

# Registering body report

18 June 2018

## 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)	386	132
Population count (number)	717	183
Response rate (per cent)	53.84	72.13

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	90.9	18.6	93.1	21.8
Trainer Quality	92.8	15.5	93.0	23.0
Effective Assessment	92.2	15.6	93.4	20.0
Clear Expectations	91.4	16.2		
Learning Stimulation	90.0	17.0		
Training Relevance	90.6	17.1	93.2	20.2
Competency Development	91.4	15.9	93.7	20.1
Training Resources	91.0	15.8	92.7	20.4
Effective Support	91.4	16.3	93.0	21.4
Active Learning	85.5	16.7		
Overall Satisfaction	93.1	15.6	92.6	21.9

## 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>	<b>All result from learners have increased year on year. Slight drop from employers in 2017, though still an excellent result. Significant changes took place across the organisation in 2017 which may have impacted the overall responses of employers. Changes within the RTO team also has had some impact to the 2017 results.</b>
<b>Main ways data has been used for continuous improvement</b>	<b>The data collected through these surveys have been reviewed and will underpin decisions for continuous improvement initiatives going forward. The response rate has caused a change in the distribution process and collection of surveys to make it easier for learners and employers to provide their thoughts. 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 swiftly. The RTO continue to explore ways to drive any of the lower rated areas, though are delighted with the overall feedback from learners and employers.</b>