

2013

EMPLOYERS' USE & VIEWS OF THE VET SYSTEM

Australian vocational
education & training
statistics

 **NCVER**



Australian Government
Department of Industry

Australian vocational education and training statistics

Employers' use and views of the VET system 2013

Highlights

Employers' use of the VET system has decreased. Between 2011 and 2013, the proportion of employers:

- using the VET system decreased 4.2 percentage points to 51.9%
- with jobs requiring vocational qualifications decreased 3.1 percentage points to 33.3%
- with apprentices and trainees decreased 3.5 percentage points to 26.9%
- using nationally recognised training (which was not part of an apprenticeship or traineeship) decreased 3.7 percentage points to 20.0%.

Employers' use of unaccredited training is similar to 2011, with 47.5% of employers arranging or providing unaccredited training for their employees.

The proportion of employers satisfied with training as a way of meeting their skill needs has also decreased. Between 2011 and 2013, the proportion of employers satisfied that:

- vocational qualifications provide employees with the skills they require for the job decreased 6.3 percentage points to 78.3%
- apprentices and trainees are receiving the skills they require from training decreased 4.1 percentage points to 78.8%
- nationally recognised training (which was not part of an apprenticeship or traineeship) provides employees with skills required for the job decreased 6.1 percentage points to 83.1%
- unaccredited training provides employees with skills required for the job decreased 5.9 percentage points to 90.3%.



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Introduction

This publication presents information on employers' use and views of the vocational education and training (VET) system. The findings relate to the various ways in which Australian employers use the VET system and unaccredited training to meet their skill needs, and their satisfaction with these methods of training. The publication also looks at whether employers view their staff as fully proficient at their jobs and the impact this may have on the organisation and whether the organisation had experienced any recruitment difficulties in the last 12 months.

The figures in this publication are derived from the Survey of Employer Use and Views of the VET System. The survey was conducted by telephone interview between February and May 2013 and the results relate to employers' training experiences in the 12 months preceding their interview.

Scope

All organisations in Australia with at least one employee are in scope of the survey. For this survey, an employee is defined as 'a person working in, or operating from, this organisation, including full-time, part-time and casual employees'. An owner-operator is not classed as an employee, regardless of whether or not they pay themselves a wage.

The following organisations are out of the scope of the survey:

- self-employed persons who do not employ staff
- private households employing staff
- foreign diplomatic missions
- consulates in Australia
- defence force establishments
- superannuation funds.

Technical notes

The Survey of Employer Use and Views of the VET System is undertaken as a randomly selected sample, stratified by state/territory, employer size and industry. Survey responses are weighted to population benchmarks from the Australian Bureau of Statistics (ABS) Business Register. The estimates in this publication are subject to sampling variability, as they are based on a sample rather than a population; that is, they may differ from the estimates that would have been produced if all employers had been included and responded to the survey.

For further technical details, please refer to Technical notes <<http://www.ncver.edu.au/publications/2675.html>>.

Changes to previously published data

Improvements have been made to the weighting methodology applied to responses to the Survey of Employer Use and Views of the VET System (see *Employers' use and views of the VET system, 2013: improved weighting methodology*, <<http://www.ncver.edu.au/publications/2675.html>>). Results for the 2013 survey are obtained using this improved methodology, which has been applied to data from previous years to maintain the time series. For the latest data, including updated time series, please visit the NCVET website <www.ncver.edu.au>.

More information

For additional data tables on employers' use and views of the VET system, including data from the 2005, 2007, 2009 and 2011 surveys, please refer to <<http://www.ncver.edu.au/publications/2675.html>>. These tables include information on each type of training by state, industry and employer size, as well as 95% confidence intervals.

Proficiency of employees

65.2% of employers believe all their employees are fully proficient at their job. *Table 4*

34.8% of employers have employees below full proficiency. *Table 4*

Of those employers with employees below full proficiency:

■ The main reasons employees were not proficient at their jobs were that they were new to their roles (48.0%), had completed only part of their training (22.7%) and had not received appropriate training (20.1%). *Table 5*

■ Having staff below full proficiency had a major impact on the performance of 16.9% of employers and a minor impact on 66.2%. *Table 4*

Of those employers whose performance was impacted by having some employees below full proficiency:

■ The main effects were an increased workload for other staff (82.7%), increased operating costs (54.5%) and difficulties meeting customer service objectives (47.0%). *Table 6*

■ The main strategies used to manage the lack of staff proficiency were training existing staff (81.4%), internal reorganisation (50.3%) and recruitment of new employees (46.9%). *Table 7*

