

Registering body report

28 June 2017

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)	511	210
Population count (number)	737	210
Response rate (per cent)	69.34	100

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	90.3	19.4	94.5	19.1
Trainer Quality	92.4	14.9	95.2	18.7
Effective Assessment	92.1	15.2	94.3	18.4
Clear Expectations	91.2	15.8		
Learning Stimulation	89.5	16.9		
Training Relevance	90.1	17.4	94.3	18.7
Competency Development	90.1	16.5	94.3	17.9
Training Resources	90.2	16.3	94.0	18.1
Effective Support	90.9	15.7	94.6	17.7
Active Learning	85.0	16.3		
Overall Satisfaction	91.8	16.9	94.9	18.8

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
Specific contexts to consider when interpreting survey results	2016 presented a tighter range in scores from Learner & Employers scores in all areas verses 2015. There has been an improvement in learner ratings across all areas with the greatest movement in Effective Assessment and Clear Expectations. We understand this to largely be due to the continuous improvements applied to the workbooks having a positive effect on the learning experience. Trainer quality was identified as an opportunity in 2015 and it is pleasing to see improved scores in this category from both our learners and employers. Great results across the board!
Main ways data has been used for continuous improvement	Employers have indicated that Effective Assessment, Training Relevance and Training Resources are an opportunity. A focus for 2017 will be on continued development our in-house training tools, including moving to a new LMS to improve the learner experience and continuing to improve the quality and engagement of our e-learning courses. The results from these surveys have been shared with the team and will underpin other continuous improvement and professional development initiatives in the future.