



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21436	Creative's New Edge Pty Ltd.

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	54	39	72.22
Employer satisfaction	2	1	50

Trends of response statistics:

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

The overall average results of all 39 surveys received are as follows:

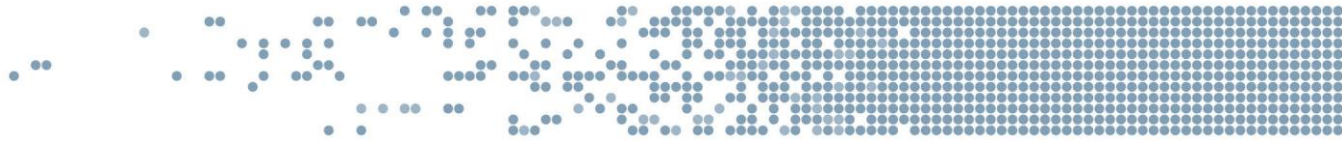
Strongly Agree 14.10% Agree 76.12% Disagree 4.06% Strongly Disagree 1.2% N/A 4.52%

The areas that highlighted room for improvement: are the following :

- I received useful feedback on my assessments Strongly Agree (6.45%) Agree (64.53%) Disagree (3.23%) Strongly Disagree (3.23%) N/A (22.58%). A fair number of students have responded with N/A which is higher than previous years.

- The way I was assessed was a fair test of my skills and knowledge Strongly Agree (9.68%) Agree (58.06%) Disagree (3.23%) Strongly Disagree (0%) N/A (29.03%) A fair number of students have responded with N/A which is higher than previous years.

- The training organisation gave appropriate recognition of existing knowledge and skills. Strongly Agree (22.58%) Agree (51.61%) Disagree (0%) Strongly Disagree (0%) N/A (25.81%) A fair number of students have responded with N/A which is higher than previous years.



2 Employer Surveys were sent out to employers we have links with and only one was returned, all responses were marked "agree", no concerns identified.



Section 2 Survey information feedback

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

Overall a positive outcome with minor room for improvement has been identified. The main areas of concern were responded with N/A which was unexpected. A N/A response does not provide a true understanding of the reason for the response, and makes it challenging to improve on not knowing and understanding the root problem.

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

We believe that based on the surveys completed that we are meeting both our student and employers expectations and will focus on the key areas that were flagged as being below average.

Section 3 Improvement actions

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

The areas of concern listed in section one have been discussed and assessed, no preventative action has taken place as no relevant findings have been identified.

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

The effectiveness of these actions will be monitored via capturing additional student surveys and general feedback received from our students. This will also be monitored via any complaints received and will continue to drive the effectiveness and quality of the training we deliver.