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**SolidStandards**

**Enhancing the implementation of quality and sustainability standards and certification schemes for solid biofuels (EIE/11/218)**

**Training materials:**

**Feedback | Questionnaire**

**The SolidStandards project**

The SolidStandards project addresses ongoing and recent developments related to solid biofuel quality and sustainability issues, in particular the development of related standards and certification systems. In the SolidStandards project, solid biofuel industry players will be informed and trained in the field of standards and certification and their feedback will be collected and provided to the related standardization committees and policy makers.

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**About this document**

This document is part of **Deliverable 2.1** of the SolidStandards project. It is the questionnaire as part of the feedback module that is used to collect feedback from training participants and other interested parties about the use of and needs for standards. This document was prepared in **February 2012** and updated in **June 2012** by:

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**Questionnaire: Feedback on standards for solid biofuels**

We would like to invite you to give your opinion on the current standards for solid biofuels and the need for new standards. This questionnaire consists of five parts:

* Part 1 (General) contains questions about your (standardization) activities.
* Part 2 (Standards) contains questions about the current and future use of solid biofuels standards as well as about the need for new standards or revising existing ones.
* Part 3 (Standards for transport and storage) contains specific questions about standards for transport and storage of solid biofuels; a topic currently slightly addressed in standardization.
* Part 4 (Questions per type of biomass) contains specific questions related to six types of biomass, namely wood pellets, wood briquettes, wood chips, firewood, non-woody pellets, and straw [only applicable if one or more types of biomass concerned are used].
* Part 5 (Questions about the quality of the training) contains questions to evaluate the training events [only applicable to participants of training events].

Questions in Part 1 through Part 3 can be answered by all respondents, questions in Part 4 need only to be answered if the types of biomass concerned are applicable to your activities. Part 5 only applies to participants of training events; this questionnaire is also part of the training.

Completing this questionnaire takes about 5 to 15 minutes, depending on the number of applicable questions. The results will be used by national and international standardization bodies in the process of reviewing current standards or developing new standards. The results will be treated anonymously. We thank you kindly for your contribution.

## Part 1: General

|  |  |
| --- | --- |
| 1.1 To which group(s) of stakeholders does your organization belong? | |
| Solid biofuel producer | |
| Solid biofuel trader and/or logistics provider | |
| Solid biofuel user: large scale (> 1 MW) | |
| Solid biofuel user: small-medium sized (< 1 MW) | |
| Consumer association | |
| Industrial association | |
| Combustion, gasification or fuel production equipment manufacturer | |
| Certification, inspection or testing body | |
| Laboratory / Research organization | |
| Otherwise, please specify |  |

|  |
| --- |
| 1.2 In which country has your company been settled? |
|  |

|  |  |
| --- | --- |
| 1.3 Are you already involved in the CEN standardization process? | |
| Yes, via |  |
| *Continue to question 1.5* | |
| No | |

|  |  |
| --- | --- |
| 1.4 Would you like to get involved in the CEN standardization process? | |
| Yes, via |  |
| No | |

|  |  |
| --- | --- |
| 1.5 Which type(s) of biomass do you deal with? | |
| Wood pellets | |
| Wood briquettes | |
| Wood chips | |
| Firewood | |
| Non-woody pellets (agro pellets, mixed pellets) | |
| Straw (wheat and energy crops) | |
| Other biomass fuels, like |  |

## Part 2: Standards

|  |
| --- |
| 2.1 Which (category of) standards do(es) your organization apply?  *Please tick the standards concerned in the list of standards (column A) after question 2.5* |

|  |
| --- |
| 2.2 Which (category of) standards are you probably going to apply in the future? *Please tick the standards concerned in the list of standards (column B) after question 2.5* |

