

P9 S21 Outcomes (KPIs)

Category	Term	KPI	Actual	KPI Achieved
	Capacity			560
	Capacity Target			392
	0. Total Number of Learners			265
1 Withdrawal	1.1 Withdrawal / Cancelled >30			0
	1.2 Withdrawal / Cancelled <30			0
	1.3 Withdrawal / Cancelled Postponment			9
2 Non Completion	2.1 Non Completion - Drop-out			0
	2.2 Non Completion - Deferred			0
	2.3 Non Completion - Duplicate Registration			0
	2.4 Non Completion - No-Show			0
3 Completion	3.1 Completion only			
	3.2 Completion - Extension Sought			9
	3.3 Completion - Non-submission			4
4 Assessment Completion	4.1 Submitted and Assessed - Pass			244
	4.2 Submitted and Assessed - Fail			9
	4.3 Completion - Partial Submission			
	4.4 Exemption			0
	4.5 Appeals			0
5 Assessment Ratios	5.1 Pass Rate, greater than	70%		92% Achieved
	5.2 Completion Rate, greater than	80%		100% Achieved
	5.3 Drop Out Rate, less than	10%		0% Achieved
	5.4 Non Submission Rate, less than	10%		2% Achieved
	5.5 No. Reviews, Rechecks and Appeals	10%		0% Achieved
	5.6 No. Extension Requests / Deferrals	20%		3% Achieved
	5.7 APEL Statistics % learners admitted	10%		0% Achieved

Delegate Notes Event / QMS		Recorded
"Cancelled >30 Days in Writing"	Notes on the del	
"Cancelled <30 Days"	Notes on the del	
"Cancelled Postponement does n	Notes on the del	
P9 S7 "Cancelled Drop-out"	Scores Template	
"Cancelled Deferred"	Notes on the del	
"Cancelled Duplicate Registratio	Notes on the del	
"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	
	Calculation	
	Calculation	
	Calculation	
	Calculation	
P9 S18	Calculation	
	Calculation	
	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 15 days before the course commences full refund due - Withdrawn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 10 days before the course commences NO refund due - Withdrawn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 $= 4.4 / 0$

Report

awal is also the umbrella term used for a learner no longer participating on the course
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ed date does not suit
the course and does not return.

8.3+4.1+4.2+4.3+

)/0