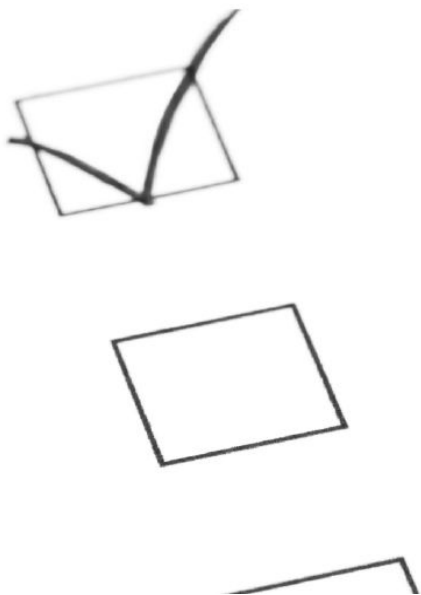


2016 CALA Annual General Meeting

June 7, 2016

Four Points By Sheraton – Toronto Airport
Mississauga, Ontario
Windsor Room



Building Laboratory
Excellence

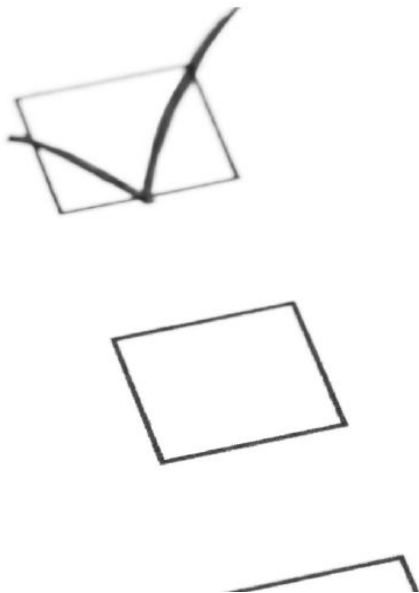
Vers l'excellence
dans les laboratoires



Training Program Update

2016 Annual General Meeting
June 7, 2016

Cathy Wylie



Building Laboratory
Excellence

Vers l'excellence
dans les laboratoires

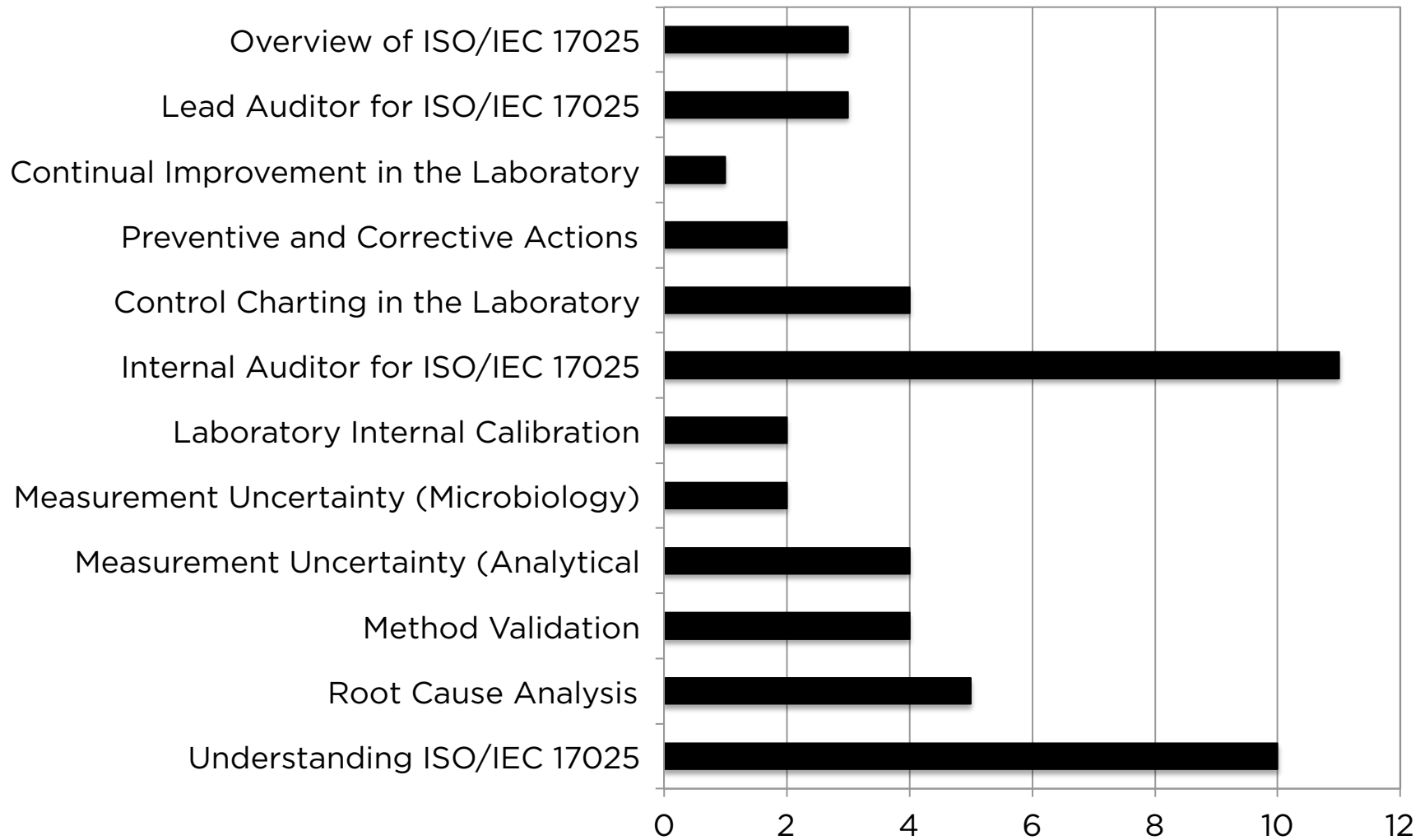


Training Delivered in 2015

- 33 public classroom courses
- 17 on-site classroom courses
- 29 online training courses
- 24 live webinars
- 91 webinar recordings
- AODA Training for all Assessors/Board/Staff

2015 Training	
Classroom courses	50
Training days	109
# of classroom registrants	443
Locations	16
Hosted courses	17
Virtual courses	16
# of online training registrants	29
Live webinars	24
# webinar subscriptions	18
# of live webinar registrations	152
# of recorded webinar registrants	91

Breakdown of Courses



Feedback and Evaluations

- Consistent high ratings for course content and facilitators
- Sample of feedback comments
 - *Found course to be interesting and helpful in understanding requirements*
 - *A very well planned and presented course*
 - *Overall the course was very informative. I will recommend it to my co-workers.*
 - *It was a pleasure and privilege to be taking this course.*
 - *Good questioning of the groups on the varying applications. Excellent knowledge base for implementation and practical ways of accomplishing.*

