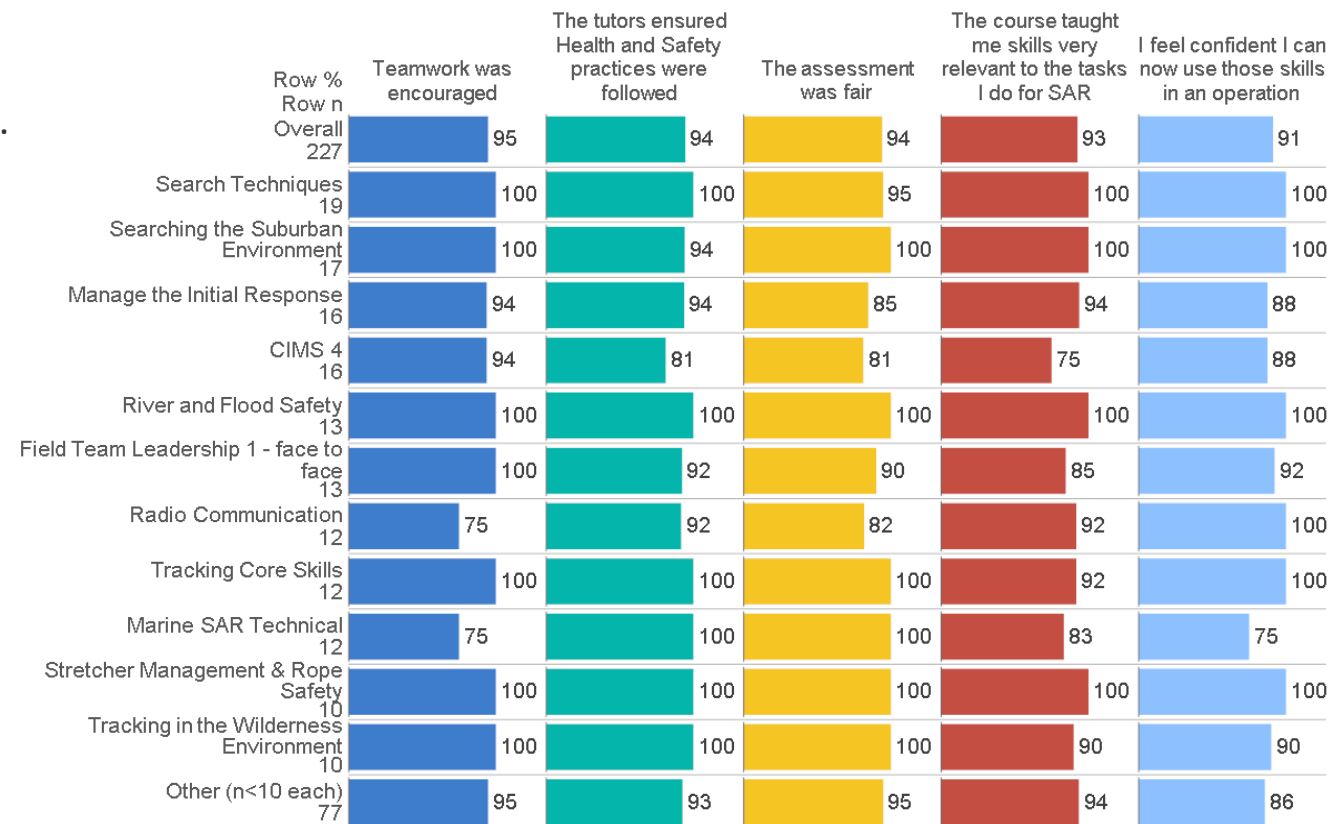*Thinking about the [INSERT MOST RECENT COURSE] course, how would you rate the (% Excellent + good)*

Row % Row n	Subject knowledge of tutors	Tutors being easy to understand	Tutors giving clear instructions on the use of equipment	Tutors providing guidance and advice	Tutors clearly explaining the skills to be learnt	Length of the course
Overall 227	98	94	93	92	92	88
Search Techniques 19	100	100	95	100	95	95
Searching the Suburban Environment 17	100	100	100	100	100	88
Manage the Initial Response 16	100	94	100	88	94	88
CIMS 4 16	94	88	85	81	81	88
River and Flood Safety 13	100	100	100	100	100	100
Field Team Leadership 1 - face to face 13	100	92	80	83	85	75
Radio Communication 12	100	92	92	92	92	75
Tracking Core Skills 12	100	100	92	100	92	100
Marine SAR Technical 12	92	75	75	75	75	83
Stretcher Management & Rope Safety 10	100	100	100	100	100	90
Tracking in the Wilderness Environment 10	100	90	89	90	90	90
Other (n<10 each) 77	97	95	93	94	92	86

Bases: Varies depending on course (Overall: n=227), N/As excluded

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SAR course - attributes

- 94% positively rated the timing of their most recent course and 91% the suitability of the venue. 87-88% positively rated the learning materials and the assessments testing the right skills.

