

**A SURVEY OF
AUSTRALIAN EMPLOYERS USE AND VIEWS
OF THE VET SYSTEM (2021)
CATI / ONLINE QUESTIONNAIRE FINAL (WG4787)**

QUESTIONNAIRE TOPICS

Section S	Screening
Section A	Organisational characteristics
Section C	Skill needs / Formal vocational qualifications
Section D	Training requirements
Section E	Apprenticeships and Traineeships
Section F	Nationally recognised training
Section G	Unaccredited training courses
Section K	COVID-related questions
Section H	Anything further

HOVER TEXT INSTRUCTIONS (CAWI ONLY):

When the following appears within the survey, produce the provided text in a hovering box:

Text	Hovering Text to Appear	Questions Appearing
Informal	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.	D4a
Unaccredited training	This is training that is structured but does not lead to a nationally recognised qualification . The training activity must have a specified content or predetermined plan designed to develop employment-related skills and competencies. Examples include: <ul style="list-style-type: none"> • 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 • industry-specific or technical training 	D3a, PRE G1, G3, G4, G5, G7, G10
Formal vocational qualifications	Formal vocational qualifications include trade qualifications (e.g. Diploma of Community Welfare Work, Certificate IV in Retail Management, plumbing, electrician etc.). Formal vocational qualifications can be from a TAFE, from a private training provider or from a vocational division of a university, but do not include higher education qualifications such as Bachelors degrees.	C1A, C2, C5, C6.
Apprenticeships and traineeships	People with a formal training contract with their employer. The training they undertake as part of their apprenticeship or traineeship is nationally recognised.	PRE D1, D1, D1b, D1c, D1d, D2a, PRE E2a, E2a,

	This includes: people hired in trade areas and non-trade areas, and people still at school in school-based apprenticeship. This excludes employees who have previously completed their apprenticeship or traineeship.	E2c, E2d, E2e. E3f, E4, E6, E6z, E7, E8, PRE F1.
Nationally recognised training	This is a course or qualification developed under the Australian Qualifications Framework (AQF) and is delivered by a registered training organisation (RTO). The qualifications gained are recognised across Australia and by all other RTOs.	PRE D2a, D2c, D2d, D2e, D3a, PRE F1, F3, F6, F7, F8z, F9, F10, PRE G1, G3, G4.
RTO	Registered training organisation. An organisation registered under the Australian Quality Training Framework (AQTF) to provide nationally recognised training.	A6,A7
Australian Quality training Framework (AQTF)	The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.	A6

Text in blue is only displayed for telephone interviewers.

Text in green is only displayed for online respondents.

Text in red represents hover text for online respondents.

SECTION S: Screening

CATI INTRODUCTION:

Good (morning/ afternoon). I am calling to conduct a survey on behalf of the Department of Education, Skills and Employment. May I please speak to **[NAME]** ? (IF NECESSARY: Ask to speak to the most senior Human Resources/ Training manager. If no HR manager, then ask for the General Manager/ CEO)

IF NECESSARY ADD:

A letter was recently sent, addressed to **[NAME]** of (**COMPANY NAME**) from the Department and NCVER, informing you that we would be calling. We need to speak to the person who would be best suited to answer questions in relation to staff training and development for the organisation in (**STATE**).

REINTRODUCE AS NECESSARY

TIMESTAMP

Hello I'm (...) from Wallis Social Research. We're conducting a national study on behalf of the Government into staff training and development. A letter was recently sent, addressed to **[NAME]** of (**COMPANY NAME**) in (**STATE**) from the Department of Education, Skills and Employment and NCVER, informing you that we would be calling, as well as providing a link to complete the survey online.

The survey is voluntary and strictly confidential. It takes about 10 minutes on average. We got your name/telephone number/contact details from a commercial business register (illion). Wallis works within the Australian Privacy Act and anything you tell me will be confidential.

We recognise that it is currently a very challenging time for many Australians. With this in mind, we appreciate you sparing your time to help us. Your opinions are highly valued, particularly as we all deal with the uncertainty that Coronavirus has created.

Are you able to participate, either now or at a more convenient time? We can also send you a link to complete the survey online if you prefer that?

-	
01 Yes, I am the best person	S2
02 No, need to speak to someone else	GO TO S5 / INT05
41 No – Not available right now	MAKE APPOINTMENT
42 Email/SMS of letter requested	GO TO L1
43 Wants to do online – provide link via email or text	SEND LINK(L1)
07 Resp not available in survey period	GO TO Q88END
10 Refused to continue	GO TO Q99END
56 No employees	TERMINATE
57 Any Other Termination	GO TO Q88END
80 Try on a different number	UPDATE AND REDIAL

SEND LINK

L1 Would you like us to send that to you via email or text?

01 Email	GO TO EMAIL1
02 SMS	GO TO EMAIL1

EMAIL1 Can I please confirm your name? **IF L1=01 GO TO EMAIL2E OR IF L1=02 GO TO EMAIL2T**

INTERVIEWER: THIS IS USED FOR SMS/EMAIL – ENSURE IT IS EITHER A NAME OR Sir/Madam

EMAIL2E And your email address please?

GO TO SEND_EMAIL

EMAIL2T And your mobile number please?

GO TO SEND_TEXT

INTERVIEWER: OVERWRITE AS NECESSARY

IN-SURVEY EMAIL (SEND_EMAIL)**Subject: Survey of Australian Employers – Requested Email (ID: <<WID>>)****Sent from: seuv@wallisgroup.com.au**

Dear <NAME>,

Thank you for speaking with one of our interviewers just now regarding the Australian Government's *'How do you meet your skills needs'* survey. (Or, thanks to your colleague, if it was someone else who passed your email address along to us). As requested, please find below a link to the online version of the survey. Your feedback on staff training development in your organisation is greatly appreciated.