Recruitment difficulties

■ 36.4% of employers found it difficult to recruit employees, up 2.3 percentage points from 2011. *Table 2*

■ 15.1% of employers had a lot of difficulty recruiting employees, similar to 2011. *Table 2*

■ The main reasons for recruitment difficulties were a shortage of skilled people in the industry (51.3%) and limited applicants (46.7%). *Table 3*

Employer training choices

■ 51.9% of employers used the VET system to meet their training needs, a decrease of 4.2 percentage points from 2011. *Table 1*

■ 47.5% of employers used unaccredited training, similar to 2011. *Table 1*

■ 12.4% of employers provided no training to their employees, up 3.1 percentage points from 2011. *Table 1*

Vocational qualifications

33.3% of employers have jobs that require vocational qualifications, a decrease of 3.1 percentage points from 2011. *Table 1*

Of these employers:

- The main reasons for having jobs that require vocational qualifications are to provide the skills required for the job (61.1%), to meet legislative, regulatory or licensing requirements (48.3%) and to meet and maintain professional or industry standards (28.2%). *Table 10*
- 78.3% are satisfied that vocational qualifications provide employees with the skills they require for the job, down 6.3 percentage points from 2011. *Table 1*
- 8.7% are dissatisfied with vocational qualifications in providing employees with the skills they require for the job. Of these, 54.0% believe the training is of poor quality or low standard and 36.3% that the relevant skills are not taught. *Table 12, 13*

Apprenticeships and traineeships

26.9% of employers have apprentices and trainees, down 3.5 percentage points from 2011. *Table 1*

Of these employers:

- The main reasons for employing apprentices and trainees are to get skilled staff and improve staff skills (39.1%), to fill a specific role in the organisation (35.0%) and to train them to their own requirements (27.4%). *Table 10*
- 78.8% are satisfied that apprentices and trainees are receiving the required skills from training, down 4.1 percentage points from 2011. *Table 1*
- 10.8% are dissatisfied with the skills that training is providing to apprentices and trainees. Of these, 39.5% believe that the relevant skills are not taught and 34.1% that the training is of a poor quality and to a low standard. *Table 12, 13*
- 60.2% used TAFE as their main provider to train apprentices and trainees, 24.4% used private training providers and 7.1% used professional or industry associations, all similar to 2011. *Table 14*
- Higher proportions of employers using private training providers as their main provider were satisfied with aspects of the training compared with those using TAFE. Proportions were higher for the condition of equipment and facilities (at 96.7% and 90.7% respectively), the flexibility of the provider (at 91.9% and 80.0% respectively) and the relevance of the skills taught (at 91.3% and 80.4% respectively). *Table 15*

Nationally recognised training (not part of an apprenticeship or traineeship)

20.0% of employers arranged or provided their employees with nationally recognised training, down 3.7 percentage points from 2011. *Table 1*

Of these employers:

- The main reasons for using nationally recognised training are to provide the skills required for the job (37.2%) and for legislative, regulatory and licensing requirements (35.6%). *Table 10*
- 83.1% are satisfied that nationally recognised training provides employees with the required skills, down 6.1 percentage points from 2011. *Table 1*
- 7.3% are dissatisfied with nationally recognised training as a way of providing employees with the required skills. Of these, 35.9% believe that training is of poor quality or low standard, 26.0% that relevant skills are not taught and 25.7% that training is too general and not specific enough. *Table 12, 13*
- 16.7% used TAFE as their main provider of nationally recognised training (down 5.0 percentage points from 2011), 45.3% used private training providers (similar to 2011), and 22.7% used professional or industry associations (similar to 2011). *Table 14*
- A higher proportion of employers using private providers as their main provider were satisfied with the flexibility of the provider compared with those using TAFE (at 95.3% and 87.9% respectively). *Table 15*

Unaccredited training

47.5% of employers arranged or provided their employees with unaccredited training, similar to 2011. *Table 1*

Of these employers:

- The main reasons for using unaccredited training are to provide the skills required for the job (53.4%) and to maintain professional or industry standards (23.8%). *Table 10*
- 90.3% are satisfied that unaccredited training provides employees with the required skills, down 5.9 percentage points from 2011. *Table 1*
- 15.4% use private training providers as their main provider of unaccredited training, 12.5% use training delivered by suppliers or manufacturers and 12.3% use professional or industry associations, all similar to 2011. *Table 14*
- Similar proportions of employers using TAFE and private training providers as their main provider were satisfied with the various aspects of training. *Table 15*

Tables

Table 1 Key findings 2005, 2007, 2009, 2011 and 2013 (%)

