



## **Agreement**

*between the*

***International Trade Centre (ITC)***

*and*

.....(*the “User”*)

*Relating to the implementation of training and related activities based on ITC’s Modular Learning System on Supply Chain Management (MLS-SCM® )<sup>1</sup>*

WHEREAS the International Trade Centre (ITC) (hereinafter referred to as “ITC”), with headquarters at Geneva, Switzerland, the development partner for export success, is the joint technical cooperation agency of the United Nations Conference on Trade and Development (UNCTAD) and the World Trade Organization (WTO);

WHEREAS ITC in its aim to contribute to the achievement of the Millennium Development Goals, generates sustainable incomes and livelihoods especially for poor households, by connecting enterprises to global markets and enables small business export success in developing and transition countries by providing, with partners, inclusive and sustainable trade development solutions to the private sector, trade support institutions and policy-makers;

WHEREAS ITC aspires to hold up the values of vision, integrity, excellence, pragmatism and responsiveness;

**NOW, THEREFORE,** ITC and the *User* (collectively, the “Parties”) have agreed to the following:

### ***1. Purpose of this Agreement***

The purpose of this Agreement is to provide a framework for cooperation between ITC and the *User* regarding the implementation of training and related activities based on ITC’s *Modular Learning System on Supply Chain Management (“MLS-SCM®,”*) in the following country:

..... (*the User’s country*)

### ***2. Rights of the User under this Agreement***

This Agreement provides the *User* with the following rights:

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<sup>1</sup> This Agreement must be signed and returned to ITC in two copies, accompanied by the attached *MLS-SCM®* License Application Form (Annex I).

- a) The right to become a registered member of the *MLS-SCM<sup>®</sup> global network* and to benefit from the services offered through ITC's *SCM<sup>®</sup> LearningNet*, the network's web portal – ([www.ipscm-learningnet.net](http://www.ipscm-learningnet.net)).
- b) The right to use ITC's *MLS-SCM<sup>®</sup> training materials* for the implementation of its training programmes in international purchasing and supply chain management in the following language(s):<sup>2</sup>

*[Insert language(s) relevant to the institution, from amongst those available]*

Each Module includes a *Coursebook*, a *Workbook*, an *Answerbook* and a set of *Trainers' Slides* (in electronic format), and additionally other complementary materials being developed by ITC and other network members over time (e.g., cases, exercises, simulations, business games).

By obtaining the materials, the *User* will be authorised by ITC to print and/or download these directly from the network web portal. The *User* will automatically have access to any future new Modules and/or updates of these materials as posted on the web portal by ITC, over the duration of this Agreement. To access some of the available complementary materials – particularly those produced by other network members – the *User* may be required to also contribute equivalent materials to the network.

Upon request to ITC, the *User* may be authorised to undertake the translation of the *MLS-SCM<sup>®</sup>* materials into another language (e.g., a local language of the *User's* country) and to use these translated materials in its country. In such cases, a special separate agreement will be signed between both Parties laying down the conditions under which the translation and use of these materials may be carried out.

- c) The right to participate in the *International Professional Certification Programme in Supply Chain Management* based on the *MLS-SCM<sup>®</sup>* and supported by ITC. This right shall be conditioned by ITC's assessment of the *User's* capability and authority to execute this programme in the *User's* country.<sup>3</sup>
- d) The option to request *ITC's technical cooperation* in the training of its *MLS-SCM<sup>®</sup>* trainers and / or to receive other support that it may require from ITC so as to ensure the effective implementation of its *MLS-SCM<sup>®</sup>* -based training programmes. This technical cooperation will be conditioned to securing the required financing, either from the *User* or through donor-funded technical cooperation projects.

### **3. *Obligations of the User under this Agreement***

Through this Agreement, the *User* commits itself and agrees as follows:

- a) To ensure that the training programmes and related activities that the *User* carries out in its country based on the *MLS-SCM<sup>®</sup>* are undertaken professionally, ensuring their highest possible quality and impact. This will involve – but will not be limited to – the following:
  - i. Selecting and employing qualified trainers, with relevant practical experience in supply chain management and in training.
  - ii. Facilitating access by these trainers to any training of trainers' programmes relating to the *MLS-SCM<sup>®</sup>* that may be made available to them by ITC.

