

FACILITATOR EVALUATION SUMMARY

Training: 4011-1502 Understanding ISO/IEC 17025 Facilitator(s): Ned Gravel
 Location: Ottawa Date: 23 & 24 March 2015

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?			2	4	13
Were they well defined?			4	5	10
Were they achieved?			3	10	6
Course Content:					
Was the material appropriate?			3	8	8
Complexity (1=too complex or too simple ← → Perfect=5)	1	2	5	7	4
Was the material clear to you?	1	2	5	8	3
Volume (1=too much or not enough ← → Perfect=5)		4	4	5	6
Did the handouts fit with this training - did they help?			5	8	6
Facilitator Methods:					
Did the facilitator allow sufficient discussion?				4	15
Did the facilitator encourage participation?			1	4	14
Did the facilitator help bring out new group ideas?			5	6	8
Did the facilitator help close out discussions?		3	3	5	8
Would you accept this facilitator again?			1	8	10
Catering and Facility:					
Was the seminar facility appropriate for the course?	1			4	15
Was the lunch and breaks service acceptable?			2	4	13

Participant Feedback	MOTIVA Response
Too fast especially when referencing short forms for reference documents or assessment bodies.	Understood. We will try and keep the acronyms out of the presentation.
<ul style="list-style-type: none"> It would be nice to get the materials a day or two before the course Missing pages from course handbook. Did not have #15 tab. Pages were out of order in binder Drinks at breaks? 	Understood. These comments have been passed to the hosting agency.

Participant Feedback	MOTIVA Response
<ul style="list-style-type: none"> Material needs to be better structured for easier retrieval of the complex information. We need 2 day authorized access to a majority of documents on which exercises are assigned to groups for faster search. Sphincter was tight for 8 hours every day! Confusing to find specific notes. 	<p>This speaks to the preparation desired by this group of having access to the materials prior to the course. When the new standard is issued, it is possible that the format for the new course will require it to be a three-day course for the first few years.</p>
<ul style="list-style-type: none"> Slides were covered a little to quickly. All examples were chemistry related only. All examples were chemistry, would be nice to have had more of a cross-section across discipline. Animation on slides do not print out well. Side stories took too much time and sometimes were silly. 	<p>Understood. Slides will be separated by animations and will then print out easily. Chemistry was the sample used in the traceability exercise as it is the simplest to create and dissect and it is contained in in an international publication.</p>
<p>Should let people leave as soon as they are finished their quiz.</p>	<p>All participants mark their own quizzes. The quiz is really about the discussion of the results, far more than any score.</p>
<p>Be nice if the training session is scheduled further away from end of fiscal year crunch. May also be helpful to shorten the length a bit.</p>	<p>This is a two-day course in Canada and USA, a three day course elsewhere. It can be offered as a three day course, depending on the desires of the hosting organisation.</p>
<p>Look at the quality system manual of the organization of interest (NRC) and compare it with ISO/IEC 17025</p>	<p>This was offered to the hosting organisation, but it did not pan out. Schedules did not allow for it.</p>
<p>A little hard to understand everything for a person with English as a second language</p>	<p>This is the main reason why the course is a three-day course elsewhere.</p>
<p>A French version of the document would have help for my understanding.</p>	<p>The standard is available in French, but MOTIVA does not compete with organisations that offer this training in Quebec. There is not enough of a market remaining to undertake the cost of translation. Discussion can take place in either language, as MOTIVA staff are fluent, but the material is only in English.</p>

Other comments:

- Great energy when presenting. Very knowledgeable in subject matter and handled all questions well.
- I appreciate the energy Ned brought to a dry topic.
- Thank you for the hard work!
- Very good speaker. Gave relevant real life example and knows when to skip useless slides.
- Second day was better structured (clauses discussed, then slides. Enthusiasm was appreciated.
- Very helpful discussion