

QUEST 2

How long does it take to do a Program Assessment or QUEST 2?

Program Assessments usually take about 30-40 minutes to complete and then another 30-40 minutes to enter into the database. As you get more familiar with the process it should become quicker. The true value of doing these assessments will start to unfold as the number of program complaints and negative incidents will likely decrease as you start to identify and correct gaps in quality. In addition, given that most organizations do some form of program evaluation already, HIGH FIVE® is time well spent on targeted, research-based, scientifically-validated quality evaluation.

When doing a QUEST 2, if the condition is not obvious or does not apply, does it get a score of 0?

If a negative condition does not apply, then the score should be 9 because there is no problem with the situation

What is the rationale behind aquatic programs requiring assessment of only 10% of programs?

Many of the concepts included in the HIGH FIVE® Principles of Healthy Child Development (PHCD) training, are reflected in most aquatic training programs. While not all HIGH FIVE® PHCD concepts are included, recognition was given because aquatic leadership development focuses on an individualized, developmentally appropriate lesson tailored to each participant. As well, there is a serious focus on safety and supervision while in the pool and immediate deck area and a strong emphasis on enabling Mastery. While much of the focus in aquatic training programs is on skill development, the HIGH FIVE® Principles of Friends, Participation, A Caring Adult and Play are not specifically a focus. Given this, there is still a need to review aquatic programs on the basis of Principles of healthy child development to ensure that they meet HIGH FIVE® standards for quality in children's programs.

The leader-to-child ratios in aquatic programs tend to be significantly lower than most other general interest and camp programs, resulting in greater individualized attention. Does this mean the quality is better?

The length of exposure time within the program is limited. Most aquatic programs are 30 minutes in length and run once a week over 8 to 10 weeks. Overall this means only five hours of program time within a session. A camp leader, by comparison, can be in charge of a larger group of children for up to 10 hours a day for five days a week, with less direct supervision. Some camp sessions are two weeks in length resulting in 100 hours of exposure to a leader. The opportunity for a lapse in program quality is significantly higher. While this is not always the case, given this greater time span, statistically there is more opportunity for problems. That is why HIGH FIVE® training and evaluation is so important in all areas of children's programming.

QUEST 1

If our organization does not have policies and procedures for volunteers, do we score “NO” for all the policies?

In this case, the organization has a choice: score “No” for everything and have a score of 0; or complete a QUEST 1 for staff and a separate one for volunteers. Completing separate QUEST 1 assessments will provide an accurate reflection of the status of policies for both staff and volunteers.

If there is a policy that has multiple criteria, for example 1.1 Selection and Hiring Procedures, how do we score it if you have four out of the five criteria?

You would score NO. You only score YES if all of the criteria are met.

Does HIGH FIVE® require an organization to immediately develop and implement the policies and procedures that are missing?

HIGH FIVE® encourages organizations to use QUEST 1 to identify gaps and subsequently use the Guide to Policies and Procedures resource to create new policies and procedures for identified deficiencies. One approach is to prioritize the gaps and work toward completing the document on your own timeline.

How does a bigger organization with multiple facilities or program areas conduct the QUEST 1 assessment?

A larger organization has three choices:

- Conduct a QUEST 1 on the entire organization; or
- Conduct a QUEST 1 on each facility; or
- Conduct a QUEST 1 on each program area.

HIGH FIVE® recommends that larger organizations consider conducting a QUEST 1 on each facility or each program area. This approach will provide a more detailed body of information from which to most effectively identify strengths and areas for improvement.

General

If we have an internal trainer in our organization does it cost anything to train our staff?

Yes, the Registered Organization fee for training still applies. Although your organization is not paying for the trainer, there are still costs relating to course materials, participant certificates, etc. A portion of the course registration fee also goes back into ongoing reviews and updates of course materials to keep training current.



What does HIGH FIVE® do with our organization's results? Who can access this information?

QUEST 1 is an internal audit enabling an organization to identify strengths as well as opportunities for improvements. The results are not shared outside an organization. QUEST 2 scores are also not shared, but are assimilated automatically into provincial aggregate (average) scores. Should you be working towards Accreditation, a HIGH FIVE® Accreditation Verifier and your Authorized Provider will have access to your scores to determine your qualification for Accreditation.