<sup>2</sup> The materials are currently available in English, Spanish and Chinese.

<sup>3</sup> Full information on the features of the *MLS-SCM<sup>®</sup>* -based international professional certification programme can also be obtained by visiting [www.ipscm-learningnet.net](http://www.ipscm-learningnet.net).

- iii. Actively and effectively promoting its MLS-SCM<sup>®</sup> -based training programmes to its target audiences, in particular to its country's business communities and to current and prospective professionals in the field of international purchasing and supply chain management.
  - iv. Offering the training under conditions that make it accessible to potentially interested trainees, thus contributing to the economic and social development of the *User's* country.
  - v. Regularly monitoring and evaluating the implementation of its training programmes and adopting corrective measures as needed to ensure that the highest possible levels of professionalism, quality and impact are attained. The *User* will also take due account of any comments and suggestions provided to it by ITC in this regard.
- b)** To use the MLS-SCM<sup>®</sup> training materials only in support of training programmes and related activities organised directly by the *User* in the countries specified above in accordance with the provisions of this Agreement, i.e., programmes that are implemented by trainers under the *User's* own employ and/or for which a substantial portion of the revenues generated will come into the *User's* own accounts.
- c)** To ensure that the *User's* trainers have access to all of the materials relevant to the MLS-SCM<sup>®</sup> courses that they are expected to deliver, including the *Trainers' Slides* (in electronic format), the *Coursebooks*, the *Workbooks* and the *Answerbooks*.
- d)** To ensure that all participants in the *User's* training programmes based entirely or partially on the MLS-SCM<sup>®</sup> receive a complete printed copy of the corresponding *Module Coursebook(s)* as well as any other relevant MLS-SCM<sup>®</sup> materials.
- e)** To fully protect the intellectual property of ITC with regard to the MLS-SCM<sup>®</sup> materials. This will include – but will not necessarily be limited to – carrying out the following actions:
- i. Not to make the MLS-SCM<sup>®</sup> materials available to any other party, unless specifically authorised to do so by ITC in writing.
  - ii. Not to modify the MLS-SCM<sup>®</sup> materials without the prior written authorization by ITC.
  - iii. To take all measures needed to ensure that the *User's* trainers and the participants in its MLS-SCM<sup>®</sup> training programmes also fully respect ITC's copyright by using the materials only in the context of these training programmes and not reproducing these for any purpose other than for their personal use.
- f)** Not to use ITC's name or institutional logo without authorization. In this regard, the *User* commits itself specifically to:
- i. Neither stating nor implying that ITC is one of the organisers of the *User's* training programmes – unless specifically authorised in writing by ITC to do so when ITC is, in fact, directly involved.
  - ii. Not using ITC's name or logo on certificates that the *User* issues to participants in its training programmes – with the exception of the certificates and diplomas issued jointly with ITC under its *International Professional Certification Programme in Supply Chain Management*.
  - iii. The *User* shall refer to ITC as the source and owner of the MLS-SCM<sup>®</sup> materials when announcing/advertising training centred on the MLS-SCM<sup>®</sup>, as well as on any certificates that it may issue to participants in relation to this training. For this purpose, it will employ the following wording:

*This \_\_\_\_\_ (training programme, workshop, seminar, etc.) is based on the Modular Learning System on International Purchasing and Supply Chain Management (MLS-SCM®) of the International Trade Centre (ITC), Geneva, Switzerland.*

- g) To ensure – in the event that the *User* participates in ITC’s international professional certification programme based on the MLS-SCM® – that all of its activities in this regard as well as those of its trainers, its candidates and its examination invigilators are carried out in full accordance with the relevant ITC guidelines as posted on the [www.ipscm-learningnet.net](http://www.ipscm-learningnet.net) web portal.
- h) To ensure that all of the *User’s* trainers, trainees, candidates, examination invigilators and all others involved in the *User’s* MLS-SCM® -based training programmes and related activities are promptly and properly registered individually on the network web portal [www.ipscm-learningnet.net](http://www.ipscm-learningnet.net), in order to avail themselves of the network’s services and to provide the required feedback to ITC (see Section 5 below). In the event that any of these persons should have difficulties to register, the *User* commits to providing them with the required facilities and technical support.
- i) To comply fully with the payments and reporting provisions of this Agreement as stated under Sections 4 and 5 below.

