



CAEAL 402  
01 March 2005

## **TRAINING SERVICE ANNUAL REPORT 2004 – OPERATIONAL PLAN 2005**

### **Introduction**

The annual report covers the operation of the CAEAL Training Service during FY 2004. It contains the following areas of consideration:

- Mandate
- Training Service Operations 2004
- Factors Affecting Future Operations
- Operating Plan 2005

#### 1. **Mandate**

##### a. **Objectives (Aims)**

The CAEAL Training Service consists of two persons, who are responsible to the Executive Director for the following:

- Management of the planning and delivery of a viable and self sustaining CAEAL Training Service in support of CAEAL operations and to meet member needs.
- Management of the CAEAL Quality Management System so as to meet SCC requirements for partnership under CAN-P-1558 and accreditation as a proficiency testing provider under CAN-P-1593.
- Management of the marketing efforts associated with the CAEAL Training Service so as to recover all costs associated with training.

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**Association canadienne des laboratoires d'analyse environnementale**

**b. Direction from the CAEAL Strategic Plan**

To ensure the sustainable growth of the CAEAL Training group and the maintenance of the leading edge focus of our membership:

- By making the best use of information technologies in support of our training program
- By identifying member training needs beyond their current baseline
- By increasing the marketing of CAEAL training services
- By extending our training offerings beyond the CAEAL membership, nationally and internationally.
- By making training services into an autonomous operation
- By ensuring that we have the most appropriate expertise available to the CAEAL's training program
- By engaging PAHO to assist with language issues and cultural adaptation of CAEAL training outside Canada.

**c. Policies Affecting Operations**

- CAEAL will deliver the training primarily, but not exclusively, to CAEAL members and their staff.
- CAEAL does not seek to enter into competition with other qualified training providers, beyond the delivery of training to CAEAL members that is within the capability of the CAEAL Training Service.
- CAEAL will provide the opportunity for members to participate in the design, development and delivery of training to other members within a formal partnership arrangement. The overriding criteria in this case will be that the training meets the needs of the membership, for the greater good of the membership, without attempting to compete directly with members who may also deliver training.
- CAEAL will seek to obtain training expertise, in the attainment of training goals, from within the CAEAL membership.
- CAEAL Training Service delivers training to any CAEAL member site, if and only if, participants include persons not otherwise associated with the CAEAL member business. This is to avoid any perception of conflict of interest between the training delivered and other programs delivered to the member.

d. **Assumptions**

- The CAEAL Quality and Training Manager continues with the functions of the CAEAL Quality Manager.
- Expected workload does not envisage the hiring of any additional staff to support the CAEAL Training Service.

e. **Priorities**

The priority of the training effort remains as follows:

- Ensure sufficient trained and qualified assessors to meet CAEAL operational assessment needs.
- Assist overall CAEAL business operations with the planning and delivery of training and other services, as directed.
- Develop and deliver training to CAEAL members within the bounds of an approved training budget.
- Develop consensus on CAEAL membership training requirements.
- Market CAEAL Training Service capabilities to CAEAL members.

f. **Other Goals for FY 2004**

- Achieve net income (revenue minus expenses) from training workshops, document sales, etc. of at least \$100,000.
- Develop and deliver training for lab users and regulators on the topic of measurement uncertainty.
- Obtain 60% attendance overall for all CAEAL sponsored training.
- Develop alternative delivery capability for training, such as online training.

g. **Training Mission**

*CAEAL will first identify, then develop or acquire, and then deliver facilitated training to CAEAL members and other organisations, in accordance with the stated needs of these organisations, and in a manner that supports the integrity, credibility, and viability of the Association.*

## 2. Training Service Operations

### a. **Major Activities for FY 2004**

The CAEAL Training Service planned 41 courses and delivered 20 courses for 210 members and non-members this year, a 59% decrease in activities, with a 62% reduction in participation, over last year.

Eight new CAEAL assessors underwent Lead Assessor training and completed the one-day new assessor course.

The CAEAL Training Service Partnership Program is now being used to develop and deliver quality system training so more local resources are used to deliver the training.

