



CHARTERED SECRETARIES
AUSTRALIA

Leaders in governance

30 March 2011

Dr K O'Shea
Director
QTC Consulting
4/8 Susan Street
MAYLANDS WA 6051

Dear Keith,

On behalf of Chartered Secretaries Australia, may I take this opportunity to thank you for being a presenter at Project Governance: Accountability and Risk Management training program, held on 4 March 2011. I trust that you enjoyed the key role that you have played in developing the skills and knowledge of the participants.

As you are aware, we use the feedback from participants to ensure that the training programs remain up-to-date, topical and relevant to meeting the needs of our customers. The general feedback from this training program was very positive, and both the content and your presentation were rated highly from participants.

Please accept the enclosed voucher as a token of our appreciation.

Kind regards,

Leigh Grant
Manager, Western Australia

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Project Governance: Accountability and Risk Management Friday, 4 March 2011

9 Attendees

1. Presenter feedback

1. Presenter: Keith O'Shea, Director, QTC Consulting

Questions	Answer Values	%
1a Knowledge of subject matter	Excellent Very good Good Average Poor	100% 0% 0% 0% 0%
1b Presentation skills	Excellent Very good Good Average Poor	75% 25% 0% 0% 0%
1c Practical application of the visuals and handouts	Excellent Very good Good Average Poor	50% 50% 0% 0% 0%
1d Ability to answer questions	Excellent Very good Good Average Poor	75% 25% 0% 0% 0%
1e Speaker 1 Overall rating	Excellent Very good Good Average Poor	75% 25% 0% 0% 0%

2. How would you rate?

2a	Course materials	Excellent	50%
		Very good	50%
		Good	0%
		Average	0%
		Poor	0%
2b	Relevance of topic	Excellent	50%
		Very good	50%
		Good	0%
		Average	0%
		Poor	0%
2c	Customer service	Excellent	75%
		Very good	25%
		Good	0%
		Average	0%
		Poor	0%
2d	Venue & facilities	Excellent	75%
		Very good	25%
		Good	0%
		Average	0%
		Poor	0%
2e	Value for money	Excellent	75%
		Very good	25%
		Good	0%
		Average	0%
		Poor	0%
2f	Overall rating	Excellent	65%
		Very good	35%
		Good	0%
		Average	0%
		Poor	0%

3. Did the event meet your objectives?

Yes: 100%

No: 0%

4. What did you like most?

- Everything!
- Great presenter – entertaining and engaging