

T24

Online Training Participant Handbook

Rev 1.6



TABLE OF CONTENTS

TABLE OF CONTENTS	2
INTRODUCTION.....	3
BEFORE YOU BEGIN	3
THE FIRST THING TO DO IS <u>REGISTER</u>	4
WHEN YOU COMMENCE TRAINING, PLEASE LOG IN	5
YOUR REGISTERED COURSES ARE LISTED.....	6
EACH COURSE CONTAINS SEPARATE LESSONS.....	7
LESSONS	7
MOST REFERENCES ARE ON THE TRAINING WEBSITE	8
REAL LEARNING IS AN EXCHANGE OF IDEAS	9
NAVIGATING THE DISCUSSION FORUM.....	10
RESPONDING TO THE DISCUSSION QUESTIONS	11
TELL US HOW WELL WE SERVED YOU	13
OTHER FEATURES.....	14
EDIT PROFILE.....	14
GLOSSARY	14
MESSAGES	14
SCHEDULE	15

INTRODUCTION

This guide is designed to answer technical questions related to CAEAL online training courses. Further technical support is available during regular business hours (Eastern Time). Training support is available by email at training-support@caeal.ca or by telephone at (613) 233-5300. Technical questions relating to the website itself should be directed to The Learning Library at training_tech_support@caeal.ca or toll-free at 1-877-762-9322

BEFORE YOU BEGIN

In order to facilitate your use of CAEAL Online Training, please read through the following guidelines:

- CAEAL Online Training web pages are best viewed when using the most recent browser versions (Netscape 7 or Explorer 6).
 - For Microsoft Internet Explorer:
<http://www.microsoft.com/windows/ie/downloads/default.msp>
 - For Netscape Communicator:
<http://channels.netscape.com/ns/browsers/default.jsp>
- Candidates will also need Adobe Reader, which can be downloaded from the online training website (click on the Downloads tab).
- Since this is an online course, a high-speed Internet connection is desirable, but not necessary. The minimum requirement, for successful viewing, is a 56K Internet connection.

Please Note:

If you are experiencing technical difficulties with CAEAL Online Training, please make sure that you have downloaded and installed the latest version of your Internet browser before contacting our technical support team.

THE FIRST THING TO DO IS REGISTER

The CAEAL Online Training website can be reached at <http://caeval.dameco.com> or through the Online Training link at <http://www.caeal.ca>. Either of these methods will bring users to the welcome page for CAEAL Online Training. From this page you can view the Course Catalogue and register for your selected course.

After viewing the course catalogue, find the course you desire to take. Select the appropriate session from the drop down menu and then select “Apply Now”. You will be prompted to create a user name and password, which will then be used to login into both the Online Training and Discussion Areas.

This user name and password is required in order to create the account that you will use during your training. If you have any difficulties registering for Online Training, please contact CAEAL at training_support@caeval.ca.

WHEN YOU COMMENCE TRAINING, PLEASE LOG IN

The CAEAL Online Training website can be reached at <http://caeval.dameco.com> or through the Online Training link at <http://www.caeal.ca>. Either of these methods will bring users to the welcome page for CAEAL Online Training. This page features a welcome note and links to available courses. This page also allows users to login to their training accounts.



User Name:

Password:

Login

[forgot password](#)

Information

[Courses Catalog](#)

WELCOME

Welcome to CAEAL Online Training!

CAEAL Training Services is committed to delivering training that supports competence, quality and continuous improvement in member laboratories. CAEAL Online Training has been developed to make courses more accessible to members. Training participants can undertake learning wherever and whenever they may arrange Internet access, at any time of day. Sessions start every two weeks for available courses.

Please click on [COURSES CATALOG](#) button for more information.

Copyright 1998 - 2004 Dameco Internet Services. All rights reserved.

Users will be prompted for their User Name and Password. When entered correctly, you will be directed to the CAEAL Online Training homepage.

Please Note:

Your User Name is the email address that you supplied to CAEAL with your registration. Your Password will be sent to the email address you provided, prior to the course start date. Your User Name and Password will be the same for all CAEAL Online Training courses for which you choose to register. If you do not remember your password, simply click on “Forgot Password” and enter your email address. The password that corresponds to this address will be sent within 15 minutes.

If you have further difficulties accessing the Online Training site, please contact CAEAL at training-support@caeval.ca.

YOUR REGISTERED COURSES ARE LISTED

The CAEAL Online Training My Courses page is the first page that is brought up after you have successfully entered your User Name and Password.



