Good [afternoon/evening]. My name is (SAY NAME) from I-view, a social research company. We are calling on behalf of the National Centre for Vocational Education Research (NCVER), a government funded organisation. We are conducting a survey with people who started an apprenticeship or traineeship, regardless of if they completed or not.

Main: You should have received a letter outlining the survey recently.

May I please speak to (SAY PERSON'S NAME)?

[If passed on to respondent re-read intro above]

If you are willing to complete the survey you will go into the draw to win one of two prizes of $1000.

If necessary: The information collected in this survey will be used to help ensure future apprentices and trainees get the training and skills they need. All information you provide will remain confidential and only group responses will be reported. Your personal details will be destroyed at the completion of the survey.

Our records indicate you [completed/began] an apprenticeship/traineeship in [insert certificate] with [insert employer]. Is this correct?

| No employer name incorrect | 1 |
| No course name incorrect | 2 |
| No, both employer and course name incorrect | 3 |
| Yes | 4 |

If no, edit course name and/or employer as required.

Can you confirm whether it was an apprenticeship or traineeship you [completed/began]? Filter wording throughout survey.

| Apprenticeship | 1 |
| Traineeship | 2 |

Throughout the survey, the reference to your apprenticeship or traineeship relates to this [insert certificate] with [insert employer].

**YOUR APPRENTICESHIP or TRAINEESHIP**

We are going to start by looking at why and how you began your apprenticeship/traineeship and your progress through it.

1. What were your reasons for starting your apprenticeship or traineeship?

(Multiple response) DNRO

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wanted to work in that type of job</td>
<td>1</td>
</tr>
<tr>
<td>Wanted a job (any type)</td>
<td>2</td>
</tr>
<tr>
<td>To gain a recognised qualification or certificate</td>
<td>3</td>
</tr>
<tr>
<td>Get paid to learn</td>
<td>4</td>
</tr>
<tr>
<td>It was a requirement of my job</td>
<td>5</td>
</tr>
<tr>
<td>It had good job prospects</td>
<td>6</td>
</tr>
<tr>
<td>It had good pay once qualified</td>
<td>7</td>
</tr>
<tr>
<td>To start my own business</td>
<td>8</td>
</tr>
<tr>
<td>Didn’t get into uni/ didn’t want to go to uni</td>
<td>9</td>
</tr>
<tr>
<td>Opportunity to further knowledge and skills</td>
<td>11</td>
</tr>
<tr>
<td>Recommended/offered by company (not mandatory)</td>
<td>12</td>
</tr>
<tr>
<td>Other reasons (please specify)</td>
<td>10</td>
</tr>
</tbody>
</table>
2  And what was your main reason for starting your apprenticeship or traineeship? (Read out list of what answered above if required) (Single response)

   Wanted to work in that type of job  1
   Wanted a job (any type)  2
   To gain a recognised qualification or certificate  3
   Get paid to learn  4
   It was a requirement of my job  5
   It had good job prospects  6
   It had good pay once qualified  7
   To start my own business  8
   Didn’t get into uni/ didn’t want to go to uni  9
   Other reasons (please specify)  10

3  Have you successfully completed all requirements of your apprenticeship or traineeship? (Note for interviewer: This includes both the study and employment requirements of your apprenticeship or traineeship.)

   Yes  1  Go to 8 if from completed sample, go to q7 if from cancellation sample
   No, still ongoing  2  Go to 8
   No, cancelled or withdrew  3  Go to 4

4  Why did you decide not to continue your apprenticeship or traineeship? (Multiple response) DNRO

   Employment-related reasons
   Got offered a better job  1
   The pay was too low  2
   Poor working conditions  3
   I wasn’t happy with the job prospects in the industry  4
   I didn’t like the type of work  5
   I didn’t get on with my boss or other people at work  6
   I lost my job/was made redundant  7
   I transferred to another apprenticeship/traineeship  8
   Left job/changed career  16
   Apprenticeship/Traineeship cancelled/discontinued  17  (probe for further information - what does this mean? For example, employer choice (eg. lost job/made redundant, transferred to another apprenticeship, etc) or apprentice/trainee choice (eg. left job/changed career, etc.)

