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ONLINE COURSE EVALUATION SUMMARY

Training: ISO/IEC 17043:2010 + ISO 13528:2015 **Facilitator(s):** Sankaran Subramanian
Location: Webinar **Date:** 28-30 Sept. 2020

Item	Met Participant Needs?				
	1 No	2	3 OK	4	5 Yes
Course Objectives:	✓ as appropriate below				
Were you given the opportunity to help define them?	1		3	2	3
Were they well defined?			1	3	3
Were they achieved?			2	1	6
Course Content:					
Was the material appropriate?				6	3
Complexity (1=too complex or too simple←→Perfect=5)			2	4	3
Was the material clear to you?			2	5	2
Volume (1=too much or not enough←→Perfect=5)		1	1	4	3
Did the handouts fit with this training - did they help?				3	4
Trainer/Facilitator Methods:					
Did the trainer/facilitator allow sufficient discussion?			1	2	6
Did the trainer/facilitator encourage participation?			1	2	6
Did the trainer/facilitator help bring out new group ideas?				3	6
Did the trainer/facilitator help close out discussions?				2	7
Would you accept this trainer/facilitator again?			1	1	7
Website and Course Flow:					
Was the website appropriate to the course?					
Did the course flow help you meet your course objectives?					

Participant Feedback	IAS Response
Need more hands-on exercise. RMP course was quick and IAS should add another course 'Statistics for PTP and RMP'. Students have to take in lot of information besides statistics is a short interval. Also, the trainer has to rush to complete the course. Overall, it reduces the course effectiveness and student learning. Needs to be considered next time. Overall, good course.	These two courses are now divided into two distinct and separate courses. One for 17034 and one for 17043.
Obtained the statistical template which will be of immense help.	In future all templates will be sent to participants before the course.
The statistics needs special training time. One course specifically for statistical calculations and hands on practice would be very interesting.	Understood. The 17043 course is now three days long by itself.

Participant Feedback	IAS Response
The instructor was speaking very quickly. I have to say that I have difficulty following the course from time to time because of the monolithic voice of the instructor. Also, the content of the course was very intense, depending on the duration of the course.	Understood. Instructor is aware of the issue and the courses have both been lengthened to three days to allow for longer discussion.
Intent of this class is AB assessor training, not training of PTP personnel. <ul style="list-style-type: none"> Assessors will never need to calculate spreadsheets; playing w/coding of spreadsheets detracts from available time to learn two (2) lengthy/technical standards. Assessors who have little experience coding algebraic formulas into Excel are unable to complete student exercise. 	Do not agree. This course is for the delivery of the basic 17043 course to both PTP staff and AB assessors. No AB assessor can assess a PTP without experience in the operation of a PTP. While an assessor may not need to routinely conduct such calculations, they are required to be competent in such activities or they are not sufficiently competent to be a PTP assessor.
Unclear why instructor is not referencing the homogeneity and stability formulas which are listed in ISO 13528.	Homogeneity and stability requirements shown in 13528 are not universally applied in all disciplines. Only about 20% of PTP is for chemistry, which is the most common application of these approaches. Most other PT schemes used for physical, material, mechanical and other types of testing do not need to use these approaches.
Hand-written formulas are not legible. If necessary we use instructor's formulas, can these be typed out with copy relayed to students?	These will now be provided by the trainer to all participants prior to the training.
From practical standpoint, most PTP firms will buy one of the software packages which provide the necessary results; these packages have the formulas pre-programmed by the software developer. Similar approach is taken by most cal-labs (calculation of MU, etc.) – purchase package-software rather than manually-coding spreadsheets.	Do not agree. This course is for the delivery of the basic 17043 course to both PTP staff and AB assessors. No PTP staff member can be deemed competent for the operation of a PT scheme unless they can do the basic math and statistics that underlie the delivery of PT services.
The IAS students are very-familiar with ISO/IEC 17025. No need for the instructor to discuss elements of the PTP standards which are common with ISO/IEC 17025. (A couple hours of discussion on Day 1 was on issues which are similar to TL/CLs and 17025.)	Understood. The level of general understanding of lab operations will be established by the trainer at the beginning of the course to determine the amount of time to spend on this section.

Other comments:

- I myself as a trainer and facilitator find the commitment and passion of both faculty and the facilitator outstanding. I find this unique training beneficial to both the PTP and RMP apart from the assessors. for me particularly the PTO was a refreshing course under the same faculty Mr. Shankar Subramanyam earlier under NABL.
- Both courses were very good. The speaker spoke too fast to understand at times.
- The Course was very well delivered. The statistics coverage was noteworthy.
- The training program arranged by IAS helped me a lot as I was specifically interested in CRM accreditation.
- The trainer Mr. Subramanian is exceptionally knowledgeable, excellent communication skill and always encouraged discussion.
- The IAS training coordinator (Mr. Harry Makam) was very communicative.