



FACILITATOR EVALUATION SUMMARY FORM

Course: ISO/IEC 17021-1 Trainer/ Facilitator: Ganesh Bhat
 Location: Nashville, TN Date: 21-23 October, 2019

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?	2		2	1	5
Were they well defined?				3	7
Were they achieved?		1		2	5
Course Content:					
Was the material appropriate?				2	8
Complexity (1=too complex or too simple←→Perfect=5)			2	5	3
Was the material clear to you?			3	3	4
Volume (1=too much or not enough←→Perfect=5)		2	2	2	4
Did the handouts fit with this training - did they help?	1		3	1	5
Trainer/Facilitator Methods:					
Did the trainer/facilitator allow sufficient discussion?		1		1	8
Did the trainer/facilitator encourage participation?			1	1	8
Did the trainer/facilitator help bring out new group ideas?		1		2	7
Did the trainer/facilitator help close out discussions?		1		1	8
Would you accept this trainer/facilitator again?		1	1		8
Catering and Facility:					
Was the training facility appropriate for the course?				2	8
Was the lunch and breaks service acceptable?				2	8

Participant Feedback	IAS - Response
The focus should have been more focused on 17021 and less on the other MS standards. Ganesh was great.	Understood. However, this course was modified specifically to allow the client organisation to use best practice in the delivery of ISO 27000 standards – with its very specific approaches. It is a necessary part of training to the staff of a MS certification body that wishes to deliver ISO 27000 certification. The rules within 17021 do not apply the same in the delivery of 27000 certifications as they do in other certifications. Participants need to know this.
Wasn't aware of exam requirement for this training. Could have included up front for awareness.	Good point. Will make this clearer for future deliveries of this course.
I didn't love all of the exercises. Directions were often unclear for written exercises	Noted. Will approach the trainer to have them re-evaluate their approaches in this regard.



Participant Feedback	IAS - Response
<ul style="list-style-type: none"> • This was a lot of material. Our facilitator spoke very quickly and was difficult to understand at multiple points. Multiple references to other standards made following difficult at times. Cross-talk also added some confusion as it applied to hypothetical situations or was not relevant to the clause being discussed. A lack of visual aids contributed to some difficulties experienced. -- Suggestion: Livestream the class for some of the people that are remote, they could not see answers written physically in the room. • I attended this class remotely; it would have been nice to have a live view to see the presenter as well as the other participants in order to follow along with the discussion. There were some technical difficulties with the audio that made some of the material and group discussions hard to follow. 	<p>This was brought up during the initial discussion with the client organisation. As a result of this course, it will now be policy to ensure that remote participants can see the entire discussion and that one extra half day is added to the delivery time so as to ensure all get what they need.</p>
<p>Could have clearer instructions on the homework exercises. Instructor guidance could have provided more specifics or recommendations related to us as a CB as we try to become certified, any stumbling blocks to keep focus on going forward etc.</p>	<p>IAS is an internationally recognised accreditation body. It is prohibited (under ISO/IEC 17011) from consulting during the delivery of its training. Specifically, it is not allowed to provide information on how the participants may undertake their work to attain accreditation (not certification) easier. This was made very clear at the beginning of the training.</p>

Other comments:

- Great job getting us the information we need! Thank you!
- Trainer did a good job explaining all relevant clauses!
- Ganesh demonstrated exceptional knowledge of course material and spoke very competently on Management Systems concepts.