   Training-related reason
   I wasn’t happy with the on-the-job training  9
   I wasn’t happy with the off-the-job training  10
   I found the study too difficult  11
   Studying elsewhere (university/school)  18

   Personal Reasons
   Problems with travelling/transport  12
   Illness/health reasons  13
   Family reasons  14
   Lack of time  19
   Moved  20

   Any other major reason (please specify)  15

DMS#87358
And what was your main reason for choosing not to continue your apprenticeship or traineeship?
(Read out list of what answered above if required) (Single response)

Employment-related reasons
- Got offered a better job
- The pay was too low
- Poor working conditions
- I was not happy with the job prospects in the industry
- I didn’t like the type of work
- I didn’t get on with my boss or other people at work
- I lost my job/was made redundant
- I transferred to another apprenticeship/traineeship
- Left job/changed career
- Apprenticeship/Traineeship cancelled/discontinued

Training-related reason
- I wasn’t happy with the on-the-job training
- I wasn’t happy with the off-the-job training
- I found the study too difficult
- Studying elsewhere (university/school)

Personal Reasons
- Problems with travelling/transport
- Illness/health reasons
- Family reasons
- Lack of time
- Moved

Any other major reason (please specify)

What month and year did you cancel/withdraw from your apprenticeship or traineeship?

Month
Year

[if answered no (3) to question 3, go to q8]

[if cancellation/withdrawal and answered yes (1) to question 3 (completed all requirements of apprenticeship/traineeship) ask q7.]
**OFF-THE-JOB TRAINING**

We are now going to look at your off-the-job training. Off-the-job training is training that takes place away from your job, usually off the premises, e.g. at TAFE or another training organisation, but may be on the premises, e.g. in a special training area.

*Interviewer note:* For Tasmanian and Western Australian respondents amend to:

We are now going to look at your off-the-job training. Off-the-job training is training that takes place away from your job, usually off the premises, e.g. at a Skills Institute, TAFE or other training organisation, but may be on the premises, e.g. in a special training area.

8   Our records indicate you [undertook/are undertaking (for those who are continuing – answered 2 at q3)] your [insert certificate] through [insert RTO]. Is this correct?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

If no, edit RTO.

9   How satisfied or dissatisfied [were/are (for continuing)] you with the following aspects related to your [insert name of Certificate]?

<table>
<thead>
<tr>
<th>Item</th>
<th>Code</th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NEITHER SATISFIED NOR DISSATISFIED</th>
<th>DISSATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Frequency of training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Relevance of the skills to your workplace</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The fairness of the assessments of your skills and knowledge</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The relevance of the assessment tasks</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>The quality of the training facilities and equipment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Overall quality of the off-the-job training (DO NOT RANDOMISE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**YOUR EMPLOYMENT**

The following section focuses on your employment whilst undertaking your apprenticeship or traineeship, including your on-the-job training.

10  How satisfied or dissatisfied [were/are (for continuing students)] you with the following aspects of your employment as an apprentice/trainee? (Randomise 1-8 or 1-9 if 9 is applicable)

<table>
<thead>
<tr>
<th>Item</th>
<th>Code</th>
<th>VERY SATISFIED</th>
<th>SATISFIED</th>
<th>NEITHER SATISFIED NOR DISSATISFIED</th>
<th>DISSATISFIED</th>
<th>VERY DISSATISFIED</th>
<th>NOT APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The type of work you were/are doing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>The working conditions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>The pay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The hours of work</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Receiving adequate supervision</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Relationships with co-workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Training provided by your employer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The skills you learnt on the job</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>(employer_type_id = 2) Support from Group Training Company</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Your employment overall (DO NOT RANDOMISE)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: continuing apprentices/trainees go to 38 (where Q3=2).
11 How much did you earn (including over-time but before tax or anything else was taken out) in your last week of your [insert certificate] with [insert employer]? Read out categories if required.

