P9 S21 Outcomes (KPIs)

Category	Term	KPI	Actual
	Capacity		840
	Capacity Target		588
	0. Total Number of Learners		413
1 Withdrawal	1.1 Withdrawal / Cancelled >30		9
	1.2 Withdrawal / Cancelled <30		0
	1.3 Withdrawal / Cancelled Postponment		33
2 Non Completic	2.1 Non Completion - Drop-out		7
	2.2 Non Completion - Deferred		0
	2.3 Non Completion - Duplicate Registration		0
	2.4 Non Completion - No-Show		1
3 Completion	3.1 Completion only		
	3.2 Completion - Extension Sought		36
	3.3 Completion - Non-submission		21
4 Assement Com	4.1 Submitted and Assessed - Pass		325
	4.2 Submitted and Assessed - Fail		2
	4.3 Completion - Partial Submission		
	4.4 Exemption		0
	4.5 Appeals		
5 Assessment Ra	5.1 Pass Rate, greater than	70%	79%
	5.2 Completion Rate, greater than	80%	93%
	5.3 Drop Out Rate, less than	10%	2%
	5.4 Non Submission Rate	10%	5%
	5.5 Reviews, Rechecks and Appeals **Rate**	10%	0%
	5.6 Extension Requests / Deferrals	20%	9%
	5.7 APEL Statistics % learners admitted on basis of APE	10%	0%

KPI Achieved	Delegate Notes	Recorded	Definition
			(As per Administrate add the Active to the Can
	"Cancelled >30 D	Notes on the del	A learner who has cancelled the registration >
	"Cancelled <30 D	Notes on the del	A learner who has cancelled the registration <
	"Cancelled Postp	Notes on the del	When Forus has postponed by more than the p
	P9 S7 "Cancelled	Scores Template	A learner who has commenced, but - who miss
	"Cancelled Defer	Notes on the del	A leaner who decided to continue the course o
	"Cancelled Dupli	Notes on the del	Administrative Error - Do not push the invoice
	"Cancelled No-Sh	Scores Template	A learner who has registered but has not atten
	P9 S15	Scores Template	Number of registered learners who achieved 8
	P9 S20	Scores Template	Entered on the Scores Template -
	P9 S22	Scores Template	Deadline Missed - No extension sought
	P9 S28	Scores Template	Complete successful
	P9 S28	Scores Template	Complete unsuccessful - referral
	P9 S11	Scores Template	Where only partial assessment has been subm
	P9 S1	Scores Template	Admitted to the programme on the basis Exem
	P9 S18	Scores Template	Reviews, Rechecks and Appeals
Achieved	Calculation	Calculation	The number of "Completed Successful" learner
Achieved	Calculation	Calculation	The number of "Completion"and "Assessment
Achieved	Calculation	Calculation	The number of "Drop-out" =(2.1+2.2+2.3+2.4)/
Achieved	Calculation	Calculation	The number of "Non-submission" learners divi
Achieved	Calculation	Calculation	The number of "Appeals" learners divided by t
Achieved	Calculation	Calculation	The number of "Deferred" and "Extension Soug
Achieved	Calculation	Calculation	The number of "Exemption" learners divided b

celled)

15 days before the course commences full refund due - Withdrawal is also the umbrella term used for a

10 days before the course commences NO refund due - Withdrawal is also the umbrella term used for a

period stated in the Terms and Conditions and the new scheduled date does not suit

ses > than 20% of the sessions consecutively at any time during the course and does not return.

n a scheduled event in the future

to Xero, Delete the invoice

ded any session

0% or more attendance

itted and graded

nption

rs divided by the Total Number of Learners =(4.1+4.4)/0

Complete" divided by the Total Number of Learners =(3.1+3.2+3.3+4.1+4.2+4.3+4.4)/0

0 learners divided by the Total Number of Learners

ded by the Total Number of Learners =3.3/0

he Total Number of Learners

ght" learners divided by the Total Number of Learners =(3.2+2.2)/0

y the Total Number of Learners =4.4/0

learner no longer participating on the course