The screenshot shows the CAEAL Online Training My Courses page. At the top, there is a banner with the CAEAL logo and the text 'online course'. Below the banner, there are navigation links: Home, About, Help. The main content area is titled 'MY COURSES' and contains a section for 'Courses'. The first course listed is 'What is Measurement Uncertainty', with a description: 'This course is aimed at the users of laboratory data: clients of laboratories who use the data; public sector regulatory agencies who interpret the data, and public sector regulatory agencies who develop policies based on data. All users of laboratory data are faced with the concept of measurement uncertainty when receiving or examining laboratory data.' Below the course description, there is a 'Sessions' section with a link for '7/14/2004 - 1/9/2004'. On the left side, there is a main menu with the following items: Welcome Adena, Logout, Information (Courses Catalog), Student (My Courses, Glossary, Messages (0 new), Edit Profile).

Copyright 1998 - 2004 Dameco Internet Services. All rights reserved.

This page is made up of three important sections:

- Sub-menus at the top right of the page (Home, About, Help)
- Main menu on the left side of the page
- Content located in the centre of the page

The sub-menus allow you to navigate the site. Clicking on the Home tab will bring you back to the main screen. “About Us” provides users with information about CAEAL and the Training program. Finally, “Help” brings you to the help guide, which includes information on how you can reach CAEAL for further information.

In the main menu, you can access links to “Course Catalog” of available courses; a “Glossary”, which includes terms from all courses; your “Messages” centre; and a link to “Edit Profile”, where you can change your password.

The online courses are listed in the Content section, showing sessions you have registered for. Click on a session to access your online course.

EACH COURSE CONTAINS SEPARATE LESSONS

LESSONS



Course Description

This course is aimed at the users of laboratory data: clients of laboratories who use the data; public sector regulatory agencies who interpret the data, and public sector regulatory agencies who develop policies based on data. All users of laboratory data are faced with the concept of measurement uncertainty when receiving or examining laboratory data.

Lessons
<u>INTRODUCTION</u>
<u>WHAT IS UNCERTAINTY?</u>
<u>CONFIDENCE, COMPETENCE, AND THE TRACEABILITY CHAIN</u>
<u>COMPETENCE IN UNCERTAINTY</u>
<u>HOW UNCERTAINTY AFFECTS INTERPRETATION OF RESULTS FOR REGULATORS AND CLIENTS</u>

LESSONS

To start your online course, click on the introduction. Read through the first lesson, including the articles in PDF format. These can be downloaded by clicking on the “Adobe PDF” icons to the left of the articles’ names. When you have finished the first lesson, you can move onto the next by clicking on the links at the top and bottom of the lesson. You can access the lessons for the entire duration of the session as many times as you wish.

The course material is broken down into lessons. Within each lesson, specific objectives are listed as well as instructions on how to complete each lesson. Directions are provided to guide you through the readings, other reference materials, and work to be completed.

Reminder:

Do not forget to submit your answers to the discussion questions for each lesson. The instructor will read the submissions on the Discussion page and will assign participation marks for each student. These marks will affect your overall course mark.

MOST REFERENCES ARE ON THE TRAINING WEBSITE

All needed files for the online courses can be found in the “Downloads” tab on the left side of the page. Simply click on the file name to download it to your computer. A link to the Adobe™ webpage is included. If you do not already have Adobe Acrobat Reader installed on your computer, you will need to download this file in order to read the course materials.

The screenshot shows the CAEAL online course website. At the top, there is a banner with the CAEAL logo and the text "online course". Below the banner, there is a navigation menu with "Home", "About", and "Help". The main content area is titled "DOWNLOADS" and contains the following text:

Welcome Ned
[Logout](#)

Information

- Course Catalog

Student


- My Courses
- Glossary
- Messages (0 new)
- Edit Profile
- Discussion
- Schedule
- Downloads
- Quiz
- Exam
- Evaluation

Instructor




- Create Student
- Question Pool
- Questionnaires

This section is intended to provide you with all necessary files to help you successfully finish this course.

How to download and use these files?
Files listed in this section of the course are posted in one of the most popular electronic document formats:

[Adobe Acrobat "PDF"](#) 

To download, please click on the icon. Depending on what browser you are using, you may be asked to save this file to your computer before or after download is completed. Make sure that you save the file to the desired location on your computer.

