



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	2412	510	21%
Employer satisfaction	244	70	29%

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 employer response rate is slightly higher in comparison to the previous year, while the response rate for the learner engagement survey indicates a decrease.

This decrease may potentially be attributed to the challenges faced in some states and territories with the Covid-19 pandemic and extended lockdown situations during the previous year. In terms of the learner engagement survey, the highest response rate, equating to over 68%, was received from the 15-19 year old participant age group. This data aligns with the enrolment numbers, as this age bracket cohort makes up the majority of the enrolled participants.

Different to previous years, based on SR, the highest response rate has been received from WA which shows an increase of about 12%. NSW also shows an increase in the response rate, albeit minimal at a 2.6% increment. Overall, the highest responses received have been from WA, followed by NSW, VIC, QLD, and the lowest counts have been in the comparatively smaller regions of ACT, NT, TAS and SA.

The gender ratio of the response rate shows a slight change in correlation to last year with an increase in female participants at above 68% and a decrease in male participants at just over 31%.



Continuing a similar trend from the previous year, a greater number of responses were received from Certificate III participants followed by Certificate II.



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 learner 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 learner 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 learner 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 responses reflect McDonald's Australia Ltd 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 learner and employer survey results with a combined average of 82% of employer survey respondents either agreeing or strongly agreeing to recommending McDonald's Australia Ltd RTO's training to others. Additionally, over 97% of the learner survey respondents agreed or strongly agreed to this recommendation 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 is committed to continuous improvement and feedback is collected via numerous processes which includes the AQF Learner Questionnaire, the Employer Questionnaire, additional learner surveys at regular intervals, as well as opportunities for individual feedback. All survey responses are monitored by each State RTO Manager 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 State Managers' meetings and reviewed accordingly.

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



McDonald's Australia Ltd RTO regularly seeks feedback from its learners and facilitators as well as employers throughout its training programs. All collected feedback will continue to be analysed, documented and where applicable be adopted into the organisation's continuous improvement and corrective actions procedures utilising suitable intervention strategies.