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ONLINE COURSE EVALUATION SUMMARY

Training: Understanding ISO/IEC 17065   **Facilitator(s):** Ned Gravel

Location: Webinar   **Date:** 7-8 July 2020

It is important for the success of training within IAS to quickly identify areas of improvement. We need to know how to do better next time. Best, in our opinion, is giving you the training you need. This form helps us learn how to better meet your training needs next time. Once your have completed the form, please email it to ngravel@iasonline.org. Help us serve you better.

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				7
Were they well defined?				1	7
Were they achieved?				2	6
Course Content:					
Was the material appropriate?			1		6
Complexity (1=too complex or too simple←→Perfect=5)				3	4
Was the material clear to you?				3	4
Volume (1=too much or not enough←→Perfect=5)				3	4
Did the handouts fit with this training - did they help?			1		5
Trainer/Facilitator Methods:					
Did the trainer/facilitator allow sufficient discussion?					7
Did the trainer/facilitator encourage participation?					7
Did the trainer/facilitator help bring out new group ideas?					7
Did the trainer/facilitator help close out discussions?					7
Would you accept this trainer/facilitator again?					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**
The reason for the #3 was due to the pre-course questionnaire. We didn't use it, which I'm ok with, I was just under the impression that it had to be completed prior to starting the course until talking to Ned.	This material is provided to allow for extra discussion activities when appropriate. It was not needed for this course

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• **Participant Feedback**	**IAS Response**
Had I not had a reasonably good understanding of IS17065 to start with I think I might have been frustrated by the absence of a structured walk-through of the scope, intent and primary expectations of the std. The approach taken was sometime challenging, it certainly did provoke discussion, but I equally feel that some of the discussion was not making best use of my time, especially the quiz (which I didn't participate in so much – at times it was better just to bang my head on the wall (whilst muted, of course)). As a trainer myself (ISO 27001), I ask myself "Would I do this?". I think not, at least to this extent. I use exercises interspersed with "here's what the std requires" to get participants to relate to their own needs/interests and then discuss. At the same time, I usually have the luxury of 4 days. Would I recommend it? Yes, but I'd tell folks to read and comprehend the std first. I got a lot out of the course for my specific present implementation assignment, but again – that was because I already had a reasonable comprehension (not always right, thank you, but reasonable). To that extent my goals were largely fulfilled.	Point is well taken, but the aim of the course flow is two fold. The standard provides a set of requirements. Most participants do not think in the flow of the standard. They think in the flow of their own company operations and so the material is broken down into the order that a person preparing operations instructions would understand. Very few people would be able to absorb the requirements of the standard in two days of online training were it presented as you suggest. Experience on both sides of this activity have long convinced me to adopt this approach. Most people will not take the opportunity to "read and comprehend the standard first." This is their only opportunity to do that and it will not be wasted.
Q- Did the handouts fit with this training - did they help? I didn't use. Ppt presentation + information provided by trainer was enough	Noted and thank you. Many others have provided a differing view over the years and we will also meet their needs in this regard.
I would also like to let you know what I missed. I believe, after the class I have a much better understanding of the standard, but I would like to have more practical examples from industries. Product certification is clear for me. I can also imagine process certification (still examples could help me to be sure that my understanding is correct). But I can't think about example of service certification, I can't understand who may need service certification and against what criteria service certification may be performed.	Some industries, whose services are heavily regulated, such as health and safety inspection, and information security services, are beginning to make use of 17065 for the certification of their services as more stringent than simple management system certification of their system that governs the provision of their services. These are very few and very specific. A set of examples for these applications would have taken up the time of the class without concomitant benefit.

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• **Participant Feedback**	**IAS Response**
It would be nice also to see real examples of certification schemes: one simple (where CB is a scheme owner) and another is more complex (like EPA, for example). May be participants could try to create their own example of scheme during the class, and to listen to your criticism (I understand more time is needed for such exercise),	Examples were the CB is also a scheme owner were discussed (eg: UL and CSA on electrical safety of appliances). Examples such as EPA for OSHA work are extremely complex but FDD as the scheme owner for the APEC Tel and national programs for telecom certification were used. You are correct. It is simply a matter of the time available during the class. However, we are always available to respond to inquiries outside of class (ngravel@iasonline.org).
Also it would be nice to have some examples from auditing practices. Now I have an answer to this situation, but some time ago I was curious of the following: PCB makes certification of client product using accredited test report. Test report provided test results and includes the statement "the sample was tested as received from the manufacturer". PCB didn't investigate sampling process. Is it a nonconformity? Against which clause of ISO/IEC 17065?	Auditing practices are not specified in 17065 as the standard generally refers to the requirements contained in ISO 19011 to describe auditing requirements and practices. The example as given may, or may not, be a cause for concern depending entirely on what the scheme requirements are for sampling. If the scheme is silent on the issue, then it is only a concern if the scheme is insufficiently detailed to identify an issue in product performance that can be traced back to sampling. In that case there are two potential citations – one from clause 6 regarding the selection of the lab for the testing work and one from clause 7 regarding the detail of the scheme design and use.

Other comments:

- Thank you very much. I really enjoyed the class.
- Ned's a great facilitator! Always get lots out of his courses. I appreciate him providing more course material support (especially in the way of a handbook) than other facilitators typically provide to us.
- Ned, thank you for accepting me in the class. I am happy I had an opportunity to see your teaching approach. Definitely I will use some ideas for my trainings. The best thing of your approach is that you don't allow students to "sleep", you kept our attention during whole training.