	2005	2007	2009	2011	2013
Training choices					
Employers using the VET system (Base: all employers)	57.9	55.6	58.0	56.1	51.9
▪ with jobs that require vocational qualifications	37.0	34.8	35.7	36.4	33.3
▪ with apprentices and trainees	29.2	30.3	32.0	30.4	26.9
▪ using nationally recognised training ¹	24.2	23.3	27.2	23.7	20.0
Employers using unaccredited training	54.5	50.4	54.1	49.0	47.5
Employers using informal training	73.0	72.1	77.8	78.3	77.6
Employers providing no training	12.2	13.0	8.7	9.3	12.4
Satisfaction with training					
Employers satisfied ² with vocational qualifications as a job requirement (Base: all employers with jobs requiring a vocational qualification)	77.0	80.7	83.3	84.6	78.3
Employers satisfied ² with apprenticeships and traineeships (Base: all employers with apprentices/trainees)	78.7	83.2	83.3	82.9	78.8
Employers satisfied ² with nationally recognised training ¹ (Base: all employers using nationally recognised training)	81.3	82.0	86.3	89.2	83.1
Employers satisfied ² with unaccredited training (Base: all employers using unaccredited training)	91.7	92.6	95.4	96.2	90.3

For notes on tables, see page 18.

Table 2 Recruitment difficulties,³ 2011 and 2013 (% of all employers)

	2011	2013
Level of difficulty in recruiting staff:		
▪ a lot of difficulty	16.0	15.1
▪ some difficulty	18.1	21.3
▪ no difficulty in recruiting, or have not looked for, staff	65.9	63.6

For notes on tables, see page 18.

Table 3 Reasons for recruitment difficulties, 2011 and 2013 (% of employers experiencing recruitment difficulties)

	2011	2013
Limited applicants	26.0	46.7
Location is either remote or not desirable	10.2	14.2
Loss of skilled workers to other companies or industries	5.4	5.6
Not a career that is aspired to	7.8	6.7
People unwilling to take certain shifts	4.8	8.5
Poor work ethic	10.2	13.9
Shortage of skilled people in the industry	54.6	51.3
Wages and salaries are considered too low or uncertain	7.0	10.1
Other reasons	5.8	9.6

For notes on tables, see page 18.

Table 4 Proficiency of employees at their job and impact on organisation's performance,⁸ 2011 and 2013 (%)

	2011	2013
Proficiency of employees (Base: all employers)		
▪ All employees fully proficient at their job	na	65.2
▪ Most employees fully proficient at their job	na	26.8
▪ Some employees fully proficient at their job	na	6.1
▪ No employees fully proficient at their job	na	1.9
Impact on organisation's performance if employees not fully proficient at their job (Base: all employers with staff not fully proficient at their job)		
▪ Major impact on how organisation performs	na	16.9
▪ Minor impact on how organisation performs	na	66.2
▪ No impact on how organisation performs	na	16.9

For notes on tables, see page 18.

Table 5 Reasons employees are not fully proficient at their job,⁸ 2011 and 2013 (% of employers with employees not fully proficient at their job)

	2011	2013
Performance has not improved sufficiently after training	na	2.3
Staff lack motivation	na	15.4
Their training is currently only partially completed	na	22.7
They are apprentices or trainees	na	18.7
They are new to the role	na	48.0
They have not received the appropriate training	na	20.1
Training is ongoing and there is always more to learn	na	2.4*
Unable to recruit staff with the required skills	na	3.2*
Other reasons	na	12.3

For notes on tables, see page 18.

Table 6 Effect on the organisation if employees are not fully proficient at their job,⁸ 2011 and 2013 (% of employers with employees not fully proficient at their job and where this is impacting on how the organisation performs)

	2011	2013
Delays in developing new products or services	na	31.4
Difficulties in introducing technological change	na	26.3
Difficulties in meeting customer service objectives	na	47.0
Difficulty in introducing new working practices	na	36.8
Difficulty in meeting quality standards	na	40.6
Increased operating costs	na	54.5
Increased workload for other staff	na	82.7
Loss of business or orders to competitors	na	26.5
Need to outsource work	na	18.1
Not able to take on as much business as you would like	na	36.7
Withdrawal of certain products or services altogether	na	13.7

For notes on tables, see page 18.

Table 7 Strategies used by the organisation to cope with lack of proficiency of employees,⁸ 2011 and 2013 (% of employers with employees not fully proficient at their job and where this is impacting on how the organisation performs)

	2011	2013
Internal reorganisation	na	50.3
Recruitment of new staff	na	46.9
Trained existing staff	na	81.4
Taken other action	na	22.7
None of these	na	6.7

For notes on tables, see page 18.

