Victorian Employer Skills and Training Survey 2017

Arts and Recreation Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey in 2017*. Of these, 361 were from the Arts and Recreation Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment.

The statistics below reflect the experience of employers in the Arts and Recreation Services industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

Businesses found that a lack of skills had a medium impact on workplace productivity.

**High impact**

Arts and Recreation Services: 27%

Victoria: 28%

**Medium impact**

Arts and Recreation Services: 49%

Victoria: 53%

**Low impact**

Arts and Recreation Services: 24%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase workload for other staff, create an inability to meet customer needs, and result in poorer quality service/products.

**Increased workload for other staff**

Arts and Recreation Services: 88%

Victoria: 61%

**Poorer quality of service/products**

Arts and Recreation Services: 69%

Victoria: 38%

**Inability to meet customer needs**

Arts and Recreation Services: 30%

Victoria: 39%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills.

A third of employers saw the need to improve the skills of existing staff.

Finding people with the right skills

Arts and Recreation Services: 52%

Victoria: 53%

Finding job ready candidates

Arts and Recreation Services: 35%

Victoria: 33%

Training staff to keep skills up to date

Arts and Recreation Services: 33%

Victoria: 27%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required experience and technical skills.

Agreed roles were difficult to fill

Arts and Recreation Services: 47%

Victoria: 54%

**Lacked relevant experience**

Arts and Recreation Services: 54%

Victoria: 55%

**Few applicants**

Arts and Recreation Services: 51%

Victoria: 46%

**Lacked technical / job specific skills**

Arts and Recreation Services: 45%

Victoria: 50%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Arts and Recreation Services: 29%

Victoria: 24%

Businesses lack the skills they need today

Arts and Recreation Services: 7%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Arts and Recreation Services: 61%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

Almost two thirds of employers identify technical and job specific skills are needed or will be lacking in the next 12 months.

**Technical / job specific skills**

Arts and Recreation Services: 64%

Victoria: 69%

**Management / leadership skills**

Arts and Recreation Services: 55%

Victoria: 40%

**Customer services skills**

Arts and Recreation Services: 43%

Victoria: 33%

**Training**

**Employers access to training**

Employers supported staff training in 2016

Arts and Recreation Services: 72%

Victoria: 63%

Employers mainly used industry associations and private training providers to deliver their training in 2016.

**Industry associations**

Arts and Recreation Services: 53%

Victoria: 48%

**Private training providers**

Arts and Recreation Services: 50%

Victoria: 50%

**TAFE**

Arts and Recreation Services: 14%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Arts and Recreation Services: 69%

Victoria: 75%

Positive impact on productivity

Arts and Recreation Services: 63%

Victoria: 72%

Trained staff are more valuable to the workplace

Arts and Recreation Services: 84%

Victoria: 86%

Quality of provider training was high

Arts and Recreation Services: 78%

Victoria: 79%