

Questionnaire Final

SAMPLE TABLE

| Sample Name | Source |
|-----------------|---------------|
| Illion stream A | Illion Sample |
| Illion stream B | Illion Sample |
| ABR stream A | ABR Sample |
| ABR stream B | ABR Sample |

HOVER TEXT INSTRUCTIONS (CAWI ONLY)

When the following **pink text** 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, M8, M9C |
| 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 AWS certification, advanced Excel) workshops or specific organisation related courses, e.g. project management courses, how to deal with customer complaints, management and leadership training industry-specific or technical training | D3a, PRE G1, G3, G4, G5, G7, G10, M8, M9B |
| Formal vocational qualifications | Formal vocational qualifications include trade qualifications (e.g. Diploma of Information Technology, Certificate IV in Ageing Support, 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 | C1A, C2, C5, C6. |

| | | |
|--|---|--|
| | higher education qualifications such as Bachelors degrees. | |
| Apprenticeships and traineeships | <p>People with a formal training contract with their employer in the last 12 months. The training they undertake as part of their apprenticeship or traineeship is nationally recognised.</p> <p>This includes:</p> <ul style="list-style-type: none"> • people hired in trade areas and non-trade areas • people still at school in school-based apprenticeship <p>This excludes employees who have previously completed their apprenticeship or traineeship.</p> | PRE D1, D1, D1b, D1c, D1d, D2a, PRE E2, 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, M8, M9A |
| 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 |
| AI or Artificial Intelligence / AI technologies and tools | Artificial Intelligence or AI is technology that enables computers and machines to simulate human intelligence and problem-solving capabilities. Examples include digital assistants, GPS guidance, autonomous vehicles and generative AI tools (like Open AI's Chat GPT). | M1, M2, M3 |

Text in blue is only displayed for telephone interviewers.

Text in green is only displayed for online respondents.

Text in orange is only displayed for hardcopy respondents. If there are no hardcopy instructions, please refer to the online instructions.

TERMINATIONS

TERM_1 Unfortunately, your organisation is not eligible to participate. For this study we are looking for specific types of businesses. Thanks for your time and assistance today.

TERM_2 Unfortunately, your organisation is not eligible to participate. For this study we are looking for businesses with employees. Thanks for your time and assistance today.

TERM_3 Unfortunately, to complete this survey you need to be able to answer questions about your business in the State we have listed. Thank you for your time and assistance today.

| Termination Code | Termination Label | Termination Text |
|--|-------------------|---|
| IF PRES7=2 (no employees) | TERM_2 | Unfortunately, your organisation is not eligible to participate. For this study we are looking for businesses with employees. Thanks for your time and assistance today. |
| IF S7=1 to 5 (type of business not eligible) | TERM_1 | Unfortunately, your organisation is not eligible to participate. For this study we are looking for specific types of businesses. Thanks for your time and assistance today. |
| IF S4A=3 (refused to provide details of relevant person) | TERM_3 | Unfortunately, to complete this survey you need to be able to answer questions about your business in the State we have listed. Thank you for your time and assistance today. |
| IF A5=0 (no employees) | TERM_2 | Unfortunately, your organisation is not eligible to participate. For this study we are looking for businesses with employees. Thanks for your time and assistance today. |

HC QUESTION NUMBERING

| Question number | Stream A | Stream B |
|-----------------|----------|----------|
| A1 | Q1 | Q1 |
| A2 | Q2 | Q2 |
| A5 | Q3 | Q3 |
| A6 | Q4 | Q4 |
| A7 | Q5 | Q5 |
| C1a | Q6 | Q6 |
| C2 | Q7 | Q7 |
| C5 | Q8 | Q8 |
| C6 | Q9 | Q9 |
| D1 | Q10 | Q10 |
| D2a | Q11 | Q11 |
| D3a | Q12 | Q12 |
| D4a | Q13 | Q13 |
| E4 | NA | Q14 |
| E5 | NA | Q15 |
| E6 | NA | Q16 |
| E6z | NA | Q17 |
| E7 | Q14 | Q18 |
| E8 | Q15 | NA |
| F3 | Q16 | NA |
| F4 | NA | Q19 |
| F6 | NA | Q20 |
| F7 | NA | Q21 |
| F8 | NA | Q22 |
| F8z | NA | Q23 |
| F9 | Q17 | Q24 |
| F10 | Q18 | NA |
| G3 | Q19 | NA |
| G4 | Q20 | NA |
| G5 | NA | Q25 |
| G7 | NA | Q26 |
| G10a | Q21 | Q27 |
| M1 | Q22 | Q28 |
| M2 | Q23 | Q29 |
| M3 | Q24 | Q30 |
| M4 | Q25 | Q31 |

| | | |
|-----|-----|-----|
| M5 | Q26 | Q32 |
| M6 | Q27 | Q33 |
| M7 | Q28 | Q34 |
| M8 | Q29 | Q35 |
| M9a | Q30 | Q36 |
| M9b | Q31 | Q37 |
| M10 | Q32 | Q38 |
| M11 | Q33 | Q39 |
| D5 | Q34 | Q40 |
| H0 | Q35 | Q41 |
| H0b | Q36 | Q42 |
| H1 | Q37 | Q43 |

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INTRODUCTION - CATI

CATI_INTRO Good morning/afternoon/evening. I'm <INT_NAME> calling on behalf of the National Centre for Vocational Education Research (NCVER), from Wallis Social Research.

We have <FNAME> listed as the <POSITION> at your organisation. Could we please speak with them?

IF NECESSARY: We're looking to speak with a senior person at your organisation whose role involves HR or Training. A director or person of similar responsibility in your organisation would also be suitable.

IF NECESSARY: A letter was recently sent that was addressed to your organisation from 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 workforce training for the organisation in <STATE>.

