# 2018 VICTORIAN EMPLOYER SATISFACTION AND SKILLS SURVEY

## About your organisation

We would like to start with a few questions about your workplace.

1. How many people are employed at your workplace? Please include full time, part time and casual employees. Please exclude owners of the business.

Please select one option below:

* None (other than business owners)
* 1-4
* 5-19
* 20-99
* 100-199
* 200+
* Don’t know

If you ticked ‘None’ at question 1, go to question 11. Otherwise continue.

1. During 2017, did any of your employees do any of the following types of training?

Please select one option below, either “Yes”, “No” or “Don’t know”

* Apprenticeships
* Traineeships

\*Note: A traineeship involves a formal training contract between the employer and the trainee.

If yes to any of question 2, go to question 3. If no or don’t know to both, go to question 11.

1. Was this with <<insert name of RTO>>? (If no, what was the name of the training provider that delivered training to the largest number of your apprentice(s)/trainee(s) in 2017?)

Please select one option below:

* Yes
* No (please specify) – Free text
* Don’t know

If you ticked ‘Don’t know’ at question 3, go to question 11. Otherwise continue.

## SATISFACTION WITH TRAINING

The next few questions are about your level of satisfaction with the training provided to your apprentice(s)/trainee(s) by << insert name of RTO >> in 2017, or the training provider you named in Question 3.

1. For your apprentice(s)/trainee(s), how satisfied are you that the training they received improved their:

Please tick one box per row from “Highly Dissatisfied”, “Dissatisfied”, “Neither satisfied nor Dissatisfied”, “Satisfied”, “Highly Satisfied” or “Not applicable”

* Technical / job specific skills
* Problem solving skills
* Decision-making skills
* Teamwork skills
* Numeracy skills
* Writing skills
* IT/computer skills
* Confidence and initiative

1. To what extent do you agree or disagree with the following statements? The training provided to my apprentice(s)/trainee(s) …

Please tick one box per row from “Strongly disagree”, “Disagree”, “Neither agree nor disagree”, “Agree”, “Highly agree” or “Not applicable”

* Improved their skills to do the job well
* Improved their productivity
* Reflected up-to-date practices in my industry/sector
* Was delivered by knowledgeable and experienced staff

1. Overall, how satisfied are you with the training that your apprentice(s)/trainee(s) received from your training provider?

Please tick one box only

* Very Dissatisfied
* Dissatisfied
* Neither satisfied nor Dissatisfied
* Satisfied
* Very Satisfied
* Don’t know

1. How likely are you to recommend your training provider to other employers?

Please tick one box only

* Very unlikely
* Unlikely
* Neither likely nor unlikely
* Likely
* Very likely
* Don’t know

7B. What is the key reason for your response to Question 7?

## FEEDBACK ON TRAINING PROVIDER

The next few questions seek your views about different aspects of the training provided to your apprentice(s)/trainee(s) by << insert name of RTO >> in 2017, or the training provider you named in Question 3.

1. What was your main reason for choosing your training provider?

* Location of training provider
* Familiarity with this training provider
* Reputation of training provider
* Recommended to me by friends, colleagues or employees
* Approached by training provider
* Own research, including looking at Victorian government information
* Other (Please specify)
* Don’t know

1. Regarding your experience with your training provider, how satisfied were you with…?

Please tick one box per row from “Highly Dissatisfied”, “Dissatisfied”, “Neither satisfied nor Dissatisfied”, “Satisfied”, “Highly Satisfied” or “Not applicable”

* Their flexibility in developing the Training Plan\* to meet your workplace needs
* The standard of assessment
* The quality of your communication with the training provider

\*Note: A Training Plan is a signed contract between an employer, apprentice/trainee, and RTO. The plan details what training will be delivered and when.

1. How satisfied were you with the following aspects of communication with your training provider?

Please tick one box per row from “Highly Dissatisfied”, “Dissatisfied”, “Neither satisfied nor Dissatisfied”, “Satisfied”, “Highly Satisfied” or “Not applicable”

* Keeping in touch with you throughout the training
* Making clear the roles and responsibilities of the training provider and the employer
* Regular updates about the progress of your apprentice(s)/trainee(s)
* Adequate information on Competency Based Completion (CBC)

## ANYTHING ELSE YOU WANT TO TELL US

1. Is there any further feedback you would like to provide regarding your experience with your training provider OR with the vocational education system in Victoria in general?

Text field

1. If needed, and depending on your availability, would you be willing to provide your details to be invited to participate in further research on skills issues in the future?

* Yes (Please provide details below)
* No

Your Details

* Full name
* Job title
* Phone
* Email

## THAT IS THE END OF THE SURVEY - THANK YOU

This market research is carried out in compliance with the Privacy and Data Protection Act 2014 (Vic). The information you provided will be used to inform further government training policies and help to evaluate, monitor and strengthen the quality of the Victorian training and TAFE system.

Please return this survey to Wallis at Reply Paid 86654, Cremorne 3121, using the reply paid envelope provided.