Table 8 Use of training in the last 12 months by employer characteristics, 2011 and 2013 (%)

Employer characteristics	Employers using the VET system		Employers using unaccredited training		Employers using informal training		Employers providing no training	
	2011	2013	2011	2013	2011	2013	2011	2013
State								
(Base: all employers within state)								
New South Wales	56.0	52.9	52.4	49.4	78.9	76.4	9.5	13.5
Victoria	57.0	49.9	43.6	44.1	75.3	75.5	9.6	14.3
Queensland	56.7	51.2	49.0	47.3	81.2	81.2	7.3	10.0
South Australia	51.1	50.8	48.9	48.2	75.9	77.4	13.0	11.5
Western Australia	55.3	54.6	49.1	48.6	78.8	79.0	9.6	10.1
Tasmania	62.7	56.7	53.2	46.3	79.2	78.7	9.2	11.2
Northern Territory	59.0	60.2	56.0	54.5	82.6	84.6	7.3*	6.6
Australian Capital Territory	52.2	51.7	52.7	49.6	77.6	82.3	10.5	11.0
Employer size								
(Base: all employers within employer size)								
Small	48.6	44.1	40.8	39.8	73.3	72.6	12.3	16.0
Medium	73.3	71.5	67.3	66.0	90.2	91.1	1.8	3.0
Large	90.3	94.6	93.0	94.4	95.6	97.1	0.0	np
Industry								
(Base: all employers within industry)								
Agriculture, forestry and fishing	33.9	28.5	34.2	28.3	64.4	64.2	21.5	26.5
Mining	67.7	72.5	68.2	69.4	77.4	69.5	6.4*	11.7*
Manufacturing	62.5	61.0	40.3	38.8	77.9	74.0	9.4	14.2
Electricity, gas, water and waste services	66.0	35.5	46.3	57.2	76.5	85.0	9.7*	5.9*
Construction	81.6	70.9	42.8	33.1	81.2	81.1	2.6*	8.5
Wholesale trade	36.8	38.0	46.4	48.4	76.5	78.2	13.1	14.4
Retail trade	40.2	37.1	45.6	41.5	78.4	77.6	12.0	14.4
Accommodation and food services	45.9	40.8	35.8	39.4	83.0	82.4	11.8	15.0
Transport, postal and warehousing	29.6	31.7	36.9	47.1	72.7	75.5	16.5	16.8
Information media and telecommunications	35.8	49.5	52.6	55.9	81.3	87.3	13.7*	6.5
Financial and insurance services	55.8	60.0	63.1	67.8	77.0	85.2	9.2*	6.4
Rental, hiring and real estate services	57.9	55.0	59.2	52.4	75.6	76.1	11.8	11.6*
Professional, scientific and technical services	48.5	47.7	60.2	55.8	78.6	77.0	9.3	12.2
Administrative and support services	45.9	31.5	54.7	51.8	78.7	90.5	8.7*	7.1*
Public administration and safety	79.6	74.9	78.7	78.0	78.8	94.2	np	np
Education and training	73.4	72.7	77.0	79.0	87.0	82.1	1.6*	4.7*
Health care and social assistance	61.5	59.1	57.3	59.5	83.7	76.3	6.5*	11.2
Arts and recreation services	52.7	62.8	47.8	54.3	82.1	79.8	11.3*	9.3*
Other services	77.3	65.4	52.2	49.3	71.3	69.8	6.2	12.6
Total	56.1	51.9	49.0	47.5	78.3	77.6	9.3	12.4

For notes on tables, see page 18.

Table 9 Use of the VET system and unaccredited training in the last 12 months by employer characteristics, 2011 and 2013 (%)