|  |
| --- |
| 2.3 Which of the current standards are very important to the biomass market in your opinion and why? |
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| --- |
| 2.4 Are there in your opinion solid biofuel subjects that need to be standardized? |
|  |
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| --- |
| 2.5 Do you have any comments or suggestions about the solid biofuels standards? *Please tick the standard(s) you would like to comment in the list of standards below (column C) and give your suggestion below (please repeat standard number).* |
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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **List of European standards about solid biofuels** (as of May 2012)  *Please use this list to complete question 2.1 (current application of standards; column A), question 2.2 (future application of standards; column B), and question 2.5 (comments/ suggestions on specific standards; column C)* | | | | |
| Terminology | | A | B | C |
| EN 14588: 2010 | Solid biofuels – Terminology, definitions and descriptions |  |  |  |
| Fuel specification and classes | |  |  |  |
| EN 14961-1: 2010 | Solid biofuels – Fuel specifications and classes – Part 1: General requirements |  |  |  |
| EN 14961-2: 2011 | Solid biofuels – Fuel specifications and classes – Part 2: Wood pellets for non-industrial use |  |  |  |
| EN 14961-3: 2011 | Solid biofuels – Fuel specifications and classes – Part 3: Wood briquettes for non-industrial use |  |  |  |
| EN 14961-4: 2011 | Solid biofuels – Fuel specifications and classes – Part 4: Wood chips for non-industrial use |  |  |  |
| EN 14961-5: 2011 | Solid biofuels – Fuel specifications and classes – Part 5: Firewood for non-industrial use |  |  |  |
| EN 14961-6: 2012 | Solid biofuels – Fuel specifications and classes – Part 6: Non-woody pellets for non-industrial use |  |  |  |
| Quality assurance | | A | B | C |
| EN 15234-1: 2011 | Solid biofuels – Fuel quality assurance – Part 1: General requirements |  |  |  |
| EN 15234-2: 2012 | Solid biofuels – Fuel quality assurance – Part 2: Wood pellets for non-industrial use |  |  |  |
| EN 15234-3: 2012 | Solid biofuels – Fuel quality assurance – Part 3: Wood briquettes for non-industrial use |  |  |  |
| EN 15234-4: 2012 | Solid biofuels – Fuel quality assurance – Part 4: Wood chips for non-industrial use |  |  |  |
| EN 15234-5: 2012 | Solid biofuels – Fuel quality assurance – Part 5: Firewood for non-industrial use |  |  |  |
| EN 15234-6: 2012 | Solid biofuels – Fuel quality assurance – Part 6: Non-woody pellets for non-industrial use |  |  |  |
| Sampling and sample preparation | | A | B | C |
| EN 14778: 2011 | Solid biofuels – Sampling |  |  |  |
| EN 14780: 2011 | Solid biofuels – Sample preparation |  |  |  |

(list continues on next page)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Physical and mechanical properties | | A | B | C |
| EN 14774-1: 2009 | Solid biofuels – Determination of moisture content – Oven dry method – Part 1: Total moisture – Reference method |  |  |  |
| EN 14774-2: 2009 | Solid biofuels – Determination of moisture content – Oven dry method – Part 2: Total moisture – Simplified method |  |  |  |
| EN 14774-3: 2009 | Solid biofuels – Determination of moisture content – Oven dry method – Part 3: Moisture in general analysis sample |  |  |  |
| EN 14775: 2009 | Solid biofuels – Determination of ash content |  |  |  |
| EN 14918: 2010 | Solid biofuels – Determination of calorific value |  |  |  |
| EN 15103: 2010 | Solid biofuels – Determination of bulk density |  |  |  |
| EN 15148: 2009 | Solid biofuels – Determination of the content of volatile matter |  |  |  |
| EN 15149-1: 2010 | Solid biofuels – Determination of particle size distribution – Part 1: Oscillating screen method using sieve apertures of 1 mm and above |  |  |  |
| EN 15149-2: 2010 | Solid biofuels – Determination of particle size distribution – Part 2: Vibrating screen method using sieve apertures of 3,15 mm and below |  |  |  |
| CEN/TS 15149-3: 2006 | Solid Biofuels – Methods for the determination of particle size distribution – Part 3: Rotary screen method |  |  |  |
| EN 15150: 2011 | Solid biofuels – Determination of particle density |  |  |  |
| EN 15210-1: 2010 | Solid biofuels – Determination of mechanical durability of pellets and briquettes – Part 1: Pellets |  |  |  |
| EN 15210-2: 2010 | Solid biofuels – Determination of mechanical durability of pellets and briquettes – Part 2: Briquettes |  |  |  |
| EN 16126: 2012 | Solid biofuels – Determination of particle size distribution of disintegrated pellets |  |  |  |
| EN 16127: 2012 | Solid biofuels – Determination of length and diameter for pellets and cylindrical briquettes |  |  |  |
| Chemical properties | | A | B | C |
| EN 15104: 2011 | Solid biofuels – Determination of total content of carbon, hydrogen and nitrogen – Instrumental methods |  |  |  |
| EN 15105: 2011 | Solid biofuels – Determination of the water soluble chloride, sodium and potassium content |  |  |  |
| EN 15289: 2011 | Solid biofuels – Determination of total content of sulfur and chlorine |  |  |  |
| EN 15290: 2011 | Solid biofuels – Determination of major elements – Al, Ca, Fe, Mg, P, K, Si, Na and Ti |  |  |  |
| EN 15296: 2011 | Solid biofuels – Conversion of analytical results from one basis to another |  |  |  |
| EN 15297: 2011 | Solid biofuels – Determination of minor elements – As, Cd, Co, Cr, Cu, Hg, Mn, Mo, Ni, Pb, Sb, V and Zn |  |  |  |

