

# FACILITATOR EVALUATION SUMMARY

**Training:** 5012-01-4016 Ashbrooke Lead Assessor Course **Facilitator(s):** Ned Gravel  
**Location:** Ottawa (Orleans) Ontario **Date:** March 12 – 16, 2012

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

Participant's Comments	MOTIVA Response
<p>Book well defined, flip chart and slides not very</p> <ul style="list-style-type: none"> <li>• Yes the material was appropriate, book not really.</li> <li>• Fix the book material.</li> <li>• Questions and answers wrong in book – book needs work</li> <li>• The slides seemed to jump around, not sequentially following the book.</li> <li>• Have more slides following the sequence of the material.</li> </ul>	<p>These two sets of comments contradict each other. In reality the course material is required to contain some reference to ISO 9000 and some participants had difficulty with this. It is a requirement of the course certification body (IRCA) that the material remain.</p>

<b>Participant's Comments</b>	<b>MOTIVA Response</b>
Ask the participants, a committed understanding of the Standard before attendance to the course.	It is not always possible to require participants to have taken any training on the standard prior to taking the course. It is, however, strongly suggested
Too many acronyms	Accepted. Laboratories, assessing and auditing are all skilsets that make extensive use of acronyms. Will attempt to reduce the use of these in future.
Facility could have been better	We used too much of the open space. Next time we will partition the larger room to make it more comfortable for so few participants.

**Other comments:**

- Will promote this course to others – helped me a lot!!
- Good Course!