Victorian Employer Skills and Training Survey 2017

## Western Metro

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 2,420 were from the Western Metro region. 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 from the Western Metro region 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**

Western Metro Region: 28%

Victoria: 28%

**Medium impact**

Western Metro Region: 57%

Victoria: 53%

**Low impact**

Western Metro Region: 11%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, affect operating costs and result in poorer quality of service/products.

**Increased workload for other staff**

Western Metro Region: 63%

Victoria: 61%

**Increased operating costs**

Western Metro Region: 47%

Victoria: 44%

**Poorer quality of service/products**

Western Metro Region: 37%

Victoria: 38%

**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.

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

Finding people with the right skills

Western Metro Region: 54%

Victoria: 53%

Finding job ready candidates

Western Metro Region: 33%

Victoria: 33%

Training staff to keep skills up to date

Western Metro Region: 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

Western Metro Region: 56%

Victoria: 54%

**Lacked relevant experience**

Western Metro Region: 58%

Victoria: 55%

**Lacked technical / job specific skills**

Western Metro Region: 54%

Victoria: 50%

**Few applicants**

Western Metro Region: 41%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

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

Western Metro Region: 25%

Victoria: 24%

Businesses lack the skills they need today

Western Metro Region: 10%

Victoria: 9%

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

Western Metro Region: 60%

Victoria: 61%

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

Nearly 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**

Western Metro Region: 65%

Victoria: 69%

**Management / leadership skills**

Western Metro Region: 42%

Victoria: 40%

**Customer service skills**

Western Metro Region: 33%

Victoria: 33%

**Training**

**Employers’ access to training**

Employers supported staff training in 2016

Western Metro Region: 66%

Victoria: 63%

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

**Private training providers**

Western Metro Region: 53%

Victoria: 50%

**Industry associations**

Western Metro Region: 52%

Victoria: 48%

**TAFE**

Western Metro Region: 16%

Victoria: 24%

**Training contribution and quality**

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

Positive Return on Investment

Western Metro Region: 77%

Victoria: 75%

Positive impact on productivity

Western Metro Region: 74%

Victoria: 72%

Trained staff are more valuable to the workplace

Western Metro Region: 86%

Victoria: 86%

Quality of provider training was high

Western Metro Region: 78%

Victoria: 79%