

# FACILITATOR EVALUATION SUMMARY

**Training:** 4010-1304 Internal Auditor **Facilitator(s):** Ned Gravel  
**Location:** San Diego, CA **Date:** 7 & 8 November 2013

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	17
Were they well defined?				4	14
Were they achieved?				4	14
<b>Course Content:</b>					
Was the material appropriate?				4	14
Complexity (1=too complex or too simple← →Perfect=5)			3	6	9
Was the material clear to you?			2	8	8
Volume (1=too much or not enough← →Perfect=5)		1	1	5	11
Did the handouts fit with this training - did they help?			1	8	9
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?				1	17
Did the facilitator encourage participation?				2	16
Did the facilitator help bring out new group ideas?				4	14
Did the facilitator help close out discussions?				3	15
Would you accept this facilitator again?				2	16
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?				4	14
Was the lunch and breaks service acceptable?				4	14

Participant Feedback	MOTIVA Response
The lunch was a little bland but afternoon cookies were great.	This comment has been passed off to the course organiser. It should be noted that the venue was well liked by most participants, as was the menu.
Correct headers in SP003 and SP004.	Done. Thank you.
<ul style="list-style-type: none"> <li>It was unclear for some of the exercises what exactly was required. Our group wasn't always sure what we needed to do. There should have been more referencing of the two course books.</li> <li>I would have liked more instruction and less time for group activities. It seemed like the facilitator gave very little information.</li> </ul>	<p>This course is about the delivery of internal audits using best practice (process-based auditing). Most participants are used to procedure-based auditing and the paradigm shift can be daunting. But it is necessary.</p> <p>The course is a skills demonstration course and the best learning is accomplished by doing.</p>

<b>Participant Feedback</b>	<b>MOTIVA Response</b>
I felt the handouts were very helpful but at times difficult to follow up and find what we were looking for. I felt the training was great but it is for a very formal internal audit process (best practice). For smaller companies the training has to be applied to the situation.	See comment above regarding best practice. While it is possible (and within the purview of any quality manager) to shorten up the processes taught during this course, that cannot be done unless they are first learned.
Some of the accreditation body discussions were maybe a little too “inside baseball” for this group.	Valid comment. But it is where the questions took us – learning the “secret lives of an accreditation body.”
Binder materials seem a bit disorganized.	Not sure, from this comment, which parts appear to be “disorganized.”
Please put root cause examples in book.	Good idea. This will be done before the next delivery of training.
Tab different subjects for easier access.	Good idea. This comment has been passed off to the course organiser. It might be useful to use coloured pages between the documents of the same tab.
Fix section numbers in SP-006, Section 2.0. Should have 2.1-2.14 instead it has 3.1 3.14	Good catch. Done.
Volume of information in amount of time allowed was too high.	It is possible to lengthen the course to a third day, with the attendant increase in cost, but too few people need that addition.
On the quiz add an extra multiple-choice selection for answers for which 2 are acceptable/correct.	This has not been done so that there is no perceptible difference between the types of answer available to participants. The reason that some questions have multiple acceptable answers is because previous classes have convinced us of the acceptability of these other answers. This forms part of the discussion following the quiz and this activity is more important than the scores, all of which are nearly always excellent.
The exercises were good but may have sucked up a little too much time. More traditional lecture-style instruction might have helped integrate the large volume of detailed written course materials.	This is true for a class of this size (maximum allowable limit) so we will try and find a way to shorten the take up of the exercises because there are so many people to deliver their responses.

**Other comments:**

- Great attitude, so helpful, very knowledgeable, wonderful teacher
- Thank you. Never too old to learn. I’ve learned a lot.
- I would absolutely take a class from Ned again.
- Great course, wonderful facilitator. Highly recommended!
- Although there wasn’t enough time to prepare (review documents) for the internal audit interviews, the exercise was essential to effectively learn the practice. I don’t think that I would have caught on as quickly as I did!!! Well-done Ned!
- Exceptional venue. Great knowledge and enthusiasm of facilitator.