



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21436	Creatives New Edge Pty Ltd.

#### Section 1 Survey response rates

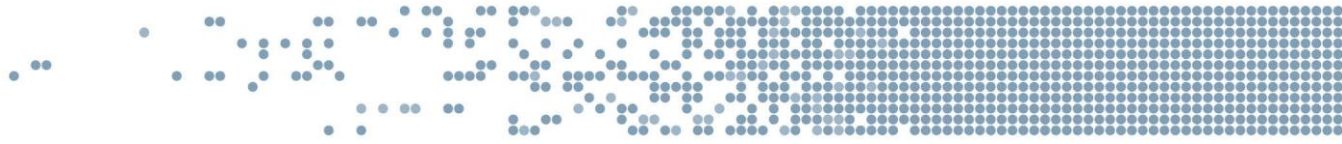
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	96	41	42%
Employer satisfaction	4	0	0%

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Overall all student cohorts have provided positive feedback with a majority of responses being ranked in the the Strongly Agree category and a majority of the remainder in the Agree categories with no negative responses provided.

The response rates for this period seem consistant with previous years with very minimal variance, although the success rate of the amount of students that completed the survey has dropped.



## Section 2 Survey information feedback

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

There was a number of students who mentioned that the Workplace Assessment book was excessive and found some questions to be difficult.

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

The feedback indicates that our students feel that the services provided are of a high level and that the students are happy with our facility, trainer/assessors, training material, training and assessment practices.

## Section 3 Improvement actions

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

A review of our Workplacement Assessment will take place as part of our continuous improvement, along with continuing validation of all of our training materials.

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

We monitored our performance with internal surveys and the AQTF Learner surveys and meet regularly as part of our continuous improvement process and discuss the findings and make appropriate decisions to improve the way we operate. Regular discussions are held with students and the students are encouraged to provide any feedback at any time outside of the structured surveys.