Employer characteristics	The VET system						Employers using unaccredited training	
	Employers with vocational qualifications as a job requirement		Employers with apprentices/trainees		Employers using nationally recognised training ¹		2011	2013
	2011	2013	2011	2013	2011	2013		
State (Base: all employers within state)								
New South Wales	39.5	35.8	28.7	26.8	22.3	20.6	52.4	49.4
Victoria	34.0	29.8	30.3	26.7	24.6	18.1	43.6	44.1
Queensland	35.5	32.5	33.7	27.2	23.4	18.2	49.0	47.3
South Australia	32.2	30.9	28.6	25.7	22.0	22.0	48.9	48.2
Western Australia	36.5	36.3	28.8	27.8	25.7	22.8	49.1	48.6
Tasmania	34.9	33.7	44.8	29.5	30.6	23.6	53.2	46.3
Northern Territory	35.8	38.6	33.5	30.9	33.5	31.2	56.0	54.5
Australian Capital Territory	33.9	30.8	25.3	23.6	29.2	28.0	52.7	49.6
Employer size (Base: all employers within employer size)								
Small	30.0	27.7	25.6	21.4	16.6	13.3	40.8	39.8
Medium	50.3	46.5	40.3	39.7	39.1	36.1	67.3	66.0
Large	72.9	70.8	64.6	67.7	66.9	68.0	93.0	94.4
Industry (Base: all employers within industry)								
Agriculture, forestry and fishing	14.7	11.9	15.6	10.7	14.6	15.4	34.2	28.3
Mining	53.5	46.5	37.6	38.8	53.7	46.2	68.2	69.4
Manufacturing	42.9	38.5	39.2	35.9	20.9	19.7	40.3	38.8
Electricity, gas, water and waste services	34.1	23.9*	36.4*	9.2	37.3	24.9*	46.3	57.2
Construction	53.2	38.6	61.1	55.4	24.2	22.7	42.8	33.1
Wholesale trade	21.8	21.8	11.0	12.4	17.7	15.5	46.4	48.4
Retail trade	20.4	19.4	26.7	23.1	16.9	13.6	45.6	41.5
Accommodation and food services	27.7	22.3	24.0	24.6	21.6	15.3	35.8	39.4
Transport, postal and warehousing	16.1	13.3	13.1	11.3	18.1	18.6	36.9	47.1
Information media and telecommunications	25.8	29.9	15.0	20.7*	12.8	22.1	52.6	55.9
Financial and insurance services	35.5	35.3	15.5	14.9	41.9	36.3	63.1	67.8
Rental, hiring and real estate services	41.3	42.9	21.6	19.4	25.5	19.3	59.2	52.4
Professional, scientific and technical services	33.2	34.2	16.9	13.2	18.0	18.1	60.2	55.8
Administrative and support services	24.6	17.4	19.0	12.5	22.1	14.0	54.7	51.8
Public administration and safety	52.4	51.3	29.8	30.9	49.0	59.9	78.7	78.0
Education and training	54.3	61.2	28.4	24.0	42.1	39.6	77.0	79.0
Health care and social assistance	42.3	45.5	24.3	23.4	35.8	25.1	57.3	59.5
Arts and recreation services	30.9	38.5	19.0	30.6	32.5	28.9	47.8	54.3
Other services	58.7	50.9	52.0	42.3	23.7	15.3	52.2	49.3
Total	36.4	33.3	30.4	26.9	23.7	20.0	49.0	47.5

For notes on tables, see page 18.

Table 10 Reasons for using the VET system by type of training, 2011 and 2013 (%)

	2011	2013
Reasons for having vocational qualifications as a job requirement (Base: all employers with jobs requiring vocational qualifications)		
In response to new technology	1.4*	1.6*
Legislative, regulatory or licensing requirements	51.8	48.3
To develop and maintain a flexible and responsive workforce	na	0.9*
To improve the quality of goods and services provided	3.7	2.8
To meet and maintain professional/industry standards	29.6	28.2
To provide the skills required for the job	41.4	61.1
To remain competitive	2.6	0.7*
Other reasons	1.1	0.6*
Reasons for employing apprentices and trainees (Base: all employers with apprentices/trainees)		
Cheap source of labour/cost-effective	7.2	7.1
Financial incentives	4.4	3.7
Staff gain a nationally recognised qualification	6.8	5.8
To fill a specific role or need more staff	30.8	35.0
To get skilled staff and improve staff skills	23.8	39.1
To give young people a head start	21.7	20.3
To support the industry	13.9	11.3
To train to own requirements	30.9	27.4
Usual business practice to employ apprentices/trainees	12.3	19.4
Other reasons	5.2	10.5
Reasons for using nationally recognised training¹ (Base: all employers using nationally recognised training)		
Formalise qualifications and skills	9.0	8.5
In response to new technology	3.0	3.5*
Legislative, regulatory or licensing requirements	33.0	35.6
Staff career development	25.4	28.9
To develop and maintain a flexible and responsive workforce	9.5	6.8
To improve staff morale and retention	1.6*	2.0*
To improve the quality of goods and services provided	8.9	11.1
To meet and maintain professional/industry standards	23.4	27.0
To provide the skills required for the job	29.7	37.2
To remain competitive	3.8	6.9
Other reasons	4.1	4.3
Reasons for using unaccredited training (Base: all employers using unaccredited training)		
In response to new technology	15.0	18.9
Legislative, regulatory or licensing requirements	15.2	18.4
Staff career development	4.1	2.7
To develop and maintain a flexible and responsive workforce	10.9	14.2
To improve the quality of goods and services provided	14.7	16.8
To meet and maintain professional/industry standards	22.0	23.8
To meet highly specific training needs	14.3	10.0
To provide the skills required for the job	43.8	53.4
To remain competitive	4.2	6.0
Other reasons	3.7	6.1

For notes on tables, see page 18.