- Learning materials provided before the course (75%) and post the course (72%) rated slightly lower.

- Search Techniques (n=19) had higher positive ratings for the learning materials provided during the course (100%) and before the course (94%).

- Manage the Initial Response course (n=16) had lower positive ratings of the suitability of the venue (75%) and the assessment testing the right skills (73%).

- LandSAR courses (n=160) were more likely to positively rate the suitability of the venue, assessment testing the right skills and the learning material during and after the course than Tai Poutini Polytechnic courses (n=67) by 10-23%.

Q *Thinking about the [INSERT MOST RECENT COURSE] course, how would you rate the (%Excellent + Good)*

Row % Row n	Timing of the course	Suitability of the venue for learning	Learning materials provided during the course	Assessment testing the right skills	Learning materials provided before the course	Learning materials provided to support post-course learning
Overall 227	94	91	88	87	75	72
Search Techniques 19	95	95	100	95	94	87
Searching the Suburban Environment 17	88	100	100	94	69	90
Manage the Initial Response 16	88	75	75	73	64	55
CIMS 4 16	94	88	69	75	62	50
River and Flood Safety 13	100	100	92	92	100	100
Field Team Leadership 1 - face to face 13	92	85	75	67	57	67
Radio Communication 12	100	100	83	73	70	50
Tracking Core Skills 12	100	100	92	100	86	80
Marine SAR Technical 12	100	92	75	82	82	43
Stretcher Management & Rope Safety 10	90	100	100	100	78	100
Tracking in the Wilderness Environment 10	89	80	70	90	63	44
Other (n<10 each) 77	95	88	92	90	75	78

Bases: Varies depending on course (Overall: n=227), N/As excluded

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SAR course - agreement

- 95% agreed that teamwork was encouraged in their latest course. 93-94% agreed the tutors ensured health and safety were followed, the assessment was fair and the course taught very relevant skills. 91% agreed they feel confident they can now use the skills in an operation.

- CIMS 4 (n=16) had lower agreement for ensuring health and safety is followed (81%), the assessment being fair (81%) and the course teaching relevant skills (75%).

- Radio Communication (n=12) had lower agreement for teamwork being encouraged (75%) and the assessment being fair (82%).

- Marine SAR Technical(n=12) had lower agreement for teamwork being encouraged (75%) and feeling confident in using the skills taught (75%).

- LandSAR courses (n=160, 94-97%) positively rated all the attributes higher than Tai Poutini Polytechnic courses (n=67, 84-91%).

Q *Still thinking about the [INSERT MOST RECENT COURSE] course, do you agree or disagree that (% Total agree)*

Row % Row n	Teamwork was encouraged	The tutors ensured Health and Safety practices were followed	The assessment was fair	The course taught me skills very relevant to the tasks I do for SAR	I feel confident I can now use those skills in an operation
Overall 227	95	94	94	93	91
Search Techniques 19	100	100	95	100	100
Searching the Suburban Environment 17	100	94	100	100	100
Manage the Initial Response 16	94	94	85	94	88
CIMS 4 16	94	81	81	75	88
River and Flood Safety 13	100	100	100	100	100
Field Team Leadership 1 - face to face 13	100	92	90	85	92
Radio Communication 12	75	92	82	92	100
Tracking Core Skills 12	100	100	100	92	100
Marine SAR Technical 12	75	100	100	83	75
Stretcher Management & Rope Safety 10	100	100	100	100	100
Tracking in the Wilderness Environment 10	100	100	100	90	90
Other (n<10 each) 77	95	93	95	94	86

Bases: Varies depending on course (Overall: n=227), N/As excluded

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Anything expected to learn that wasn't covered

