

2010 Member Training Schedule  
Revision 1.3 – October 2009



# 2010 Member Training Needs

## The Survey

A survey asking CALA members to identify their training needs for 2010 was issued in mid August 2009 and closed near the end of September 2009. The raw results were examined for initial analysis then converted into the 2010 Training Schedule.

Fifty days are planned for the delivery of training during the 2010 calendar year. Thirty-eight different courses are being planned for delivery in seven cities across Canada. Experience indicates that nearly one third of these days will be re-scheduled due to inadequate registration numbers or converted to other courses in the Training Schedule. In response to our 2010 Training Needs Survey, no training is currently being planned for the months of July, August and December but it is anticipated that some members or other clients may ask for training during these periods.

## Initial Results

### 1. Origin of Respondents (%) -> Planned training in each Province:

Country	Prov	Requested	Plan	Country	Requested	Plan
Canada	ON	34	50	Barbados	1	0
	AB/SK/MN	26	30	Peru	6	0
	BC	17	10	Pakistan	1	0
	QC	6	0	USA	2	0
	NS/NB/NL	7	10	Great Britain	1	0
	PE	0	0	<b>Sub total</b>	<b>10</b>	<b>0</b>
	YK	0	0	<b>TOTAL</b>	<b>100</b>	<b>100</b>
	NW	0	0			
<b>Sub total</b>		<b>90</b>	<b>100</b>			

### Planned Implementation.

Concentrate on delivery of training in Ontario, Alberta and BC (90%). Ten percent of training opportunities goes to Atlantic Canada. Approximately five percent of training opportunities goes to Quebec (at Ottawa) and accredited laboratories in Peru will be approached separately to examine opportunities in Latin America.

## 2. Desired Learning Situation (Format):

Classroom	27%	1st
Workshop	24%	2nd
Online	20%	3rd
Video	15%	4th
Web Conf	14%	5th

### Ratio of Desired Situations

In-person interaction	50%
Self-paced (online)	36%
Groups (online or video)	14%

### Planned Implementation

Main delivery of planned courses for 2010 will be in-class and in workshops. This is still the most desired form of training as reported by respondents. CALA's online, self-paced offerings will be enhanced by 1 April 2010 with a more interactive form of presentation.

## 3. Desired Annual Learning Period -> Planned during the year:

Ranked by Month	Ranked by Quarter	Planned for 2010 (%)
1 Feb	35% (1 <sup>st</sup> ) Jan-Mar	40%
2 Nov	29% (2 <sup>nd</sup> ) Sep-Nov	30%
3 Mar	24% (3 <sup>rd</sup> ) Apr-Jun	30%
4 Oct	6% (4 <sup>th</sup> ) Jul-Aug	0% (Hold for unplanned training)
5 Jan	6% (5 <sup>th</sup> ) Dec	0% (Hold for unplanned training)
6 May		
7 Apr		
8 Sep		
9 Jun		
10 Dec		
11 Jul		
12 Aug		

### Planned Implementation

More than one third of 2010 planned courses are being planned during the first quarter of 2010. Another 30% will take place from September to November. The final 30% of the effort is allocated during the second quarter (April to June) of 2010. The months of July, August and December are reserved for unplanned training in order to meet developing member needs

#### 4. Desired Weekly Learning Period:

##### Ranked by Weekday in Descending Order -> Planned for 2010

1	Tue	22%	20%
2	Thu	21%	20%
3	Wed	21%	20%
4	Mon	16%	20%
5	Fri	15%	20%
6	Sat	2%	0%
7	Sun	2%	0%

##### Planned Implementation

Ten weeks of training are being planned, with at least one week in each of six different cities across Canada. This allows multiple courses to be delivered in the same venue and reduces member travel costs and Training Service costs. It is accepted that travel to training is required on a Sunday and a Friday evening/Saturday for those persons taking the whole week as well as those persons delivering training on behalf of CALA.

