



Overview of evaluation methodology – AMEP New Business Model (NBM)

Introduction

Social Compass has developed a mixed quantitative and qualitative methodology for the evaluation of the AMEP NBM. It will consist of five phases each with tight timeframes given the completion date of May 2019. Social Compass will work closely with the relevant stakeholders to capture in-depth information on clients, contextual and program factors that facilitate or hinder successful implementation.

Analysis of program data and a submissions process will allow an assessment of the NBM from a national perspective. This will be complemented by eight case studies. The case studies will allow an in-depth place-based analysis of the NBM in diverse geographic contexts. The inclusion of the voices of the clients of the AMEP program through focus groups is central to the evaluation design.

Phase One: Project establishment – January 2019

During this phase, Social Compass will finalise the evaluation methodology with the Department, review existing AMEP documentation, and obtain necessary ethics approvals.

Phase Two: Program data analysis – February 2019

Outcomes for clients against the AMEP key performance indicators of participation, attainment, and accuracy of assessment will be examined by service provider and region. Secondly, a more nuanced analysis of the AMEP quantitative data will assess how effective AMEP is for different client sub-groups (for example, age, gender, ethnicity, visa type, and level of education.).

Phase Three: Call for submissions – February – March 2019

Given the national focus of the evaluation, and the tight timeframes, a call for submissions from key stakeholders will be employed to allow stakeholders from all 58 contract regions to have a say in the evaluation.

Phase Four: Case study development – February – March 2019

The high-level program data analysis (Phase 2) will be contextualised through the implementation of a case study methodology in seven distinct contract regions as well as a case study of distance learning. This phase will include interviews with key stakeholders, focus groups with clients, the development of a teacher survey and triangulated with AMEP program data for that region.

Research teams of two staff will spend up to a week in each case study site undertaking stakeholder interviews and conducting focus groups. Significant preparation is expected to set up focus groups in consultation with key stakeholders. Stakeholder interviews will be preceded by a short 10 minute on-line survey and expected to last between 40-50 minutes. Focus groups may take between 60-90 minutes. The teacher survey will be about 15-20 minutes.

Note: The case study stakeholder interviews will be complemented with stakeholder interviews with service providers who are not part of the case studies, as well as other key national stakeholders.

Phase Five: Data analysis, synthesis of findings and report writing – April – May 2019

Social Compass will develop evaluation findings and recommendations based on the analysis of the data. An Advisory Committee chaired by the Department and consisting of Service Providers, government, and community stakeholders will provide feedback on the preliminary findings of the evaluation prior to the report being finalised.

Social Compass – February 2019