Table 11 Employers satisfied² with training as a way of meeting their skill needs by type of training and employer characteristics, 2011 and 2013 (%)

Employer characteristics	The VET system						Employers using unaccredited training	
	Employers with vocational qualifications as a job requirement		Employers with apprentices/trainees		Employers using nationally recognised training ¹		2011	2013
	2011	2013	2011	2013	2011	2013		
State								
(Base: all employers within state)								
New South Wales	85.9	79.2	84.4	77.2	89.4	86.4	96.5	89.1
Victoria	84.5	80.2	83.4	80.8	89.4	77.1	94.5	91.9
Queensland	83.1	74.2	77.7	77.8	91.0	81.2	97.3	91.0
South Australia	85.1	79.8	90.9	78.8	89.5	87.4	97.0	89.2
Western Australia	84.6	78.2	84.5	82.1	85.9	85.0	96.7	91.1
Tasmania	77.8	79.5	80.1	76.1	86.5	84.9	96.5	87.2
Northern Territory	84.4	71.9	78.5	77.7	87.6	82.2	94.3	91.2
Australian Capital Territory	83.1	77.8	81.2	79.2	86.2	84.5	95.0	89.1
Employer size								
(Base: all employers within employer size)								
Small	84.2	77.9	80.1	75.7	86.1	82.9	95.6	90.6
Medium	84.5	78.7	86.3	82.3	92.4	82.3	97.1	89.3
Large	90.1	81.2	91.4	88.9	91.7	88.7	96.7	93.5
Industry								
(Base: all employers within industry)								
Agriculture, forestry and fishing	80.5	75.2	72.7	70.8	83.6	77.1	96.8	84.5
Mining	93.7	85.2	95.8	80.3	89.0	84.7	100.0	92.0
Manufacturing	79.5	78.0	74.3	68.5	85.9	79.7	95.9	92.9
Electricity, gas, water and waste services	90.8	65.8	81.5	84.8	95.6	94.3	96.3	96.7
Construction	85.2	82.6	86.8	78.8	89.4	84.7	96.4	86.2
Wholesale trade	80.8	86.5	83.2	76.7	87.3	75.8	94.7	91.0
Retail trade	86.3	73.1	79.1	79.5	96.5	76.9	96.2	93.8
Accommodation and food services	81.8	68.5	80.7	77.9	94.2	81.6	98.9	84.4
Transport, postal and warehousing	79.8	89.8	94.9	94.6	86.0	78.3	97.2	88.7
Information media and telecommunications	79.6	56.5	67.0	41.2*	71.9	64.0	92.3	83.2
Financial and insurance services	84.9	77.2	85.4	91.9	87.3	89.7	97.6	95.7
Rental, hiring and real estate services	86.9	78.3	89.2	80.2	95.0	95.8	96.7	93.5
Professional, scientific and technical services	86.4	73.0	83.3	75.8	82.2	82.5	94.4	88.8
Administrative and support services	83.8	73.5	88.3	90.5	93.1	83.3	96.0	87.8
Public administration and safety	88.6	73.2	85.3	80.1	91.5	76.2	99.6	88.4
Education and training	91.6	92.6	85.3	93.2	90.4	94.5	97.0	93.5
Health care and social assistance	87.2	81.9	88.5	88.2	85.2	83.8	98.4	88.9
Arts and recreation services	87.1	81.6	91.9	81.9	96.6	88.2	91.5	92.3
Other services	82.8	76.0	80.6	77.3	88.6	84.4	94.6	95.2
Total	84.6	78.3	82.9	78.8	89.2	83.1	96.2	90.3

For notes on tables, see page 18.

