

Registering body report

25 February 2016

RTO Information

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| 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) | 493 | 175 |
| Population count (number) | 657 | 247 |
| Response rate (per cent) | 75.04 | 70.85 |

Learner and employer feedback

| Scale | Learners | | Employers | |
|------------------------|---------------|-------------------|---------------|-------------------|
| | Average score | Average variation | Average score | Average variation |
| All scales | 87.6 | 23.3 | 94.4 | 18.0 |
| Trainer Quality | 89.7 | 21.0 | 93.9 | 20.1 |
| Effective Assessment | 88.7 | 20.3 | 94.9 | 15.5 |
| Clear Expectations | 88.1 | 20.1 | | |
| Learning Stimulation | 87.0 | 21.5 | | |
| Training Relevance | 87.3 | 22.1 | 94.7 | 16.3 |
| Competency Development | 87.1 | 21.1 | 94.2 | 16.8 |
| Training Resources | 88.0 | 20.6 | 94.2 | 17.0 |
| Effective Support | 88.4 | 20.7 | 94.3 | 15.6 |
| Active Learning | 82.7 | 20.2 | | |
| Overall Satisfaction | 89.5 | 21.2 | 94.4 | 18.0 |

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 |
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| Specific contexts to consider when interpreting survey results | We moved to online direct entry surveys in 2015. This eliminated time delays and data entry errors and saw our highest response rate in some time. Some learners may have entered responses using reverse scale which may explain the increase in variance across scores. Overall pleasing result. |
| Main ways data has been used for continuous improvement | New training released to address learning stimulation, relevance and training resources feedback. Updates to workbooks and delivery schedules to better cluster units, making training even more effective and assessment more efficient for both learners and employers. |

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| | <p>An RTO Quality team was established to address feedback more strategically, leading to the workbook changes.</p> |
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