### b. **Capacity Development**

Nearly two weeks of time was dedicated to writing more of the online course material needed to deliver online training. At the same time, CAEAL entered into agreement with a Training Service Partner to deliver interactive CDs to members on topics covered in live presentations. This gives members three choices on the delivery of training of interest to them.

### c. **Financial Results of Activities in FY 2004**

Financials for the CAEAL Training Service are contained in the Chief Financial Officer's report to the Board

### 3. Membership Satisfaction in FY 2004

Overall, members felt well-served by the services offered by the CAEAL Training Service. From the facilitator evaluations of the training sessions, members gave a passing grade to all facilitators. The goal of an overall 70% satisfaction rating was exceeded.

Most facilitators have maintained this passing grade over multiple sessions and members rated five facilitators as "excellent" overall, the same as last year. When some concerns threatened the acceptability of further training to members, steps were taken to inform the facilitators.

<b>Participant Scoring of Facilitators (2004)</b>			
<b>Facilitator</b>	<b>Sessions</b>	<b>Average</b>	<b>Rating</b>
Facilitator 1	4	89%	<b>Excellent</b>
Facilitator 2	1	80%	<b>Above Average</b>
Facilitator 3	2	79%	<b>Above Average</b>
Facilitator 4	2	85%	<b>Excellent</b>
Facilitator 5	1	80%	<b>Above Average</b>
Facilitator 6	1	83%	<b>Excellent</b>
Facilitator 7	1	80%	<b>Above Average</b>
Facilitator 8	1	76%	<b>Above Average</b>
Facilitator 9	1	90%	<b>Excellent</b>
Facilitator 10	1	90%	<b>Excellent</b>
<b>Overall CAEAL Rating</b>		<b>78%</b>	<b>Excellent</b>

#### 4. Recommendations Affecting Future Operations

##### a. **Continue Effort for Online Training**

Implement the alternative service delivery means to reach members in smaller communities. Maintain the board-approved priority for bringing courses online.

Course	Ease	Priority	Progress
Accreditation Seminar	Easy	1	Complete
Measurement Uncertainty for Lab users and Regulators	Easy	2	Complete
Measurement Uncertainty for Analytical Chemistry	Difficult	3	In Progress
Measurement Uncertainty for Microbiology	Difficult	4	Not Started
CAEAL Quality Manual Template Course	Difficult	5	Not Started
Care and Feeding of a Laboratory Quality System Course	Medium	6	Not Started
ISO/IEC 17025 Laboratories Training Course	Medium	7	Complete – Interactive CD
Designing a QMS to ISO/IEC 17025	Medium	8	Complete – Interactive CD
Internal Calibration (Mass)	Difficult	9	Not Started
Internal Calibration (Temperature)	Difficult	10	Not Started
Internal Calibration (Volume)	Difficult	11	Not Started

A striking new feature for CAEAL members will be the Online Training Calendar, part of the CAEAL web page. See the screen shot attached to the end of this report.

##### b. **Quality of Delivery / Member Access**

Continue to restrict the selection of facilitators to those knowledgeable of the subject matter and can demonstrate adequate facilitation skills. Maintain the current system of facilitator evaluation and feedback from members as a gauge for facilitator performance. Continue to publish this feedback. Market this transparent behaviour to members.

Keep facilitators informed of potential problem areas prior to follow-on sessions. Provide special technical requirement information to participants well in advance of training sessions.

c. **Financial Accountability**

Plan for 40% seat occupancy as the basis of planning training operations for FY 2005.

Anticipate the growth of online training to the extent that online training may account for 25% or more of all member participation in CAEAL training activities. This will result in a decline of training delivered live.

Create an online version of the Accreditation Seminar that and charge for its use. Offer the live course only when new demand is anticipated in any one region.

A new fee structure for the CAEAL Training Service is now in place.

5. **CAEAL Training Service Operating Plan for FY 2005**

a. **Goals and Objectives**

Unchanged from previous year

c. **Overall Training Activities Currently Envisaged**

There will be one delivery of each of the following courses in Halifax, Toronto, and Edmonton/Calgary. Plan one major session each month in one of these cities so as to cover, over the course of the year, the entire list below.

