

# Registering body report

17 June 2019

## RTO Information

NTIS number	91014
Name	Kentucky Fried Chicken Pty Ltd
Street Address	20 Rodborough Road
City/town/suburb	Frenchs Forest
State	New South Wales
Post code	2086

## Learner and employer response

	Learners	Employers
Response count (number)	482	139
Population count (number)	567	230
Response rate (per cent)	85.01	60.43

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	86.0	26.7	97.2	11.7
Trainer Quality	87.7	24.8	98.1	10.0
Effective Assessment	86.8	25.1	97.3	10.5
Clear Expectations	86.4	25.4		
Learning Stimulation	85.2	25.3		
Training Relevance	85.8	25.3	96.7	10.9
Competency Development	86.4	25.1	97.2	10.6
Training Resources	86.3	25.3	97.0	11.6
Effective Support	86.5	25.3	96.9	10.8
Active Learning	81.4	25.0		
Overall Satisfaction	87.8	25.5	97.7	10.2

## Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory Notes
<b>Specific contexts to consider when interpreting survey results</b>	<p>Slight drop in learners for 2018 but a higher survey completion rate due to a more targeted approach in how data is collected.</p> <p>Increase in employers in 2018 but with fewer surveys completed though still a brilliant result. We will continue to drive the completion of employer surveys in 2019 as the feedback received forms part of our continuous improvement processes.</p> <p>Significant changes took place across the organisation in 2018 moving to a more franchised store model which may have impacted the overall responses of employers.</p>
<b>Main ways data has been used for continuous improvement</b>	<p>As part of our Continuous Improvement processes based on the qualitative data received these surveys have been reviewed and will underpin decisions made for continuous improvement.</p> <p>Monitoring of response rates will be carried out for each state regularly, to support the team and allow for any barriers to be identified and resolved quickly.</p> <p>The RTO continue to discover ways to drive any of the lower rated areas but are overall happy with the feedback received from learners and employers.</p>