Victorian Employer Skills and Training Survey 2017

Professional, Scientific and Technical Services

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 1,282 were from the Professional, Scientific and Technical Services industries. 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 Professional, Scientific and Technical Services industries compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Professional, Scientific and Technical Services: 42%

Victoria: 28%

**Medium impact**

Professional, Scientific and Technical Services: 42%

Victoria: 53%

**Low impact**

Professional, Scientific and Technical Services: 15%

Victoria: 16%

**Impact of insufficient workforce skills**

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

**Increased workload for other staff**

Professional, Scientific and Technical Services: 67%

Victoria: 61%

**Inability to meet customer needs**

Professional, Scientific and Technical Services: 52%

Victoria: 39%

**Poorer quality of service/products**

Professional, Scientific and Technical Services: 41%

Victoria: 38%

**Challenges**

**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.

Finding people with the right skills

Professional, Scientific and Technical Services: 51%

Victoria: 53%

Keeping pace with advancing technology

Professional, Scientific and Technical Services: 29%

Victoria: 22%

Training staff to keep skills up to date

Professional, Scientific and Technical Services: 28%

Victoria: 27%

**Recruitment challenges**

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

Agreed roles were difficult to fill

Professional, Scientific and Technical Services: 54%

Victoria: 54%

**Lacked relevant experience**

Professional, Scientific and Technical Services: 52%

Victoria: 55%

**Lacked technical / job specific skills**

Professional, Scientific and Technical Services: 51%

Victoria: 50%

**Few applicants**

Professional, Scientific and Technical Services: 48%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Professional, Scientific and Technical Services: 29%

Victoria: 24%

Businesses lack the skills they need today

Professional, Scientific and Technical Services: 10%

Victoria: 9%

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

Professional, Scientific and Technical Services: 58%

Victoria: 61%

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

The majority of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Professional, Scientific and Technical Services: 75%

Victoria: 69%

**IT / computer skills**

Professional, Scientific and Technical Services: 42%

Victoria: 33%

**Management / leadership skills**

Professional, Scientific and Technical Services: 33%

Victoria: 40%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Professional, Scientific and Technical Services: 71%

Victoria: 63%

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

**Industry associations**

Professional, Scientific and Technical Services: 59%

Victoria: 48%

**Private training providers**

Professional, Scientific and Technical Services: 47%

Victoria: 50%

**TAFE**

Professional, Scientific and Technical Services: 13%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Professional, Scientific and Technical Services: 73%

Victoria: 75%

Positive impact on productivity

Professional, Scientific and Technical Services: 69%

Victoria: 72%

Trained staff are more valuable to the workplace

Professional, Scientific and Technical Services: 86%

Victoria: 86%

Quality of provider training was high

Professional, Scientific and Technical Services: 74%

Victoria: 79%