Victorian Employer Skills and Training Survey 2017

Metropolitan Melbourne

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 7,603 were from the Metropolitan Melbourne. Employers report that skills are important to productivity, but over half are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are expected to continue into the future. However, a high proportion of employers that accessed training to improve the skills of their workforce, report improved productivity, a positive return on investment and improved value of staff in the workplace.

The statistics below reflect the experience of employers in Metropolitan Melbourne compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Metropolitan Melbourne: 30%

Victoria: 28%

**Medium impact**

Metropolitan Melbourne: 53%

Victoria: 53%

**Low impact**

Metropolitan Melbourne: 14%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase operating costs, result in an inability to meet customer needs and increase the workload for other staff.

**Increased workload for other staff**

Metropolitan Melbourne: 59%

Victoria: 61%

**Increased operating costs**

Metropolitan Melbourne: 43%

Victoria: 44%

**Inability to meet customer needs**

Metropolitan Melbourne: 39%

Victoria: 39%

**Challenges**

**Managing the skills of the workforce**

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

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

Finding people with the right skills

Metropolitan Melbourne: 53%

Victoria: 53%

Finding job ready candidates

Metropolitan Melbourne: 33%

Victoria: 33%

Training staff to keep skills up to date

Metropolitan Melbourne: 27%

Victoria: 27%

**Recruitment challenges**

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

Agreed roles were difficult to fill

Metropolitan Melbourne: 54%

Victoria: 54%

**Lacked relevant experience**

Metropolitan Melbourne: 57%

Victoria: 55%

**Lacked technical / job specific skills**

Metropolitan Melbourne: 52%

Victoria: 50%

**Few applicants**

Metropolitan Melbourne: 43%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Metropolitan Melbourne: 24%

Victoria: 24%

Businesses lack the skills they need today

Metropolitan Melbourne: 10%

Victoria: 9%

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

Metropolitan Melbourne: 61%

Victoria: 61%

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

Over 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**

Metropolitan Melbourne: 68%

Victoria: 69%

**Management / leadership skills**

Metropolitan Melbourne: 41%

Victoria: 40%

**Problem solving skills**

Metropolitan Melbourne: 35%

Victoria: 35%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Metropolitan Melbourne: 64%

Victoria: 63%

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

**Private training providers**

Metropolitan Melbourne: 51%

Victoria: 50%

**Industry associations**

Metropolitan Melbourne: 49%

Victoria: 48%

**TAFE**

Metropolitan Melbourne: 22%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Metropolitan Melbourne: 76%

Victoria: 75%

Positive impact on productivity

Metropolitan Melbourne: 73%

Victoria: 72%

Trained staff are more valuable to the workplace

Metropolitan Melbourne: 87%

Victoria: 86%

Quality of provider training was high

Metropolitan Melbourne: 79%

Victoria: 79%