



# FACILITATOR EVALUATION SUMMARY

**Training:** ISO/IEC 17020 **Facilitator(s):** Lawrence J. O'Connor  
**Location:** Lagos - Nigeria **Date:** 20-22 June 2018

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
<b>Course Objectives:</b>	<i>√ as appropriate below</i>				
Were you given the opportunity to help define them?			6	6	16
Were they well defined?			7	5	16
Were they achieved?			5	8	15
<b>Course Content:</b>					
Was the material appropriate?		2	4	8	13
Complexity (1=too complex or too simple←→Perfect=5)	1	1	4	11	8
Was the material clear to you?			4	13	9
Volume (1=too much or not enough←→Perfect=5)			6	9	12
Did the handouts fit with this training - did they help?		1		14	11
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?			3	8	17
Did the facilitator encourage participation?			3	7	18
Did the facilitator help bring out new group ideas?		2	3	9	16
Did the facilitator help close out discussions?			5	7	16
Would you accept this facilitator again?		2	6	5	15
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?			4	16	9
Was the lunch and breaks service acceptable?		1	6	12	10

Participant Feedback	IAS Response
The training should be for two days so that it can be concise and not over elaborate.	The course is normally delivered in two days, but UNIDO determined a slower pace with delivery over three days.
Do only the test on the third day. Standards should be provided even if it means it will be collected back.	The pace was set by the participants and that pace required coverage of material on Day 3. Copies of the standard were provided by UNIDO.
Some of words font size diagrams should be increased.	Noted. This has been corrected.



Participant Feedback	IAS Response
<p>It is better that we go through all the standards in class and then have some explanations on it when necessary.</p>	<p>This approach works for about 20% of adult learners. The majority of the class participants require context before moving to new sections and topics. That is the standard IAS approach and in line with the IAS Learning Model at <a href="https://www.iasonline.org/wp-content/uploads/2018/01/IAS-Constructivist-Learning-Model-Rev-2.pdf">https://www.iasonline.org/wp-content/uploads/2018/01/IAS-Constructivist-Learning-Model-Rev-2.pdf</a></p>
<p>Very interesting course. Maybe one should consider more of class break out sessions.</p>	<p>Interesting comment when there were at least two sets of group discussions each day in the small groups of five or so. It may be that these group discussions are not considered traditional “break out” sessions in separate rooms. Nonetheless, such discussions will continue, whether or not they are conducted in separate rooms.</p>

**Other comments:**

- Excellent Training.
- The training was educative and informative.
- The training was satisfactory and interesting
- Satisfactory to all.
- Conducive and friendly atmosphere
- This is a very good course and it will help me move and it give me more encouragement to do my duty more and I will look forward to attending more training from IAS.
- The training was very helpful as I was able to understand the different types of inspection and inspection process. More of this training will help a lot. Thanks
- It opened new opportunities to understand and apply the standard to practical inspections of my factory inspection, reports and reviews.