Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

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

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	722	590	81.7
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 60% of survey respondents were Diploma and Advanced Diploma students. The remaining respondants were a mixture of VET Graduate Diploma, Certificate II and Certificate III students. Over 52% of students identified their field of study as creative arts and 29% as information technology. Similarly to last year, this represents a broad response rate from AIE's four key discipline areas consisting of Game Art, Design and Production, Game Programming and Film VFX.

Athough very small in volume, the percentage of survey respondents undertaking an apprenticeship or traineeship almost doubled.

Section 2   Survey information feedback

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

More expected feedback was in the following areas:

- Students attributed much of their satisfaction and successful completion of the course to the high calibre of their teachers, a hands on learning environment that emulates industry and industry relevant training.

- Satisfaction from students specialising in the Design and Production discipline has improved.

- Improvements are required to the student assessment submission tool due to students dissatisfaction with the tool failing.

- Some students enjoyed working in groups, whilst other students did not enjoy the experience. Most students acknowledged the necessity of learning to work with others in groups, however, some students felt that teacher intervention was required to solve some issues.

Unexpected feedback was in the following areas:

- Some students highlighted that they would like to receive more critical and timely feedback on their assessment results.

- Some students had an expectation that all software in use should run on the most currently availabile version.

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

AIE's 2018 performance continued to uphold a high standard of quality training.

•   98% of respondents agreed or strongly agreed that they would recommend the training to others.

•   97.5% of respondents Agree or Strongly agree that their Trainers had an excellent knowledge of the subject content.

•   99% of respondents Agree or Strongly agree that the way they were assessed was a fair test of their skills and knowledge.

•   96% of respondents indicated that they received useful feedback on their assessments.

Students highlighted many features as BEST ASPECTS of the training. Some of the highlights included the below feedback:

"The teachers, they are wonderful people who all have a real passion for building the future of the industry".

"Many, many opportunities for me to showcase my work to industry professionals. Getting into GCAP's student showcase and showing off at PAX changed my life."

"Studying at AIE has made me confident as a person on what I want to pursue in the future. It has also been a family to me, teachers and peers alike, and changed my life. I loved being at AIE, and am happy to watch the

teachers grow the industry locally all across campus in the future.

"The best aspects for me were the hands on approach which is the main teaching philosophy of AIE. This particularly suits my style of learning as I need to be actively engaged in what I am learning.

"Being immersed in a practical study environment, learning various industry-relevant software, receiving helpful feedback and learning how to implement it in the work, having a teacher who is passionate about what he does and encourages us to challenge ourselves and develop our skills, the direction we were able to take our projects"

"Although I have Autism and Anxiety disorders, I was never anxious during my time at the AIE, and I put that down to the amazing teachers I had during the year!"

"Very practical and hands on, especially the simulated studio environment is good for getting used to a studio workflow. learned a lot and I feel as though I know how I would be able to continue learning and building on my skills".

""The teachers in the design stream knew what they were doing and always willing to lend a hand and give their input and experience. I have learned a range of skills that not only prepare me for the games industry, but for other industries as well."

""Training had good connections within the relevant industry. There were plenty of opportunity to reach leaders and experts within the industry through AIE."

"Learning about the ins and outs of the industry, what the standards and processes are. Developing skills regarding the industry and working with others."

"The teachers were really fun and passionate about the subjects. After each lecture the teachers would help me if I didn't get something and if I did and wanted to learn more about it they would sit down with me and express how cool that specific topic is and how much fun you can have with it. Because if this I was inspired to do more learning at home and to improve previous projects."

"The course was set up so that assessments tasks were directly related to content expected in the workplace".

Overall, less than 10% of survey respondents indicated their disagreement with any of

Section 3   Improvement actions
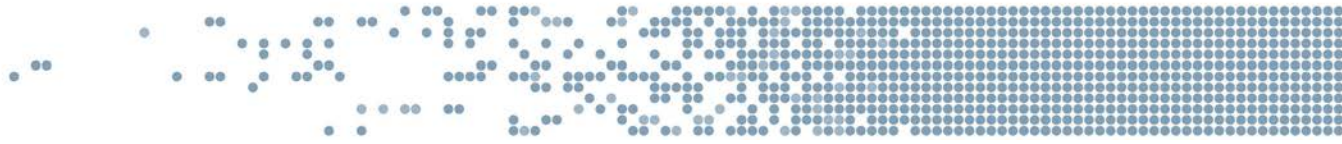
What preventive or corrective actions have you implemented in response to the feedback?

Information of the survey will be distributed to Heads of School, Facilities Managers, Teachers and administration staff. Where relevant comments have been recommended for improvement, staff have included these actions in their weekly meetings. Processes and flow charts are being adjusted, trialled and implemented to meet the needs of the student experience at AIE.

Policies have been reviewed by an external consultant and discussion with management have resulted in updating a number of policies to reflect the current student requirements for Training and Assessment that ASQA is advocating RTO's adopt as part of the student experience.

To prevent any dissatisfaction from the student experience, an internal staff curriculum and development conference has been organised so that management and relevant staff can customise and adjust their delivery and assessment methods to meet the needs of the students.

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

These actions will be monitored through the Academic Management team including the CEO and Heads of Faculty in conjunction with Heads of School.

Monitoring processes occur through weekly Academic Management meetings.

Student surveys held early in each course and mid term through longer courses create further avenues for feedback.

In early 2019 a compliance consultant was engaged to perform an internal audit of AIE's systems and processes to quality assure AIE's internal processes and recommend further improvement actions.