Give amount ($)

Or use salary brackets:

- $2,000 or more per week ($104,000 or more per year) 1
- $1,750 - $1,999 per week ($91,000 - $103,999 per year) 2
- $1,500 - $1,749 per week ($78,000 - $90,999 per year) 3
- $1,250 - 1,499 per week ($65,000 - $77,999 per year) 4
- $1,000 - $1,249 per week ($52,000-$64,999 per year) 5
- $800-$999 per week ($41,600-$51,999 per year) 6
- $700-$799 per week ($36,400-$41,599 per year) 7
- $600-$699 per week ($31,200-$36,399 per year) 8
- $500-$599 per week ($26,000-$31,199 per year) 9
- $400-$499 per week ($21,800-$25,999 per year) 10
- $300-$399 per week ($17,600-$21,799 per year) 11
- $200-$299 per week ($13,400-$17,599 per year) 12
- $100-$199 per week ($8,200-$12,399 per year) 13
- $0-$99 per week ($0-$8,199 per year) 14
- Don't know 99
- Refused 999

12 How many hours did you work in your last week of your [insert certificate] with [insert employer]? RO

- 35 hours or more per week 1
- 1 – 34 hours per week 2

13 What was your occupation and what were the main tasks you usually performed in your last week of your [apprenticeship]/[traineeship]?

Give full title e.g. Apprentice chef, Childcare aide

What are the main tasks or duties you usually perform in this occupation? e.g. Preparing food/cooking food, Typing

14 What kind of industry, business or service was carried out by your employer/business in your last week of your [apprenticeship]/[traineeship]?

e.g. Steel pipe manufacturing, childcare services, fast food outlet, clothing retailing

OVERALL SATISFACTION WITH APPRENTICESHIP/ TRAINEESHIP
We are now going to look at your apprenticeship/traineeship overall. This takes into consideration your off-the-job training, on-the-job training and employment.

15 What do you feel was the main benefit you got out of your apprenticeship/traineeship? (Unprompted, single response).

- Got a new job 1
- Qualification / trade 2
- Skills 3
- Experience 4
- Good job prospects 5
- A promotion (or increased status at work) 6
- An increase in earnings 7
- Was able to set up my own business 8
- Self satisfaction 9
- Knowledge 12
- Other (please specify) 10

No benefits 11

16 Taking all things into consideration, overall how satisfied or dissatisfied were you with your apprenticeship/traineeship?

- Very satisfied 1
- Satisfied 2
- Neither satisfied nor dissatisfied 3
- Dissatisfied 4
- Very dissatisfied 5

ADDITIONAL TRAINING
This section looks at whether you have enrolled in any other training since you [completed]/[cancelled] your apprenticeship / traineeship.

17 Have you started another apprenticeship or traineeship since undertaking your [insert certificate]?

- No 1 Go to 19
- Yes, but cancelled or withdrew 2
- Yes, still ongoing 3
- Yes, finished 4

18 Is this apprenticeship/traineeship related to the type of training you undertook in your [insert certificate]?

- Yes 1
- No 2
- Don’t know 9

19 Have you enrolled in any other study since undertaking your [insert certificate]?

- No 1 Go to 23
- Yes, but cancelled or withdrew 2
- Yes, still ongoing 3
- Yes, finished 4
20 Which of the following best describes the level of the qualification you have enrolled in since undertaking your [insert certificate]?  

Interviewer Note: If you enrolled in more than one course, please report the course that you think is most important.

- Bachelor degree or higher 1
- Advanced diploma or associate degree 2
- Diploma or associate diploma 3
- Certificate IV (or advanced certificate/technician) 4
- Certificate III (or trade certificate eg. apprenticeship) 5
- Certificate II 6
- Certificate I 7
- Other certificate 8
- Secondary school qualification (e.g. mature age, night school) 9
- Statement of attainment 10
- Other course (please specify) 11

21 Where did you enrol to do this study?  

Interviewer Note: If you are doing external study, please report the organisation you are studying with e.g. university, TAFE institute.  

Interviewer Note: If you enrolled in more than one course, please report the course that you think is most important.  

