



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	1911	752	39%
Employer satisfaction	368	98	27%

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 the response rate for Learner Survey is comparatively similar to last year, whilst the response rate for Employer Survey has decreased.

The decrease may potentially be attributed to the challenges faced in some states and territories with the Covid-19 pandemic and extended lockdown situations.

In terms of the Learner Survey the trend appears to reflect similarities to the previous year with the highest learner response rate being received from VIC, followed by QLD. Response rate for NSW has been lower than the previous year whilst the WA rate has increased comparatively. Lowest counts were in ACT, SA, TAS and NT.

Different to last year, the highest response rate for the employer survey has been from QLD, followed by NSW with VIC and WA indicating a similar rate.

The gender ratio of response rate was 61% female participants and 38% males. Compared to the previous year these figures show a slight decrease in the female rate and a modest increase in the male response rate.



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?

Similar to previous years, the survey responses were consistent with expectations in all areas. There were continued strong positive responses to questions relating to the level of trainer knowledge and participants acknowledged the relevance of the training provided by the organisation. A high number of respondents agreed that they developed required skills that assisted them within their workplace and their job roles. McDonald's Australia Ltd values all findings received from the survey process. The employer survey highlighted the organisation's trainers' knowledge and experience as well as their focus on relevant skills and current practice. In line with the organisation's expectations it can be said that the survey responses reflects McDonald's Australia Ltd RTO's strong commitment to supporting its learners. The majority of survey respondents have also indicated that they strongly agree with the training facilities and materials being in good condition. This is has been a welcome and expected outcome in that the RTO has invested in transitioning to state of the art digital learning as well as assessment platforms in the recent past.

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. The RTO is recognised as a training provider that offers qualifications and traineeships that helps workers enter into careers in the business, retail, food service and hospitality sectors. A large number 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 also indicated that they would recommend undertaking training at McDonald's to others.

As an organisation, McDonald's 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.

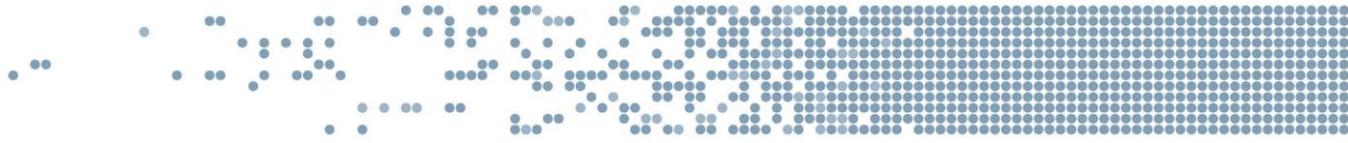
Section 3 Improvement actions

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

McDonald's Australia Ltd RTO has digitalised its feedback survey system to increase the number of survey respondents. The organisation has also introduced more opportunities for participants/learners 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 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 throughout its training programs. Feedback results collected from learners, employers and facilitators will continue to be analysed, documented and where applicable be adopted into the organisation's continuous improvement and corrective actions processes.