



## HOW DO YOU MEET YOUR SKILL NEEDS?

### A survey of Australian employers

- Do your employees have the skills you require?
- Do you use training to improve your employees' skills?
- Are you satisfied with the training your employees receive?
- Has COVID-19 changed your training needs?

### What do we want to know?

This survey is designed to identify how employers meet their skill needs. We want to know how your organisation employs and trains staff, and how effective training is at meeting your skill needs.

We will ask questions about whether:

- your organisation employs people or has jobs that require formal vocational qualifications
- your organisation has apprentices or trainees
- your employees have undertaken any nationally recognised training, or unaccredited training
- you are satisfied with the relevance and quality of that training
- COVID-19 changed your training needs and future training plans.

## Definitions used in the survey



### Formal vocational qualifications as a job requirement

These are qualifications that are nationally recognised and **were required** by the employee for their job. They are delivered by registered training organisations such as TAFE institutes, private providers and vocational divisions of universities.

#### Includes

- traditional qualifications such as electrician or welder
- advanced diploma, diplomas, certificates I, II, III and IV.

#### Examples include

- Diploma of Business Administration
- Certificate IV in Retail Management
- Certificate III in Hairdressing
- Certificate III in Plumbing
- Certificate II in Hospitality.

#### Excludes

- senior secondary certificates of education (Year 12)
- higher education qualifications such as bachelor or higher degrees
- **current** apprentices and trainees - these are covered separately.



### Apprenticeships and traineeships

These are people with a **formal training contract** with their employer.

The training they undertake as part of their apprenticeship or traineeship is nationally recognised.

#### Includes

- people hired in **trade** areas such as electrical, automotive and hairdressing
- people hired in **non-trade** areas such as tourism and hospitality, information technology, business administration, and health
- people still at school in a school-based apprenticeship
- existing workers undertaking an apprenticeship or traineeship in their current workplace.

#### Excludes

- employees who have previously completed their apprenticeship or traineeship.



## Nationally recognised training

This type of training leads to vocational qualifications and credentials that are recognised across Australia. It includes the following:

- accredited qualifications and courses
- training package qualifications and skill sets
- units of competency (subjects) and accredited modules.

It also includes training used for employees to meet regulatory or licencing requirements. Examples include first aid training, responsible service of alcohol training, infection control training, and white card training.

All nationally recognised training is listed on the National Training Register ([training.gov.au](http://training.gov.au)) and only registered training organisations (RTOs) can deliver this type of training and issue nationally recognised qualifications or statements of attainment on the full or partial completion of the training.

### Excludes

- apprenticeships and traineeships as these are covered separately
- training and certifications that may be recognised by your industry, but are not part of the Australian vocational education and training sector - for example Microsoft and Cisco, which are typically product-specific certifications
- higher education qualifications such as bachelor or higher degrees.



## Unaccredited training

This is training that is **structured but is not** nationally recognised training.

The training activity **must have a specified content or predetermined plan** designed to develop employment-related skills and competencies.

### Examples include

- product- or service-specific courses (such as Certified Novell Engineer, advanced Excel)
- workshops or specific organisation related courses; e.g. project management courses, how to deal with customer complaints; management and leadership training
- industry-specific or technical training not recognised nationally.

### Excludes

- formal vocational qualifications and nationally recognised training, including apprenticeships and traineeships
- higher education qualifications such as bachelor or higher degrees.

## Informal or ad-hoc training

This is training that is **unstructured and does not lead to any form of qualification**. It has no set plan and tends to occur on-the-job.

This can include self-directed study using manuals or software, mentoring or learning from a colleague.

## About the survey

### How long will the survey take?

The survey will take an average of 10 minutes to complete online or over the phone.

### Who should complete the survey?

The survey should be completed by the person responsible for employing and arranging training for staff in your organisation. It is important that the results represent all organisations, not just those providing training.

### Do you have to participate?

Participating in the survey is voluntary. However, to get a clear picture of the ways Australian employers meet their skill needs, we need as many organisations to respond as possible.

### Confidentiality

All information you provide will remain confidential and only summary responses will be reported. The information you provide will not be used for any other purpose. NCVER operates in accordance with the Australian Privacy Principles.

## Who's who

### Funded by



Australian Government

Department of Education, Skills and Employment

### Department of Education, Skills and Employment

The government department funding the survey. They will use the results to develop government policy to better help employers and industry.

wallis.

### Wallis Social Research

The company that will contact you to collect information about your skill needs and training in your workplace.



### National Centre for Vocational Education Research

The company that manages the research, analysis and reporting of the survey. They provide information to governments, the training sector, industry and the community.

## For more information

### Freecall

**1800 113 444**

(standard charges apply for mobile phones)

### About the survey:

[www.ncver.edu.au/employerviews/faq.html](http://www.ncver.edu.au/employerviews/faq.html)

### Results from previous survey:

[www.ncver.edu.au/employerviews](http://www.ncver.edu.au/employerviews)