

FACILITATOR EVALUATION SUMMARY

Training: Internal Auditor (HSEQ 301-01) **Facilitator(s):** Ned Gravel
Location: Calgary, AB **Date:** 4-Apr-11

| 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? | 0 | 0 | 1 | 4 | 10 |
| Were they well defined? | 0 | 0 | 1 | 6 | 8 |
| Were they achieved? | 0 | 0 | 3 | 3 | 9 |
| Course Content: | | | | | |
| Was the material appropriate? | 0 | 0 | 2 | 4 | 9 |
| Complexity (1=too complex or too simple ← → Perfect=5) | 0 | 0 | 3 | 6 | 6 |
| Was the material clear to you? | 0 | 0 | 4 | 4 | 7 |
| Volume (1=too much or not enough ← → Perfect=5) | 0 | 2 | 3 | 4 | 6 |
| Did the handouts fit with this training - did they help? | 0 | 0 | 1 | 4 | 10 |
| Facilitator Methods: | | | | | |
| Did the facilitator allow sufficient discussion? | 0 | 0 | 2 | 3 | 10 |
| Did the facilitator encourage participation? | 0 | 0 | 1 | 2 | 12 |
| Did the facilitator help bring out new group ideas? | 0 | 0 | 2 | 3 | 10 |
| Did the facilitator help close out discussions? | 0 | 0 | 2 | 2 | 11 |
| Would you accept this facilitator again? | 0 | 0 | 1 | 2 | 12 |
| Catering and Facility: | | | | | |
| Was the seminar facility appropriate for the course? | 0 | 0 | 2 | 5 | 8 |
| Was the lunch and breaks service acceptable? | 0 | 0 | 1 | 2 | 12 |

| <u>COMMENTS</u> | <u>REPSONSE</u> |
|--|--|
| Several participants noted that the footer on the evaluation form read "Page 1 of 2" when there was in fact only 1 page. | True. This has been corrected in the master document and the forms in subsequent courses will not have this error in them. |
| Spelling in Incident and Deviation Report – bottom HSEQ reivew (<i>sic</i>). | Good catch. Corrected. |
| A real audit performed as a group would have been a helpful addition. | The course would need an additional day added to allow for a real audit of a section of the lab. It would also interfere with the work of those who would be used as the auditees. |
| Delivery of materials was sometimes to fast. | Understood. Known issue with this facilitator. The commenter's mention of the issue part way through the morning helped a good deal. |

| <u>COMMENTS</u> | <u>REPSONSE</u> |
|-----------------|---|
| Poor seating. | Not sure how to respond to this one. The seating is what is available within the Calgary Exova facility. Next time we visit that location, we will suggest that some may wish to bring their own office chairs to the course. |

Other Comments

- The facilitator made the course easy to learn and it was fun as well. Found a new understanding on audits and the QMS and its tasks and goals.
- Overall I thought the course was well done, and I learned a lot. You bring a lot of energy and personality and humour which makes learning the material interesting and fun. Thanks!