Downloads		 Add new download	
	A04 Application of the Rating Guide	Edit	Delete
	A05 CAEAL Assessor Plan	Edit	Delete
	A61 Traceability Policy	Edit	Delete

Most of the lessons also contain links to reference documents, or these are contained in the “Introduction” module of each course. The documents can be downloaded and printed, but it should be recognized that this can take time. If a printed copy is better for the participant, please allocate sufficient time to prepare paper copies.

REAL LEARNING IS AN EXCHANGE OF IDEAS

One of the key aspects of the CAEAL Training Service is the enhanced level of learning that results from student interaction with each other. By sharing ideas, experiences and thoughts relative to the material being presented, students will find their learning more effective and interesting.

In each lesson of each course, participants are asked to click on the discussion questions provided. This will lead the participant to the discussion section of the website. You will be logged in automatically from the CAEAL Online Training website, however if you ever need to log yourself in, your user name and password are the same as for the main CAEAL Online Training website.

CAEAL Courses **CAEAL**

Welcome Adena O. [[Logout](#)]

[Main Index](#) · [Search](#) · [My Home](#)
[Who's Online](#) · [FAQ](#) · [User List](#) · [Calendar](#)

My Home for Adena O

Message Box

Send a PM	Total	Unread
Received Private Messages	1	0
Sent Private Messages	0	

Friends Online

Post Reminders ([...view all](#))

[Delete checked](#)

Favorite Threads ([...view all](#))

[Delete checked](#)

Main Configuration

[Personal information, email, password, etc.](#) [Edit](#)

[Display preferences, number of shown threads, languages, colors...](#) [Edit](#)

[Subscribe / Unsubscribe from receiving forum posts by email, change message notifications, etc.](#) [Edit](#)

Maintenance: [My Cookies](#) | [Mark all read](#) | [Address Book / Ignore List](#)

Board users see you as: Adena O (), , with 0 posts

[Contact Us](#) [Home](#)

POWERED BY [IN F O P](#)
UBB.threads™ 6.4

Reminder:

This is where you submit your answers to the discussion questions for each lesson. The instructor will read the submissions on the Discussion page and will assign participation marks for each student. These marks will affect your overall course mark.

Discussions for your online course can be reached by clicking on “Main Index” at the top of the page. You can navigate back to the main page using the “My Home” tab in the same area.

The course instructor/coach will monitor the discussion areas and will provide clarification whenever this is needed. Where appropriate, the instructor may also offer comments and suggestions to move the discussion forward.

NAVIGATING THE DISCUSSION FORUM

Within the Main Index are a series of discussion areas identified by the title of the course. Click on one of the course titles (red arrow) to enter that forum.

CAEAL Courses				CAEAL
Welcome Edgar Gravel. [Logout]		Main Index · Search · My Home Who's Online · FAQ · User List · Calendar		
General Discussion				
		Threads	Posts	Last post
	Measurement Uncertainty for Users of Laboratory Data This is the discussion area where students participate in "Group Discussion Questions" summarized here from the Measurement Uncertainty for Users of Laboratory Data course. Moderator: Adena Oliver , Ned Gravel	11	11	MU for Users of Lab Data -... (Adena Oliver) - 09/20/04 04:05 PM
	Accreditation Seminar This is the discussion area where students participate in "Group Discussion Questions" summarized here from the Accreditation Seminar. Moderator: Adena Oliver , Ned Gravel	14	14	- 01/24/06 05:35 PM
	ISO / IEC 17025:2005 - Changes to the Standard This course will provide information to laboratories seeking to determine the impact of changes in ISO/IEC 17025 on the implementation and management of their own laboratory QMS. Moderator: Adena Oliver , Ned Gravel	19	94	Discussion activity 2.2 (Brij Gupta) - 02/22/06 03:58 PM
Extra information				
Show favorite forums. 59 Registered User(s).		View recent messages Past 24 hours		Legend: New posts

RESPONDING TO THE DISCUSSION QUESTIONS

Within each discussion area are a series of discussion questions identified by their activity number. Click on each question in turn to view the question posed and view the responses of other participants.

