



## Feedback from one of our clients

To whom it may concern,

My name is Carol Williams and about 18 months ago embarked on a decision to open an RTO in relation to Training beauty therapist I felt strongly about this decision as being a salon owner for the past 20 years I could identify the gaps in training and training packages.

So I thought with all my wisdom I would create an RTO OMG if I knew then what I know now would I have done it?????MMMMMMMM Of course I would because of the love of my industry and the passion of making a real difference in young and mature age students.

I have to say it has been the most stressful 18 months I have ever known trying to understand the registration process along with all the standards and conditions.

I was lucky enough to be advised about Angela's service and expertise in this area of compliance after contacting her with desperation she calmly spoke of others that are in the same position so I did not feel so isolated and bewildered by the whole process.

I sent through the last audit report and she instantly identified the issues associated with the report and an action plan to implement.

Angela's expertise and knowledge was extensive and I felt I could phone and ask any question relating to my RTO status without feeling intimidated or sometimes silly.

After I received the call from ASQA on 20/10/2011 I Immediately called Angela no matter how big her clientele is I always felt like I received undivided attention

I would recommend anyone to Angela @ RTO consulting no matter how big or small the problem I am so grateful to be advised of this service.

Please contact me on 02 65 849998 if ever any verification is needed.

Carol Anne Williams  
Trendz Beauty and Training