Course	Comment s
Tai Poutini Polytechnic	
Air Observers	• Ideally, the instructor would ride along with the course participants on the aerial component of the course. • I thought there may have been more focus on Halo. However, I believe there is a separate course for this?
CIMS 4	• As it was outlined as a SAR course by the tutor, SAR material would be good. An assessment material that matched the assessment would be nice. The material presented was old material. • I did the CIMS 4 course through work, so it was targeted to council civil defense rather than SAR where I'm a field team member rather than involved in the IMT. • Have workbook version same as the assessment. • Could have been a lot more attention to SAR operations. This was a generalised course and, whilst interesting, did not have specific application to SAR.
Investigative Interviewing	• Phone interviewing. • Dealing with an unreliable subject. But that is a lengthy course by itself.
Manage the Initial Response	• SARTrack. • Actual relevance to the functions i.e. planning and Intel, ops, logs.
Marine SAR Technical	• I expected a lot more detail on search area determination.
SAR Leadership	• Previous course I did 15 years ago was better. • I thought it was going to be a full-on, more adventurous weekend. So put into more actual scenarios not just role playing.
Training for Assessors	• What a "Pass" looks like - but I do understand why this can't be taught
LANDSAR	
4 Wheel Drive	• Different terrains for practical. We just had sand on very easy tracks and one hill to practice on. Tutor had not done a recce of the area prior. • Recovery techniques; go over what vehicles you actually have. (Not written in book) and most of first day theory, which should be culled. Get people to do it prior to course so two days practical.
Avalanche Awareness	• Bit more crampons experience but no snow can't be helped.
Field Team Leadership 1 - face to face	• Different leadership styles.
Navigation - GPS	• Altitude. • Everyone in the group brought something to the table.
River and Flood Safety	• Self rescue when start floating down on your own. If there is any way?
SARTrack Training	• Lots, unless this process/programme is run often, the complexities are lost in the fog of computer complexity!
Searching the Suburban Environment	• Didn't do interviewing element due to Covid.
Stretcher Management & Rope Safety	• More advanced rope management.
Tracking Core Skills	• how to sniff a footprint.
Tracking in the Wilderness Environment	• More aging of prints.

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Anything that should not have been included

Course	Comment s
Tai Poutini Polytechnic	
CIMS 4	• 2nd edition assessment material. • Maybe the bit identifying features of a river (e.g. stoppers, eddies) could have been done looking at the river instead of in book.
Manage the Initial Response	• More focus specifically on SAR scenarios.
LANDSAR	
4 Wheel Drive	• Winching. • Driving practice in different terrains e.g. mud, sand, hills rivers, tracks etc. • So much theory.
Field Team Leadership 1 - face to face	• Too much team building when training without our group members rather than leadership skills.
Outdoor Risk Management - online	• Lots, at least if it were to be useful within the short time frame and delivery mechanism. Also having multiple models presented to us for the one concept seemed especially unhelpful.
Radio Communication	• Two moderators who made the tutors less relaxed, knowing they were being assessed/moderated. • Some information was superfluous and not practical. Better suited for HAMS operators etc. • More well explained and organised activities and tasks to put skills in practice.
River and Flood Safety	• The classroom section was too long-winded and resources to learn from seemed very basic.
SARTrack Training	• Half of it!
Search Techniques	• Not sure clock method or grid searching are necessary.

UMR

SAR Courses generally

Summary

- A majority said the best thing about training in search and rescue was the learning from experienced tutors (71%) and learning new skills (also 71%).
  - Another two-thirds selected being ready to assist in operations.

- When asked what other skills they needed to learn next, 8-12% each mentioned searching, tracking, leadership and CIMS.
  - 8% said they have a lot skills they needed to learn.

- Respondents were asked for any other comments. About a quarter elected to comment and a selection of most of these are outlined on slides at the end of this section, split by agency.
  - Several respondents praised the courses, though some specific negative themes did emerge including; outdated material, courses being cancelled and venues not being in a convenient location.

UMR

Best thing about training in SAR

- 71% each said the best thing about training in search and rescue was the learning from experienced tutors and learning new skills.

- Around two thirds said being ready to assist in operations (67%) and working in a team (62%).

- Just over half (52%) said the best thing was gaining confidence and 37% said learning from other agencies.

- Respondents active in Marine/water operations (n=63) were less likely to mention learning from experienced tutors (60%) and working in a team (49%), while they were more likely to mention learning from other agencies (48%).

- Respondents active in Land Operations (n=168) and Group Training (n=173) were more likely to mention learning from experienced tutors (74%/75%) and working in a team (68%/65%).

Q *What is the best thing about training in search and rescue? (%)*

Category	%
Learning from experienced tutors	71
Learning new skills	71
Being ready to assist in operations	67
Working in a team	62
Gaining confidence	52
Learning from other agencies	37
Other	3

Bases: All (n=251)

UMR

Other skills

- Overall, 36% of respondents were unsure if there were any other skills they needed to learn next.

