

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: MediQuest TOID 5982

TELEPHONE: Barrie Campbell 0417 328 991

DATE:7/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	127	4
Total number of surveys received	112	3
Response rate (per cent)	88.2%	75%

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

MediQuest provides training to students with cognitive disabilities. This student cohort experiences very low employment rates.

MediQuest has adopted a census approach to administration of the Learner Questionnaire. All students who complete training with MediQuest are provided with a paper Learner Questionnaire in the final weeks of classes and, due to the characteristics of the learner cohort, are provided with assistance to understand and complete it.

A spreadsheet has been developed that uses the information from the Learner Survey Guide to aggregate the data. Data from the Questionnaire is then entered to a spreadsheet for analysis.

Analysis of the data is conducted and the findings reported at the quarterly Management Meeting following the completion of the course. Any result that is analysed as reporting a less than 80% 'agreement' rating is evaluated and considered in conjunction with the characteristics of the learner cohort.

When actions are agreed as appropriate by the Management Team, they are recorded in the meeting minutes, entered to the Continuous Improvement Register.

Further if it is identified that professional development for staff would be beneficial, such activities are scheduled for the next professional development session.

Graphic representations of the analysis are presented to training and assessment staff at the next staff meeting to ensure all staff are aware of the outcomes of the analysis of the Learner Questionnaire.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

The courses delivered by MediQuest are from Domain C of the Foundation Skills List and as such, do not all have employment outcomes. In 2018 MediQuest surveyed one employer and three other stakeholders as identified in the curriculum document.

The data was entered to a spreadsheet and analysed. It was presented at the first Management Meeting in 2019 following analysis for consideration. Any result that is analysed as reporting a less than 80% rating is evaluated and considered in conjunction with the characteristics of the learner cohort and the known expectations of the employer or other stakeholder. Follow up with the employer or other stakeholder may be undertaken.

When actions are agreed as appropriate by the Management Team, they are recorded in the meeting minutes, entered to the Continuous Improvement Register.

Further if it is identified that professional development for staff would be beneficial, such activities are scheduled for the next professional development session.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)Denise Dawson.....

Signature of PEO *Denise Dawson*. Date: 12/06/2019

Denise Dawson. 12/6/2019