[IF MOBILE PHONE: I realise I'm calling you on your mobile, can I just check that it's okay to talk at the moment and that you're not driving? IF DRIVING OR NOT SAFE, MAKE APPOINTMENT]

IF NECESSARY: Wallis works within the Australian Privacy Act which means that all personal information that we collect and store is protected. You can find out more in our Privacy Policy which is available on our website www.wallis.social/privacy.

| | | |
|----|--|-------------------|
| 1 | Yes, I am the best person | |
| 2 | No, need to speak to someone else | |
| 3 | Wants to do online – provide link via email or SMS | |
| 4 | Wants a copy of the letter – send via email or SMS | |
| 5 | Not available right now (Soft Call Back) | APPOINTMENT |
| 6 | Not available right now (Hard Appointment) | APPOINTMENT |
| 7 | Relevant person is not available in survey period | TERMINATE |
| 8 | No one at this number fits the business name | TERMINATE |
| 9 | Residential number | TERMINATE |
| 10 | Relevant person not available before field period closes | TERMINATE |
| 11 | Language problem (specify) | TERMINATE |
| 12 | Hearing difficulties / Other incapable | TERMINATE |
| 13 | Accountant / solicitor for named business | TERMINATE |
| 22 | Closed down / in liquidation / out of business | TERMINATE |
| 23 | Don't have any employees | TERMINATE |
| 14 | Refusal | EMP_CHK |
| 20 | Call terminated by respondent | EMP_CHK |
| 21 | Call dropped (unknown reason) | APPOINTMENT |
| 95 | Other not listed reason for ending survey (specify) | EMP_CHK |
| 99 | Try on a different number | UPDATE AND REDIAL |

PROGRAMMER NOTE: RELOOP CATI_INTRO FOR ALL SUBSEQUENT CALLS / CALL BACKS

SCREENING QUESTIONS – CATI

ASK IF CATI_INTRO=1

- S2 Do you have a copy of the letter and brochure that was sent?
- 1 Yes
 - 2 No

ASK IF S2=2

- 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/2025

- 1 Yes, send email/SMS with link
- 2 Don't have, but will do the survey anyway
- 3 Refused (changed mind)
- 4 Wrong person
- 5 Wrong business

PROGRAMMER NOTE: IF S3=3, take interviewer to 'EMP_CHK'

PROGRAMMER NOTE: IF S3=5, take interviewer to 'OUTCOMES'

ASK IF S3=1

- L3 Would you like us to send that to you via email or text?

BROCHURE LINK: www.ncver.edu.au/employerviews/2025

- 1 Email
- 2 SMS

ASK IF L3=1 OR 2

- L4 Can I please confirm...

Note: Continue to main survey once sent and confirmed receipt.

OPEN TEXT FOR ALL – ALLOW 10 DIGITS FOR NUMBER

- 1 Your name: (ENTER NAME)
- 2 IF L3=1: Your email address: (ENTER EMAIL ADDRESS)
- 3 IF L3=2: Your mobile number: (ENTER NUMBER)

ASK IF S3=2

PRE_S7 That's OK. I can help you with the definitions throughout the survey. Please let me know if anything is unclear.

ASK IF CATI_INTRO=2 OR S3=4

- S4 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)?

- 1 Yes
- 2 No, doesn't have them right now but can send later
- 3 No, refused to give out any details

PROGRAMMER NOTE: IF S4=3, take interviewer to 'EMP_CHK'

ASK IF S4=1

DET_UPD

OPEN TEXT FOR ALL – ALLOW 10 DIGITS FOR NUMBER

- 1 What is their number? (ENTER NUMBER)
- 2 And their name? (ENTER NAME)
- 3 And their job title? (ENTER JOB TITLE)

PROGRAMMING NOTE: Take interviewer to follow-up appointment containing relevant/updated contact details.

ASK IF S4=2

PRE_APT We'll give you a call back at a time that suits you to get those details, or so you can forward us on to them, when might be a good time?

INTERVIEWER: Hit return and input an appointment time

ASK IF CATI_INTRO=3 OR 4

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

- 1 Email
- 2 SMS

ASK IF L1=1 OR 2

L2 Can I please confirm...

OPEN TEXT FOR ALL – ALLOW 10 DIGITS FOR NUMBER

- 1 Your name: (ENTER NAME)
- 2 IF L1=1: Your email address: (ENTER EMAIL ADDRESS)
- 3 IF L1=2: Your mobile number: (ENTER NUMBER)

ASK IF CATI_INTRO=1

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.

DO NOT READ OUT

- 1 Recording and monitoring allowed
- 2 Recording or monitoring NOT allowed

TIMESTAMP

IN SURVEY EMAIL & SMS TEXT

EMAIL

Subject: Survey of Australian Employers – Requested email (ID: <PIN>)

Dear <FNAME>,

Thank you (or thanks to your colleague) for speaking with one of our telephone interviewers on <DATE> regarding the Australian Government's Survey of Employers' Use and Views of the VET System (SEUV).

The National Centre for Vocational Education Research (NCVER) and Wallis Social Research are conducting the survey on behalf of the Australian Government Department of Employment and Workplace Relations to find out how employers met their workforce training needs over the last 12 months.

As requested, please find below a link to the online version of the survey. The survey takes about 10 minutes to complete.

<SURVEY LINK>

Your feedback on workforce training in your organisation is greatly appreciated.

Please, have your say.

Regards,

Wallis SEUV Survey Team,
on behalf of Joshua Flack

Wallis Social Research
1800 113 444
seuv@wallis.social

Help and further information

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.

Click www.ncver.edu.au/employerviews/2025 (or type 'SEUV Survey 2025' into your search engine) for more information on how NCVER and Wallis handle your personal information and to review the brochure that was sent to your business which contains information to help you complete the survey.