#### **4. Payments for the MLS-SCM®**

The *User* will make the following payments to the ITC Revolving fund for IPSM training materials, as per the list of fees given in Annex II:

- a) **Payment of the basic MLS-SCM® license** providing access to either the full set of available MLS-SCM® Modules (see Annex I, section B.3 for a list of the MLS-SCM® Modules) or (if the *User* so wishes) to only a part of these MLS-SCM® Modules. This one-time payment shall be made upon signature of this Agreement, and shall last for the duration of the Agreement.
- b) **Payment of royalties for the individual Module Coursebooks that the User prints** (either in colour or in black and white) in accordance with the terms of this Agreement for distribution and/or use in its training programmes and related activities. ITC shall invoice the *User* for these royalties once a year on the basis of usage reports submitted by the *User* to ITC in line with the provisions under Section 5 of this Agreement, below.

ITC reserves the right to terminate this Agreement if the *User* either does not print coursebooks for its students or fails to report to ITC the correct number of coursebooks printed (see also Section 5 of this Agreement).

The *User* will not be required to pay royalties for those *Coursebooks* that it provides at no cost to its own trainers under contract and actively involved in implementing MLS-SCM® training programmes (one *Coursebook* per module and trainer at no royalties).

- c) **Payment of fees for candidates’ examinations and project assignments** conducted under ITC’s international professional certification programme based on the MLS-SCM® , should the *User* wish and be accepted by ITC to participate in this programme.

The above payments are made to cover the programme’s operating costs and ensure the updating and further development of the MLS-SCM® training materials by ITC.

The ITC Revolving fund for SCM® training materials and the activities financed therefrom shall be administered by ITC in accordance with the applicable United Nations regulations and rules and ITC procedures.

## **5. Reporting and feedback on the User's MLS-SCM<sup>®</sup>-based training**

The *User* will ensure that prompt and accurate reporting and feedback are provided to ITC on its training programmes and related activities in which it uses the MLS-SCM<sup>®</sup> materials in full or in part.

This reporting and feedback are essential to ITC for purposes of (a) evaluating its MLS-SCM<sup>®</sup> programme and making any needed improvements, (b) managing the MLS-SCM<sup>®</sup> programme effectively – including invoicing the *User* for royalties corresponding to the use of the training materials as described under Section 4, and (c) identifying any further support that may be required by the *User* to improve the MLS-SCM<sup>®</sup> training services that it offers in its country.

This reporting and feedback will be made ***directly online to ITC on the network web portal*** as follows:<sup>4</sup>

- i. ***The User*** will provide summary reports on each training event, including number of hours of training, summary evaluations as well as overall yearly assessments of its MLS-SCM<sup>®</sup> -based training programmes and related activities, with lessons learned and suggestions for improvements to ITC.
- ii. ***Lead examination invigilators*** employed by the *User* (in the event that the *User* participates in the MLS-SCM<sup>®</sup> -based international professional certification programme) will provide reporting and feedback individually on each examination which they have been responsible for supervising.

At least once per year – by 31 December of the reporting year - but no later than by 31<sup>st</sup> January of the following year – the head of the *User* organisation (or, alternatively, the senior official responsible for its MLS-SCM<sup>®</sup> programme) will provide a written statement to ITC certifying that all of the reporting and feedback requirements under this Agreement for the corresponding year have been fully complied with (see reporting model and requirements in Annex III).