The National Centre for Vocational Education Research (NCVER) and Wallis Social Research (Wallis) are conducting the survey on behalf of the Australian Government Department of Education, Skills and Employment to find out how employers meet their skill needs, particularly through their interaction with the education and training system. There are also questions about how employers deal with the Coronavirus pandemic.

The survey takes about 10 minutes to complete. You were sent a brochure containing information to help you complete the survey, alternatively you can access this [here](#). A copy of the letter that was sent to your organisation is available [here](#).

To start the survey, please click the link below:

wmsr.com.au/seuv<<WID>>

We understand your work time is valuable and we appreciate your participation. One of our interviewers may contact you by phone if you are unable to complete the survey online.

Participation in the survey is voluntary and your information will remain confidential. The data you provide does not identify you in any way, and your responses are compiled anonymously. For more information, see NCVER's [Privacy Notice](#). Wallis' Privacy Policy can be viewed [here](#). Your organisation's details were obtained from a commercial business registry (illion).

If you require any assistance with the survey, contact Wallis on **1800 113 444** or email seuv@wallisgroup.com.au quoting your ID number <PIN> and the project number **4787**.

Thank you for your participation in this important study.

Regards,

SEUV Survey Team

Wallis Social Research

- 01 Continue with interview
- 02 Make an appointment
- 03 Email not received – return to detail capture
- 04 Wrong business/Wrong person – return to INT01

GO TO INT04

IN-SURVEY TEXT (SEND_TEXT)

Hi <NAME>, please go to [<<<WID>>>](https://wmsr.com.au/seuv) to complete the survey. Link to brochure: www.ncver.edu.au/employerviews/2021

- 01 Continue with interview
- 02 Make appointment

GO TO INT04

CAWI INTRODUCTION

The Department of Education, Skills and Employment would like to invite you to take part in a national study about staff training and development in your organisation.

This survey should be completed by the Manager or HR Manager or person who would be best suited to answer questions in relation to staff training and development for **[COMPANY NAME]** in **[STATE]** and should only take about **10 minutes**.

Participation is voluntary, and greatly valued. All survey responses will remain confidential.

To assist you with providing responses NCVET has prepared a brochure that provides important information for the study, including definitions for different types of training. Click [HERE](#) to open this brochure in a separate tab. You can open this brochure from any question within the survey. Simply click the [<<ICON>>](#) button at the bottom right of your screen.

[IF ACCESSING ON COMPUTER:] Definitions for key words will also be provided in 'hover text' throughout the survey.

As you move through the survey please do not use your browser "forward" and "back" buttons - instead use the buttons at the bottom of each screen.

If you are completing this survey on a mobile or tablet device, rotate your screen to a horizontal orientation.

We recognise that it is currently a very challenging time for many Australians. With this in mind, we appreciate you sparing your time to help us. Your opinions are highly valued, particularly as we all deal with the uncertainty that Coronavirus has created.

If any of the survey themes or questions make you feel distressed or uncomfortable, there is some helpline information linked below (see 'Support Services').

Blue text lets you know how the question should be answered.

To begin the survey, please select the ">>>" button below.

CAWI GO TO S7

MOBILE CHECK

IF CALLING A MOBILE NUMBER:

SAFE1: I realise I am calling you on your mobile. Is it safe for you to speak now? Can I confirm you are not driving?

(IF DRIVING OR NOT SAFE: I am happy to call you back when it is more convenient for you).

DO NOT READ OUT

- 01 Safe to take call
- 02 Not safe to take call

IF SAFE1=2 (NOT SAFE TO TAKE CALL):

MOB_APPT: Do you want me to call you back on this number or would you prefer I call back on another number?

DO NOT READ OUT

01 This number (ARRANGE CALL BACK)

02 Alternative number (RECORD ALTERNATE NUMBER AND ARRANGE CALL BACK)

S2 Do you have a copy of the letter and brochure that was sent?

01 Yes

GO TO INTRO 3 / INT04

02 No

GO TO S3

S3 If you have internet access, I can give you the website address so that you can look at the brochure and letter now, or we can email it to you and someone will call you back.

www.ncver.edu.au/employerviews/2021

01 Yes, send email/SMS with link

L1

04 That's ok, I'll do the survey anyway

GO TO PRE INTRO 3 / PREIN4

10 Refuse interview

GO TO Q99END

06 Wrong business / Wrong person

RETURN to INT01

INT03 (S4b) Thanks. **[S3 = 01, : An interviewer will be contacting you soon to conduct your interview. / S3 = 43: If we don't hear from you within the next few days an interviewer will be in touch to make sure you have received the survey.]**

INTERVIEWER: Hit return and input an appointment time

NOW GO TO INTRO 2

S5 / INT05 Could you please tell me the **name, job title and phone number** of the most appropriate person (to speak to regarding staff training and development)?

01 Yes

GO TO TEL09

02 No, Don't know

GO TO Q99END

03 No, refused to give out any details

GO TO Q99END

TEL09

Enter the 10 digit phone number here.

BOOK APPOINTMENT

INTRO 2:

Good morning/ afternoon, my name is from Wallis Social Research. We recently sent you an (email / letter) on behalf of the Department of Education, Skills and Employment and NCVET in relation to an employer survey of staff training and development. Have you received this (email / letter)?

