

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details

RTO trading or legal name	MediQuest Pty Ltd		
RTO number	5982		
Contact name	Barrie Campbell		
Telephone	03 9908 0190	Mobile	0417 328 991
Date	14/05/2020		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	131	3
Total number of surveys received	124	0
Response rate (per cent)	94.7%	0%

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

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 initially using the Domains as indicated in the Learner Survey Guide to provide an overview of survey findings. Each of the Domains is evaluated using the Scales in the Learner Survey Guide and each question is individually evaluated. This approach allows specific areas targeted by the Questionnaire to be reviewed and for improvements to be made. The findings reported at the Management Meeting following the completion of the course and at the first Management Meeting of the year the analysis of the previous year is presented.

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 and 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.

An example of using the data for continuous improvement is where the Domains and the Scales indicate an above 80% agreement, but one question indicates a lower than 80% agreement rate. For 2019 this is Question 17 'The training is at the right level of difficulty for me'. Investigation has shown that some students find the work too easy for them. For students who indicate that the work is too easy for them extension work has been introduced.

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

MediQuest delivers courses from Domain C of the Foundation Skills List and as such not all courses have employment outcomes. For the collection of Quality Indicator data for 2019, the AQTF Employer Questionnaire was sent to employers by email. No feedback was received in response to the emails by the end of 2019. Telephone surveys were scheduled for March 2020 to allow employers time to adjust during the busy start to the year. However, because of the COVID 19 pandemic the follow up telephone surveys were not implemented.

MediQuest maintains contact with employers during training delivery and acts on verbal feedback to ensure the best possible outcomes for both students and employers. Examples of actions taken on employer feedback include varying training times, increasing practice time for practical skills, using new workplace equipment when training and contextualising training materials when workplace practices, policies or procedures change.

To ensure that training meets industry needs, Skills First Teachers/Trainer-Assessors spend time in industry workplaces and undertake training provided by industry on new equipment and workplace practices.

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

MediQuest provides training to students with cognitive disabilities. This student cohort experiences very low employment rates. Both employer and community groups experienced increased stress during the last quarter of the year with Royal Commission investigations into their practices. MediQuest planned to implement phone surveys early in 2020 to elicit feedback but was unable to implement the process due to the COVID 19 pandemic.

Declaration

RTO details

RTO Name	MediQuest Pty Ltd
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I confirm that the above RTO:

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

Name of Principal Executive Officer (PEO)

Full name	Denise Dawson
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Date	15/05/2020
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Signature	
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