## Part 3: Standards for transport and storage

With the increasing use of solid biofuels in Europe, several issues related to biofuel transport and storage have emerged in recent years. Namely, the quality of biofuel storage containers, fire safety (auto-ignition has occurred in several cases) and health risks in small to large storage and during transport (risk of suffocation through oxygen repletion and CO formation) are being discussed at the moment. In some cases we also ask for an explanation to better help us understanding the current situation throughout Europe. If you don't know, you may leave this part of the question blank.

|  |  |
| --- | --- |
| 3.1 Quality issues during transport and logistics are mainly relevant for pellets. Do you think that quality issues in pellet transport and logistics are sufficiently addressed in EN 15234? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 3.2 Are you aware of the Austrian standard ÖNORM M 7136 on pellet transport and storage? |
| Yes *Continue to question 3.3* |
| No  *Continue to question 3.4* |

|  |  |
| --- | --- |
| 3.3 Do you think that this kind of standard is also needed in your country or at EU level? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 3.4 Are you aware of certification systems (e.g., offered by German DINCERTCO or EN plus) for pellet logistics and transport companies? |
| Yes *Continue to question 3.5* |
| No  *Continue to question 3.6* |

|  |  |
| --- | --- |
| 3.5 Do you think that this kind of certification would also be helpful in your country or at EU level? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 3.6 Are you aware of the Austrian standard ÖNORM M 7137 on pellet storage silos and storage rooms for small end-users? |
| Yes *Continue to question 3.7* |
| No  *Continue to question 3.8* |

|  |  |
| --- | --- |
| 3.7 Do you think that this kind of standard is also needed in your country or at EU level? | |
| Yes | |
| No, because |  |

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| --- |
| 3.8 Are you aware of certification systems (e.g. offered by German DINCERTCO) for pellet storage rooms and silos for small end-users? |
| Yes *Continue to question 3.9* |
| No  *Continue to question 3.10* |

|  |  |
| --- | --- |
| 3.9 Do you think that this kind of certification would also be helpful in your country or at EU level? | |
| Yes | |
| No, because |  |

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| --- | --- | --- | --- | --- |
| 3.10 Do you think that there should be standards on health and security aspects for pellet storage at the end-users? If so, could you also indicate where the risk(s) occur? | | | | |
| Yes, for: | | | | Place(s) of risk: |
|  | Dust explosion | | |  |
|  | Off-gassing | | |  |
|  | Self-ignition | | |  |
|  | Fungi spores | | |  |
|  | Other, namely | |  | |
| No, because | |  | | |

|  |  |
| --- | --- |
| 3.11 For which biofuels are similar initiatives needed? | |
| Wood briquettes | |
| Wood chips | |
| Firewood | |
| Non-woody fuels | |
| Other, namely |  |

## Part 4: Questions per type of biomass

This part of the questionnaire contains questions about standards per type of biomass. Please answer the questions for the type of biomass which you use, produce or deal. In some cases we also ask for an explanation to better help us understanding the current situation throughout Europe. If you don't know, you may leave this part of the question blank. There are questions for:

1. wood pellets (questions 4A.1 – 4A.10)
2. wood briquettes (questions 4B.1 – 4B.3)
3. wood chips (questions 4C.1 – 4C.10)
4. firewood (questions 4D.1 – 4D.6)
5. non-woody pellets (questions 4E.1 – 4E.8)
6. straw (questions 4F.1 – 4F.5)