- 01 Yes (ready to do interview by phone)
- 02 No, resend it
- 03 No, but will do interview now anyway
- 04 Refused
- 43 Yes: Prefers to complete online

GO TO INTRO 3
GO TO S4
CONTINUE
GO TO Q99END
SEND LINK

PRE-INTRO 3 / PREIN4:

That's OK. I can help you with the definitions throughout the survey. Please let me know if anything is unclear.

INTRO 3 / INT04:

The information provided for this study will be used to better understand the training practices of Australian employers, so the Australian and state and territory governments can better meet employer needs.

Participation is voluntary. All information you provide will remain strictly confidential. The interview will take approximately 10 minutes of your time, but may vary depending on your answers. May I go ahead with the survey now?

- 01 Yes
- 44 Not convenient now
- 10 Refusal
- 31 Answering machine
- 57 Any other termination

CONTINUE
MAKE APPOINTMENT
GO TO Q99END

MONITOR With your permission, the call will be recorded and may be monitored for quality control purposes. If you do not want the call to be recorded or monitored, please say so now.

- 01 Recording and monitoring allowed
- 02 Recording or monitoring NOT allowed

TIMESTAMP

CAWI ONLY

PRES7 Firstly, to ensure you qualify to participate, does your organisation have any employees?

This includes full-time, part-time and casual employees.

Please exclude contractors, people working solely on commission and owners of the business.

Note: An owner/operator is not classed as an employee, regardless of whether they pay themselves a wage.

Please select one option below:

- 01 Yes
- 02 No – the organisation does not have any employees

TERMINATE GO TO INT97

TIMESTAMP

ALL

S7 Firstly, to ensure you qualify to participate, can you please tell me whether the organisation fits into any of the following categories?

To ensure that you qualify to participate, we just need to confirm that your organisation is NOT any of the following types of organisation.

(READ OUT - MULTIPLE RESPONSE)

Please confirm that your organisation is **not** in one of the listed categories. Alternatively, please select any that apply:

FOR CAWI: MAKE THE '97' CODE VISIBLY SEPARATE

- 01 Self-employed and NOT employing any staff
- 02 Private household employing staff
- 03 Foreign Diplomatic Mission
- 04 Consulate
- 05 Defence Force Establishment
- 97 None of these

S7 = 97, GO TO S8, ELSE TERMINATE HERE WITH THE FOLLOWING TEXT:

INT97 Unfortunately, for this study we are looking for specific types of businesses. Thanks for your time and assistance today.

S8 **[CATI: Can I just record / CAWI: Please can you provide]** your name for quality assurance purposes?

- 01 Yes, will provide name **RECORD FIRST AND LAST NAME** / Please type in your first and last name
- 02 No, would prefer not to

GO TO CHECK QUESTION 1

CHECK QUESTION 1 - NOT ASKED

S10 – Does respondent have brochure

IF (S2=1 or S3=1 or S4a=1 or INTRO 2=1, or MODE=CAWI), RECORD YES; ALL OTHERS RECORD NO

- 1 Yes, brochure available
- 2 No, continuing without brochure

CHECK QUESTION 2 – NOT ASKED

PRE_A – Is respondent assigned to stream A or stream B?

FROM SAMPLE ALLOCATION

- 1 Stream A
- 2 Stream B

SECTION A: ORGANISATIONAL CHARACTERISTICS**TIMESTAMP****ASK ALL**

[CATI: I'd / CAWI: We would] like to begin by asking you some general questions about your organisation.

A1 What is the **MAIN** type of business activity carried out by the organisation in [Selected State].

PROBE FULLY – RECORD DETAILS TO ALLOW FOR ANZSIC CODING

95 RECORD VERBATIM / Please type in your answer here:

98 (DO NOT READ) Refused / I'd rather not say

99 (DO NOT READ) Don't know

A2 Does this organisation operate from more than one State or Territory in Australia?

Please select one option below:

01 Yes

02 No

CONTINUE

GO TO A5

A3b For this survey we are interested in employees in [Company] in [Selected State from sample]

Are you able to you answer questions about staff training and development for **only** those [Company] employees in [Selected State from sample]?

Please select one option below:

01 Yes

02 No

GO TO PRE A3e

CONTINUE

A3B2 To participate in the survey, we need a respondent who is able to answer questions about staff training and development for **only** those [Company] employees in [Selected State from sample]

Are you in a position to do this?

Please select one option below:

PROMPT IF NECESSARY

01 Yes

02 No

GO TO PRE A3e

GO TO CLOSE1

PRE A3e

For this survey, the term 'organisation' refers to [Company] in [State]

PRE A5 IF S10=1 (RESPONDENT HAS BROCHURE), INTERVIEWER READ:

A5 **[CATI: Could you please tell me / CAWI: What is]** the **TOTAL** number of employees working in, or operating from **[organisation]** that received pay in the **LAST PAY PERIOD?**

Please include full-time, part-time and casual employees.

Please exclude contractors, people working solely on commission and owners of the business.

Note: An owner/operator is not classed as an employee, regardless of whether they pay themselves a wage.

IF NECESSARY: Probe for best estimate

01 **RECORD NUMBER / Please type the number of employees here:**

IF A5 = 0, DK or REF, TERMINATE HERE / GO TO INT95

A6 Is your organisation an **RTO**, also known as a registered training organisation – that is, an organisation registered under the **Australian Quality Training Framework** (AQTF) to provide nationally recognised training?