CAEAL Courses		CAEAL				
Welcome Edgar Gravel. [Logout]		Main Index · Search · My Home Who's Online · FAQ · User List · Calendar				
General Discussion >> Accreditation Seminar		Post Previous Index Next Collapse				
Subject	Poster	Views	Replies	Rating	Posted on	
Accreditation Seminar - Discussion Activity 2.1	Adena Oliver	30	0		07/25/05 03:06 PM by	
Accreditation Seminar - Discussion Activity 4.2	Adena Oliver	14	0		07/25/05 03:12 PM by	
Accreditation Seminar - Discussion Activity 1.1	Adena Oliver	32	0		07/25/05 03:03 PM by	
Accreditation Seminar - Discussion Activity 1.2	Adena Oliver	27	0		07/25/05 03:04 PM by	
Accreditation Seminar - Discussion Activity 1.3	Adena Oliver	23	0		07/25/05 03:05 PM by	
Accreditation Seminar - Discussion Activity 2.2	Adena Oliver	22	0		07/25/05 03:07 PM by Ned Gravel	
Accreditation Seminar - Discussion Activity 2.3	Adena Oliver	31	0		07/25/05 03:08 PM by	
Accreditation Seminar - Discussion Activity 3.2	Adena Oliver	20	0		07/25/05 03:09 PM by	
Accreditation Seminar - Discussion Activity 3.1	Adena Oliver	16	0		07/25/05 03:08 PM by Ned Gravel	
Accreditation Seminar - Discussion Activity 3.3	Adena Oliver	15	0		07/25/05 03:11 PM by Ned Gravel	

When you are ready to post your reply, do so within the actual discussion by clicking on the “Reply” option as shown. A new screen will open with a box for writing your response.

CAEAL Courses		CAEAL				
Welcome Edgar Gravel. [Logout]		Main Index · Search · My Home Who's Online · FAQ · User List · Calendar				
General Discussion >> Accreditation Seminar		Previous Index Next Threads				
Pages: 1						
Adena Oliver Training Assistant ☆ Reged: 08/24/04 Posts: 30	Accreditation Seminar - Discussion Activity 4.2 #34 - 07/25/05 03:12 PM	Edit Reply Quote				
How often is a laboratory required to review its operations in order to conform to the requirements of ISO/IEC 17025? What parts of the operation must be reviewed? Post Extras:						
Pages: 1						

A SIMPLE QUIZ CONFIRMS YOUR LEARNING

All CAEAL online courses have an end-of-course quiz. Each end-of-course quiz poses between 10 and 20 questions requiring a “true” or “false” answer. There is no time limit to answer the questions.

Candidates are allowed to modify their answers at any time until the “Submit” button at the bottom of the page is pressed (or clicked). Once this is done, there is no opportunity to amend an answer. The software does not allow candidates to “go back” and correct answers once the quiz has been submitted. Candidates are encouraged to review their responses prior to submission.

An overall grade of 70% is required in both the quiz and the discussion question responses for candidates to receive a Certificate of Successful Completion. Answers are marked automatically and participants are able to see their quiz grade, along with the quiz answers immediately, but the final course mark will come after the course tutor has graded the responses in the online discussion area.

Please Note:

All participants are eligible to receive a **Certificate of Participation**. Participants who wish to receive a **Certificate of Successful Completion** must answer all the questions in the discussion area and pass the quiz at the end of the course.

TELL US HOW WELL WE SERVED YOU

We work for you – your feedback helps us to serve you better! It is important for the success of CAEAL Online Training to quickly identify areas of improvement. We need to know how to do better next time. Please take a few moments to fill out the course evaluation after the quiz is submitted. Most of the questions have five possible answers, but feel free to include comments at the end of the evaluation in the section provided if you would like to provide further feedback on our training. When you are finished with the evaluation, click on the “Submit” button.

OTHER FEATURES

EDIT PROFILE

If you ever need to change your personal profile or change your password, click on the “Edit Profile” tab on the left side of the page, and change the desired fields. When you have finished editing your profile, click “Update” to save your settings.

Modify User (Adena Oliver)

User Privilege

Type

User Information

First Name:

Last Name:

Email (Username):

Password:

Confirm Password:

Language:

Address Information

Address

City

State/Prov

Country

Zip/Postal

GLOSSARY

The CAEAL Online Training website maintains a “Glossary” of terms that participants may come across in their studies. Scroll through the terms or enter the word in the search box for faster results.

MESSAGES

In order to provide participants with the highest-quality learning environment, the CAEAL Online website is equipped with a Messages tool that allows the facilitator and other participants to contact you with information about the course. Please check this feature frequently.

SCHEDULE

Key dates, such as the start and end date for the session, will be posted in the “Schedule” section of the CAEAL Online Training website. Please refer to this page frequently to ensure effective time management for the course.