## 4A Specific questions for wood pellets

*Feedback collection for:*

* *EN 14961-1, Fuel specification and classes - Part 1: General requirements*
* *EN 14961-2, Fuel specification and classes - Part 2: Wood pellets for non industrial use*
* *EN 15234-2, Fuel quality assurance - Part 2: Wood pellets for non-industrial use*

|  |  |
| --- | --- |
| 4A.1 In case your company produces industrial pellets: do you think that the classification system in EN 14961-1 is useful for the description of the quality of the pellets? | |
| Yes | |
| No, because |  |

|  |  |
| --- | --- |
| 4A.2 Do you think that fuel specifications according to EN 14961-2 match the needs of the market? | |
| Yes | |
| No, because |  |

|  |  |
| --- | --- |
| 4A.3 Do you agree with the requirements (threshold values) defined in EN 14961-2? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 4A.4 Do you think that three quality classes for wood pellets are enough, too many or too few? |
| Enough |
| Too many |
| Too few |

|  |  |
| --- | --- |
| 4A.5 Have you already been producing pellets according to a quality standard or a quality certification scheme? | |
| EN 14961-2 | |
| ÖNorm M 7135 | |
| DIN plus | |
| EN plus | |
| Other scheme/set of requirements, namely |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 4A.6 Could you indicate the importance of the quality standard or a quality certification scheme, by giving a rating between 1 (not important) and 5 (very important)? | | | | | |
| EN 14961-2 | 1 | 2 | 3 | 4 | 5 |
| ÖNorm M 7135 | 1 | 2 | 3 | 4 | 5 |
| DIN plus | 1 | 2 | 3 | 4 | 5 |
| EN plus | 1 | 2 | 3 | 4 | 5 |

|  |
| --- |
| 4A.7 Do you have any ideas for ameliorations for the EN 14961-2? |
|  |
|  |

|  |  |
| --- | --- |
| 4A.8 Do you think that an integrated quality assurance system for production, trade and delivery of pellets (as defined in EN 15234-2) is necessary and useful? | |
| Yes, because |  |
| No, because |  |

|  |  |
| --- | --- |
| 4A.9 Do you think that fuel quality assurance according to EN 15234-2 is realizable? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 4A.10 Do have any ideas for ameliorations for the EN 15234-2? |
|  |
|  |

## 4B Specific questions for wood briquettes

*Feedback collection for:*

* *EN 14961-3, Fuel specification and classes - Part 3: Wood briquettes for non industrial use*

|  |
| --- |
| 4B.1 Should there be separate requirements in EN 14961-3, enabling the classification of bark briquettes (ash content > 3 % necessary)? |
| Yes |
| No |

|  |
| --- |
| 4B.2 Should there be no threshold values for heavy metals (As, Cd, Cr, Cu, Pb, Hg, Ni, Zn), if chemically untreated material is used (classes A1 and A2 of EN 14961-3)? |
| Yes |
| No |

|  |  |
| --- | --- |
| 4B.3 Is the N-content of Class B with 1 % (EN 14961-3) too high? | |
| Yes, the N-content should be |  |
| No, the N-content is fine | |

## 4C Specific questions for wood chips

*Feedback collection for:*

* *EN 14961-1, Fuel specification and classes - Part 1: General requirements*
* *EN 14961-4, Fuel specification and classes - Part 4: Wood chips for non industrial use*

|  |  |  |  |
| --- | --- | --- | --- |
| **Class** | **Main fraction  (min. 60 w-%)** mm | **Coarse fraction** w-% **Max. length of particle** mm | **Cross sectional area** cm2 |
| P16S | 3,15 ≤ P ≤ 16 | ≤ 6 % > 31,5 mm, all ≤ 45 mm | — |
| P16 | 3,15 ≤ P ≤ 16 | ≤ 6 % > 31,5 mm, ≤ 1 % > 45 mm, all ≤ 150 mm | ≤ 1 |
| P31S | 3,15 ≤ P ≤ 31,5 | ≤ 6 % > 45 mm, all ≤ 150 mm | ≤ 2 |
| P31 | 3,15 ≤ P ≤ 31,5 | ≤ 6 % > 45 mm, ≤ 3 % > 100 mm, all ≤ 200 mm | ≤ 5 |
| P45S | 3,15 ≤ P ≤ 45 | ≤ 10 % > 63 mm, all ≤ 200 mm | ≤ 5 |
| P45 | 3,15 ≤ P ≤ 45 | ≤ 10 % > 63 mm, all ≤ 350 mm | ≤ 10 |
| P63 | 3,15 ≤ P ≤ 63 | ≤ 10 % > 100 mm, all ≤ 350 mm | ≤ 18 |
| P100 | 3,15 ≤ P ≤ 100 | ≤ 10 % > 150 mm, all ≤ 350 mm | — |
| P300 | 3,15 ≤ P ≤ 300 | To be specified | — |