If you require any assistance with the survey, contact Wallis on 1800 113 444 or email seuv@wallis.social quoting your ID number <<WID>> and the project number 5046.

Please click [here](#) if you do not wish to receive further emails.

SMS

(Maximum character limit including spaces = 160)

Hi <FNAME>, please go to <https://go.wallis.social/seuv<PIN>> to complete the survey. Link to brochure: www.ncver.edu.au/employerviews/2025 For more info call Wallis on 1800 113 444

INTRODUCTION – ONLINE

SURVEY NAME: SURVEY OF EMPLOYERS USE AND VIEWS OF THE VET SYSTEM (2025)

The National Centre for Vocational Education Research (NCVER) would like to invite you to take part in a national study about workforce training in your organisation.

This survey should be completed by the Manager, 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 in providing responses, NCVER 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.

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.

Please click "Next" to begin.

SCREENING QUESTIONS

ASK IF CAWI

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 considered for the purpose of this question as an employee, regardless of whether they pay themselves a wage.

Please select one option below

- 1 Yes
- 2 No – the organisation does not have any employees **GO TO TERM_2 (TERMINATE)**

TIMESTAMP

ASK IF CATI OR CAWI

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

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

MULTIPLE RESPONSE; CODE 97 EXCLUSIVE

READ OUT / Please select all that apply

- 1 Self-employed and NOT employing any staff
- 2 Private household employing staff
- 3 Foreign Diplomatic Mission
- 4 Consulate
- 5 Defence Force Establishment
- 97 **(DO NOT READ)** None of these

IF S7=1 TO 5, GO TO TERM_1

ASK IF CATI/CAWI [NOT FOR HC]

S8 [IF CATI: Can I just record your name for quality assurance purposes? [IF CAWI: Please provide your name for quality assurance purposes.

- 95 RECORD FIRST AND LAST NAME / Please type in your first and last name
2 Prefer not to answer

BR_CHK (DO NOT READ - INTERVIEWER NOTE)

Does the respondent have the brochure?

- 1 [IF S2=1 OR S3=1] Yes, brochure available
2 [IF S3=2] No, continuing without brochure

STREAM_CHK (NOT ASKED)

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

FROM SAMPLE ALLOCATION

- 1 Stream A
2 Stream B

TIMESTAMP END

TIMESTAMP SECTION A START

SECTION A: Organisational Characteristics

Thank you for your interest in this confidential survey. Your participation is voluntary, and greatly valued.

To complete this survey, you need to be able to answer questions about the workforce training for employees in **<SELECTED STATE>**. If you are not in a position to do so, please pass this survey to someone you is.

This study is also looking for businesses with employees, if your organisation does not have any employees you will not be eligible to participate.

If you can answer questions about workforce training in **<SELECTED STATE>**, and your organisation has employees, please continue with filling out the survey.

ASK ALL

A1 - Main Industry ANZSIC 6 Code
 [IF CATI: I'd / IF CAWI: We would] like to begin by asking you some general questions about your organisation.]

What is the **MAIN** type of business activity carried out by your organisation in **<SELECTED STATE>**.

PROBE FULLY / RECORD DETAILS TO ALLOW FOR ANZSIC CODING

95 RECORD VERBATIM / Please type in your answer / Please write your answer in the space below

98 (DO NOT READ) Refused / Prefer not to say

99 (DO NOT READ) Don't know

88 [DE ONLY] Left blank

ASK ALL

A2 - Operates from more than one state or territory
 Does your organisation operate from more than one State or Territory in Australia?

PROMPT IF NECESSARY/ Please select one option below

1 Yes

2 No

ASK IF (CATI OR CAWI) AND A2=1 (ORGANISATION OPERATES FROM MORE THAN ONE STATE)

A3b - Able to answer questions about workforce training?
 For this survey we are interested in employees working at **<COMPANY>** in **<SELECTED STATE FROM SAMPLE>**.

Are you able to answer questions about workforce training for only those **<COMPANY>** employees in **<SELECTED STATE FROM SAMPLE>**?

PROMPT IF NECESSARY / Please select one option below

1 Yes

2 No

ASK IF (CATI OR CAWI) AND A3B=2 (UNABLE TO ANSWER QUESTIONS ABOUT STAFF IN RELEVANT STATE)

A3B2 - Able to answer questions about workforce training?
To participate in the survey, we need someone who is able to answer questions about workforce training for employees in <SELECTED STATE FROM SAMPLE>.

Are you in a position to do this?

PROMPT IF NECESSARY / Please select one option below

- 1 Yes
- 2 No

ASK IF (CATI OR CAWI) AND A3B2=2

S4A [IF CATI: Could you please tell me][IF CAWI: Can you provide the] name, job title and phone number of the most appropriate person (to speak to about workforce training)?

DO NOT READ / Please select one option below

- 1 Yes
- 2 [IF CATI: No, doesn't have them right now but can send later]
- 3 [IF CATI: No, (refused to give out any details)][IF CAWI: No, I can't]

IF S4A=3, GO TO TERM_3

ASK IF S4A=1

DET_UPD_2

DO NOT READ / Please type in each box below

- 1 What is their number? (ENTER NUMBER – ALLOW 10 DIGITS ONLY)
- 2 And their name? (ENTER NAME – TEXT STRING)
- 3 And their job title? (ENTER JOB TITLE – TEXT STRING)

PROGRAMMING NOTES

IF CATI: Take interviewer to follow-up appointment containing relevant/updated contact details.

IF CAWI: Update respondent details in sample

ASK IF CATI AND S4A=2

PRE_APT2 We'll give you a call back at a time that suits you to get those details, or so you can forward us on to them, when might be a good time?

