P9 S21 Outcomes (KPIs)

Category	Term	KPI	December
	Capacity		460
	Capacity Target		322
	Total Number of Learners		235
1 Withdrawal	1.1 Withdrawal / Cancelled >30		3
	1.2 Withdrawal / Cancelled <30		0
	1.3 Withdrawal / Cancelled Postponment		0
2 Non Completio	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
3 Completion	3.1 Completion only		
	3.2 Completion - Extension Sought		12
	3.3 Completion - Non-submission		12
4 Assement Com	4.1 Submitted and Assessed - Pass		169
	4.2 Submitted and Assessed - Fail		1
	4.3 Completion - Partial Submission		
	4.4 Exemption		0
	4.5 Appeals		
5 Assessment Rat	5.1 Pass Rate, greater than	70%	72%
	5.2 Completion Rate, greater than	80%	83%
	5.3 Drop Out Rate, less than	10%	0%
	5.4 Non Submission Rate, less than	10%	5%
	5.5 Reviews, Rechecks and Appeals **Rate**, less than	10%	0%
	5.6 Extension Requests / Deferrals, less than	20%	5%
	5.7 APEL Statistics % learners admitted on basis of A	10%	0%

February	April	June	Delegate Notes Event
840	560	740	
588	392	518	
413	265	271	
9	0	1	"Cancelled >30 Days in Writing"
0	0	0	"Cancelled <30 Days"
33	9	18	"Cancelled Postponement does not suit"
7	0	4	P9 S7 "Cancelled Drop-out"
0	0	39	"Cancelled Deferred"
0	0	0	"Cancelled Duplicate Registration"
1	0	0	"Cancelled No-Show"
			P9 S15
36	9	64	P9 S20
21	4	19	P9 S22
325	224	152	P9 S28
2	9	2	P9 S28
			P9 S11
0	0	0	P9 S1
			P9 S18
79%	85%	56%	
93%	93%	87%	
2%	0%	16%	
5%	2%	7%	
0%	0%	0%	P9 S18
9%	3%	38%	
0%	0%	0%	

Recorded
Notes on the delegate
Notes on the delegate
Notes on the delegate
Scores Template
Notes on the delegate
Notes on the delegate
Scores Template
Scores Template
Scores Template
Scores Template
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Scores Template
Scores Template
Scores Template
Calculation
Calculation
Calculation
Calculation
Calculation
Calculation
Calculation

Definition

(As per Administrate add the Active to the Cancelled)

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

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

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 t

A leaner 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+

The number of "Drop-out" =(1.1+1.2+1.3)/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

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

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.

3.3+4.1+4.2+4.3+4

)/0