

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
90820	McDonald's Australia Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	2358	908	38%
Employer satisfaction	213	42	20%

Trends of response statistics:

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

This year, based on SR the response rate for the student engagement survey has seen a slight drop compared to the previous year.

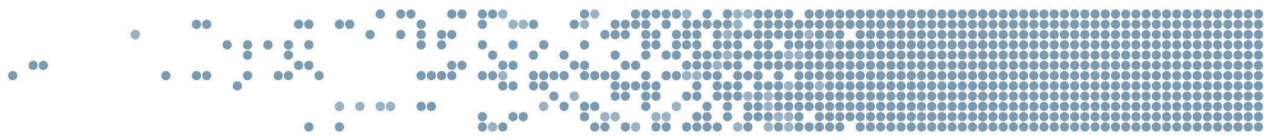
Lower enrolment figures in the latter part of the year may have contributed to this.

The response rate for the employer satisfaction survey shows a noticeable decrease compared to earlier year's data.

The highest student response rate received has been from QLD, followed by NSW, VIC and WA respectively. Lowest counts were in ACT, TAS & NT.

As for the employer survey the highest response rate received has been from NSW, followed by QLD and WA respectively. Lowest counts were in SA, and VIC.

Continuing a similar trend from previous year, a greater number of responses was received from Certificate III participants followed by Certificate II. The gender ratio of response rate also shows a continuing trend from previous years where female participants are significantly higher in terms of numbers than their male counterparts.





Section 2 Survey information feedback

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

The findings this year were consistent with the organisation's expectations in all areas. As with previous years, strong positive responses were received from the student engagement survey relating to the quality of learning resources, the skills, experience and knowledge of the trainers and assessors as well as the level of overall student satisfaction achieved.

A high number of respondents agreed that they developed required skills that assisted them within their workplace and their job roles.

The employer survey also highlighted the organisation's trainers' knowledge and experience as well as their focus on relevant skills and current practice. With regards to the student engagement survey the response rate from female participants was higher than their male counterparts. McDonald's Australia Ltd values all findings received from the survey process.

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

The survey results this year can be interpreted as a positive reflection on the high quality training that the McDonald's Australia Ltd RTO continues to provide.

It also showcases the RTO's commitment to providing a high level of student support and training that is responsive to industry needs. High satisfaction levels were evident across both the student and employer survey results with a combined average of 80% of employer survey respondents either agreeing or strongly agreeing to recommending McDonald's Australia Ltd RTO's training to others, while over 95% of the student survey respondents either agreeing or strongly agreeing to this as well. Most of the survey respondents also believed that the training undertaken supports their current career and that the training provided focused on relevant skills, and that it contained a good mix of theory and practice.

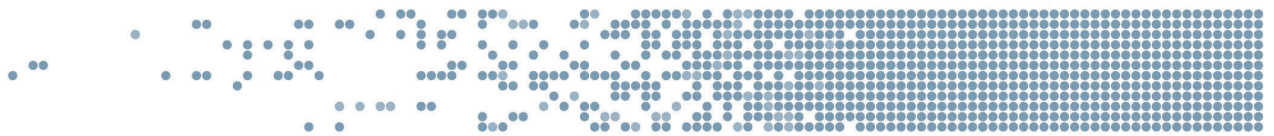
As an organisation, McDonald's firmly believes the training helps upskill its workforce and adds value to the organisation's people development strategy in a significant way.

Section 3 Improvement actions

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

McDonald's Australia Ltd RTO has digitalised its feedback survey system to increase the number of survey respondents. The organisation has also introduced more opportunities for participants/students to provide their feedback via conducting surveys at regular intervals ie: during their training course and also at the completion of their qualification.

All survey responses are monitored by state RTO Managers on a regular basis and feedback is actioned as per the organisation's continuous improvement policy. Survey results are also discussed and shared at regular managers' meetings and reviewed accordingly.



The organisation also conducts internal audits to review quality of training, identify areas of improvement, develop intervention strategies and apply corrective action where needed.

Any corrective action or modifications will be applied to existing systems to incorporate findings from survey results to ensure the organisation maintains its high quality standards in all areas of training at McDonald's.

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

McDonald's Australia Ltd RTO regularly seeks feedback from its students as well as the employers throughout its training programs. Feedback results collected from students, employers and facilitators will continue to be analysed, documented and where applicable be adopted into the organisation's continuous improvement and corrective actions processes.