NOTE: Take interviewer to 'APPOINTMENT'

ASK ALL

PRE_A3E For this survey, the term 'organisation' refers to <COMPANY> in <SELECTED STATE FROM SAMPLE>.

IF YOUR ORGANISATION OPERATES FROM MORE THAN ONE STATE, REMEMBER FOR THIS SURVEY WE ARE ONLY INTERESTED IN EMPLOYEES WORKING IN <SELECTED STATE>.

ASK ALL

A5 - Total number of employees working in, or operating in organisation, that received pay in the last pay period?
[CATI: Could you please tell me / CAWI: What is] the **TOTAL** number of employees working in, or operating from your 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

ALLOW NUMBERS 0 TO 999,999

RECORD NUMBER / Please type the number of employees here / Please write your answer in the space below

88 [DE ONLY] Left blank

99 (DO NOT READ) Don't know

IF A5=0, DK OR REF (ORGANISATIONS WITH 0 EMPLOYEES ARE NOT ELEGIBLE), GO TO TERM_2

ASK ALL

A6 - Registered training organisation
 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?

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

1 Yes

2 No

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

88 [DE ONLY] Left blank

ASK IF A6=1 (ORGANISATION IS AN RTO)

IF YOU ANSWERED 'YES' AT A6, CONTINUE TO A7. OTHERWISE, GO TO SECTION C.

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

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

1 Mainly to own employees

2 Mainly to others

3 Both equally

88 [DE ONLY] Left blank

TIMESTAMP SECTION A END

TIMESTAMP SECTION C START

SECTION C: Skill Requirements / Vocational Qualifications

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 BR_CHK=1 OR HCQ OR CAWI (RESPONDENT HAS BROCHURE): Please look at the definitions in the brochure as some of these next questions refer to them.]

Please click 'Next' to continue

ASK ALL

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

This includes trade qualifications (e.g. Diploma of Information Technology, Certificate IV in Ageing Support, plumbing, electrician etc.)

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

IF NECESSARY / OR NO BROCHURE: 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 HARDCOPY OR BR_CHK=1: There is a definition of formal vocational qualifications in the brochure.]

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF C1A=1 (EMPLOYEES HAVE FORMAL VOCATIONAL QUALIFICATIONS)

IF YOU ANSWERED 'YES' AT C1A, CONTINUE TO C2. OTHERWISE, GO TO SECTION D.

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

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF C2=1 (HAVING A FORMAL VOCATIONAL QUALIFICATION WAS A REQUIREMENT)**IF YOU ANSWERED 'YES' AT C2, CONTINUE TO C5. OTHERWISE, GO TO SECTION D.**

- C5 - Satisfaction with FVQ
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....

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 / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF (C5=4 OR 5) (DISSATISFIED) AND STREAM A**IF YOU ANSWERED 'DISSATISFIED' OR 'VERY DISSATISFIED' AT C5, CONTINUE TO C6. OTHERWISE, GOT O SECTION D.**

- C6 - Reason(s) for dissatisfaction with formal vocational qualifications in providing employees with the necessary skills
Why are you dissatisfied with formal vocational qualifications in providing employees with the necessary skills?

PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 2 Don't teach relevant skills/mismatch between skills
- 1 Training is poor quality/low standard
- 3 Not enough hands on/practical skills taught
- 4 Qualification/training too general/not specific enough
- 7 Standards are inconsistent across institutions
- 5 Trainers do not have enough skills/industry experience
- 9 Poor access/availability of training (regional/rural areas)
- 95 Other RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

TIMESTAMP SECTION C END**TIMESTAMP SECTION D START**

SECTION D: Training Requirements

HCQ DESIGN NOTE- SECTION D Hardcopy: Include the relevant question at the beginning of each section (E/F/G). Include D5 in section H.

ASK ALL

D1 - Employs apprentices and trainees in the past 12 months
The next questions are about the types of training used in your organisation.

IF HARDCOPY OR BR_CHK=1: 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?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK ALL

D2a - Provided nationally recognised training
IF HARDCOPY OR BR_CHK=1 (RESPONDENT HAS BROCHURE): Now, looking at the definition of **nationally recognised training** in the brochure.[IF D1=1 OR HARDCOPY: 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

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 3 Unsure if course was nationally recognised
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF (CAWI OR CATI) AND D2A=3 (UNSURE IF COURSE WAS NATIONALLY RECOGNISED)

D2b - Name of national recognised course(s)
What was the name of the course, or courses?

INTERVIEWER NOTE: If identified as NRT go back and recode D2A as 1

- 95 **PROBE FULLY / Please type your answer below / Please write your answer in the space below**
- 88 [DE ONLY] Left blank

ASK ALL

D3a - Provide unaccredited formal training
IF HARDCOPY OR BR_CHK=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

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK ALL

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

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF (D1=2, 99 AND D2A=2, 99 AND C2=2, 99 AND D3A=2, 99 AND D4A=2, 99) (NO APPRENTICESHIP TRAINING AND NO VET TRAINING AND NO FVQS REQUIRED AND NO UNACCREDITED TRAINING AND NO INFORMAL TRAINING)

IF YOU MENTIONED THAT YOU DID NOT PROVIDE TRAINING OF ANY KIND TO YOUR EMPLOYEES, CONTINUE TO QD5.

