



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91014	Kentucky Fried Chicken Pty Ltd

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	657	493	75.04
Employer satisfaction	247	175	70.85

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

* Employer responses approx. the same as prior year, though about 50 new employers in the mix

* Learner responses approx. the same as prior also

* SIR30212 was the highest respondent group

2. Survey information feedback

What were the expected or unexpected findings from the survey feedback?

- * The unexpected increase in the variance in responses and the slight downward trend in Learner scores (0.2% overall)
- * Expected results stayed very similar to last year

What does the survey feedback tell you about your organisation's performance?

- * overall the organisation is happy with the services provided by the RTO and our relevance to the business and our learners

3. Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

- * re-cluster units to improve assessment and employer reports making assessment even more effective
- * share best practices with other RTO's to contribute to continuous improvement
- * Certificate IV in Retail back on scope based on industry feedback from employers and learners

How will/do you monitor the effectiveness of these actions?

- * using learner surveys and continual feedback to monitor effectiveness of changes with quality team and validation sessions
- * monitor completion rates of Cert IV and effectiveness of materials in validation sessions