

FACILITATOR EVALUATION FORM

Training: ISO/IEC 17025

Location: Holiday Inn Select - Toronto

Date: April 19/20 2004-04-22

Facilitator(s): Ned Gravel

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?	0	0	0	0	7
Were they well defined?	0	0	0	0	7
Were they achieved?	0	0	0	0	7
Course Content:					
Was the material appropriate?	0	0	1	1	5
Complexity (1=too complex or too simple ← → Perfect=5)	0	0	0	2	5
Was the material clear to you?	0	0	0	1	6
Volume (1=too much or not enough ← → Perfect=5)	0	0	0	1	6
Did the handouts fit with this training - did they help?	0	0	1	1	5
Facilitator Methods:					
Did the facilitator allow sufficient discussion?	0	0	0	0	7
Did the facilitator encourage participation?	0	0	0	0	7
Did the facilitator help bring out new group ideas?	0	0	0	1	6
Did the facilitator help close out discussions?	0	0	1	0	6
Would you accept this facilitator again?	0	0	0	0	7
Catering and Facility:					
Was the seminar facility appropriate for the course?	0	0	1	2	4
Was the lunch and breaks service acceptable?	0	0	1	3	3

Comment/Concern:	Remedial Action:
<ul style="list-style-type: none"> Key points and "Audit Checklist" in this manual are not as helpful as in the ISO one. They kind of repeat... Introductory overheads did not quite follow the binder - found this a bit confusing at first but once into the ISO document they both followed clearly. 	This comment is mainly about structure – info is good, only difficulty is where and how it is presented. Will examine for improvement
<ul style="list-style-type: none"> Uncertainty was perhaps slightly too complex 	This uncertainty presentation is the most basic possible - no math
<ul style="list-style-type: none"> Italicised text in document hard to read. 	Understood that lack of reading glasses caused this difficulty. Will examine methods of alleviating difficulty.
<ul style="list-style-type: none"> Catering: some healthier snacks would be appreciated, especially fruit. Other than that, it was good. 	Will add more fruit to the catering and delete most of the sweetcakes.

<ul style="list-style-type: none"> Perhaps some <u>specific</u> examples may be included throughout the standard or as an exercise 	Good idea
<ul style="list-style-type: none"> In the notes the key points do not add any "new" info. A lot of them just repeat the clause. Interpretations would be better here. 	Will consider including some PALCAN interpretations in the notes.
<ul style="list-style-type: none"> Hotel parking costs were a surprise!! 	Will warn future participants of this cost
<ul style="list-style-type: none"> Since CAEAL has their own checklist the audit checklist is not useful. Maybe reword it to make these possible approaches for an assessor to get at the points. 	This course is for laboratory personnel to understand ISO/IEC 17025. Assessment against the standard by a CAEAL assessor carries a completely different approach.

Other Comments:

- Facilitator very effective in communicating info. His background knowledge and experience quite evident. Enjoyed course very much.
- The facilitator made the course material interesting
- Ned did a good job