



FACILITATOR EVALUATION SUMMARY

Training: 17065 Training **Facilitator(s):** Edgar Gravel
Location: Webinar **Date:** 17th and 18th Feb 2021

| 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? | | | 3 | | 1 |
| Were they well defined? | | | | | 4 |
| Were they achieved? | | | | | 4 |
| Course Content: | | | | | |
| Was the material appropriate? | | | | | 4 |
| Complexity (1=too complex or too simple ← → Perfect=5) | | | | 1 | 3 |
| Was the material clear to you? | | | | 2 | 2 |
| Volume (1=too much or not enough ← → Perfect=5) | | | | 2 | 2 |
| Did the handouts fit with this training - did they help? | | | | 1 | 3 |
| Facilitator Methods: | | | | | |
| Did the facilitator allow sufficient discussion? | | | | | 4 |
| Did the facilitator encourage participation? | | | | | 4 |
| Did the facilitator help bring out new group ideas? | | | | | 4 |
| Did the facilitator help close out discussions? | | | | | 4 |
| Would you accept this facilitator again? | | | | | 4 |
| Catering and Facility: | | | | | |
| Was the seminar facility appropriate for the course? | | | | 1 | 3 |
| Was the lunch and breaks service acceptable? | | | | | 4 |

| Participant Feedback | IAS - Response |
|---|--|
| One bit of confusion, at least for me (which I forgot to ask about), was that the website noted ISO/IEC 17065:2012, which I thought was the latest version. The handbook for the course noted ISO/IEC 17065:2013. Was curious as to the differences and which we should be using for a new program. | The Handbook has an error in it. This has been corrected. The standard is from 2012, not 2013. |
| Duration could be extended to include more case examples. | Noted. Somewhat difficult to do. The focus of the course is on what the standard asks of a conformant product certification body. However, will ask participants at the beginning of the next session to let me know if they wish specific examples discussed. |



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Other comments:

- Ned kept the course moving and fostered conversation to help folks in the class understand some of the requirements and the clauses. Having been in regulated industries most of my career, folks sometimes overthink and read into things that are not there, including myself. When Ned saw it going down that path, he would let the conversation play out, then bring it back using clauses in the standard.
- Overall, I feel that the course met my expectations and has given me good guidance to help me develop certification schemes for various product categories, in my current position.
- Another informative and very enjoyable training - Thanks