|  |  |
| --- | --- |
| 4C.1 The future ISO 17225-1 includes only one property table for wood chips and hog fuel. Do you agree with the proposed combination in one table, with stating only the traded form separately: wood chips (produced with sharp tools) or hog fuel (crushed by blunt tools)? | |
| Yes | |
| No, because |  |

|  |  |
| --- | --- |
| 4C.2 The future ISO 17225-1 includes only one particle size table for wood chips for industrial use (acc. to EN 14961-1) and wood chips for non-industrial use (acc. to EN 14961-4; indicated with the suffix "S"). Do you agree with the proposed combination in one table (see table on top)? | |
| Yes | |
| No, because |  |

|  |  |
| --- | --- |
| 4C.3 Do you agree with the following proposed particle sizes for inclusion in the future ISO 17225-1 standard on fuel specifications of wood chips: P16, P31, P45, P63, P100 and P300 (see table on top)? | |
| Yes | |
| No, I would prefer the following sizes |  |

|  |  |
| --- | --- |
| 4C.4 Should there be separate particle size requirements for forest chips (needles, increased amount of fines), stem wood or industrial wood residues and used wood? | |
| Yes, for which raw material, please specify the requirements below: | |
|  |  |
| No | |

|  |  |
| --- | --- |
| 4C.5 Do you think a specific maximum length of particles can be produced and guaranteed with the raw material “forest residues” and “whole trees”? | |
| Yes, which is |  |
| No | |

|  |
| --- |
| 4C.6 Do we need the property class for fines like F25+, ≥ 25 % fines (< 3,15 mm), to be able to classify e.g., forest residues? |
| Yes |
| No |

|  |
| --- |
| 4C.7 How large should the main fraction be: 75 %, 60 % or a different amount? Please specify your proposal. |
|  |
|  |

|  |
| --- |
| 4C.8 Do we need a maximum cross sectional area in EN 14961-1? |
| Yes |
| No |

|  |
| --- |
| 4C.9 Do we need a maximum cross sectional area in EN 14961-4? |
| Yes |
| No |

|  |
| --- |
| 4C.10 Do we need to have net calorific value as received as a normative property? |
| Yes |
| No |

## 4D Specific questions for firewood

*Feedback collection for:*

* *EN 14961-1, Fuel specification and classes - Part 1: General requirements*
* *EN 14961-5, Fuel specification and classes - Part 5: Firewood for non industrial use*

|  |  |  |
| --- | --- | --- |
| 4D.1 Can you specify your product according to EN 14961-1 or EN 14961-5? | | |
| Yes, according to standard | |  |
| No, because of |  | |

|  |  |
| --- | --- |
| 4D.2 Do we need a special table for firewood in EN 14961-1 or is the product standard for oven-ready firewood EN 14961-5 enough? | |
| Yes, we need an extra table in EN 14961-1 because | |
|  |  |
| No, the product standard EN 14961-5 for oven ready firewood is enough | |

|  |  |
| --- | --- |
| 4D.3 Are the entire normative (mandatory) or informative (voluntary) properties important in EN 14961-1, or are some properties missing? | |
| All the properties are important | |
| We need to add the following properties; please list those here and explain why: | |
|  |  |
|  |  |
| We should delete the following properties; please list those here and explain why: | |
|  |  |
|  |  |

|  |  |
| --- | --- |
| 4D.4 Should some normative properties be changed in voluntary properties (or the other way around) in EN 14961-5? | |
| It is all right the way it is | |
| The following normative properties should be changed in voluntary properties: | |
|  |  |
|  |  |
| The following voluntary properties should be changed in normative properties: | |
|  |  |
|  |  |

|  |
| --- |
| 4D.5 Do we need to specify the moisture content on both wet basis (M) and dry basis (U)? |
| Yes, we need both specifications |
| No, we only need the specification on wet basis (M) |
| No, we only need the specification on dry basis (U) |

|  |
| --- |
| 4D.6 Do you have any comments or proposals about the standards for EN 14961-5? |
|  |
|  |

