

## P9 S21 Outcomes (KPIs)

Category	Term	KPI	Actual
	Capacity		460
	Capacity Target		322
	0 Total Number of Learners		235
<b>1 Withdrawal</b>	1.1 Withdrawal / Cancelled >30		3
	1.2 Withdrawal / Cancelled <30		0
	1.3 Withdrawal / Cancelled Postponment		0
<b>2 Non Completion</b>	2.1 Non Completion - Drop-out		1
	2.2 Non Completion - Deferred		0
	2.3 Non Completion - Duplicate Registration		0
	2.4 Non Completion - No-Show		0
<b>3 Completion</b>	3.1 Completion only		0
	3.2 Completion - Extension Sought		12
	3.3 Completion - Non-submission		12
<b>4 Assement Complete</b>	4.1 Submitted and Assessed - Pass		169
	4.2 Submitted and Assessed - Fail		1
	4.3 Completion - Partial Submission		0
	4.4 Exemption		0
	4.5 Appeals		0
<b>5 Assessment Rates</b>	5.1 Pass Rate, greater than	70%	72%
	5.2 Completion Rate, greater than	80%	82%
	5.3 Drop Out Rate, less than	10%	0%
	5.4 Non Submission Rate, less than	10%	5%
	5.5 Reviews, Rechecks and Appeals <b>Rate</b> , less tha	10%	0
	5.6 Extension Requests / Deferrals , less than	20%	5%
	5.7 APEL Statistics % learners admitted on basis of .	10%	0%

KPI Achiever Delegate Notes Event		Recorded
	"Cancelled >30 Days in Writing"	Notes on the delegate
	"Cancelled <30 Days"	Notes on the delegate
	"Cancelled Postponement does not"	Notes on the delegate
	P9 S7 "Cancelled Drop-out"	Scores Template
	"Cancelled Deferred"	Notes on the delegate
	"Cancelled Duplicate Registration"	Notes on the delegate
	"Cancelled No-Show"	Scores Template
	P9 S15	
	P9 S20	Scores Template
	P9 S22	Scores Template
	P9 S28	Scores Template
	P9 S28	Scores Template
	P9 S11	Scores Template
	P9 S1	Scores Template
	P9 S18	Scores Template
Achieved		Calculation
Achieved		Calculation
Achieved		Calculation
Achieved		Calculation
Achieved	P9 S18	Calculation
Achieved		Calculation
Achieved		Calculation

## Definition

(As per Administrative add the Active to the Cancelled)

A learner who has cancelled the registration > 15 days before the course commences full refund due - Withdrawn

A learner who has cancelled the registration < 10 days before the course commences NO refund due - Withdrawn

When Forus has postponed by more than the period stated in the Terms and Conditions and the new schedule

A learner who has commenced, but - who misses > than 20% of the sessions consecutively at any time during the course

A learner who decided to continue the course on a scheduled event in the future

Administrative Error - Do not push the invoice to Xero, Delete the invoice

A learner who has registered but has not attended any session

Number of registered learners who achieved 80% or more attendance

Entered on the Scores Template -

Deadline Missed - No extension sought

Complete successful

Complete unsuccessful - referral

Where only partial assessment has been submitted and graded

Admitted to the programme on the basis Exemption

Reviews, Rechecks and Appeals

The number of "Completed Successful" learners divided by the Total Number of Learners  $= (4.1 + 4.4) / 0$

The number of "Completion" and "Assessment Complete" divided by the Total Number of Learners  $= (3.1 + 3.2 + 3.3) / 0$

The number of "Drop-out"  $= (2.1 + 2.2 + 2.3 + 2.4) / 0$  learners divided by the Total Number of Learners

The number of "Non-submission" learners divided by the Total Number of Learners  $= 3.3 / 0$

The number of "Appeals" learners divided by the Total Number of Learners

The number of "Deferred" and "Extension Sought" learners divided by the Total Number of Learners  $= (3.2 + 2.2) / 0$

The number of "Exemption" learners divided by the Total Number of Learners  $= 4.4 / 0$

[illegible]