## **6. Duration, Renewal and Termination of this Agreement**

This Agreement shall become effective upon signature by both Parties. It will be valid for a period of three (3) years, and may be renewed by common accord between both Parties as often as desired, at no cost for active network members (i.e., institutions that make continuous use of the materials). This Agreement may be terminated by either Party at any time, after furnishing to the other party a notice of termination thirty (30) days in advance of the date on which the party furnishing such notice wishes to have the Agreement terminated.

*ITC reserves the right to terminate this agreement with immediate effect in case of incorrect or unauthorized usage of its materials and/or incorrect or incomplete reporting on activities.*

## **7. ITC Legal Status**

The International Trade Centre is a joint subsidiary organ of the World Trade Organization and the United Nations and enjoys Privileges and Immunities by the Convention on the Privileges and Immunities of the United Nations adopted by the General Assembly of the United Nations on 13 February 1946. The *User's* agents or employees shall not be considered in any respect as being officials or staff members of ITC.

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<sup>4</sup> To view the corresponding reporting formats, please go directly to the web portal [www.ipscm-learningnet.net](http://www.ipscm-learningnet.net). Until such time that the new online reporting format is available, paper-based reporting will continue as described in Annex III. A sample of the reporting requirements can also be seen in Annex III.

## 8. Settlement of Disputes

a) In the event that any disagreement should arise in the implementation of this Agreement, the Parties commit themselves to undertaking whatever actions are necessary and possible to resolve the disagreement amicably. In case the Parties could not reach an agreement, the Parties will appoint a mediator acceptable to both.

b) It is understood, however, that nothing in or relating to this Agreement shall constitute nor imply the waiver by the ITC of its privileges and immunities. Unless the Parties agree otherwise, the mediation shall take place in Geneva, Switzerland. The hearings will be in English.

Signed:

For ITC:

For the *User*:

.....  
*Name:* Aicha Pouye

.....  
*Name:*

*Title:* Director  
Division of Business and  
Institutional Support

*Title:*

*Place :* Geneva, Switzerland

*Place:*

*Date:*

*Date:*



14. Please describe your organisation's **main activities**.

15. What **level(s) of training / education** does your organisation normally provide? *(Please select as many as relevant and mark them with an "X")*

	<i>Short courses / workshops / seminars</i>
	<i>In-company / tailored training events</i>
	<i>Vocational / professional certification level training</i>
	<i>Academic undergraduate level education</i>
	<i>Academic post-graduate level education</i>
	<i>Other (please describe):</i>
<i>Estimated total number people trained last year:</i>	

16. Please describe any **training programmes** that your organisation currently offers in the area of purchasing and supply chain management. Please specify if any of these involves operating a **professional certification programme** (e.g., CIPS, ISM, APICS, your own programme). In your description below, kindly list any relevant **websites** describing these programmes.



17. Please briefly describe any **other relevant areas of training / education** currently offered by your organisation.

18. List the **main textbooks and study materials**, if any, that are currently used by your organisation for training in the area of purchasing and supply chain management:

19. Please list any **cooperation/partnership agreements with other organisations** within or outside your country.

<i>Name(s) of organization(s):</i>	<i>Location(s) (country / city):</i>	<i>Website(s):</i>
<b><i>Briefly describe your relationship with this (these) organisation(s):</i></b>		

## B. Future plans with regard to your organisation’s MLS-SCM<sup>®</sup>-based training services to enterprises

1. For which types of training programmes and target audiences would you use the MLS-SCM<sup>®</sup> ?

Type of training programmes	Target audience (please mark with an “X”)					
	Stu- dents	Enterprises				Other (please describe)
		Multi- natio- nals	Large local firms	SMEs	Micro enterp.	
◆ Short courses / workshops / seminars						
◆ In-company / tailored training events						
◆ Vocational / professional certification level training						
◆ Academic undergraduate level education						
◆ Academic post-graduate level education						
◆ Other (please describe):						

2. Would you use the MLS-SCM<sup>®</sup> for this training as your core material, or as an additional resource to complement your existing material? (Please mark with an “X”)