Please select one option below:

01 Yes

02 No

99 **(DO NOT READ)** Don't know/can't say

**CONTINUE
GO TO SECTION C
GO TO SECTION C**

A7 As an **RTO**, do you mainly provide training to your own employees, or is training a service you provide to other organisations and individuals?

Please select one option below:

01 Mainly to own employees

02 Mainly to others

03 Both equally

SECTION C: SKILL REQUIREMENTS / VOCATIONAL QUALIFICATIONS

TIMESTAMP

ASK ALL**PREC1**

The next questions are about the qualifications of your employees.

As mentioned earlier, employees include full-time, part-time and casual employees; and not contractors, those working solely on commission or owners of the business.

(IF S10=1 OR CAWI, RESPONDENT HAS BROCHURE, INTERVIEWER READ)

Please look at the definitions in the brochure as some of these next questions refer to them.

[Please click >>> to continue](#)

C1A Thinking about the people working in this organisation in the last 12 months, do any of the employees have **formal vocational qualifications**, such as TAFE diplomas and certificates I-IV?

This includes trade qualifications (e.g. Diploma of Community Welfare Work, Certificate IV in Retail Management, plumbing, electrician etc.)

Please exclude staff with higher education qualifications and Apprentices and Trainees who are still completing their training.

IF NECESSARY: Formal vocational qualifications can be from a TAFE, from a private training provider or from a vocational division of a university, but do not include higher education qualifications such as bachelors or higher degrees delivered by universities or other higher education providers.

(IF S9=1, RESPONDENT HAS BROCHURE)

REMINDEE: *There is a definition of formal vocational qualifications in the brochure.*

Please select one option below:

01 Yes

02 No

99 **(DO NOT READ)** Don't know/can't say

IF C1a = 1 ASK C2, ELSE GO TO SECTION D

C2 Was having a formal vocational qualification a **requirement** for any jobs? (e.g. as part of their job description).

Please select one option below:

- | | | |
|----|------------------------------------|-----------------|
| 01 | Yes | CONTINUE |
| 02 | No | GO TO SECTION D |
| 99 | (DO NOT READ) Don't know/can't say | GO TO SECTION D |

C5 Thinking about the overall needs of your organisation, how satisfied or dissatisfied are you with **formal vocational qualifications** in providing employees with the skills required for their job? Are you....

ROTATE DIRECTION OF SCALE

IF NECESSARY– the focus of this question is the skills employees bring to their jobs after/from their training

READ OUT

Please select one option below:

- | | | |
|----|------------------------------------|-----------------|
| 01 | Very satisfied | GO TO SECTION D |
| 02 | Satisfied | GO TO SECTION D |
| 03 | Neither satisfied nor dissatisfied | GO TO SECTION D |
| 04 | Dissatisfied | CONTINUE |
| 05 | Very dissatisfied | CONTINUE |
| 99 | (DO NOT READ) Don't know/can't say | GO TO SECTION D |

STREAM A CONTINUE, STREAM B GO TO SECTION D

C6 Why are you dissatisfied with **formal vocational qualifications** in providing employees with the necessary skills? **[MR]**

PROBE FULLY**DO NOT READ OUT**

Please select all that apply:

- 02 Don't teach relevant skills/mismatch between skills
- 01 Training is poor quality/low standard
- 03 Not enough hands on/practical skills taught
- 04 Qualification/training too general/not specific enough
- 07 Standards are inconsistent across institutions
- 05 Trainers do not have enough skills/ industry experience
- 09 Poor access/availability of training (regional/rural areas)
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

SECTION D: TRAINING REQUIREMENTS

TIMESTAMP

D1 The next questions are about the types of training used in your organisation.

(IF S10=1, RESPONDENT HAS BROCHURE) Firstly, based on the definition of **apprenticeships and traineeships** in the brochure...

[ALL] Has your organisation had any employees undertaking **apprenticeships or traineeships** in the last 12 months?

Please select one option below:

01 Yes

02 No

99 **(DO NOT READ)** Don't know/can't say

CONTINUE

GO TO D1C

GO TO D2A

D1b Has the number of employees undertaking apprenticeships or traineeships in your organisation differed from previous years?

READ OUT

Please select one option below:

01 Yes, more apprentices/trainees now

02 Yes, less apprentices/trainees now

03 No, stayed the same

GO TO D1d

GO TO D1d

GO TO D2a

D1c Did you have employees undertaking apprenticeships or traineeships in your organisation in previous years?

Please select one option below:

01 Yes

02 No

99 **(DO NOT READ)** Don't know/can't say

CONTINUE

GO TO D2a

GO TO D2a

D1d Were the changes to the number of employees undertaking apprenticeships or traineeships due to the impacts of COVID-19?

Please select one option below:

01 Yes

02 No

99 **(DO NOT READ)** Don't know/can't say

D2a (IF S9=1, RESPONDENT HAS BROCHURE) Now, looking at the definition of **nationally recognised training** in the brochure....

IF D1 = 1, SAY:

Excluding any training undertaken as part of an **apprenticeship or traineeship [ALL]** has your organisation arranged or provided any **nationally recognised training** to employees over the last 12 months? This includes training that leads to a nationally recognised qualification and can either be whole courses or components of a course

INTERVIEWER NOTE: REFER TO THE BROCHURE

Please select one option below:

- | | | |
|----|--|------------------|
| 01 | Yes | GO TO D2c |
| 02 | No | GO TO D2d |
| 03 | Unsure if course was nationally recognised | CONTINUE |
| 99 | (DO NOT READ) Don't know/can't say | GO TO D3a |

D2b What was the name of the course, or courses?