D5 - Reason(s) for organisation not providing any training in the last 12 months
 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 / Please tick all that apply

MULTIPLE RESPONSE; CODE 97 EXCLUSIVE

- 1 No need/not relevant to our organisation
- 2 Current employees are adequately trained
- 3 Cost/too expensive
- 4 Couldn't find suitable training
- 95 Other **RECORD VERBATIM / Please type your answer in here / Please write your answer in the space below**
- 97 No particular reason
- 88 [DE ONLY] Left blank**

TIMESTAMP SECTION D END

TIMESTAMP SECTION E START

SECTION E: Apprenticeships and Traineeships

ASK IF D1=1 (HAD ANY EMPLOYEES UNDERTAKING APPRENTICESHIPS OR TRAINEESHIPS)

IF YOU ANSWERED 'YES' AT D1 (YOUR ORGANISATION HAS HAD ANY EMPLOYEES UNDERTAKING APPRENTICESHIPS OR TRAINEESHIPS IN THE LAST 12 MONTHS), CONTINUE TO E4. OTHERWISE, GO TO SECTION H.

PRE_E2 [IF CATI: *Now I would like to talk to you* / IF CAWI: *The next section is*] about **apprentices and trainees** who undertake formal training.

IF HARDCOPY OR BR_CHK=1 (RESPONDENT HAS BROCHURE): REMIND RESPONDENT:
The definitions of apprenticeships and traineeships are in the brochure.

E2 REMOVED IN 2025

E3 REMOVED IN 2025

ASK IF D1=1 (HAD ANY EMPLOYEES UNDERTAKING APPRENTICESHIPS OR TRAINEESHIPS) AND STREAM B

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

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

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 TAFE
- 2 University
- 3 Private training provider (e.g. business college)
- 4 Professional or industry association
- 5 Supplier/manufacturer of equipment and/or product
- 94 Formal training is on the job
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 97 No external training provider used
- 99 Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF E4=1,2,3,4 5,95 AND STREAM B

E5 - Apprenticeships/Traineeships – Reason(s) for using provider
What were the main reasons for choosing [**PIPE RESPONSE FROM E4**] over other types of providers to conduct most of your formal training for apprentices or trainees?
PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESONSE; CODE 97 AND 99 EXCLUSIVE

- 1 Only suitable provider available
- 2 Content of training courses was suitable
- 4 Access/convenient location
- 6 Used previously and was satisfied
- 15 Organisation has a good reputation/credible/reliable/good word of mouth
- 5 Convenient/flexible time
- 3 Specialists/have a high level of industry knowledge
- 7 Cost effective
- 8 Expertise not available elsewhere
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 97 Cannot choose provider
- 99 (**DO NOT READ**) Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF E4=1,2,3,4 5,95 AND STREAM B

E6 - Satisfaction with apprentice/trainee training
The next questions are about your satisfaction with various aspects of training for **apprentices or trainees** from your main training provider. That is, the **[PIPE RESPONSE 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 **[PIPE RESPONSE FROM E4]**, overall how satisfied or dissatisfied are you with...

CATI / CAWI; CAROUSEL / HARDCOPY; GRID

ROTATE ITEM ORDER

- A The relevance of skills taught
- B The condition of equipment and facilities
- C The cost effectiveness of the training
- D The flexibility of the provider in meeting your needs
- E The trainers' knowledge and experience of your industry
- F The standard of assessment

DO NOT READ OUT / Please select one option below / Please tick one box in each row

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 97 Not applicable
- 99 (**DO NOT READ**) Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF E4=1,2,3,4 5,95 AND STREAM B

E6z - Satisfaction with apprentice/trainee training
And overall, how satisfied or dissatisfied are you with training for **apprentices or trainees** from **[PIPE RESPONSE FROM E4]**. Are you...

READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 (**DO NOT READ**) Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF D1=1

- E7 - Satisfaction with apprentice/trainee training
[IF STREAM B AND E4=1,2,3,4,5 OR 95: 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.]

ALL: 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...

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

READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF STREAM A AND E7=4 OR 5 (DISSATISFIED)

IF YOU ANSWERED 'DISSATISFIED' OR 'VERY DISSATISFIED' AT E7, CONTINUE TO E8. OTHERWISE, GO TO SECTION F.

- E8 Apprenticeships/Traineeships – Reasons for dissatisfaction
 Why are you dissatisfied with that training in providing **apprentices or trainees** with the required skills?

PROBE FULLY / DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 Training is poor quality/low standard
- 2 Don't teach relevant skills/mismatch between skills taught
- 3 Not enough hands on/practical skills taught
- 5 Trainers do not have enough skills/industry experience
- 4 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)
- 8 Apprentice/trainee wrong person/ poor attitude
- 9 Courses are too short/should be longer
- 95 Other **RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below**
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank**

TIMESTAMP SECTION E END

TIMESTAMP SECTION F START

SECTION F: Nationally Recognised Training

ASK IF D2A=1 (PROVIDED ANY NATIONALLY RECOGNISED TRAINING TO EMPLOYEES)

IF YOU ANSWERED 'YES' AT D2A (YOUR ORGANISATION HAS HAD ANY EMPLOYEES UNDERTAKE NATIONALLY RECOGNISED TRAINING IN THE LAST 12 MONTHS), CONTINUE TO F3. OTHERWISE, 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 HARDCOPY OR BR_CHK=1 (RESPONDENT HAS BROCHURE): REMIND RESPONDENT: The definitions of nationally recognised training can be found in the brochure if you need to refer back to them.

IF HARDCOPY OR D1=1: Please exclude all training undertaken as part of an **apprenticeship or traineeship**.

ASK IF STREAM A AND D2A=1 (PROVIDED ANY NATIONALLY RECOGNISED TRAINING TO EMPLOYEES)

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

DO NOT READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 Full qualification
- 2 Specific subjects/modules
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF STREAM B AND A6=1 (ORGANISATION IS AN RTO)

IF YOUR ORGANISATION IS AN RTO, CONTINUE TO F4. OTHERWISE, GO TO F9.

F4 - Majority of NRT conducted by external provider or by your organisation
Was the **majority** of this training conducted by an external training provider, or was it conducted by your organisation?