Training Program Committee

- Initiated in 2015
- Provides feedback on training requirements, course content, market trends
- Participate in course reviews

New Courses

- Introduction to Control Charts
- Advanced Concepts for Control Charts

Training Program Review

- Conducted by external contractor
- Assessed the program and made recommendations to get the program to profitability
- Conducted interviews, and online survey of CALA's clients
- Benchmarking with similar training organizations

Recommendations

1. Narrow the program focus and move to online delivery
2. Outsource the training program
3. Develop and implement a marketing program
4. Corporate Policy

Implemented To Date

- Review of courses, rationalization of curriculum
- Plan for update and redevelopment of online courses
- Review of course prices

Course Price Changes

Classroom Course	Institutional Member price	Non-member price
Measurement Uncertainty (Analytical Chemistry)	\$650	\$780
Measurement Uncertainty (Microbiology)	\$650	\$780
Method Validation	\$650	\$780
Laboratory Internal Calibration	\$650	\$780

Online Course	Institutional Member price	Non-member price
Online: Internal Calibration for Laboratories	\$475	\$560
Online: Control Charting for Laboratories	\$440	\$525
Online: Root Cause Analysis	\$350	\$420

Plans for 2016

- Implementation of new LMS, including online registration
- Revision of online courses for importing to new LMS
- No new course development planned
- Introduced Early Bird Discount



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