PROBE FULLY / Please type your answer in here

D2c Has the number of employees undertaking nationally recognised training in your organisation differed from previous years?

READ OUT

Please select one option below:

- | | | |
|----|--|------------------|
| 01 | Yes, more nationally recognised training now | GO TO D2e |
| 02 | Yes, less nationally recognised training now | GO TO D2e |
| 03 | No, stayed the same | GO TO D3a |
| 99 | (DO NOT READ) Don't know/can't say | GO TO D3a |

D2d Did you have employees undertaking nationally recognised training in your organisation in previous years?

Please select one option below:

- | | | |
|----|------------------------------------|------------------|
| 01 | Yes | CONTINUE |
| 02 | No | GO TO D3a |
| 99 | (DO NOT READ) Don't know/can't say | GO TO D3a |

D2e Were the changes to the number of employees undertaking nationally recognised training due to the impacts of COVID-19?

Please select one option below:

- 01 Yes
- 02 No
- 99 (DO NOT READ) Don't know/can't say

D3a (IF S10=1, RESPONDENT HAS BROCHURE:) Now, looking at the definition of **unaccredited training** in the brochure...

[ALL] Has any **unaccredited training** been provided to employees over the last 12 months? This refers to training that does **not** lead to a **nationally recognised qualification**. It is structured training and can include short courses, product specific training, and industry specific or technical training.

INTERVIEWER NOTE: REFER TO THE BROCHURE

Please select one option below:

- 01 Yes GO TO D4a
- 02 No GO TO D4a
- 99 (DO NOT READ) Don't know/can't say GO TO D4a

D4a Has your organisation had supervisors provide informal, or on-the-job training as required in the last 12 months?

Please select one option below:

- 01 Yes
- 02 No
- 99 (DO NOT READ) Don't know/can't say

**IF (D1 NOT=1 and D2a NOT =1 and C2 NOT =1 and D3a NOT =1 and D4a NOT =1)
CONTINUE ELSE GO TO SECTION E
(i.e. no VET training and no unaccredited training and no informal training)**

D5 You have indicated that your organisation has not provided any training to employees in the last 12 months. What are the reasons for your organisation not providing any training in this time?

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 01 No need/not relevant to our organisation
- 02 Current employees are adequately training
- 03 Cost/too expensive
- 04 Couldn't find suitable training
- 95 Other (specify)
- 97 No particular reason

TIMESTAMP

SECTION E: APPRENTICESHIPS AND TRAINEESHIPS

IF D1=1 ASK PRE E4; ELSE SKIP TO SECTON F

[CATI: Now I would like to talk to you / CAWI: The next section is] about **apprentices and trainees** who undertake formal training. (IF S10=1, RESPONDENT HAS BROCHURE:)

REMIND RESPONDENT: The definitions of apprenticeships and traineeships are in the brochure.

INSTRUCT: STREAM B CONTINUE, STREAM A GO TO E7

E4 What type of organisation conducted the MAJORITY of formal training for these **apprentices or trainees** over the last 12 months? [SR]

Note: If more than one used, please select the one provider that was used for the majority of formal training.

Please select one option below:

- 01 TAFE
- 02 University
- 03 Private training provider (e.g. business college)
- 04 Professional or industry association
- 05 Supplier/manufacturer of equipment and/or product
- 95 Other RECORD VERBATIM / Please type in your answer here
- 94 Formal training is on the job
- 97 No external training provider used
- 99 (DO NOT READ) Don't know/can't say

GO TO E7
GO TO E7
GO TO E7

- E6 The next questions are about your satisfaction with various aspects of training for **apprentices or trainees** from your main training provider. That is, the **[TAFE/ETC-deduce from E4]** that you use most often for training apprentices or trainees.

Please use the scale, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Thinking just about training for **apprentices or trainees** from **[MAIN PROVIDER]**, overall how satisfied or dissatisfied are you with...

[ROTATE ORDER]

Please select one box per row:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	(DO NOT READ) CATI: N/A CAWI: Not applicable	(DO NOT READ) Don't know/can't say
a) The relevance of skills taught	01	02	03	04	05	97	99
b) The condition of equipment and facilities	01	02	03	04	05	97	99
c) The cost effectiveness of the training	01	02	03	04	05	97	99
d) The flexibility of the provider in meeting your needs	01	02	03	04	05	97	99
e) Trainers' knowledge and experience of your industry	01	02	03	04	05	97	99
f) The standard of assessment	01	02	03	04	05	97	99

- E6z And overall, how satisfied or dissatisfied are you with training for **apprentices or trainees** from **[MAIN PROVIDER]**. Are you..

[ROTATE ORDER]

READ OUT

Please select one option below:

- 01 Very satisfied
- 02 Satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Dissatisfied
- 05 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say

ASK ALL

E7 (STREAM B [only include if E4 ≠ 94, 97 or 99]): That is all the questions about the providers that you use for your apprentice and trainee training. We would now like you to think about the impact this type of training has on your organisation.)

[Include all E7 respondents] Thinking about the **overall** skill needs of your organisation, how satisfied or dissatisfied are you with the training in providing **apprentices or trainees** with the required skills? Are you..

