



CAEAL 402  
13 March 2006

## TRAINING SERVICE ANNUAL REPORT 2005 – OPERATIONAL PLAN 2006

### Introduction

The annual report covers the operation of the CAEAL Training Service during 2005. It contains the following areas of consideration:

- Mandate
- Training Service Operations 2005
- Factors Affecting Future Operations
- Operating Plan 2006

### 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 APLAC/ILAC requirements for signatory status and accreditation as a proficiency testing provider under ILAC Guide 13.
- 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

**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 2005**

- 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.
- Obtain signatory status within APLAC.

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 2005**

The CAEAL Training Service planned 35 courses and delivered 28 courses for 364 members and non-members this year, a 40% increase in activities, with a 73% increase in participation, over last year.

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

### b. **Capacity Development**

CAEAL now has five online training courses available to members and this will be increased by two this year.

<b>Course</b>	<b>Priority</b>	<b>Progress</b>
Accreditation Seminar	1	Complete
Measurement Uncertainty for Lab users and Regulators	2	Complete
Changes to the ISO/IEC 17025 Standard	3	Complete
Measurement Uncertainty for Analytical Chemistry	4	In Progress
CAEAL Quality Manual Template Course	5	Not Started
Care and Feeding of a Laboratory Quality System Course	6	Complete
Internal Calibration for Mass, Volume and Temperature	7	Complete

CAEAL members now use the Online Training Calendar, on the CAEAL web site, to select and register for both online training and facilitated, in-person training.

### c. **Financial Results of Activities in 2005**

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

### 3. Membership Satisfaction in 2005

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 (2005)</b>			
<b>Facilitator</b>	<b>Sessions</b>	<b>Average</b>	<b>Rating</b>
Facilitator 1	18	82%	<b>Excellent</b>
Facilitator 2	3	80%	<b>Above Average</b>
Facilitator 3	2	85%	<b>Excellent</b>
Facilitator 4	2	77%	<b>Above Average</b>
Facilitator 5	1	71%	<b>Above Average</b>
Facilitator 6	3	83%	<b>Excellent</b>
Facilitator 7	1	77%	<b>Above Average</b>
Facilitator 8	1	82%	<b>Excellent</b>
Facilitator 9	1	88%	<b>Excellent</b>
<b>Total</b>	<b>32</b>		
<b>Overall CAEAL Rating</b>		82%	<b>Excellent</b>

### 4. Recommendations Affecting Future Operations

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

Expand the alternative service delivery means to reach members in smaller communities.

<b>Course</b>	<b>Ease</b>	<b>Priority</b>	<b>Progress</b>
Measurement Uncertainty for Analytical Chemistry	Difficult	1	In Progress
CAEAL Quality Manual Template Course	Difficult	2	Not Started
ISO/IEC 17025 Laboratories Training Course	Medium	3	Interactive CD offered by Partner
Designing a QMS to ISO/IEC 17025	Medium	4	Interactive CD offered by Partner

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 60% seat occupancy as the basis of planning training operations for 2006.

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.

5. **CAEAL Training Service Operating Plan for 2006**

a. **Goals and Objectives**

Unchanged from previous year

c. **Overall Training Activities Currently Envisaged**

There will be up to two deliveries of each of the following courses in Halifax, Toronto, and Edmonton/Calgary over the course of the year. Plan for a total of 50 in-person training days during 2006.

<b>Training</b>	<b>Duration</b>
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 Analytical Chemistry	1 day
Internal Calibration (Mass, Volume and Temperature)	1 day
<b>Total</b>	<b>12 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.

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