



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	3149	1217	39%
Employer satisfaction	374	261	69%

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 both the learner engagement survey as well as the employer satisfaction survey shows an increase compared to the previous year. The organisation has been utilising a digital survey platform in the recent years, and this result can be attributed to its greater appeal to the majority of cohorts as it continues to be a popular feedback provision tool.

The highest learner response rate received has been from VIC, followed by QLD and NSW. Lowest counts were in ACT, SA, TAS and NT. The highest response rate for the employer survey has been from NSW followed by QLD and VIC.

The gender ratio of response rate was 63% female participants and 36% males.

A greater number of responses was received from Certificate III participants followed by Certificate II.

These indicators represent a comparable trend to the previous year and the percentage margin appear to remain similar.



Section 2 Survey information feedback

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

This year's survey responses were consistent with expectations in all areas. As with previous years, there were continued strong positive responses to questions relating to the level of trainer knowledge of the subject content. A large percentage of survey respondents agreed that they developed required skills that assisted them within their workplace and their job roles.

In line with the organisation's expectations it can be said that the survey responses also showcased McDonald's Australia Ltd RTO's strong commitment to supporting its learners.

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 McDonald's Australia Ltd RTO continues to provide. Overall satisfaction continues to be at a higher level where a combined average 96% of the survey respondents either agreeing or strongly agreeing to the overall satisfaction of training.

A large majority of participants indicated that the training provided focused on relevant skills, and that it contained a good mix of theory and practice. In addition a high percentage of survey respondents agreed or strongly agreed that they had access to good quality training material and facilities.

As an organisation, McDonald's Australia Ltd firmly believes that the training helps upskill its workforce and in particular 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 is committed to continuous improvement and feedback is collected via numerous processes which include AQF Learner Questionnaire, 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 managers' meetings and reviewed accordingly.

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 learners as well as the employers and facilitators



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.