Interviewer Note: For Tasmania respondents note that “Academy” means “Secondary School”  

Interviewer Note: For Tasmanian and Western Australian questionnaires modify “TAFE Institute” to “TAFE Institute, Skills Institute or Polytechnic”

- University 1
- TAFE institute 2
- TAFE division of a university 3
- Private Provider 4
- Adult and Community Education Provider 5
- Secondary School 6
- Other 7

22 Is this study related to the type of training you undertook in your [insert certificate]?

- Yes 1
- No 2
- Don't know 9

YOUR WORK SITUATION AT 19 March 2010

23 Did you have a job of any kind at 19 March 2010?  

Interviewer Note: If you had more than one job, please report for your main job, i.e. the job in which you usually worked the most hours.  

Interviewer Note: A job means any type of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

- Yes, worked for payment or profit 1
- Yes, but absent on holidays, on paid leave, on strike or temporarily stood down 2
- Yes, unpaid work in a family business 3
- Yes, other unpaid work 4  Go to 35
- No, did not have a job 5  Go to 35
24 On what basis were you employed in your main job at 19 March 2010? RO

<table>
<thead>
<tr>
<th>Basis</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wage or salary earner</td>
<td>1</td>
</tr>
<tr>
<td>Conducting own business - with employees</td>
<td>2</td>
</tr>
<tr>
<td>Conducting own business – without employees</td>
<td>3</td>
</tr>
<tr>
<td>Helper not receiving wages</td>
<td>4</td>
</tr>
</tbody>
</table>

25 Were you entitled to paid sick leave and/or paid holiday leave in your main job at 19 March 2010?

Note: If you could take paid sick and/or paid holiday leave after being employed for a certain period, for example three months or a year, please cross the 'Yes' box.

<table>
<thead>
<tr>
<th>entitlements</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, both</td>
<td>1</td>
</tr>
<tr>
<td>Yes, paid sick leave only</td>
<td>2</td>
</tr>
<tr>
<td>Yes, paid holiday leave only</td>
<td>3</td>
</tr>
<tr>
<td>No</td>
<td>4</td>
</tr>
</tbody>
</table>

26 What was your occupation and what were the main tasks you usually performed in your main job at 19 March 2010?

If same as question 13 tick box □

Give full title e.g. Apprentice chef, Childcare aide

What are the main tasks or duties you usually perform in this occupation? e.g. Preparing food/cooking food, Typing

27 What kind of industry, business or service was carried out by your employer/business in your main job at 19 March 2010?

If same as question 14 tick box □

e.g. Steel pipe manufacturing, childcare services, fast food outlet, clothing retailing

28 How many hours did you usually work each week in your main job at 19 March 2010? RO

<table>
<thead>
<tr>
<th>Hours</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>35 hours or more per week</td>
<td>1</td>
</tr>
<tr>
<td>1 – 34 hours per week</td>
<td>2</td>
</tr>
</tbody>
</table>
29 How much did you usually earn (including over-time, but before tax or anything else was taken out) in your main job at 19 March 2010? Read out categories if required.

Give amount ($)

Or use salary brackets:

- $2,000 or more per week
  ($104,000 or more per year) 1
- $1,750 - $1,999 per week
  ($91,000 - $103,999 per year) 2
- $1,500 - $1,749 per week
  ($78,000 - $90,999 per year) 3
- $1,250 - 1,499 per week
  ($65,000 - $77,999 per year) 4
- $1,000 - $1,249 per week
  ($52,000 - $64,999 per year) 5
- $800 - $999 per week
  ($41,600 - $51,999 per year) 6
- $700 - $799 per week
  ($36,400 - $41,599 per year) 7
- $600 - $699 per week
  ($31,200 - $36,399 per year) 8
- $500 - $599 per week
  ($26,000 - $31,199 per year) 9
- $300 - $499 per week
  ($15,600 - $25,999 per year) 10
- $160 - $299 per week
  ($8,320 - $15,599 per year) 11
- $80 - $159 per week
  ($4,160 - $8,319 per year) 12
- $1 - $79 per week
  ($1 - $4,159 per year) 13
- Don't know 99
- Refused 999

30 Are you with the same [host (employer_type_id = 2)] employer as when you last undertook your apprenticeship / traineeship?