ROTATE DIRECTION OF SCALE

READ OUT

INTERVIEWER NOTE: PROBE FOR OVERALL SATISFACTION IF DIFFERENT FOR APPRENTICESHIPS AND TRAINEESHIPS

Please select one option below:

- 01 Very satisfied
- 02 Satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Dissatisfied
- 05 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say

STREAM A CONTINUE, STREAM B GO TO SECTION F**PRE E8 IF E7 = 4 or 5 CONTINUE, ELSE GO TO SECTION F**

E8 Why are you dissatisfied with that training in providing **apprentices or trainees** with the required skills? **[MR]**

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 01 Training is poor quality/low standard
- 02 Don't teach relevant skills/mismatch between skills taught
- 03 Not enough hands on/practical skills taught
- 05 Trainers do not have enough skills/industry experience
- 04 Qualification/training too general/not specific enough
- 10 Not enough communication between training provider and employer/workplace
- 14 Poor access/availability of training (regional/rural)
- 08 Apprentice/trainee wrong person/ poor attitude
- 09 Courses are too short/should be longer
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

TIMESTAMP

SECTION F: NATIONALLY RECOGNISED TRAINING**IF D2a=1 ASK PRE F1; ELSE GO TO SECTION G**

PRE F1 The next questions are about **Nationally Recognised Training**, that is, accredited training that leads to qualifications and credentials that are recognised across Australia.

(IF S10=1, RESPONDENT HAS BROCHURE:) REMIND RESPONDENT: The definitions of nationally recognised training are in the brochure.

IF D1= 1, Say:

Please exclude all training undertaken as part of an **apprenticeship or traineeship**.

STREAM A CONTINUE, STREAM B GO TO PRE F4

F3 Was the majority of the **nationally recognised training** provided, for a full qualification or was it for specific subjects or modules within a qualification?

[SINGLE RESPONSE]

Please select one option below:

- 01 Full qualification
- 02 Specific subjects/modules
- 99 **(DO NOT READ)** Don't know/can't say

STREAM B CONTINUE, STREAM A GO TO F9**PRE F4 IF A6 = 1 CONTINUE, ELSE GO TO F6**

F4 Was the **majority** of this training conducted by an external training provider, or was it conducted by your organisation? **[SR]**

Please select one option below:

- 01 External training provider
- 02 Conducted internally by organisation
- 99 **(DO NOT READ)** Don't know/can't say

GO TO F9
GO TO F9

F6 What type of organisation conducted the **majority** of the **nationally recognised training** for employees over the last 12 months? **[SR]**

PROMPT IF NECESSARY

Please select one option below:

- 01 TAFE
- 02 University
- 03 Private training provider (e.g. business college)
- 04 Professional or industry association
- 05 Supplier/manufacturer equipment and/or product
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 **(DO NOT READ)** Don't know/can't say

GO TO F9

- F8 The next questions are about your satisfaction with various aspects of **nationally recognised training** from your main training provider. That is, the [TAFE/ETC- deduce from F6] that you use most often for nationally recognised training.

Please use the scale, very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied.

Thinking just about **nationally recognised training** provided through [MAIN PROVIDER], overall how satisfied or dissatisfied are you with...

ROTATE ORDER

Please select one box per row:

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	(DO NOT READ) CATI: N/A CAWI: Not applicable	(DO NOT READ) Don't know/can't say
a) The relevance of skills taught	01	02	03	04	05	97	99
b) The condition of equipment and facilities	01	02	03	04	05	97	99
c) The cost effectiveness of the training	01	02	03	04	05	97	99
d) The flexibility of the provider in meeting your needs	01	02	03	04	05	97	99
e) Trainers' knowledge and experience of your industry	01	02	03	04	05	97	99
f) The standard of assessment	01	02	03	04	05	97	99

- F8z And overall, how satisfied or dissatisfied are you with the **nationally recognised training** from [MAIN PROVIDER]. Are you..

READ OUT

Please select one option below:

ROTATE DIRECTION OF SCALE

- 01 Very satisfied
- 02 Satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Dissatisfied
- 05 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say

ASK ALL

F9 **(STREAM B [only include if F4 ≠ 02 or 99 AND F6 ≠ 99]:** That is all the questions about the providers that you use for your nationally recognised training. We would now like you to think about the impact this type of training has on your organisation.)

[Include all F9 respondents] Thinking about the overall skill needs of your organisation, how satisfied or dissatisfied are you with **nationally recognised training** in providing employees with the required skills? Are you:

ROTATE DIRECTION OF SCALE**READ OUT**

Please select one option below:

- | | | |
|----|---|------------------------|
| 01 | Very satisfied | GO TO SECTION G |
| 02 | Satisfied | GO TO SECTION G |
| 03 | Neither satisfied nor dissatisfied | GO TO SECTION G |
| 04 | Dissatisfied | CONTINUE |
| 05 | Very dissatisfied | CONTINUE |
| 99 | (DO NOT READ) Don't know/can't say | GO TO SECTION G |

STREAM A CONTINUE, STREAM B GO TO SECTION G

F10 Why are you dissatisfied with **nationally recognised training** in providing employees with the required skills? **[MR]**

PROBE FULLY**DO NOT READ OUT**

Please select all that apply:

- 01 Training is poor quality/low standard
- 02 Don't teach relevant skills/mismatch between skills taught
- 03 Not enough hands on/practical skills taught
- 04 Qualification/training too general/not specific enough
- 10 It is too expensive
- 07 Standards are inconsistent across institutions
- 05 Trainers do not have enough skills/industry experience
- 08 Poor access/availability of training (regional/rural)
- 06 Training content outdated
- 09 Lack of flexibility with training/too rigid (times and method)
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 **(DO NOT READ)** Don't know/can't say

TIMESTAMP

SECTION G: UNACCREDITED TRAINING COURSES

IF D3a = 1 ASK PRE G1, ELSE GO TO SECTION K

PRE G1 Now [CATI: I / CAWI: we] would like to ask you about **unaccredited training**, that is, formal training that does NOT lead to a **nationally recognised qualification**. (IF S10=1, RESPONDENT HAS BROCHURE:)

REMIND RESPONDENT: The definition of unaccredited training is in the brochure.

