

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

Contact Name: Barrie Campbell 0417 328 991

DATE: 18/07/2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	159	0
Total number of surveys received	151	0
Response rate (per cent)	95	0

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 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 monthly Management Meetings 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 is 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.

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

The Employer Satisfaction Survey was not administered in 2016. MediQuest provides training to a specific segment of learners with cognitive disabilities where there is only one identified employer. This employer has completed the Employer Satisfaction Survey previously.

Declaration

I confirm that MediQuest

- 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: 18/07/2017