The Satisfaction Component of the Employer Satisfaction and Skills Survey provides an overview of how satisfied employers of apprentices and trainees are with the training provided by Registered Training Organisations (RTOs). It also explores satisfaction with skills improvement, teaching and training quality, and RTO engagement.

In 2017, the survey targeted around 30,000 employers of apprentices and trainees. About one in three employers responded to the survey, thus providing the Department with a strong evidence base from which measures that underpin employer choice of RTOs are constructed.

The statistics below reflect the satisfaction of employers of apprentices and trainees with selected aspects of their training experience in 2016.

**Victoria**

- Employers of apprentices and trainees were satisfied with training provided by their RTO: **77%**
- Employers would recommend their RTO to others: **72%**

**Improvement in Skills**
- Confidence and Initiative: **77%**
- Technical Skills: **79%**
- Teamwork: **76%**

**Training and Teaching**
- Teaching staff were knowledgeable and experienced: **80%**
- Training delivery options were flexible: **77%**
- Training reflected up-to-date practices: **76%**

**Communication**
- Involved in preparing the training plan: **67%**
- RTO kept in touch throughout training: **66%**
- Roles and responsibilities were clear: **71%**