<b>Training</b>	<b>Duration</b>
Accreditation Seminar	1 day
ISO/IEC 17025 Laboratories Training Course	2 days
Designing a QMS to ISO/IEC 17025	3 days
Internal Auditor Course	3 days
Care and Feeding of a Laboratory Quality System Course	2 days
Measurement Uncertainty for Lab users and Regulators	1 hour
CAEAL Quality Manual Template Course	1 day
Measurement Uncertainty for Analytical Chemistry	1 day
Measurement Uncertainty for Microbiology	1 day
Internal Calibration (Mass)	1 day
Internal Calibration (Temperature)	1 day
Internal Calibration (Volume)	1 day
<b>Total</b>	<b>17 days</b>

CAEAL will continuously market online training as an alternative when courses must be cancelled.

CAEAL Training Service will continue to focus on meeting member needs.

J.E.J. (Ned) Gravel, P.Eng., NQI-LA  
Manager, Quality and Training



# CAEAL\_TRAINING

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Today Day Week **Month**

## Months at a Glance

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## March 2005

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	1	2	3	4	5
	6	7	8	9	10	11
	9:00am Ashbrooke ISO/IEC 17025 Foundation Course	9:00am Ashbrooke ISO/IEC 17025 Foundation Course	9:00am Ashbrooke Designing a QMS to ISO/IEC 17025	9:00am Ashbrooke Designing a QMS to ISO/IEC 17025	9:00am Ashbrooke Designing a QMS to ISO/IEC 17025	
	13	14	15	16	17	18
	9:00am Ashbrooke Internal Auditor Course (with ISO/ IEC 17025)	9:00am Ashbrooke Internal Auditor Course (with ISO/IEC 17025)	9:00am Ashbrooke Internal Auditor Course (with ISO/ IEC 17025)			
	20	21	22	23	24	25
		9:00am Measurement Uncertainty (Microbiology)				
	27	28	29	30	31	1
						2

### February 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5

### March 2005

S	M	T	W	T	F	S
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

### April 2005

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### May 2005

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

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## This Month's Events

Date	Summary

Monday, March 7, 9:00am	Ashbrooke ISO/IEC 17025 Foundation Course
Tuesday, March 8, 9:00am	Ashbrooke ISO/IEC 17025 Foundation Course
Wednesday, March 9, 9:00am	Ashbrooke Designing a QMS to ISO/IEC 17025
Thursday, March 10, 9:00am	Ashbrooke Designing a QMS to ISO/IEC 17025
Friday, March 11, 9:00am	Ashbrooke Designing a QMS to ISO/IEC 17025
Monday, March 14, 9:00am	Ashbrooke Internal Auditor Course (with ISO/IEC 17025)
Tuesday, March 15, 9:00am	Ashbrooke Internal Auditor Course (with ISO/IEC 17025)
Wednesday, March 16, 9:00am	Ashbrooke Internal Auditor Course (with ISO/IEC 17025)
Tuesday, March 22, 9:00am	Measurement Uncertainty (Microbiology)



**Subject:** Ashbrooke ISO/IEC 17025 Foundation Course  
**Start Date:** Tuesday, March 8 2005 9:00AM  
**End Date:** Tuesday, March 8 2005 5:00PM  
**Summary:** Course Code: T10-05

March 7-8, 2005

Location:  
Courtyard by Marriott Toronto Airport  
231 Carlingview Drive  
Toronto, ON M9W 5E8  
Reservations: Alex Payne (416) 798-5709

Delivered by CAEAL

Facilitator: Ned Gravel

Course description can be downloaded from [http://www.caeal.ca/t\\_UnderstandISO\\_IEC\\_17025.pdf](http://www.caeal.ca/t_UnderstandISO_IEC_17025.pdf)

Course registration form can be downloaded at [http://www.caeal.ca/t\\_caeal\\_trn\\_reg.pdf](http://www.caeal.ca/t_caeal_trn_reg.pdf)