



1 September 2001

## CAEAL Member Training Program FY 2001-02

### Results of the Survey of Member Training Needs

CAEAL received 44 responses to the survey of member training needs that was sent out in March this year, and presented to members at various functions since then. Some of the responses indicated more than one specific need, so these were broken down to determine specific needs for member labs, but region.

Region	Identified need	No.	Total
Atlantic	17025 training	1	5
	QMS training (manual and system)	2	
	Internal auditor	1	
	Technical training (method validation)	1	
	Measurement Uncertainty	0	
Central	17025 training	6	22
	QMS training (manual and system)	3	
	Internal auditor	0	
	Technical training (statistics, calculating MDLs)	3	
	Measurement Uncertainty	10	
Western	17025 training	5	25
	QMS training (manual and system)	9	
	Internal auditor	1	
	Technical training (method validation, opportunistic pathogens)	2	
	Measurement Uncertainty	9	
International	17025 training	0	3
	QMS training (manual and system)	2	
	Internal auditor	0	
	Technical training (method validation, opportunistic pathogens)	0	
	Measurement Uncertainty	1	

### Delivery Within Capability

- CAEAL Training Services recovers all costs by charging for delivered training.
- Courses are delivered at reduced rates as a CAEAL member benefit.

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- GST/HST are not included in these prices.

<b>Full Day Training</b>			<b>Cost per Participant</b>			
<b>Type of Training</b>	<b>Min # trainees</b>	<b>Max # trainees</b>	<b>Non-members</b>		<b>Members</b>	
			<b>On-site</b>	<b>Off-site</b>	<b>On-site</b>	<b>Off-site</b>
Non-technical	20	40	\$150.00	\$300.00	\$100.00	\$250.00
Technical	10	20	\$300.00	\$500.00	\$200.00	\$350.00
<b>Half Day Training</b>			<b>Cost per Participant</b>			
<b>Type of Training</b>	<b>Min # trainees</b>	<b>Max # trainees</b>	<b>Non-members</b>		<b>Members</b>	
			<b>On-site</b>	<b>Off-site</b>	<b>On-site</b>	<b>Off-site</b>
Non-technical	20	40	\$100.00	\$200.00	\$75.00	\$150.00
Technical	10	20	\$200.00	\$400.00	\$150.00	\$300.00

CAEAL Training Services delivers training at member sites only when the training is open to all members or the public, in order to prevent conflicts of interest with the delivery of other CAEAL services provided to members. If a particular training session is for selected members only, then the training will occur off of the member site with pricing adjusted accordingly

Given the minimum number of participants required to deliver training, as indicated above, the FY 2001-02 plan allows for the following types of training to be delivered to each of the following regions:

<b>Region</b>	<b>Identified need</b>	<b>No.</b>
Atlantic	Insufficient numbers (being offered anyway with 12 registrants) QMS Manual training	-
Central	Combined 17025 and QMS training (manual and system) [2 days]	9
	Measurement Uncertainty (1 day)	10
Western	Combined 17025 and QMS training (manual and system) [2 days]	14
	Measurement Uncertainty (1 day)	9
International	Insufficient numbers	0

## **Opportunities for Delivery**

Experience has shown that the best opportunities for delivery of general member training is in conjunction with other CAEAL activities, such as Board meetings or the AGM. Specialised, or unique training can be delivered whenever a sufficiently large group is gathered and so requests such training. There are two cases of this occurrence in the planning stages for this fiscal year. One is for the Pesticide Management Regulatory Agency of Health Canada, and the other is for AWAC. PMRA has committed to a date.

Given the foregoing, it would be reasonable to expect that the next two Board meetings, one held in BC and the other in Ontario, are the most likely venues for the delivery of member training in accordance with their stated needs.

Therefore, CAEAL Training Services will market both events simultaneously in a general form now, and market each session individually as the time for each approaches.

The delivery of measurement uncertainty training is dependant on the decision of the Board regarding an overall CAEAL policy, for which the Manager, Quality and Training, has yet to produce the first draft of a white paper.

## **Developing Opportunities**

CAEAL is spearheading the overall PALCAN effort to train personnel in testing labs on the competent transfer of uncertainty required to ensure that measurements are traceable as per ISO/IEC 17025. For example, many laboratories would rather buy new bench thermometers every year, than pay for the calibration of these thermometers as required by the standard. The third option, the one allowing laboratory personnel to do the work required to competently transfer uncertainty from reference devices to bench devices (internal calibration), has never been considered - until now.

A survey of member needs is now underway. Concomitantly, the SCC and BNQ are surveying their testing lab clientele to determine scope and breadth of the same need for these labs. All results will be returned to CAEAL for analysis. This analysis will determine the greatest needs and CAEAL will be able to issue an RFP to accredited calibration laboratories for their bids on the delivery of this training to testing lab personnel. Accredited calibration laboratories have the expertise to competently transfer uncertainty (calibration) and to pass this knowledge on to others.

SCC and BNQ cannot be party to the engagement of these calibration laboratories as this would put them in conflict of interest with the testing laboratories that are part of the accreditation program. CLAS is in a similar position because of the potential conflict with the calibration laboratories. This leaves only CAEAL, which has no association with any of the laboratories involved, other than a commitment to provide services to the CAEAL member labs.

Calibration will wish to pursue such an arrangement because this will provide them with an opportunity to highlight their expertise to the clientele most required to use their services - testing laboratories.

SCC laboratories across Canada and the US have responded so far. The survey is due to close on 30 September 2001. Training will be developed subsequent to that date, for delivery between November 2001 and March 2002, at as many sites in North America as are required from the response.

### **Board Approval of this Plan**

Board members are requested to note and approve this overall approach for member training.

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