<input type="checkbox"/>	MLS-SCM <sup>®</sup> would be our core material
<input type="checkbox"/>	MLS-SCM <sup>®</sup> would complement our existing materials

3. Which of the MLS-SCM<sup>®</sup> modules would you expect to use for your training? (Please mark with an “X”)

<input type="checkbox"/>	Module No. 1- Understanding the Corporate Environment
<input type="checkbox"/>	Module No. 2 - Specifying Requirement and Planning Supply
<input type="checkbox"/>	Module No. 3 - Analysing Supply Markets
<input type="checkbox"/>	Module No. 4 - Developing Supply Strategies
<input type="checkbox"/>	Module No. 5 - Appraising and Shortlisting Suppliers
<input type="checkbox"/>	Module No. 6 - Obtaining and Selecting Offers
<input type="checkbox"/>	Module No. 7 - Negotiating
<input type="checkbox"/>	Module No. 8 - Preparing the Contract
<input type="checkbox"/>	Module No. 9 - Managing the Contract and Supplier Relationships
<input type="checkbox"/>	Module No. 10 - Managing Logistics in the Supply Chain
<input type="checkbox"/>	Module No. 11 - Managing Inventory
<input type="checkbox"/>	Module No. 12 - Measuring and Evaluating Performance
<input type="checkbox"/>	Module No. 13 - Environmental Procurement
<input type="checkbox"/>	Module No. 14 - Group Purchasing
<input type="checkbox"/>	Module No. 15 - E-Procurement
<input type="checkbox"/>	Module No. 16 – Customer Relationship Management

4. ITC offers a **Professional Certification Programme (Certificate, Advanced Certificate and Diploma in SCM<sup>®</sup>)** based on the MLS-SCM<sup>®</sup> Modules. This involves organising international exams (administered locally) for the above modules (for further information see [www.ipscm-learningnet.net](http://www.ipscm-learningnet.net)). Would your institution wish to participate in this programme by offering these international exams to its participants in its training programmes?

	<i>Yes</i>
	<i>No</i>

5. **How many MLS-SCM<sup>®</sup>-related training programmes/courses** would you expect to offer per year over the next three years?

	<i>training programmes / courses per year</i>
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6. **How many participants in total** would you expect to train using the MLS-SCM<sup>®</sup> materials per year over the next 3 years?

	<i>total participants per year</i>
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7. How would this training be **financed**?

<i>Participants' fees:</i>	%	<i>Please describe:</i> <input style="width: 450px; height: 20px;" type="text"/>
<i>Subsidies:</i>	%	
<i>Other:</i>	%	
<b>TOTAL:</b>	<b>100</b> %	

8. How many full- or part-time **qualified trainers (with practitioner experience in SCM)** would your organisation employ for its MLS-SCM<sup>®</sup>-based training programmes?

	<i>Current trainers employed</i>		<i>Additional trainers to be employed</i>	
<i>Number of trainers:</i>	<i>Full time</i>	<i>Part time</i>	<i>Full time</i>	<i>Part time</i>

**Please attach the CVs of your current trainers.**

9. How many of these trainers do you believe **would require training from ITC** on how to design and implement MLS-SCM<sup>®</sup> -based training programmes?

	<i>Current trainers</i>		<i>Additional trainers</i>	
<i>Number of trainers to be trained:</i>	<i>Full time</i>	<i>Part time</i>	<i>Full time</i>	<i>Part time</i>

10. Which would be your **priorities in terms of what this training of trainers should cover**?

11. If an ITC project were not available to support your organisation in training of its trainers, **how would you expect to finance this training**?

