



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91014	Kentucky Fried Chicken

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1106	686	59
Employer satisfaction	297	177	62

Trends of response statistics:

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

The response rates for 2020 are lower than 2019 and this is understandable given the global pandemic of COVID 19 impacting business and industry. It was a challenging year for many and given the pressure of adapting to a non physical presence of face to face interaction via technology, it is foreseeable there would be a drop in response rates and average scores, from both learners and employers. The drop in average scores is minimal - 1%-2% which is encouraging given the year we had in 2020 and the challenges to individual health and wellbeing of our learners.



Section 2 Survey information feedback

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

The uncertainty in travel lockdown and restrictions has had a clear impact on the learner experience across all states and territories. Adapting to new technology and mediums of communications has had its challenges for employers and learners. However the positive feedback regarding ongoing Trainer support and the confidence gained in learning new skills and knowledge is appreciated by the RTO.

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

All aspects of the business were impacted by COVID and adapting to changing circumstances has meant shifts in resources and priorities, which has been difficult in a year where volatility in the workforce has also added pressure to retention and culture within our industry. Feedback from both learners and employers, does indicate the improvements made throughout the year in assessment activities, has had a positive impact in helping to engage trainees on an ongoing basis.

Section 3 Improvement actions

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

The KFC RTO are still committed to an ongoing CI approach and have plans to rollout a cloud based digital assessment for the RTO nationally in 2021. The challenges in moving to a digital phase has been acknowledged and also considered for the ease of use and access for our learners and employers.

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

Ongoing tracking and evaluation of QI surveys throughout the year and analysis and feedback will be shared within the RTO and also our training teams, to ensure quality of training and assessment which is paramount. We also ask for specific feedback from learners and employers in informal settings and meetings to ensure the effectiveness of information received is timely, relevant and helpful.