



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	322 according to the register	508	63%
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)

35% of survey respondents were Diploma students and 29% were Advanced Diploma students. The remaining respondents were a mixture of Certificate II, III, Graduate Diploma and other or unknown. Approximately 54% identified their broad field of study as Creative Arts and 32% as Information Technology. This is similar to the previous two years, in that it represents a broad response rate from AIE's four key discipline areas (Game Art, Design and Production, Game Programming and Film VFX).

AIE does not have any currently employed students, who are also studying, apart from a few on vocational placements. Consequently, whilst AIE does not conduct formal employer surveys via the Employer Questionnaire, AIE does source employer feedback through Industry Advisory Board meetings for each campus, alumni feedback, numerous interactions at Industry events and, through its own trainers, who also continue to combine training at AIE with working in industry.



Section 2 Survey information feedback

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

The expected findings were in all areas.

There were no unexpected findings from the feedback areas. Generally the findings from the feedback survey were very positive.

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

AIE performed strongly in each of the matrix questions.

Over 97% of respondents agreed or strongly agreed that:

- they developed the skills expected from the training,
- identified ways to build on their current knowledge and skills,
- the training focused on relevant skills,
- the training organisation staff respected learners' background and needs; and
- that enough material was given to keep up the learner's interest.

Responses to matrix questions indicated that areas most in need of improvement were:

- knowing the standards expected of learners (88% agreed or strongly agreed)
- learning to plan and manage individual work (89% agreed or strongly agreed) and
- the provision of up-to-date equipment, facilities and materials (89% agreed or strongly agreed).

The above sentiments were reinforced through additional improvement feedback received from students regarding ASPECTS MOST IN NEED OF IMPROVEMENT and also through students highlighting many features as BEST ASPECTS of the training. Some of the highlights included the below feedback:

"Safe, positive learning environment, helpful advice and instructions, freedom to contribute to Projects".

"I've seen vast improvements in my skills before and after the course. An international company contacted me and asked for my freelance service which is definitely a good sign!"

"The best aspects of the training were the equal and interesting mix of both theory lessons in class while still having a mix of practical, hands on activities and assessments where we were able to make our own games".

"Industry professionals and the course being tailored to industry standards".



“The best aspects of the training were the assessments we were given to do, because they were engaging and fun. The best assessment was the final production as we got to work as if we were in the industry”.

“The trainers were amazing and very helpful especially when thrown the curve ball of 2020.”

“I learned a lot during this course both with technical skills and learning to work with people in an industry environment. Teachers were supportive and always down to have a chat if need be about schoolwork or personal issues”.

“The variety of content and the passions of teachers. The passion for game development and film making is infectious at AIE”.

“Developing a work ethic, and the tough but fair nature”.

“Learning professional workflows, which cannot be picked up from online. This includes structuring project plans, organising workloads and file assortment”.

“Teachers/Trainers are clearly passionate about their respective subjects, and it makes a positive effect on classes and campus environments to have teachers who actually want to be teaching what they do. All teachers are open to questions about working in the industry and are helpful in finding employment. Teachers were understanding of my personal setbacks and assisted me accordingly”.

“Teachers had extensive knowledge in their respective fields - Head office seems to care about wellbeing of students”.

“Being able to learn new skills then implementing them into an activity or project and being able to expand on what we learnt”.

“The trainer's experience / knowledge. Was learning from someone who really understands the industry, how it works, and what it takes to be a part of it”.

“I received knowledge and advice from people who have worked in the industry, and was taught in a way that replicated a workplace environment”.

“The best aspects of the training were the resources that the teachers offered. From extra



training or things that could be looked up the teachers provided great resources that allowed us to learn more on our own. I also enjoyed the fact AIE offered more connections to people in industry”.

“The one on one interaction and how much all teachers went out of their way to help everyone individually. I loved how well the course really got us to know all the skills we needed to move forward and to aim big rather than to settle in our careers”.

“I appreciated how easy it was to further expand on the skills introduced to me through the training. I really enjoyed the major assessments and working in a team. I like the amount of focus that this course has placed onto getting our portfolios and resumes sorted, as well as providing us with a lot of information regarding the industry and presenting us with opportunities. These factors have made it much less frightening to enter the industry. I appreciate the range of subjects that we explored, allowing me to go further into them in my own time”.

“A lot of what the course provided was relevant and even at this stage, you can easily find some basic contract work and be able to understand workflows that also work in the real world. If anything, this is better than a university course, and something worth paying for”.

“Having a teacher who is passionate about sharing their knowledge and experience with students, who is supportive and encouraging of their students to achieve their best, and goes above and beyond to help their students. Makes a huge positive difference when you have a teacher that cares this much about their students' wellbeing and performance”.

“Learning environment helped foster stronger learning experiences and made for a fun time and easier learning Encouragement to network makes for good preparation for industry Encouragement to work with other disciplines helped let us understand how every moving part works in the industry”.

Section 3 Improvement actions

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

AIE has expanded trainer engagement with the introduction of Curriculum Summits that address updated information from Industry Advisory Boards and Industry consultation twice a year. Our Heads of Faculty, responsible



for the development of the course resources and assessment address updated UoC changes and the introduction of new UoC. Discussion as a team from ALL campuses gives the trainers new ideas and the ability to have input into the further development of our materials. We have noticed that LLN is needed to be addressed from the examination of student assessments, and feedback from Industry. AIE implemented and engaged a new provider for testing and developing resources to assist learners who need this support. This was important during a time when learners were challenged by a new delivery method due to the world wide pandemic. Our training and assessment materials and related documents undertook a thorough desk-top audit to identify consistency over all campuses. In particular, to ensure learner outcomes reflected the current feedback from Industry and further education. Adjustments to learning materials were addressed to meet the needs of our face-to-face and on-line learners.

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

AIE conduct Industry showcase evenings where learners have the opportunity to present their portfolio's either within their class team or individually. This allow learners to have the opportunity for employment and further training opportunities. AIE identifies on our student database those who have gained employment through this effective method of engagement with industry. We are monitoring learner LLN engagement through feedback from our trainers and Heads of School. Where needed, further learning materials are developed and contextualised to meet the learner outcome.