Victorian Employer Skills and Training Survey 2017

Rental, Hiring and Real Estate

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 436 were from the Rental, Hiring and Real Estate 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 Rental, Hiring and Real Estate industries 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**

Rental, Hiring and Victoria Real Estate: 20%

Victoria: 28%

**Medium impact**

Rental, Hiring and Victoria Real Estate: 44%

Victoria: 53%

**Low impact**

Rental, Hiring and Victoria Real Estate: 33%

Victoria: 16%

**Impact of insufficient workforce skills**

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

**Increased workload for other staff**

Rental, Hiring and Victoria Real Estate: 54%

Victoria: 61%

**Increased operating costs**

Rental, Hiring and Victoria Real Estate: 49%

Victoria: 44%

**Inability to meet customer needs**

Rental, Hiring and Victoria Real Estate: 37%

Victoria: 39%

**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

Rental, Hiring and Real Estate: 53%

Victoria: 53%

Finding job ready candidates

Rental, Hiring and Real Estate: 29%

Victoria: 33%

Training staff to keep skills up to date

Rental, Hiring and Real Estate: 26%

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

Rental, Hiring and Real Estate: 51%

Victoria: 54%

**Lacked relevant experience**

Rental, Hiring and Real Estate: 63%

Victoria: 55%

**Lacked technical / job specific skills**

Rental, Hiring and Real Estate: 54%

Victoria: 50%

**Few applicants**

Rental, Hiring and Real Estate: 39%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Rental, Hiring and Real Estate: 23%

Victoria: 24%

Businesses lack the skills they need today

Rental, Hiring and Real Estate: 8%

Victoria: 9%

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

Rental, Hiring and Real Estate: 65%

Victoria: 61%

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

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

**Technical / job specific skills**

Rental, Hiring and Real Estate: 64%

Victoria: 69%

**Management / leadership skills**

Rental, Hiring and Real Estate: 43%

Victoria: 40%

**Problem solving skills**

Rental, Hiring and Real Estate: 42%

Victoria: 35%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Rental, Hiring and Real Estate: 75%

Victoria: 63%

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

**Industry associations**

Rental, Hiring and Real Estate: 59%

Victoria: 48%

**Private training providers**

Rental, Hiring and Real Estate: 45%

Victoria: 50%

**TAFE**

Rental, Hiring and Real Estate: 9%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Rental, Hiring and Real Estate: 74%

Victoria: 75%

Positive impact on productivity

Rental, Hiring and Real Estate: 72%

Victoria: 72%

Trainers had a good knowledge of our industry

Rental, Hiring and Real Estate: 83%

Victoria: 82%

Quality of provider training was high

Rental, Hiring and Real Estate: 78%

Victoria: 79%