



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	4498	1058	24%
Employer satisfaction	410	190	46%

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 the learner engagement survey has decreased this year compared to the previous year. This may be attributed to the organisation transitioning to a new survey platform after the first quarter.

Based on SR the response rate for the employer satisfaction survey has seen continuous increases over the last two years.

The highest response rate received has been from QLD, followed by NSW and WA respectively. Lowest counts were in ACT, NT and Tasmania. A greater number of responses received was from Certificate III participants followed by Certificate II. The gender ratio of response rate was 62% female participants and 37% males.



Section 2 Survey information feedback

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

McDonald's Australia Limited values all findings received from the survey process. The employer survey highlighted our trainers' knowledge and experience as well as their focus on relevant skills and current practice. The learner survey indicated a higher response rate from female participants compared to their male counterparts.

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

The majority of survey respondents believed the training involved a good mix of theory and practice and that the trainers had a high level of knowledge of the subject content. A high percentage of survey respondents agreed or strongly agreed that they had access to good quality training materials and facilities. A greater number of respondents also indicated that they would recommend undertaking training at McDonald's to others. Most of the survey respondents also believed that the training undertaken supports their current career as well as increases their chances of promotion and progression through career pathways. As an organisation, McDonald's firmly believes the training helps upskill its workforce and adds value to the organisation in a significant way.

Section 3 Improvement actions

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

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

The survey summary will be reviewed as per our continuous improvement policy and any corrective actions required will be implemented as needed.

Furthermore, as a part of the organisation's modernisation strategy, McDonald's is moving towards a digital assessment platform to offer our program participants next-gen technologies and facilities to assist with their career development, as well as to lower the environmental impact.

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

McDonald's regularly seeks feedback from the learners as well as the employers throughout the training program. Any actions required will be monitored as per our continuous improvement policy.