STREAM A CONTINUE, STREAM B GO TO G5

G3 When selecting any of your **unaccredited training**, was there any comparable **nationally recognised training** available?

IF NECESSARY: Nationally recognised training is an accredited program of study that can lead to a qualification that is recognised nationally. This can apply to a whole course or components of a course, and can include Statements of Attainment, units of competency and modules. Recognised training can also be known as accredited training.

PROMPT IF NECESSARY

Please select one option below:

- | | | |
|----|---|-----------------|
| 01 | Yes there was comparable nationally recognised training | CONTINUE |
| 02 | No, there was no comparable nationally recognised training | GO TO G5 |
| 03 | Didn't explore if there was any comparable nationally recognised training | GO TO G5 |
| 99 | (DO NOT READ) Don't know/can't say | GO TO G5 |

G4 Why did your organisation choose **unaccredited training** over **nationally recognised training**?
[MR]

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 01 More cost effective
- 08 Flexibility/customised approach/tailored to our needs
- 04 Convenient time/flexible time
- 02 Prefer to use our own trainers/our trainers meet our needs
- 05 Content of training course was suitable
- 10 Nationally recognised training not needed
- 06 Specialists/have a high level of industry knowledge
- 03 Access/convenient location
- 95 Other RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

STREAM B CONTINUE, STREAM A GO TO G10

G5 Was the **majority** of this **unaccredited training** conducted by an external training provider, or was it conducted by your organisation? [SR]

PROMPT IF NECESSARY

Please select one option below:

- 01 External training provider
- 02 Conducted internally by organisation
- 99 (DO NOT READ) Don't know/can't say

CONTINUE
GO TO G10
GO TO G10

G7 What type of organisation conducted the **majority** of **unaccredited training** for employees over the last 12 months? [SR]

PROBE FULLY

Please select one option below:

- 01 TAFE
- 02 University
- 03 Private training provider (e.g. business college)
- 04 Professional or industry association
- 05 Supplier/manufacturer equipment and/or product
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

ASK ALL

G10

(STREAM B [only include if G5 ≠ 02 or 99 AND G7 ≠ 99]: That is all the questions about the providers that you use for your unaccredited training. We would now like you to think about the impact this type of training has on your organisation.)

Thinking about the overall skill needs of your organisation, how satisfied or dissatisfied are you with **unaccredited training** in providing employees with the required skills? [Are you...](#)

READ OUT

Please select one option below:

ROTATE DIRECTION OF SCALE

- 01 Very satisfied
- 02 Satisfied
- 03 Neither satisfied nor dissatisfied
- 04 Dissatisfied
- 05 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say

TIMESTAMP

SECTION K: COVID-related questions**ASK ALL**

We would now like you to think about the impact of the COVID-19 pandemic on your training requirements.

K1 Did your organisation have new training requirements due to the impacts of COVID-19?

Please select one option below:

- 01 Yes
- 02 No
- 99 (DO NOT READ) Don't know/can't say

CONTINUE
GO TO K10
GO TO K10

K2 Why did your organisation have these new training requirements? [MR]

PROMPT IF NECESSARY

Please select all that apply:

- 01 Needed so we could effectively/safely operate in COVID environment
- 02 Needed to access training to help manage business operations in COVID environment (eg switching to online ordering and customer interactions/delivery of products, delivery driving etc)
- 03 Pre-existing skills not readily transferable to new operations/services/products
- 04 Needed to train staff to undertake new tasks and/or responsibilities
- 95 Other RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

K3 What were the **key** areas of training that these new requirements covered? [MR]

PROMPT IF NECESSARY

Please select all that apply:

- 01 Infection control skills training
- 02 Sales and customer service training
- 03 Induction training
- 04 Personal development and leadership training
- 05 Computing skills and data literacy training
- 06 Health and safety training
- 07 Diversity and inclusion training
- 95 Other RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

K4 What types of training did you use to meet these new requirements due to the impacts of COVID-19? **[MR]**

READ OUT

Please select all that apply:

- 01 Apprenticeships/traineeships
- 02 Nationally recognised training – full qualification
- 03 Nationally recognised training – specific subjects/modules
- 04 Unaccredited training from external provider
- 05 Unaccredited training delivered in-house by your organisation
- 06 Informal/ad-hoc training
- 95 Other specify
- 99 **(DO NOT READ)** Don't know/can't say

K5 What were the reasons for choosing these types of training to meet your new requirements? **[MR]**

PROMPT IF NECESSARY

Please select all that apply:

- 01 Satisfied with this type of training in the past
- 02 Responsiveness/promptness of training provider to request for training
- 03 Good value for money
- 04 Not sure if nationally recognised training was necessary (changes to training needs might not be long-term)
- 05 Availability
- 06 Immediate need to respond to the rapidly changing training needs
- 95 Other **RECORD VERBATIM / Please type in your answer here**
- 99 **(DO NOT READ)** Don't know/can't say

RANDOMLY ASSIGN RESPONDENT TO BE ELIGIBLE FOR EITHER K11 OR K13

K10 Are your training priorities for the next 12 months different to those of the last 12 months due to the impacts of COVID-19?

