

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM:** Creative's New Edge Pty Ltd RTO ID 21436

**TELEPHONE:** Daniel Mastroianni (03) 9703 2778

**DATE:** 25/06/2016

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	18	0
Total number of surveys received	14	0
Response rate (per cent)	80%	0%

### Summary of Continuous Improvement

**Please indicate the main ways that learner engagement data has been used for continuous improvement.**

Due to low student numbers only a small number of students were surveyed.

Overall student feedback was positive and indicated that the service provided was of a high standard.

Feedback from one student indicated that the lack of available beauty products at times made it difficult for their learning experience. Whilst this was not the general feedback received, re order level increased to accommodate the need.

**Please indicate the main ways that employer satisfaction data has been used for continuous improvement.**

No Surveys Captured as no employer links established in 2015.

**If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.**

No employer surveys were captured in 2015 as there were no employer relationships established.

**Declaration**

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

**Name of Principal Executive Officer (PEO) Daniel Mastroianni**

**Signature of PEO**  **Date: 26/06/2016**