

FACILITATOR EVALUATION FORM

Training: Understanding 17025 **Facilitator(s):** Ned Gravel
Location: Health Canada Hosted, Ottawa **Date:** January 25 to 26, 2010

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?			3	9	8
Were they well defined?		1	3	12	4
Were they achieved?	1		9	7	3
Course Content:					
Was the material appropriate?		1	5	11	3
Complexity (1=too complex or too simple ← → Perfect=5)		5	11	4	
Was the material clear to you?		1	12	6	1
Volume (1=too much or not enough ← → Perfect=5)		5	10	3	2
Did the handouts fit with this training - did they help?			8	8	4
Facilitator Methods:					
Did the facilitator allow sufficient discussion?			1	8	11
Did the facilitator encourage participation?				5	15
Did the facilitator help bring out new group ideas?			3	8	9
Did the facilitator help close out discussions?			1	11	8
Would you accept this facilitator again?				6	14
Catering and Facility:					
Was the seminar facility appropriate for the course?		1	1	8	10
Was the lunch and breaks service acceptable?	1		5	5	9

<u>COMMENTS</u>	<u>REPSONSE</u>
The CALA brochure was missing from my binder.	This is the fault of the facilitator who had not printed up all of the new versions of the brochure in time. All of the information is available on the CALA website at http://www.cala.ca/t_intro.html
Have slides with overhead match with study guide.	The slides only paraphrase the study and reference materials.

<u>COMMENTS</u>	<u>REPSONSE</u>
<ul style="list-style-type: none"> • Contents of this course may be accomplished in one day rather than 2 days. • Course should be condensed to 1 day but provide reading material and required reading beforehand. • Facilitator talks too fast, a lot to cover in 2 days. • I did not fully realize my objectives 	<p>These are contradictory comments that show the diversity of needs from participants. For some, the material was too simple and the time spent too long. For others the material was more complex and the time too short. Some objectives could not be met as they went beyond the scope of this course and the time available. CALA will continue to try and meet the needs of ALL participants in any one training session.</p>
<p>I wish the handouts were easier to follow.</p>	<p>Not certain which handouts are referred to here. There are over a dozen for this course and they are all CALA procedure or policy documents.</p>
<p>I found difficult to follow where the teacher was at times so I wrote some notes on the side of the handout.</p>	<p>This is not such a bad thing. That is what the provided handouts of slides are for.</p>
<ul style="list-style-type: none"> • Should be offered in French to our group – complexity of language would be difficult to understand if English is second language. • Should be offered in French. 	<p>CALA has considered offering courses in French. Investigation revealed that the cost of translation would raise the cost of those courses to five times their current rate in order to recover the translation costs.</p>
<p>Need more information on how to implement ISO in labs.</p>	<p>This course is about the requirements in the standard and the related CALA requirements for accreditation. General implementation was discussed, but this may not have been specific enough for everyone in the time available.</p>
<p>Must be useful to use an example rather than just discuss. One day theory and second day go through example. Perhaps consider a session for specific group (tox, micro, etc) to allow for more discussion.</p>	<p>ISO/IEC 17025 requirements are independent of the science of the lab. See comment above regarding specific implementation issues. There is no real “theory” in 17025, just variations on how to implement the practical requirements.</p>
<p>Identifying if instructor was referring to Standard numbers or lesson numbers was confusing at times.</p>	<p>This is a very real problem for this course and a very good observation. It may be necessary for CALA to re-examine the nomenclature for the training materials so that it does not sound like a clause in the standard.</p>
<p>Some of the technical terminology was used without being explained which could make it difficult for someone to follow/understand quickly and effectively.</p>	<p>Understood. Participants are normally pointed towards CALA P07, one of the reference documents which contains all of the terminology relevant to ISO/IEC 17025.</p>

<u>COMMENTS</u>	<u>REPSONSE</u>
<ul style="list-style-type: none"> • It was difficult to follow the Power Point handout along with the material in the binder. Better instruction on where to find the location of the topics in the binder would be helpful. • There seemed to be a lot of jumping around through the manual, which was a bit confusing and time consuming (waiting for everyone to find the right page). • The handout with the slides was good, however considering the binder contained many different document etc, it would have been helpful if document's page numbers were referential on the slides. 	<p>The early discussion on the contents of the binder is the standard approach used during the first hour of the course. This discussion locates all of the parts of the binder and the reference materials. This is why the participants are provided with post-it notes to mark their own materials as aids to find what they will need later.</p>

Additional Comments

- Great facilitator, knowledgeable!
- Having Josée (from Health Canada) at the course was really useful to give us a perspective specific at our workplace.
- Great facilitator.
- Good reference material
- Thank you! Excellent job!