DO NOT READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 External training provider
- 2 Conducted internally by organisation
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

IF YOU SELECTED 'EXTERNAL TRAINING PROVIDER' AT F4, CONTINUE TO F6. OTHERWISE, GO TO F9.

F5 REMOVED IN 2025

ASK IF STREAM B AND D2A=1 (PROVIDED ANY NATIONALLY RECOGNISED TRAINING TO EMPLOYEES) AND F4=1

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

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 TAFE
- 2 University
- 3 Private training provider (e.g. business college)
- 4 Professional or industry association
- 5 Supplier/manufacturer equipment and/or product
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF STREAM B AND F6<=95 (KNOW MAIN NRT PROVIDER)

F7 - NRT – reason(s) for using provider
What were the main reasons for choosing **[PIPE RESPONSE FROM F6]** over other types of providers to conduct most of your **nationally recognised training**?

PROBE FULLY / DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 97 AND 99 EXCLUSIVE

- 2 Content of training courses was suitable
- 4 Access/convenient location
- 1 Only suitable provider available
- 5 Convenient/flexible time
- 3 Specialists/have a high level of industry knowledge
- 6 Used previously and was satisfied
- 7 Cost effective
- 9 Courses tailored to suit our needs
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 97 Cannot choose provider
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF STREAM B AND F6<=95 (KNOW MAIN NRT PROVIDER)

F8 - Satisfaction with NRT (from main provider)
The next questions are about your satisfaction with various aspects of **nationally recognised training** from your main training provider. That is, the **[PIPE RESPONSE 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 **[PIPE RESPONSE FROM F6]**. Overall, how satisfied or dissatisfied are you with...

CATI / CAWI; CAROUSEL / HARDCOPY; GRID

ROTATE ITEM ORDER

- A The relevance of skills taught
- B The condition of equipment and facilities
- C The cost effectiveness of the training
- D The flexibility of the provider in meeting your needs
- E The trainers' knowledge and experience of your industry
- F The standard of assessment

DO NOT READ OUT / Please select one option below / Please tick one box in each row

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 97 Not applicable
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF STREAM B AND F6<=95 (KNOW MAIN NRT PROVIDER)

F8z - Satisfaction with NRT (from main provider)
And overall, how satisfied or dissatisfied are you with the **nationally recognised training** from **[PIPE RESPONSE FROM F6]**. Are you...

READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK D2A=1 (PROVIDED ANY NATIONALLY RECOGNISED TRAINING TO EMPLOYEES)

F9 Satisfaction with NRT

[IF STREAM B AND D2A=1 AND F4=1: 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.]

ALL: 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...

READ OUT / Please select one option below / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

ASK IF STREAM A AND F9=4 OR 5 (DISSATISFIED)

IF YOU ANSWERED 'DISSATISFIED' OR 'VERY DISSATISFIED' AT F9, CONTINUE TO F10. OTHERWISE, GOTO SECTION G.

F10 - NRT – reason(s) for dissatisfaction

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

PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 Training is poor quality/low standard
- 2 Don't teach relevant skills/mismatch between skills taught
- 3 Not enough hands on/practical skills taught
- 4 Qualification/training too general/not specific enough
- 10 It is too expensive
- 7 Standards are inconsistent across institutions
- 5 Trainers do not have enough skills/industry experience
- 8 Poor access/availability of training (regional/rural)
- 6 Training content outdated
- 9 Lack of flexibility with training/too rigid (times and method)
- 95 Other **RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below**
- 99 **(DO NOT READ)** Don't know/can't say
- 88 [DE ONLY] Left blank**

TIMESTAMP SECTION F END**TIMESTAMP SECTION G START**

SECTION G: Unaccredited Training Courses

ASK IF D3A=1 (UNACCREDITED TRAINING HAS BEEN PROVIDED TO EMPLOYEES)

IF YOU ANSWERED 'YES' AT D3A (YOUR ORGANISATION HAS HAD ANY EMPLOYEES UNDERTAKE UNACCREDITED TRAINING IN THE LAST 12 MONTHS, CONTINUE TO G3. OTHERWISE, GO TO SECTION M.

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 HARDCOPY OR BR_CHK=1 (RESPONDENT HAS BROCHURE): REMIND RESPONDENT:
The definition of unaccredited training is in the brochure.

G2 REMOVED IN 2025

ASK IF STREAM A AND D3A=1 (UNACCREDITED TRAINING HAS BEEN PROVIDED TO EMPLOYEES)

G3 - Unaccredited Training – Whether nationally recognised training available
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 / Please tick one box only

- 1 Yes there was comparable nationally recognised training
- 2 No, there was no comparable nationally recognised training
- 3 Didn't explore if there was any comparable nationally recognised training
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF STREAM A AND G3=1 (THERE WAS COMPARABLE NATIONALLY RECOGNISED TRAINING AVAILABLE)

IF YOU ANSWERED 'YES' AT G3, CONTINUE TO G4. OTHERWISE, GO TO QUESTION G5

G4 - Unaccredited Training – why chosen over NRT
Why did your organisation choose **unaccredited training** over **nationally recognised training**?

PROBE FULLY / DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 More cost effective
- 8 Flexibility/customised approach/tailored to our needs
- 4 Convenient time/flexible time
- 2 Prefer to use our own trainers/our trainers meet our needs
- 5 Content of training course was suitable
- 10 Nationally recognised training not needed
- 6 Specialists/have a high level of industry knowledge
- 3 Access/convenient location
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF STREAM B AND D3A=1 (UNACCREDITED TRAINING HAS BEEN PROVIDED TO EMPLOYEES)

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

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 External training provider
- 2 Conducted internally by organisation
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF STREAM B AND G5=1 (UNACCREDITED TRAINING WAS CONDUCTED BY AN EXTERNAL TRAINING PROVIDER)

IF YOU ANSWERED 'EXTERNAL TRAINING PROVIDER' AT G5, CONTINUE TO G7. OTHERWISE, GO TO QUESTION G10A.