Table 12 Reasons for dissatisfaction² with the VET system as a way of meeting skill needs by type of training, 2011 and 2013 (%)

	2011	2013
Reasons for dissatisfaction with vocational qualifications as a job requirement (Base: dissatisfied employers with jobs requiring a vocational qualification)		
Instructors do not have enough industry experience	11.2*	6.0*
Not enough focus on practical skills	35.3	23.0*
Poor access to training in regional/rural areas	3.8*	5.1*
Relevant skills are not taught	25.4	36.3
Standards are inconsistent across institutions	7.0*	5.4*
Training content is outdated	10.8*	4.0*
Training is of a poor quality or low standard	39.5	54.0
Training is too expensive	np	np
Training is too general and not specific enough	20.4	26.0*
Other reasons	13.2*	6.0*
Reasons for dissatisfaction with apprentices and trainees (Base: dissatisfied employers with apprentices/trainees)		
Access and the amount of funding available	np	5.6*
Apprentice/trainee had a poor attitude	37.0	7.6*
Instructors do not have enough industry experience	np	13.6*
Insufficient communication between training provider and employment agency	13.0*	11.1*
Not enough focus on practical skills	24.9	17.6*
Poor access to training in regional/rural areas	np	4.1*
Relevant skills are not taught	27.1	39.5
Training content is outdated	8.4*	5.5*
Training is of a poor quality or low standard	36.7	34.1
Training is too general and not specific enough	11.8*	14.7*
Other reasons	23.4	15.9*
Reasons for dissatisfaction with nationally recognised training¹ (Base: dissatisfied employers using nationally recognised training)		
Access and the amount of funding available	na	np
Instructors do not have enough industry experience	7.5*	12.0*
Not enough focus on practical skills	19.6*	15.5*
Poor access to training in regional/rural areas	11.0*	4.9*
Relevant skills are not taught	32.7	26.0*
Training content is outdated	9.8*	np
Training is of a poor quality or low standard	38.0	35.9*
Training is too expensive	np	np
Training is too general and not specific enough	22.3*	25.7*
Other reasons	25.2	10.4*
Reasons for dissatisfaction with unaccredited training⁴ (Base: dissatisfied employers using unaccredited training)		
Instructors do not have enough industry experience	na	np
Lack of flexibility in provision of training	na	np
Poor access to training in regional/rural areas	na	7.5*
Relevant skills are not taught	na	8.0*
Standards are inconsistent across institutions	na	np
Training content is outdated	na	np
Training is of a poor quality or low standard	na	20.1*
Training is too expensive	na	7.7*
Training is too general and not specific enough	na	11.6*
Other reasons	na	26.1*

For notes on tables, see page 18.

Table 13 Employers satisfied² with training as a way of meeting their skill needs by type of training, 2011 and 2013 (%)

	2011			2013		
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
Training choices						
Employers with jobs that require vocational qualifications	84.6	7.7	7.7	78.3	13.0	8.7
Employers with apprentices and trainees	82.9	8.5	8.6	78.8	10.4	10.8
Employers using nationally recognised training ¹	89.2	6.4	4.4	83.1	9.6	7.3
Employers using unaccredited training	96.2	2.9	0.9	90.3	7.3	2.4

For notes on tables, see page 18.

Table 14 Type of provider and main provider used for training in the last 12 months by type of training and provider, 2011 and 2013 (%)

Type of provider	All types of providers used		Main provider used	
	2011	2013	2011	2013
Apprenticeships and traineeships (Base: all employers with apprentices/trainees)				
TAFE	66.3	64.2	63.0	60.2
Private training provider	25.3	26.9	23.0	24.4
Professional or industry association	6.5	10.1	5.1	7.1
Other providers ⁵	7.4	6.0	6.0	4.2
No external training provider used	3.3	5.1	2.9	4.1
Nationally recognised training¹ (Base: all employers using nationally recognised training)				
TAFE	29.0	20.1	21.7	16.7
University	6.3	7.0	4.1	5.3
Private training provider	47.1	49.5	43.4	45.3
Professional or industry association	20.3	25.7	18.5	22.7
Other providers ⁶	12.0	8.0	9.4	6.3
No external training provider used	2.8	3.6	2.8	3.7
Unaccredited training (Base: all employers using unaccredited training)				
TAFE	2.1	1.4*	1.6	0.5*
Private training provider	17.2	17.1	15.4	15.4
Professional or industry association	15.2	13.4	13.0	12.3
Supplier/manufacturer of equipment and/or product	12.9	13.5	11.9	12.5
Other providers ⁷	6.0	3.3	4.7	2.7
No external training provider used	53.0	56.2	53.4	56.5

For notes on tables, see page 18.