#### 5. Factors Affecting Decisions to take CALA Training:

##### Factors Ranked in Descending Order -> Planned for 2010

Course Objectives	95%
Location	74%
Price	69%
Length of course	55%
Facilitator	48%
Held in conjunction with AGM	47%

##### Planned Implementation

Specific courses identified by members form the core of the 2010 Training Schedule, keeping course objectives as the most significant factor in the member decision to acquire training from CALA. Locations across Canada have been selected in the order cited by members in Section 9 below. Member price desires are balanced by the Board of Directors instruction requiring that no training for any member be subsidized by other members.

The lengths of the course offerings, the facilitator contracted and the co-location of CALA training with the AGM/Enviroanalysis 2010 are also part of the 2010 Training Schedule, but with less influence on the final schedule.

## 6. Desired Distances to Travel for Training:

Ranked in Descending Order		-> Planned for 2010
100 to 500 km	55%	20%
50 to 100 km	18%	30%
20 to 50 km	16%	30%
<20 km	11%	20%
Average	189 km	

### Planned Implementation

Distance to travel has very little impact on members' choice for training. While this conclusion is not supported by anecdotal data, it does allow for more flexibility in selecting training venues. As a result, the venues selected for the 2010 Training Schedule are well within the stated distances desired by members.

## 7. Courses Most Desired during an AGM:

Ranked in Descending Order		-> Planned for 2010 AGM
MU (Chem and Micro)	21%	Yes
Method validation	15%	Yes
Care and Feeding of a Lab QMS	8%	No (2 day course)
Laboratory Leadership	6%	No
PT in the analytical lab	6%	No
Internal auditor	4%	No
Laboratory Quality Officer	4%	No
Significant figures	4%	No
Assessor training	2%	No
Data reporting requirements	2%	No
Designing a QMS to 17025	2%	No
Determination of MDL	2%	No
Differences between RDL and MDL	2%	No
Instrument calibration	2%	No
Laboratory Internal Calibration	2%	No
Interpretation of the Rating Guide	2%	No
Lead assessor	2%	No
Legal samples	2%	No
Management review	2%	No
QC in Analytical Labs	2%	No
Root cause analysis	2%	No
Sample spiking	2%	No
Understanding ISO/IEC 17025	2%	No

### Planned Implementation

Measurement Uncertainty and Method Validation courses are the most desired courses to be delivered during an AGM. Both are one-day courses. The Care and Feeding Course is equally desired with the CALA PT Course and the Lab Leadership Course. Of these, the first is a two-day course. Members will be informed of the decision to run the MU and Method Validation

course. Members will be asked if they wish to have either a CALA PT course or Lab Leadership course.

As CALA is conducting its AGM in conjunction with EnviroAnalysis, there may not be room on the joint agenda for more than first two courses.

## 8. Courses Most Desired by Members:

Ranked in Descending Order	->	Planned for 2010
MU (Analytical Chemistry)	14%	17%
Root cause analysis	13%	16%
Understanding ISO/IEC 17025	11%	9%
Laboratory Internal Calibration	9%	10%
Explaining Uncertainty to Clients of Laboratories	8%	5%
Internal auditor	7%	8%
Care and Feeding of a Lab QMS	7%	0% (incl 17025)
Accreditation Seminar	6%	3%
The Value of Accreditation	5%	5%
Laboratory Leadership	5%	5%
PT in the analytical lab	5%	0% (online)
MU (Microbiology)	3%	3%
Lead Auditor Course	3%	3%
Designing a QMS to 17025	2%	0% (incl QMT)
Quality Manual Template for ISO/IEC 17025	2%	5%

### Planned Implementation

The 2010 Training Schedule includes all of the courses listed above in the ratios shown, with three exceptions caused by amalgamation of training or by moving the primary delivery means to an improved online course.

