



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
41458	Thinkgate Learning Pty Ltd T/A Atlantis College of Management

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	110	97	88%
Employer satisfaction	NA	NA	NA

Trends of response statistics:

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

By Qualification Enrolled into:

- 1.BSB50215- Diploma of Business: 60%
2. BSB50618-Diploma of Human Resource & Management: 9%
3. BSB52415-Diploma of Marketing & Communication:9%
4. BSB60215-Advanced Diploma of Business :17%
5. BSB61315-Advanced Diploma of Marketing and Communication:5 %



Section 2 Survey information feedback

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

The Feedback findings that students expressed are, the training received is based on developing skills and knowledge required to meet the expectations of the students. That the training received through theory and simulated practical experiences is relevant and of high standards. As expected, the training and quality of materials were of good condition and up to date equipment with services in place to support learners. As expected, trainers have demonstrated the knowledge of the subject content in an interesting and clear manner and were available to offer assistance by responding to questions and queries from the students.

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

This feedback indicates that the students enrolled in the qualifications on sope are satisfied and agree that quality training and support is being provided by well qualified trainers and administration staff

Section 3 Improvement actions

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

Students indicated that overall they are very satisfied with the methods of delivery and instructions provided to them to acquire competency in the overall qualification they are enrolled in. However a minority of students provided feedback that for further clarification more resources should be there and computers need to be updated. Therefore the following implementations will assist in continuous improvement.

1. Trainers providing feedback that is more specific.
2. More practical knowledge provided (simulated).
3. Assessment Guidelines were redeveloped and more simplified.
4. Aligned the theory of the units to practical training (simulated)
5. Computers have been updated, formatted, new anti-virus and MS-office 365 installed

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

The aforementioned measures will be monitored through the following process

1. Review meetings with staff
2. Continuously seek feedback from staff and students