



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
88021	The Academy of Interactive Entertainment Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1092	708	65%
Employer satisfaction	See Note Below*	N/A	N/A

Trends of response statistics:

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

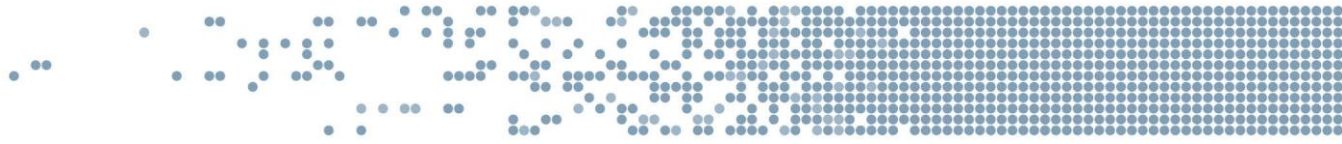
Approximately 50% of respondents at close 2017 were Advanced Diploma students. The remaining respondents were Certificate II, Certificate III and Graduate Diploma of Management students.

The number of survey responses received was higher than the previous year for the second year running. The percentage response rate was higher by 12% from the 2017 report on 2016 data.

Over 50% of students identified their field of study as creative arts and 30% as information technology. This represents a broad response rate from game art/design, film VFX, and programming students.

Note : AIE does not have any currently employed students, who are also studying, apart from a few on vocational placement. Consequently, AIE does not conduct formal employer surveys but does source employer feedback through Industry Advisory Board meetings for each campus, alumni feedback, numerous interactions at Industry events and, through its own teachers, who also continue to combine teaching at AIE with working in Industry. Additional extensive industry and employer feedback was also received through 2017 as part of the re-accreditation process for 10702NAT Advanced Diploma of Professional Game Development

Industry Advisory Board minutes are used as part of our Continuous Improvement and Quality Management



processes and are available on request.



Section 2 Survey information feedback

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

Whilst over 93% of students strongly agreed or agreed that: 'the equipment, facilities and materials were up-to-date', and over 90% of students strongly agreed or agreed that 'the training facilities and materials were in good condition', there was a noticeable and unexpected trend in more students commenting on experiencing computer hardware and software issues and slower IT response times than in previous years.

The need for additional clarity in some assessment guidelines and improvements to scheduling of assignments and assessments to avoid conflicting deadlines was not expected but an issue raised by a small percentage of students.

More expected was feedback in the following areas:

- Need for more focused support for their individual chosen area of specialisation.
- Improvements required to the Design stream content.

These issues are being improved in an ongoing and systematic manner.

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

AIE's performance in 2017 was in-line with the high standards that it strives to achieve apart from a few areas identified above. The following responses were indicative of high levels of approval.

- 93% of respondents agreed or strongly agreed that they would recommend the training to others.
- 95% of respondents Agree or Strongly agree that their Trainers had an excellent knowledge of the subject content.
- 96% of respondents Agree or Strongly agree that the way they were assessed was a fair test of their skills and knowledge.
- 93% of respondents indicated that they received useful feedback on their assessments.

AIE received hundreds of comments regarding the best aspects of the training. The comments below are indicative of these:

"The understanding of my situation and living and the time I had to do my work was flexible. I enjoyed the new techniques and discovered very powerful industry standard methods and tools which I loved working with."

"There was a great community aspect on campus whichever made everyone feel included. It allowed students to collaborate and get feedback. Overall there was enough flexibility to allow a natural creative progression throughout the projects while still meeting the course competencies. Teachers were approachable and knowledgeable!"

"Pushing ourselves as a team to release a game in the gdml year so that many of the assignments



aligned with what we needed to be doing for the game, & being supported by the AIE to help us achieve that goal.”

“What I enjoyed most from the training was getting the opportunity to work on my animation skills, getting feedback on my work, seeing what things could be improved, and getting the chance to work collaboratively in a group to produce a short film.”

“Being treated as professionals and focusing more on the practical side of development and programming, as well as teaching us networking skills and how to be employed and not just skills related to programming.”

“I really enjoyed the practical nature of this course as well as the help and insight offered by the experienced teachers we have here. Overall AIE has offered me many opportunities, new friends and support throughout my learning journey.”

“The feedback I received from projects and artwork really gave me a reality check in that there's always a different perspective and solution to problems I had. Software and resources being readily available is great considering that working from home was a problem for me. And being able to connect with other students who had similar mindsets and want to help out made me feel a lot more welcomed here.”

“The Overall atmosphere created within the classroom and the process from the creation of the animation to the final product and the interesting mechanics and tools used in modern game development, Also the presented info of Industry Knowledge and where to go. The Work was balanced and was able to be fitted within a restricted schedule. Ultimately a positive and fun experience.”

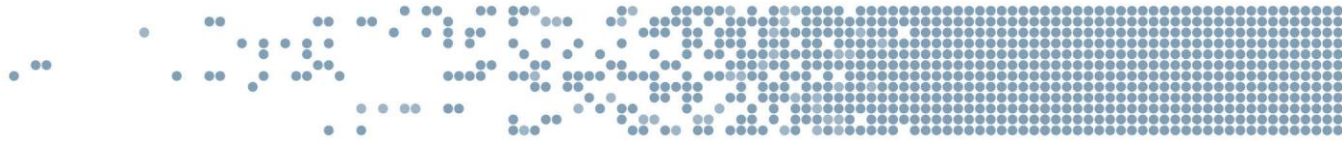
Section 3 Improvement actions

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

With reference to the feedback above:

IT support - A close review of computer software and hardware upgrade cycles and improvements is ongoing through 2018

- More focused support for their individual chosen area of specialisation. -- continued to be addressed in 2018



using new delivery methodologies which better utilising teacher expertise on different campuses to support the various specialisations.

- Improvements to the Design stream content. - planned and scheduled for inclusion in 2019 following extensive industry and teacher feedback particularly in relation to the Design stream content in year 2 of the Advanced Diploma. Changes to the Design stream have been ongoing since 2017.

-Additional clarity in some assessment guidelines and improvements to scheduling of assignments and assessments to avoid conflicting deadlines - clarification and professional development of teachers carried out around assesment processes on campuses in early 2018 and further scheduled to be addressed at the annual curriculum conference in mid July.

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

These actions will be monitored through the Academic Management and Compliance (AMAC) team including the Senior Academic Manager and Heads of Faculty in conjunction with Heads of School.

Monitoring processes occur through weekly operational meetings between IT, Campus Heads, Marketing and the AMAC team and monthly Executive meetings also allow for regular monitoring and fine tuning of actions taken. Student surveys held early in each course create further avenues for feedback.

AIE's annual internal audits of each campus by members of the AMAC team also include reference to ongoing continuous improvement actions occasioned by learner surveys, industry (including employer) feedback and teacher input.