- Yes, same employer 1 Go to 33
- No, different employer 2
Why did you change employers? *(Multiple response)*

**Employment-related reasons**

- Got offered a better job 1
- The pay was too low 2
- Poor working conditions 3
- I was not happy with the job prospects in the industry 4
- I didn't like the type of work 5
- I didn't get on with my boss or other people at work 6
- I lost my job/was made redundant 7
- I transferred to another apprenticeship/traineeship 8
- Lack of work 13
- Broaden knowledge and skills 14
- For a change/to try a different career 15

**Personal Reasons**

- Problems with travelling/transport 9
- Illness/health reasons 10
- Family reasons 11
- Moved 16

**Any other major reason (please specify)** 12

---

What was your main reason for changing employers? *(Single response)*

*(Read out list of what answered above if required)*

**Employment-related reasons**

- Got offered a better job 1
- The pay was too low 2
- Poor working conditions 3
- I was not happy with the job prospects in the industry 4
- I didn't like the type of work 5
- I didn't get on with my boss or other people at work 6
- I lost my job/was made redundant 7
- I transferred to another apprenticeship/traineeship 8
- Lack of work 13
- Broaden knowledge and skills 14
- For a change/to try a different career 15

**Personal Reasons**

- Problems with travelling/transport 9
- Illness/health reasons 10
- Family reasons 11
- Moved 16

**Any other major reason (please specify)** 12
RELEVANCE OF APPRENTICESHIP OR TRAINEESHIP

33 How relevant was your [apprenticeship / traineeship] in [insert certificate] to your main job at 19 March 2010?

- Highly relevant 1
- Some relevance 2
- Very little relevance 3
- Not at all relevant 4

34 How useful are the skills you learnt during your apprenticeship / traineeship in helping you do your main job?

- Highly useful 1
- Generally useful 2
- Not very useful 3
- Not at all useful 4

ACTIVITY

35 Were you actively looking for [if employed – different] work at 19 March 2010? (Cross one box only.)

Interviewer Note: Examples of actively looking for work include: being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work

- Yes, I looked primarily for full-time work 1 Go to 36 (if employed), if not employed go to 38
- Yes, I looked primarily for part-time work 2 Go to 36 (if employed), if not employed go to 38
- No, I did not look for work 3

[if answered 4 or 5 to question 23 and 3 to question 35 – ask question 38]

[if answered 1,2 or 3 to question 23 and 1 or 2 to question 35 – ask question 36 & 37 – otherwise skip to question 38]

36 Why were you looking for different work? (Multiple response) DNRO

Employment-related reasons

- The pay is too low 2
- Poor working conditions 3
- I am not happy with the job prospects in the industry 4
- I don’t like the type of work 5
- I don’t get on with my boss or other people at work 6
- Lack of work 9
- Broaden knowledge and skills 10
- For a change/to try a different career 16

Personal Reasons

- Problems with travelling/transport 12
- Illness/health reasons 13
- Family reasons 14

Any other major reason (please specify) 15
37 What was your main reason for looking for different work? (Single response)  
(Read out list of what answered above if required)  

**Employment-related reasons**  
- The pay is too low 2  
- Poor working conditions 3  
- I am not happy with the job prospects in the industry 4  
- I don’t like the type of work 5  
- I don’t get on with my boss or other people at work 6  
- Lack of work 9  
- Broaden knowledge and skills 10  
- For a change/to try a different career 16

**Personal Reasons**  
- Problems with travelling/transport 12  
- Illness/health reasons 13  
- Family reasons 14

**Any other major reason (please specify)** 15

---

**BEFORE YOU BEGAN YOUR APPRENTICESHIP or TRAINEESHIP**  
We want to know if you did any courses before you began your apprenticeship/traineeship.

38 Did you complete a pre-vocational or pre-apprenticeship course before you started your [apprenticeship / traineeship] in [insert certificate]?

**Interviewer Note:** Pre-vocational (which means before work) and pre-apprenticeship courses help you develop skills to get a job, or prepare you to become an apprentice or trainee. This includes a VET in schools course.

- Yes 1  
- No 2 Go to 40  
- Don’t know 9 Go to 40

39 How relevant was this course to your apprenticeship / traineeship?

- Highly relevant 1  
- Some relevance 2  
- Very little relevance 3  
- Not at all relevant 4

---

**YOUR COMMENTS**

40 Do you have any suggestions for improving any aspect of your apprenticeship or traineeship?