Table 15 Employers satisfied² with aspects of training by main type of provider⁸, 2013 (%)

Main type of provider	Aspects of training					
	Relevance of skills taught	Condition of equipment and facilities	Cost-effectiveness of the training	Flexibility of the provider in meeting your needs	Trainers' knowledge and experience of your industry	Standard of assessment
Apprenticeships and traineeships						
(Base: all employers with apprentices/trainees)						
TAFE	80.4	90.7	82.4	80.0	84.2	79.8
Private training provider	91.3	96.7	87.5	91.9	89.1	87.7
Professional or industry association	90.5	97.6	86.2	85.1	94.4	89.1
Other providers ⁵	97.6	88.4	88.4	86.8	75.1	93.4
Nationally recognised training¹						
(Base: all employers using nationally recognised training)						
TAFE	91.9	94.1	88.3	87.9	90.4	92.5
University	88.3	99.3	91.8	89.6	84.0	95.1
Private training provider	91.5	98.2	84.9	95.3	88.4	88.9
Professional or industry association	93.1	98.0	85.0	90.8	94.5	94.8
Other providers ⁶	98.3	89.0	82.4	92.6	93.4	93.6
Unaccredited training						
(Base: all employers using unaccredited training)						
TAFE	100.0	100.0	90.3	52.9*	100.0	98.6
Private training provider	96.7	96.7	90.2	91.8	95.9	96.0
Professional or industry association	99.1	97.4	92.2	85.6	98.6	93.2
Supplier/manufacturer of equipment and/or product	97.1	95.2	86.2	89.5	94.5	87.3
Other providers ⁷	100.0	99.8	97.0	92.4	96.4	93.8

For notes on tables, see page 18.

Terms

For more information, please see Technical notes, Terms and definitions, and other supporting documents at <http://www.ncver.edu.au/publications/2675.html>.

Apprentice or trainee is a person who undertook a contract of training with an employer and a training provider.

Employees are defined as wage and salary earners who received pay for any part of the last pay period. This includes: employees on paid or prepaid leave, employees who commenced or terminated employment during the pay period, and employees on workers' compensation who continue to be paid through the payroll. It excludes persons paid solely by commission, without a retainer, wage or salary.

Employer refers to an organisation operating within Australia that employed at least one employee in the 12 months preceding the interview.

Employer size is defined as:

- small: an employer with between 1 and 9 employees
- medium: an employer with between 10 and 99 employees
- large: an employer with 100 or more employees.

Employer using the VET system refers to an employer who has met skill needs in the past 12 months by:

- hiring staff with vocational qualifications
- employing an apprentice or trainee
- having staff undertake other nationally recognised training.

Industry is defined by the Australian and New Zealand Standard Industry Classification (ANZSIC 2006). This is an Australian Bureau of Statistics classification that identifies the industry or principal activity in which an employer is engaged. Industry is defined according to survey responses.

Informal training refers to training that usually occurs on the job through interactions with co-workers as part of the day-to-day work.

Nationally recognised training is an accredited program of study that leads to vocational qualifications recognised across Australia. Only registered training organisations that meet government quality standards can provide nationally recognised training (such as TAFE, private providers and vocational divisions of universities). It can apply to a whole course (qualification) or components of a course (units of competency and modules). For the purposes of this survey, employers with apprenticeships and traineeships are reported separately.

Registered training organisation is a training provider that is registered by a state/territory training authority as nationally recognised for the provision of training and services.

Satisfaction was rated as 4 or 5 on a 5-point scale and includes employers who were satisfied or very satisfied. Dissatisfied was rated as 1 or 2 and includes employers who were dissatisfied or very dissatisfied.

TAFE refers to technical and further education institutes.

Unaccredited training is training that 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.

Vocational education and training (VET) is that education (excluding higher education) which provides people with work-related knowledge and skills.

Vocational qualifications are nationally recognised completed qualifications. These qualifications are delivered by registered training organisations such as TAFE, private providers and vocational divisions of universities.

Notes on tables

- * The estimate has a relative standard error equal to or greater than 25% and should be used with caution.
- na Not applicable
- np Not published. NCVET does not report on estimates based on five or fewer respondents because the estimates are unreliable.
- 1 Nationally recognised training is defined as nationally recognised training that is not part of an apprenticeship or traineeship. For the purposes of this survey, employers with apprenticeships and traineeships are reported separately.
- 2 Satisfied was rated as a 4 or 5 on a 5-point scale. It includes employers who were satisfied and very satisfied. Dissatisfied was rated as a 1 or 2 on a 5-point scale and includes employers who were dissatisfied or very dissatisfied.
- 3 The question asking employers whether they have experienced any recruitment difficulties in the last 12 months was asked differently in 2013 compared with previous surveys.
- 4 Reasons for dissatisfaction with unaccredited training were collected for the first time in 2013.
- 5 Other providers used for training apprentices and trainees include universities, suppliers/manufacturers of equipment/product or other providers.
- 6 Other providers used for nationally recognised training include suppliers/manufacturers of equipment/product or other providers.
- 7 Other providers used for unaccredited training include universities or other providers.
- 8 This information was only collected in 2013.



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