

FACILITATOR EVALUATION SUMMARY

Training: Understanding ISO/IEC 17065 **Facilitator(s):** Ned Gravel
Location: Santiago, Chile for INN Staff and Assessors **Date:** 18 to 21 Nov 2013

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?					19
Were they well defined?				3	16
Were they achieved?				5	14
Course Content:					
Was the material appropriate?				3	16
Complexity (1=too complex or too simple ← → Perfect=5)			1	15	4
Was the material clear to you?			2	6	11
Volume (1=too much or not enough ← → Perfect=5)		1	3	8	7
Did the handouts fit with this training - did they help?			1	5	13
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				1	18
Did the facilitator encourage participation?				1	18
Did the facilitator help bring out new group ideas?			1	2	16
Did the facilitator help close out discussions?					19
Would you accept this facilitator again?				1	18
Catering and Facility:					
Was the seminar facility appropriate for the course?			3	4	12
Was the lunch and breaks service acceptable?			4	4	11

Participant Feedback	MOTIVA Response
Review of Quiz activities in that the questions might be clearer. Others may have other suggestions.	Good point. These questions always raise comment, but the ensuing discussion is always worth a great deal. Unclear questions cause others to think of issues in different ways – bringing out ideas that clear questions may miss.
This course may need more time.	Agreed. For a three-day course (one more than normal to allow for simultaneous translation) we used one half day even more than planned. Henceforward, we will always plan for any course using simultaneous translation to be twice as long as the standard time.

Participant Feedback	MOTIVA Response
Consider improving the sound system used during simultaneous translation, such as the headsets.	This comment has been passed to the organiser. The MOTIVA Training Logistics Standard has been modified to account for this.
Too much material. It was hard to examine the topic under discussion with this much paper.	Good comment. In future, we will make certain that participants understand that they do not need to refer to the reference materials contained in the binders – just the training materials.

Other comments:

- Excellent trainer. Complete understanding of the material.
- Excellent facilitator. Very clear in explanation of questions. Very good training course. Thank you very much!!
- I very much enjoyed the presentation method for learning the requirements. He linked the answers with the actual references in the standard. Very dynamic. The facilitator was entertaining and friendly with the discussions and the comments. CONGRATULATIONS!!
- A very good facilitator. He provided me with a very good global understanding of the material, including many important aspects, such as, for example, that the aim of certification is the provision of safe products for persons. Many thanks.
- Thank you for the invitation.
- Congratulations to the trainer for a job well done.