FACILITATOR EVALUATION FORM

Training: Internal Auditor   **Facilitator(s):** Ned Gravel

Location: RCMP National Forensic Services, Ottawa   **Date:** February 17 to 19, 2009

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	√ *as appropriate below*				
Were you given the opportunity to help define them?				4	5
Were they well defined?				7	2
Were they achieved?			1	6	2
Course Content:					
Was the material appropriate?			1	4	4
Complexity (1=too complex or too simple←→Perfect=5)			3	5	1
Was the material clear to you?			5	4	
Volume (1=too much or not enough←→Perfect=5)			3	3	3
Did the handouts fit with this training - did they help?		1	1	5	2
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				3	6
Did the facilitator encourage participation?				2	7
Did the facilitator help bring out new group ideas?				4	5
Did the facilitator help close out discussions?				5	4
Would you accept this facilitator again?				4	5
Catering and Facility:					
Was the seminar facility appropriate for the course?			2	1	6
Was the lunch and breaks service acceptable?			6	1	2

Comment	Response
17025 training should be required prior to attending the internal auditor course. Need to spend more time on ISO/IEC 17025	Agreed but pre-requisites are set by the hosting agency. This course does not allow in-depth examination of 17025. That separate course is suggested as a pre-requisite. Decision is left with the hosting agency.
• Lunch must be longer then ½ hour for the out-of-towners. • Lunch break too short (30 minutes) it should be 1 hour like the last day of the training.	Noted. Duration for lunch period was decision of group between options offered to meet participant needs. Under similar circumstances we would be facing the same options – not sure how to change outcomes here.

Comment	Response
The fact that the questionnaire number is referring to the binder tab #4 should be known to help us find the answers/info about the questions.	Questionnaires do not refer to sections. Participants are asked to cite references in responses and this may be what is commented here. If that is so, participants may select whatever reference supports their response – without restriction. Will endeavour to make this clear in future presentations.
Would be beneficial to have copies of local audit documents present to allow better connection with course content and local doc/procedures.	Course material is structured to provide an example of only one of many approaches. Using the locally generated forms is possible if this has agreed with the hosting agency in advance. Do not know if this would have been possible – given the potential sensitivities of any audit findings.
• Revisit multiple-choice questions in questionnaires to reduce the amount of unnecessary/excessive discussion. • Ensure lessons are constantly progressing so that we aren't stuck on a single topic for lengthy periods. • Clarification with respect to personal preferences and what may be other alternative methods for doing things.	• The questions that cause difficulty are the ones that generate the greatest learning experiences. • It is appreciated that time should be controlled better, but this is always at the possible cost of stifling creativity and learning. It is used very reluctantly. • This was the crux of some of the disagreement. "Best practice" is not the only way to do things. It is only best practice. Organisations are free to use whatever approaches suit them.
Questionnaire 5 – question 10 – answer (d) should read AN appropriate answer; not THE MOST appropriate…	Very good suggestion. Done.
Take out the "follow up actions" from audit report summary.	Agreed. It is now moved to the "Conclusions" box.
I found that the written course material could have been clearer. Better communication with respect to syllabus and requirements (i.e. homework)	Noted. Will attempt to communicate this in future presentations.
A copy of ISO 90011 would be helpful.	Noted. Will hold a copy for viewing in future presentations.
Answering questionnaires 1 and 2 before reading and searching references was difficult.	This exercise mimics actual audit experience. Document reviews consist of reading something new and searching for references from available material to make a comparison of conformance.
Change names on ICARs to "process owners" or "person responsible."	Done.

Comment	Response
Give more guidance to groups before getting into group work. Sometimes instructions for doing exercises were not clear. We were floundering until we actually started going through examples. Needed to do that first?	1st day is always difficult until the exercises start. All parts prior to the exercises are only preparation for the exercises. The exercises are where real learning takes place. Prep is difficult because it brings people with different experience and knowledge to the same place for the exercises. Don't really know how to do this better. Suggestions welcome.
Section 4.4.3 name is confusing	Noted and 4.4.3 name amended as suggested during class.
Difficulty in needing more direction on how to generate Audit Plan	Will modify approach to address this. Perhaps slow this part down a little.

Other Comments

- Thanks Ned, really enjoyed the course!
- Great course, learned a lot, would like the 5 days Lead Auditor Course.
- Overall, I was very pleased with the course.