- 8-12% mentioned searching, tracking, leadership and CIMS skills.

- Another 8% mentioned there were a lot of skills they needed to learn.

- Other skills mentioned were First Aid, Navigation, water, IMT and ropes (3-6%).

- LandSAR nominated respondents (n=180) were more likely to mention tracking (14%), First Aid (9%) and Navigation (7%).

- Police nominated respondents (n=22) were more likely to mention Marine tracking (18%) and Coastguard were more likely to mention CIMS (22%).

Q *What other SAR skills do you need to learn next? (% coded)*

Skill	Value
Searching	12
Tracking	10
Leadership	9
CIMS	8
Lots	8
First aid	6
Navigation	5
River/water	4
IMT	4
Ropes	3
Marine	2
Radio	2
Processing Wilderness Clues	2
Investigative Interviewing	2
Comms	2
Outdoor risk management	1
Other	4
None/unsure	36

Bases: All (n=251)

UMR

Comments - LandSAR

Do you have any comments or issues around SAR training courses that you think need to be addressed?
(random selection of from respondents nominated by LandSAR)

Comment s

- The currency, validity of material presented.
- If we NEED 3 to be deployable....those 3 should be priority and easy to get new folks on.
- I wonder if tutors should come to teach groups, as they are where they are.
- Better accommodation options and food daily allowance of $25 needs to be revised.
- I think a bit more clarity on timing of courses - we have to squeeze them in around other life ,so running late or unclear timings create problems for attendees.
- keep up the good work; more and larger sarex inter group training could be useful.
- Excellent standard of courses. Very impressed.
- At the more advanced levels, I feel some of the tutors do not have adequate subject matter knowledge. One tutor was very good the other was a poor tutor.
- Yes, the 3-week lockdown prior to course start is unnecessary and not realistic for volunteers. Sometimes people become available to attend a course a week before and they cannot be added. There is a huge admin team now in LandSAR training and they could be more flexible to allow courses which run only once a year to be filled up with volunteers.
- Not running course due to being short one or two people
- Catering for dietary requirements is average at best. Not very inclusive.
- Thank you for carefully organising the course. All details are well look after. We appreciate the tutors open minded friendly approach. They never put us down, always encourage us to go for it.
- Stop cancelling the operational tracking course.
- No, tutors have always been of extremely high quality, lessons well planned, information great.
- Looking at a wider region and not having different courses on same weekend, so ability to get needed training within wider region is possible.
- They all happen at a weekend.
- They are sometimes not in our area or reasonably close so have to wait to attend.
- More First Aid courses please.
- Having engaged participants. Have previously attended courses where other participants are not engaged or taking the course seriously.
- "SAR competency should be based on experience. Courses are only a part of that experience. It would be interesting to ask what percentage ?"
- Pre course information is not always accurate.

UMR

Comments – other agencies

Do you have any comments or issues around SAR training courses that you think need to be addressed?
(All comments from respondents nominated by agencies other than LandSAR)

Agency	Comment s
NZ Police	• Was enrolled in 2 x ESP and On Scene Coordinators courses but they all got cancelled. I realise that this is unavoidable, however. • More courses run locally, depending on the required numbers attending obviously. • On SAR leadership, one of the instructors had very limited SAR experience, which I thought was a bit odd. • CIMS 4 was very disjointed. It did not seem to run in a clear, sequential order. New CIMS 4 guidelines not fully incorporated into course? • In relation to the Marine course, I believe that the providers could use a lot more case studies of previous marine SARS - what went well, what didn't go well etc. Examples of what information police initially received and then subsequently what actually did happen etc. • Some of the courses do have slides in the order that the trainers go through them or the order the assessment.
Coastguard	• Need to improve admin and online course. • Tutors should be actively involved or at least be current in the SAR field they work in. • Not really, I think the balance is good. • Some of the 2 to 3 day courses attended could have been more concise and time efficient and easily condensed into 1 day of learning.
Surf Life Saving NZ	• Post-course quick reference material that can be added to go bags. • I believe that there should be the option to provide feedback at the completion of courses so that the performance of the instructor can be evaluated. • Keep them up to date. • The development of a 1 day refresher course available for all topics/qualifications. • Use the correct version of the manual. • I'm absolutely sick of courses getting cancelled at late notice. It's such a pain to have to arrange leave at work and then the course not run. Seems to happen every year and it makes progressing through the SAR framework very difficult when prerequisite courses keep getting cancelled!

UMR