READ OUT

Please select one option below:

- 01 Yes
- 02 No
- 99 **(DO NOT READ)** Don't know/can't say

**CONTINUE
GO TO K12
GO TO K12**

ASK if K10=1, ELSE SKIP TO K12

K11 Why are your training priorities different for the next 12 months due to the impacts of COVID-19?

PROBE FULLY

- 95 **RECORD VERBATIM / Please type in your answer here**
- 99 **(DO NOT READ)** Don't know/can't say

K12 Do you expect the amount of training the organisation will provide in the next 12 months to:

READ OUT

Please select all that apply:

- 01 Increase
- 02 Stay the same
- 03 Decrease
- 99 (DO NOT READ) Don't know/can't say

CONTINUE
GO TO SECTION H
CONTINUE
GO TO SECTION H

ASK if K12=1,3 ELSE SKIP TO SECTION H

K13 Why do you expect the amount of training to [K12=01 increase / K12=03 decrease] in the next 12 months?

PROBE FULLY

- 95 RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

TIMESTAMP

SECTION H: ANYTHING FURTHER**ASK ALL**

H0 We appreciate your time today in completing this survey. Would you be willing to participate in future surveys for the Department of Education, Skills and Employment on related topics?

- 01 Yes
02 No

**CONTINUE
GO TO H1**

H0b Please confirm these contact details are correct:

Full Name:
Contact Number (landline):
Please include the area code
Mobile:
Email Address:
(Optional)

H1 That is all the questions we have to ask you. Is there anything further you would like to add about the vocational education and training system?

- 95 Yes **RECORD VERBATIM** / Please type in your answer here
97 No suggestions
99 **(DO NOT READ)** Don't know/can't say

TIMESTAMP

THANK YOU SCRIPT

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used for research purposes only.

[CATI: In case you missed it, my name is [name] from Wallis Social Research, and this survey was undertaken on / **CAWI:** This survey was undertaken by Wallis Social Research on] behalf of the Department of Education, Skills and Employment. If you require any further information about the study, you can contact Wallis on 1800 113 444.

If you'd like to find out how we manage your personal information, view the Wallis Privacy Policy at wallis.social/privacy

Thanks again for your time.

Further information about this research project can be found at www.ncver.edu.au/employerviews/2021. To find out more about previous survey findings, please visit the website of National Centre for Vocational Education Research (NCVER): <https://www.ncver.edu.au/employerviews>.

If you need to speak to someone for support, you can contact BeyondBlue on 1300 22 4636, or if you need urgent help, you can call LifeLine on 13 11 14. Alternative helpline information is also located at the bottom of your screen.

IF NECESSARY ADD:

If any of the survey themes or questions made you feel distressed or uncomfortable. I can give you the phone number for mental health support.

BEYONDBLUE: 1300 22 4636

LIFELINE: 13 11 14

Q99END **[CATI:** Thanks for your time, but before you go can I just ask whether / **CAWI:** Does] your organisation has any employees (excluding the owner/ operator)?

- 01 Yes
- 02 No employees
- 03 **CATI:** Refused to answer / could not obtain an answer
- 04 **CATI:** Was not able to ask question / **CAWI:** Unable to answer

CONTINUE
TERMINATE
CONTINUE
CONTINUE

CAWI: IF Q99END = 02 GO TO CLOSE2
IF Q99END = 01 GO TO CLOSE 1

CATI CONTINUE

TIMESTAMP

Q77END **RECORD REASON FOR REFUSAL**

- | | |
|--|----------------------|
| 01 Refused to call qualifying person to the phone | Q77END_rating |
| 02 Too busy / No time (appointment rejected) | Q77END_rating |
| 03 Doesn't want to tie up phone line | Q77END_rating |
| 04 Employees don't need training – thinks not suitable | Q77END_rating |
| 05 Doesn't do market research | Q77END_rating |
| 06 Not interested in THIS research | Q77END_rating |
| 07 Interviewed before / Too often | Q77END_rating |
| 95 Other Refused (Specify) | Q77END_rating |

Q77END_rating On a scale from zero to ten, in your opinion how likely are we to secure an interview through refusal conversion.

- 00 Extremely unlikely. Call-back likely to receive hostile reception / complaint.
- 01
- 02
- 03
- 04
- 05
- 06
- 07
- 08
- 09
- 10 Maybe? Worth a try with a different person / different day.

CLOSE1 Thank you for your time today. Unfortunately to be eligible to complete this survey you need to be able to answer questions about **[SELECTED STATE FROM SAMPLE]**. If you know of the appropriate person to speak with, please enter their details below:

- 99 No, don't know
- 01 Full name:
- 02 Phone Number (include area code):

INT95 Thanks for your time today. Unfortunately, your organisation is not eligible to participate. Please email seuv@wallisgroup.com.au, quoting your reference number <WID>, if you have any queries. Thanks again.

TIMESTAMP

Q88END RECORD REASON FOR TERMINATION

- | | | |
|----|--|------------------|
| 01 | No one at this number fits the business name | TERMINATE |
| 02 | Residential number | TERMINATE |
| 03 | Relevant person not avail before field period closes | TERMINATE |
| 04 | Language Problem (Specify) | TERMINATE |
| 05 | Hearing Difficulties / Other incapable | TERMINATE |
| 06 | Accountant / Solicitor | TERMINATE |
| 07 | Closed down / in liquidation / out of business | TERMINATE |
| 95 | Other (Specify) | TERMINATE |

TIMESTAMP