## ANNEX II

### **MLS-SCM<sup>®</sup> PRICE LIST**

*Prices valid from 1 January – 31 December 2010*

OPTION	Country category		
	LDCs <sup>5</sup>	DCs & ETs <sup>6</sup>	Industrialised <sup>7</sup>
1. <b>Basic license covering the full set of MLS-SCM<sup>®</sup> materials</b>	US\$ 1,500	US\$ 2,500	US\$ 7,000
2. <b>Basic license per individual MLS-SCM<sup>®</sup> module</b> (if the full set of sixteen Modules has not been acquired)	US\$ 130	US\$ 220	US\$ 600
3. <b>Royalties per printed Coursebook</b> distributed to participants in the training programmes, etc.	US\$ 2	US\$ 5	US\$ 10
4. <b>Fee per candidate / module exam</b> (under the International Professional Certification programme)	US\$ 15	US\$ 25	US\$ 75
5. <b>Fee per candidate / project report</b> (under the International Professional Certification programme)	US\$ 36	US\$ 60	US\$ 180

<sup>5</sup> LDCs = Least Developed Countries, as per the UN definition. Following, is the list of LDCs: ANGOLA, AFGHANISTAN, BANGLADESH, BENIN, BHUTAN, BOTSWANA, BURKINA FASO, BURUNDI, CAMBODIA, CAPE VERDE, CENTRAL AFRICAN REPUBLIC, CHAD, COMOROS, DJIBOUTI, EAST TIMOR, EQUATORIAL GUINEA, ETHIOPIA, ERITREA, GAMBIA, GUINEA, GUINEA BISSAU, HAITI, KIRIBATI, LAO PDR, LESOTHO, LIBERIA, MADAGASCAR, MALAWI, MALDIVES, MALI, MAURITANIA, MOZAMBIQUE, MYANMAR, NEPAL, NIGER, RWANDA, SAMOA, SAO TOME, AND PRINCIPE, SENEGAL, SIERRA LEONE, SOLOMON ISLANDS, SOMALIA, SUDAN, TANZANIA, TOGO, TUVALU, UGANDA, VANUATU, YEMEN, ZAIRE and ZAMBIA.

<sup>6</sup> DCs & ETs = other developing countries and economies in transition.

<sup>7</sup> Industrialised = Industrialised countries.

**Annex III**  
**MLS-SCM<sup>®</sup> Programme**  
**Certificate of Compliance with Reporting Requirements**

I, the undersigned, hereby certify that my organisation has fully complied with all of the reporting and feedback requirements under its Agreement with ITC relating to the MLS-SCM<sup>®</sup> programme corresponding to the following year: \_\_\_\_\_ (*Please specify the year*)

This includes the following, relating to our organisation's MLS-SCM<sup>®</sup> training programmes during the above period: (*Please tick as appropriate*)

	Online reports by our organisation on all of our training events and all usage of the MLS-SCM <sup>®</sup> materials
	Online summary evaluations and feedback for all of our training events and for all of our trainers
	Online yearly assessment of the evolution of our institution's MLS-SCM <sup>®</sup> -based training programmes

*Signed:*

*Name:*

*Position:*

*Organisation:*

*Date:*


*Please send either:*

- a) As scanned attachment by email to [ipscm@intracen.org](mailto:ipscm@intracen.org); or*
- b) By fax to ITC at the following number: +41 22 730 0328.*

# Institutional Progress Report on MLS-SCM<sup>®</sup>-based Training<sup>8</sup>

*Please complete this report using the tables below and adding lines as needed.*

*Thank you very much!*

<b>Institution:</b>	
<b>Country:</b>	
<b>Report year:</b>	
<b>Date:</b>	

1. Overall assessment of the evolution of your institution's MLS-SCM<sup>®</sup>-based training programme:

2. Register of MLS-SCM<sup>®</sup>-based events

No.	Event / Programme Title <i>For each event please attach the following: 1. List of Participants (Annex 1) 2. Summary evaluation of event (Annex 2B) 3. Event programme 4. Brochure, advertisement, information leaflet, etc.</i>	Place	Dates	No. hrs	Type (*)	Names of Trainers	Modules covered	Number of participants								
								Students	Employed			Total	M	F		
									Multi-national	Large local	SMEs				Micro	Other
1.																
2.																
3.																
4.																
5.																
6.																
7.																
8.																
9.																
10.																
11.																
12.																
13.																
<b>Total:</b>																

(\*) **A** = Short course/seminar/ workshop; **B** = In-company/tailored training; **C** = Vocational/professional certificate training; **D** = Academic undergraduate; **E** = Academic graduate; **F** = Other

<sup>8</sup> All network member institutions are required to complete and send this form to ITC on a yearly basis.