G7 - Unaccredited Training – Main provider
What type of organisation conducted the **majority** of **unaccredited training** for employees over the last 12 months?

PROBE FULLY / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 TAFE
- 2 University
- 3 Private training provider (e.g. business college)
- 4 Professional or industry association
- 5 Supplier/manufacturer equipment and/or product
- 95 Other RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF D3A=1 (UNACCREDITED TRAINING HAS BEEN PROVIDED TO EMPLOYEES)

G10A - Satisfaction with Unaccredited Training
[IF STREAM B AND G7<=95: 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.]

ALL: 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 / Please tick one box only

SINGLE RESPONSE**ROTATE DIRECTION OF SCALE**

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

TIMESTAMP SECTION G END

TIMESTAMP SECTION M START

SECTION M: AI CAPABILITY

ASK ALL

M1_INT The next questions are about your organisation's use and perceptions of **AI or Artificial Intelligence**.

Artificial Intelligence or AI is technology that enables computers and machines to simulate human intelligence and problem-solving capabilities. Examples include digital assistants, GPS guidance, autonomous vehicles and generative AI tools (like Open AI's Chat GPT)

ASK ALL

M1 - Used AI in the last 12 months
In the last 12 months did your organisation use **AI technologies or tools** for work related purposes?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF M1=1 (HAS USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

IF YOU ANSWERED 'YES' AT M1, CONTINUE TO M2. IF YOU ANSWERED 'NO' AT M1, GO TO QUESTION M10. IF YOU ANSWERED 'DON'T KNOW' AT M1, GO TO SECTION H

M2 - When organisation started using AI
When did you start using **AI technologies or tools** in your organisation?

PROMPT IF NECESSARY / Please select one option below / Please tick one box only

SINGLE RESPONSE

- 1 Less than 6 months ago
- 2 6 months to less than a year ago
- 3 1 year to less than 3 years ago
- 4 3 years to less than 5 years ago
- 5 5 or more years ago
- 99 (DO NOT READ) Don't know
- 88 [DE ONLY] Left blank

ASK IF M1=1 (HAS USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

M3 - Chatbot or other AI tools used
Were the **AI technologies or tools** you used in the last 12 months...

DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 Chatbots (e.g. ChatGPT, Copilot, Gemini)
- 2 Other AI tools
- 99 (DO NOT READ) Don't know

ASK IF M3=2 (HAS USED OTHER AI TOOLS)

M4 - Type of AI tools used in the last 12 months
What other AI tools did your organisation use in the last 12 months?

PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 Machine learning platforms (e.g. TensorFlow, PyTorch, Microsoft Azure)
- 2 Robotic process automation (RPA) (e.g. UiPath, Automation Anywhere)
- 3 Natural language processing (NLP) tools (e.g. BERT)
- 4 Predictive analytics software (e.g. SAS, Rapidminer, Alteryx AI)
- 5 Speech, image and video recognition tools (e.g. OpenCV, Amazon Rekognition)
- 6 Security and fraud detection
- 95 Other RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below
- 99 (DO NOT READ) Don't know
- 88 [DE ONLY] Left blank

ASK IF M1=1 (HAS USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

M5 - Has AI helped
Has AI helped your organisation in the last 12 months?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know
- 88 [DE ONLY] Left blank

ASK IF M5=1 (AI HAS HELPED ORGANISATION)

M6 - How AI has helped
How has AI helped your organisation in the last 12 months?

PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 97 EXCLUSIVE

- 1 Increased efficiency
- 2 Saved costs
- 3 Improved the quality of work
- 4 Improved decision making
- 5 Automation of process or tasks
- 6 Innovation or created new opportunities
- 7 Risk management and fraud detection
- 95 Other RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below
- 97 No benefits
- 88 [DE ONLY] Left blank

ASK IF M1=1 (HAS USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

M7 - Any training to help staff use AI tools
In the last 12 months did your organisation provide or arrange any training (either formal or informal) to help staff understand and/or use AI tools?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
- 2 No
- 99 (DO NOT READ) Don't know/can't say
- 88 [DE ONLY] Left blank

ASK IF M7=1 (HAS PROVIDED OR ARRANGED TRAINING TO HELP STAFF USE AI TOOLS)**IF YOU ANSWERED 'YES' AT M7, CONTINUE TO M8. OTHERWISE, GO TO QUESTION M10.**

M8 - Type of training to improve AI capabilities
 What type of training has your organisation provided or arranged in the last 12 months to maintain and/or improve AI capabilities? [Did it use...](#)

[IF BR_CHK=1 OR HCQ: **IF NECESSARY:** The definitions of nationally recognised training, unaccredited training, informal training can be found in the brochure.]

IF NECESSARY: INTERVIEWER EXPLAIN TRAINING TYPES PER BROCHURE DEFINITIONS.

[READ OUT](#) / [Please select all that apply](#) / [Please tick all that apply](#)

MULTIPLE RESPONSE; CODE 99 EXCLUSIVE

- 1 **Nationally recognised training**
- 2 **Unaccredited training**
- 3 **Informal training**
- 99 **(DO NOT READ)** Don't know

ASK IF M8=1 (HAS PROVIDED NRT TO MAINTAIN/IMPROVE AI CAPABILITIES)

M9A - Type of nationally recognised training provider used for AI capabilities
 What **type of training providers** conducted the training in AI capabilities over the last 12 months for the **nationally recognised training**?