## 9. Venues Most Desired by Members:

Ranked in Descending Order	->	Planned for 2010
GTA	23%	30%
Calgary	14%	20%
Vancouver	10%	10%
Edmonton	6%	10%
Halifax	6%	10%
Ottawa	5%	10%
St. John's	5%	0%
Winnipeg	4%	0%
Kelowna	3%	0%
Kitchener	3%	10% (combined with London)
London	4%	0% (combined with Kitchener)
Moncton	3%	0% (combined with Halifax)
Montreal	3%	0% (combined with Ottawa)
Saskatoon	3%	0%
Fredericton	1%	0%
Kentville, NS	1%	0% (combined with Halifax)

Red Deer	1%	0% (combined with Calgary)
Sault Ste Marie	1%	0%
Thunder Bay	1%	0%
Truro	1%	0% (combined with Halifax)

### Planned Implementation

While eighty percent of respondents live in Ontario, Alberta or BC, only seventy percent have indicated a desire to have training in cities within these provinces as either first, second or third choice. Ninety percent of all planned CALA Training is scheduled to be delivered to the first six cities listed here. There is a great deal of room in the planned Training Schedule to allow for unplanned training to meet member needs beyond these six cities.

### 10. Other Suggestions Provided by Members:

Comment	2010 Training Schedule Impact
We would like a Management of Change course	Will investigate the development of such a course and report to members.
CALA should host webinars to share ideas between members	Cost of conference bridging exceeds total revenues of Training Service. 2010 Training Schedule includes a more interactive online training facility, which will partly meet this need.
CALA should keep fees to a minimum. CALA is far too expensive for a small lab to afford, your courses are outrageously expensive and should be covered for through our membership fees and/or through your profits	Will provide competitive analysis and publish to members in November 2009
We would like a Method Validation course.	Will develop this course for initial delivery during the 2010 AGM.
We want access to expertise at our site to get accredited.	Can pass on list of assessors who are also consultants to any lab that asks. Whole list only. Decision to use is entirely with lab.
CALA should offer many courses over 3 to 4 days so travel is more cost effective.	This is part of the 2010 Training Schedule.
Incorporate the principle of assessing into the new assessor training.	This is now part of the new CALA Assessor Training Course.
I think that on-line training is the most flexible, affordable option for every course (except those that require face-to-face interaction of participants/facilitator).	2010 online training facility is much improved over our current capability.
Offer classes/workshops at the biennial assessor training as travel is covered. Limit participation to assessors to encourage member laboratories to support becoming assessors.	Biennial training content is aimed at improving consistency of CALA assessments and providing tools to CALA assessors for their work on behalf of CALA. Where short (2 hour) courses can assist these aims, this should be possible, but it depends entirely on the course loading for the two days allocated for each biennial.

Comment	2010 Training Schedule Impact
Restrict non-assessors to on-line courses while assessors will access the 'live' presentations at the biennial.	This is a fundamental change to the current approach for CALA Training that is contradicted by the majority of survey responses above. If a majority of survey respondents desire this approach, CALA will institute it. Until then, the CALA Training Service is bound by the instructions provided by the Board of Directors.

## 11. Upgrading Online Training

CALA has completed a year-long study designed to upgrade and enhance the online training experience to make it more user-friendly and interactive. A learning management system (LMS) provider has been selected and CALA has purchased the content development tools required to convert current training to the more interactive formats, which are useable on all computers that can connect to the internet.

Courses will be more modular in format and less driven by pages of text to read and/or download. The first courses delivered using the new online capability will be the Value of Accreditation Course (offered free to all members) followed by those most desired by members as identified in the survey.

## 12. Non-member Training and International Training

The reputation of the CALA Training Service has garnered attention from many organisations that are not members of the association, including several federal government departments, in Canada and the USA. The pricing structure for non-member pricing is about 20% higher than for members, in order to entice non-members to join and gain the benefit of such a price advantage.

International training is delivered for the same prices as training delivered in Canada, but charged in US dollars. As well, all travel and accommodation costs for the delivery of training internationally are based on the Canadian Treasury Board Guidelines, in addition to the normal CALA Training Service Fees.



### 13. 2010 Training Schedule

Below is the result of the analysis of the Member Training Survey responses and this chart will be published in the 2010 “**QMS Solutions,**” the CALA Training Service Brochure.