## List of Participants

*Please complete the form below for each event.  
Alternatively, you may provide us with your own list of participants containing the same information.*

Event No.	Event title

Name of participant	If employed:	
	Title / position	Name of employer
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## Summary evaluation of training events

*(Do not use this page to fill your information – this is for explanation purposes only)*

For each of your MLS-SCM<sup>®</sup> related events, we need to receive from you **one summary evaluation form for each of your MLS-SCM<sup>®</sup> related training event**.

All comments given should be listed exactly as written by the participants (it is very important that comments are not grouped or interpreted, but just listed as written by participants). Below is an example of how to compile evaluations results:

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### EXAMPLE

(How to complete an evaluation form based on 30 participants – 2 sample questions)

#### 1. How do you rate the contents/coverage of the workshop?

5 Excellent    17 Very good    5 Good    1 Satisfactory    2 Insufficient    0 Poor

**Comments:**

- It was useful to my future career;
- This workshop was not well organized; etc.

#### 2. To what extent do you think the training methods used were suitable?

10 Very suitable    15 Suitable    5 Somewhat suitable    0 Not suitable

**Comments:**

- Clear presentation;
- Stimulating materials;
- The trainer did not provide good examples.

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The summary evaluations (ratings and comments) should be *obtained from the evaluation forms completed by the participants* in your MLS-SCM<sup>®</sup> training events and *not be given to ITC in the form of general statements by the course organiser*. Copies of these completed forms should be kept on record for at least one year for review by ITC if requested. A sample evaluation form is provided in Annex 2B.

In case you have **your own evaluation form** and wish to use that form to evaluate your MLS-SCM<sup>®</sup> related training events, we recommend that you include in your form questions aimed at obtaining the following information:

- a) The overall satisfaction with the training
- b) The usefulness of the training to their work / professional careers
- c) The quality and effectiveness of the trainers
- d) The suitability of the training methods used
- e) The quality of the materials used in the training
- f) The effectiveness of the overall organisation of the event

Below is an ITC evaluation form that you may use if you so wish, although you may also use your own evaluation form as described above.



## MLS-SCM<sup>®</sup> Workshop Evaluation Form

Training event: \_\_\_\_\_

Name: \_\_\_\_\_

(Optional)

**1. How do you rate the contents/coverage of the workshop?**

Excellent    Very good    Good    Satisfactory    Insufficient    Poor

Comments:

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**2. How useful was the workshop to your future work/professional career?**

Very relevant    Relevant    Somewhat relevant    Not relevant

Comments:

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**3. To what extent do you think that the workshop's objectives were met?**

Fully    Largely    Partially    Not at all

Comments:

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**4. To what extent do you think the training methods used were suitable?**

Very suitable    Suitable    Somewhat suitable    Not suitable

Comments:

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**5. Do you think that the training materials used were**

Excellent    Very good    Good    Satisfactory    Insufficient    Poor

Comments:

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**6. Do you think that the organisation of the workshop was:**

Very good    Good    Satisfactory    Poor

Comments: (e.g. future venue)

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**7. Do you think that the venue was**

Very good    Good    Satisfactory    Poor

Comments: (e.g. future venue)

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**8. Which topics covered in the workshop were most useful?**

- (a)
- (b)
- (c)
- (d)

**9. Which topics were less useful?**

- (a)
- (b)
- (c)
- (d)

**10. Which topics would you have liked to be included?**

- (a)
- (b)
- (c)
- (d)

**11. Please rate the trainers in terms of:**

		Very good	Good	Satisfactory	Poor
(a)	Clarity of presentation				
(b)	Use of time				
(c)	Use of training aids				
(d)	Answering questions				
(e)	Overall knowledge of the subject				
(f)	Managing discussions				
(g)	Achieving a balance between theory and practical applications				

Comments:

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**12. Additional comments:**

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