



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

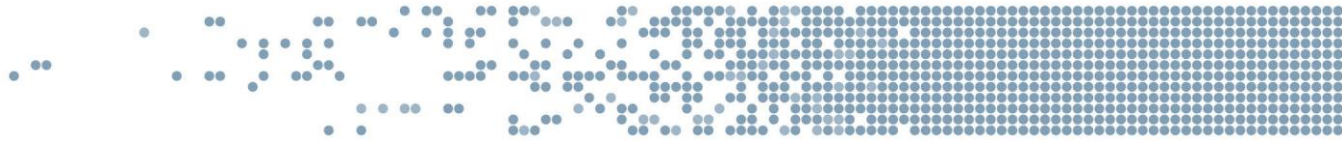
	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	1088	1088	100
Employer satisfaction	204	204	100

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 rate for 2022 is high which is a great result . It has been challenging for the last few years for students and trainers alike adapting to non face to face interactions and having to convert to using digital platforms to undertake meetings.

With an average score of 84.9% for Learners and 92.8% for Employers, we are pleased especially considering the back to back years of changes and complexity due to covid, but we are always striving for improvement year on year.



Section 2 Survey information feedback

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

Our Trainees are very happy to be learning new skills when undertaking their traineeships as indicated in the survey results. There has also been an indication of face to face visits are preferred which is understandable and the preferred method used ofr our organisation, however with covid and sickness, having an alternative option is and will in the future be a requirement.

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

There was feedback indicating some continuous improvement on the modules and workbooks as we further evolve. As with all trainees, there will be people who excel with the content and learnings, and others who require further attention and assistance. With results indication a large number of students felt there was no improvement required and they enjoyed the overall experience, and some others requesting additional focus on cross training and visits being closer together. As a team we will review the results and implement an action action plan if required.

Section 3 Improvement actions

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

The KFC RTO are always committed to an ongoing CI approach. We are implementing a cloud based digital assessment platform for the RTO. This is being rolled out nationally in 2022 and will be a great addition to our company and how we undertake traineeships. With a more digital heavy space the world has moved into, this will give trainees and trainers ease of use and access to material and information.

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

We conduct monthly tracking and evaluation of QI surveys throughout the year. This is shared within the RTO across all states to ensure the quality of our training and assessment is at the forefront. We seek specific feedback from learners and employers in informal settings and meetings to ensure the effectiveness of information received is timely and relevant.