<b>TRAINING SCHEDULE JANUARY - DECEMBER 2010</b>			
<b>Date(s)</b>	<b>Course Name</b>	<b>City</b>	<b>Add'l Info</b>
11-12 Jan 10	Understanding ISO/IEC 17025 (2 days)	Toronto	
13 Jan 10	Cont Improvement (Root Cause Analysis) (1 day)	Toronto	
14 Jan 10	Designing a Quality System to ISO/IEC 17025 (1 day)	Toronto	
15 Jan 10	MU - Microbiology (1 day)	Toronto	
25-26 Jan 10	Understanding ISO/IEC 17025 (2 days)	Ottawa	Health Canada Only
27-29 Jan 10	Internal Auditor for 17025 (3 days)	Ottawa	
8 Feb 10	MU - Chemistry (1 day)	Calgary	
9 Feb 10	Cont Improvement (Root Cause Analysis) (1 day)	Calgary	
10-12 Feb 10	Internal Auditor for 17025 (3 days)	Calgary	
22 Mar 10	Value of Accreditation (½ day - am)	Vancouver	
22 Mar 10	Explain Uncertainty to my Clients! (½ day - pm)	Vancouver	
23 Mar 10	Accreditation Seminar (1 day)	Vancouver	
24 Mar 10	Cont Improvement (Root Cause Analysis) (1 day)	Vancouver	
25 Mar 10	Internal Calibration (1 day)	Vancouver	
26 Mar 10	MU - Chemistry (1 day)	Vancouver	
12 Apr 10	MU - Chemistry (1 day)	Edmonton	
13 Apr 10	Cont Improvement (Root Cause Analysis) (1 day)	Edmonton	
14 Apr 10	Internal Calibration (1 day)	Edmonton	
15 Apr 10	Designing a Quality System to ISO/IEC 17025 (1 day)	Edmonton	
16 Apr 10	Laboratory Leadership (1 day)	Edmonton	
	<b>CALA AGM with EnviroAnalysis 2010</b>		
12 May 10	MU - Chemistry (1 day)	Toronto	<b>CALA AGM</b>
13 May 10	Method Validation (1 day)	Toronto	<b>CALA AGM</b>
14 Jun 10	Cont Improvement (Root Cause Analysis) (1 day)	Kitchener	
15 Jun 10	MU - Chemistry (1 day)	Kitchener	
16-18 Jun 10	Internal Auditor for 17025 (3 days)	Kitchener	
20-22 Sep 10	Internal Auditor for 17025 (3 days)	Toronto	
23 Sep 10	Value of Accreditation (½ day - am)	Toronto	

## TRAINING SCHEDULE JANUARY - DECEMBER 2010

Date(s)	Course Name	City	Add'l Info
23 Sep 10	Explain Uncertainty to my Clients! (½ day - pm)	Toronto	
24 Sep 10	Internal Calibration (1 day)	Toronto	
4-5 Oct 10	Understanding ISO/IEC 17025 (2 days)	Calgary	
6 Oct 10	Internal Calibration (1 day)	Calgary	
7 Oct 10	MU - Chemistry (1 day)	Calgary	
8 Oct 10	Method Validation (1 day)	Calgary	
18 Oct 10	Cont Improvement (Root Cause Analysis) (1 day)	Halifax	
19 Oct 10	Laboratory Leadership (1 day)	Halifax	
20 Oct 10	Internal Calibration (1 day)	Halifax	
21 Oct 10	MU - Chemistry (1 day)	Halifax	
22 Oct10	Method Validation (1 day)	Halifax	
15-19 Nov 10	Lead Assessor for ISO/IEC 17025 (5 days)	Ottawa	Assessors Only

### 14. Member Feedback

Although this schedule is now being published to members, nothing precludes any member from voicing their opinion or expressing their needs to CALA staff or members of the Board regarding this effort. Member feedback is invited so that the 2010 CALA Training Schedule continues to meet member needs throughout 2010.

Please send all comments to the undersigned. We will be pleased to provide appropriate and timely response.



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