

Victorian Employer Skills and Training Survey 2017

Administrative and Support Services

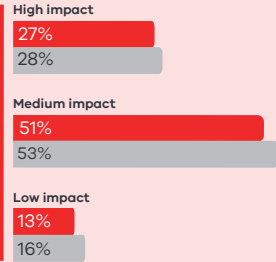
Over 12,100 employers responded to the training and skills component of the *Victorian Employer Satisfaction and Skills Survey in 2017*. Of these, 816 were from the Administrative and Support Services industry. Employers report that skills are important to productivity, but many are facing challenges 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 Administrative and Support Services industry compared to the overall Victorian average.

Skills are important to productivity



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



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 a loss of business to competitors.



Managing the skills of the workforce

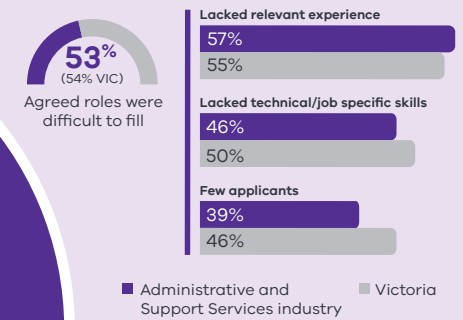
Employers reported that recruitment was challenging due to candidates not having the required skills.

Over a quarter of employers saw the need to improve the skills of existing staff.

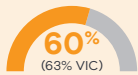


Recruitment challenges

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

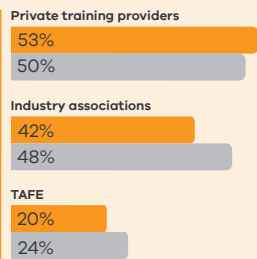


Employers' access to training



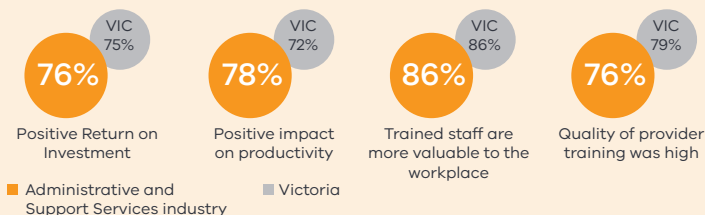
Employers supported staff training in 2016

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



Training contribution and quality

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



Skills needed now and for the future



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.

