



## FACILITATOR EVALUATION SUMMARY

**Training:** ISO:17025:2017 **Facilitator(s):** Helga Alexander  
**Location:** Brea, California **Date:** May 14-15, 2019

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?	1		1		9
Were they well defined?			1		10
Were they achieved?			1		10
<b>Course Content:</b>					
Was the material appropriate?				1	10
Complexity (1=too complex or too simple←→Perfect=5)			2	2	7
Was the material clear to you?				2	9
Volume (1=too much or not enough←→Perfect=5)			2	5	4
Did the handouts fit with this training - did they help?			1	2	8
<b>Facilitator Methods:</b>					
Did the facilitator allow sufficient discussion?			1		10
Did the facilitator encourage participation?			1	1	9
Did the facilitator help bring out new group ideas?				2	9
Did the facilitator help close out discussions?				1	10
Would you accept this facilitator again?				1	10
<b>Catering and Facility:</b>					
Was the seminar facility appropriate for the course?			1	1	9
Was the lunch and breaks service acceptable?			1	1	9

Participant Feedback	IAS - Response
It would have been more helpful if the individual issues of the labs were discussed in a separate session. More interactive content would also be helpful.	Understood. See comment below for opposing view. For live in-class learning environments participant discussion with each other is the single biggest learning tool. That is what defines interaction for those classes. True interactive content allows a person to interface with a non-person to achieve the learning goals. Not really needed for live, in-class discussions and more suited to online training where there are no other participants.

Participant Feedback	IAS - Response
Not enough "Training" on internal Audit compared to ISO/IEC 17025:2005 Training in 2017.	Internal audit is a separate "skills demonstration" skillset. This course is a "knowledge acquisition" course on the subject of 17025:2017 and that standard has almost zero in-depth requirements for internal audit – only the generic ones.
Perhaps homework assigned after day 1 to really encourage recipients to dig into section 4,5,6 and 7, and be more familiar with the clauses. This is done in ISO/IEC 17020:2012.	Noted. Will pass this on to the trainers.

**Other comments:**

- Helga knew the topic well and good it in a way that was insight and engaging. She used real life examples and scenarios that facilitated understanding.
- Helga was informative, kind, encouraged working with one another to share ideas and a great teacher. I look forward to receiving the additional layouts.
- Team exercises were excellent.
- Learned a ton from Helga and think she will be an extremely valuable asset to me and others going forward. Great experiences were shared, and it's clear, she has best interests of the calibration lab in mind.
- Helga is awesome! I really enjoyed being in her class.
- Group discussion was great. The material was easier to learn, and it was helpful to sit and talk about each other labs and how they are run. Moreover, the different, response, reporting and audits people are doing.
- Helga was a great teacher. She knew the standard in great detail and was able to answer all questions with appropriate answers.