## 4E Specific questions for non-woody pellets

*Feedback collection for:*

* *EN 14961-6, Fuel specification and classes - Part 6: Non-woody pellets for non industrial use*
* *EN 15234-6, Fuel quality assurance - Part 6: Non-woody pellets for non-industrial use*

|  |  |
| --- | --- |
| 4E.1 Do you think that three raw material type classes (cereal straw pellets, miscanthus pellets, reed canary grass pellets) for non-woody pellets are enough? | |
| Yes | |
| No, because (e.g., there should be specified properties for other raw material types) | |
|  |  |

|  |  |
| --- | --- |
| 4E.2 Do you think that two quality classes for non-woody pellets are enough or too few? | |
| Enough | |
| Too few, because |  |

|  |  |
| --- | --- |
| 4E.3 Do you think that EN 14961-1 or EN 14961-6 should state the maximum amount of additives in case the raw material for pellet is blend? | |
| Yes, because |  |
| No, because |  |
| 4E.4 Do you think that EN 14961-1 or EN 14961-6 should state what kind of additives are not allowed? | |
| Yes, because |  |
| No, because |  |

|  |  |
| --- | --- |
| 4E.5 Do you think that EN 14961-1 or EN 14961-6 should include parameters regarding impurities assessment (e.g., soil)? | |
| Yes, because |  |
| No, because |  |

|  |  |
| --- | --- |
| 4E.6 Do you intend to implement EN 14961-6 and 15234-6? | |
| Yes, because |  |
| No, because |  |

|  |  |
| --- | --- |
| 4E.7 Do you think that fuel quality assurance according to EN 15234-6 is feasible? | |
| Yes | |
| No, because |  |

|  |
| --- |
| 4E.8 Do have any ideas for improvements for the EN 15234-6? |
|  |
|  |

## 4F Specific questions for straw

*Feedback collection for:*

* *EN 14961-1, Fuel specification and classes - Part 1: General requirements*
* *EN 15234-1, Solid biofuels - Fuel quality assurance - Part 1: General requirements*

|  |  |
| --- | --- |
| 4F.1 Do you think that quality assurance system matches the needs of the market? | |
| Yes, because |  |
| No, because |  |

|  |
| --- |
| 4F.2 What will be the impact of system implementation on the domestic market? |
|  |
|  |
|  |

|  |
| --- |
| 4F.3 What problems does your company face when implementing the system? |
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|  |

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| --- |
| 4F.4 What are the advantages of the system implementation? |
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|  |
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| 4F.5 How do we handle the fact, that straw trade is often based on other measurement principles than specified in the standards and performed in the reception facility at the combustion plant? Which ideas do you have for ameliorations for EN 14961-1 in this respect? |
|  |
|  |
|  |

## Part 5: Questions about the quality of the training

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| --- |
| 5.1 What did you learn during this training? |
| I am aware of the existence of many more standards for biomass, than I already knew |
| I am aware of the existence of a few more standards, than I already knew |
| I was aware of the existence of all treated standards, but I learned more about the content |
| I learned very much about the content of the standards |
| I learned much about the content of the standards |
| I learned a little bit about the content of the standards |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5.2 Could you please evaluate the items below at a scale of 1 to 5, of which the score of 5 is excellent and 1 inferior | | | | | |
| **Content of the training as a whole** | | | | | |
| Choice of subjects | 1 | 2 | 3 | 4 | 5 |
| Order of subjects | 1 | 2 | 3 | 4 | 5 |
| Quality of the material | 1 | 2 | 3 | 4 | 5 |
| Structure of presentations | 1 | 2 | 3 | 4 | 5 |
| **General** | | | | | |
| Presentation | 1 | 2 | 3 | 4 | 5 |
| Organization | 1 | 2 | 3 | 4 | 5 |
| Readiness to help | 1 | 2 | 3 | 4 | 5 |
| Training location | 1 | 2 | 3 | 4 | 5 |
| Catering | 1 | 2 | 3 | 4 | 5 |
|  | | | | | |
| Has this training met your expectations? | 1 | 2 | 3 | 4 | 5 |

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| 5.3 Please specify for each question asked, especially if scored 1 or 2? |
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| 5.4 How did you know about the training? |
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