[PROMPT IF NECESSARY – PROBE FULLY](#) / [Please select all that apply](#) / [Please tick all that apply](#)

MULTIPLE RESPONSE;

- 1 TAFE
- 2 University
- 3 Private training provider (e.g. business college)
- 4 Professional or industry association
- 5 Supplier/manufacturer equipment and/or product
- 6 In-house training
- 95 Other [RECORD VERBATIM](#) / [Please type in your answer here](#) / [Please write your answer in the space below](#)

ASK IF M8=2 (HAS PROVIDED UT TO MAINTAIN/IMPROVE AI CAPABILITIES)

M9B - Type of unaccredited training provider used for AI capabilities
 What **type of training providers** conducted the training in AI capabilities over the last 12 months for the **unaccredited training**?

[PROMPT IF NECESSARY – PROBE FULLY](#) / [Please select all that apply](#) / [Please tick all that apply](#)

MULTIPLE RESPONSE;

- 1 TAFE
- 2 University
- 3 Private training provider (e.g. business college)
- 4 Professional or industry association
- 5 Supplier/manufacturer equipment and/or product
- 6 In-house training
- 95 Other [RECORD VERBATIM](#) / [Please type in your answer here](#) / [Please write your answer in the space below](#)

ASK IF M1<=2 (HAS OR HAS NOT USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

M10 - Barrier(s) to using AI at work
What are the barriers to your use of AI at work currently?

PROBE FULLY - DO NOT READ OUT / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 97 AND 99 EXCLUSIVE

- 1 Workplace restrictions
- 2 Technology or computing infrastructure lacking
- 3 Not relevant to my organisation
- 4 Risk or security/privacy concerns
- 5 Limited training available
- 6 Cost/lack of funds
- 7 Lack of skills and capabilities within the organisation
- 8 Lack of investment from the organisation
- 9 Not enough time to learn/use
- 95 Other **RECORD VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 99 **(DO NOT READ)** Don't know/can't say
- 97 No barriers
- 88 [DE ONLY] Left blank**

ASK IF M1<=2 (HAS OR HAS NOT USED AI TECHNOLOGIES IN THE LAST 12 MONTHS)

M11 - Changes required to use AI in the next 12 months
What changes do you think the organisation will make **in the next 12 months** to use AI technologies?

PROMPT IF NECESSARY / Please select all that apply / Please tick all that apply

MULTIPLE RESPONSE; CODE 97 AND 99 EXCLUSIVE

- 1 Train current staff in AI technologies
- 2 Hire staff qualified in AI technologies
- 3 Improve IT/computing infrastructure
- 4 Change workplans or workflows
- 5 Change data management practices
- 6 Hire consultants to install or integrate AI technologies
- 95 Other **RECORDS VERBATIM** / Please type in your answer here / Please write your answer in the space below
- 99 **(DO NOT READ)** Don't know/can't say
- 97 None
- 88 [DE ONLY] Left blank**

TIMESTAMP SECTION M END

TIMESTAMP SECTION H START

SECTION H: Anything Further

ASK ALL

H0 - Willing to participate in future surveys
We appreciate your time today in completing this survey. Would you be willing to participate in future surveys for NCVET on related topics?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 1 Yes
2 No

ASK IF H0=1 (WILLING TO PARTICIPATE IN FUTURE SURVEYS)

H0b Please confirm these contact details are correct: Please provide contact details below:

Full Name:

Contact Number:

Email Address (Optional):

ASK ALL

H1 - Any further comments
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?

DO NOT READ OUT / Please select one option below / Please tick one box only

- 95 Yes RECORD VERBATIM / Please type in your answer here / Please write your answer in the space below
97 No suggestions
99 (DO NOT READ) Don't know/can't say
88 [DE ONLY] Left blank

TIMESTAMP SECTION H END

TIMESTAMP SECTION THANKYOU START

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 Employment and Workplace Relations. 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 <https://www.ncver.edu.au/employerviews/faq>. 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>.

TIMESTAMP SECTION THANK YOU END

TERMINATION/CLOSE

ASK IF CATI_INTRO=14

EMP_CHK Before you go, can I just ask if you have any employees?

- | | | |
|---|---|----------------|
| 1 | Yes | |
| 2 | Refused to answer / could not obtain answer | GO TO OUTCOMES |
| 3 | Not able to ask question | GO TO OUTCOMES |
| 4 | No | |

ASK IF CATI, WHEN RESP DOES NOT PASS SCREENING

OUTCOMES Record outcomes for each call – If respondent refused, use codes 14-20, 24 or 25 to specify reason for refusal.

AUTO-PIPE OUTCOMES=23 IF EMP_CHK=4

- | | | |
|----|--|-------------------|
| 5 | Not available right now (Soft Call Back) | |
| 6 | Not available right now (Hard Appointment) | |
| 7 | Relevant person is not available in survey period | TERMINATE |
| 8 | No one at this number fits the business name | TERMINATE |
| 9 | Residential number | TERMINATE |
| 10 | Relevant person not available before field period closes | TERMINATE |
| 11 | Language problem (specify) | TERMINATE |
| 12 | Hearing difficulties / Other incapable | TERMINATE |
| 13 | Accountant / solicitor for named business | TERMINATE |
| 22 | Closed down / in liquidation / out of business | TERMINATE |
| 23 | Don't have any employees | TERMINATE |
| 14 | Refusal, no further information obtained | |
| 15 | Too busy / No time (appointment rejected) | |
| 16 | Doesn't want to tie up phone line | |
| 17 | Employees don't need training – thinks not suitable | |
| 18 | Doesn't do market research | |
| 19 | Not interested in THIS research | |
| 24 | Interviewed before / too often | |
| 25 | Other refused (specify) | |
| 20 | Call terminated by respondent | |
| 21 | Call dropped (unknown reason) | |
| 95 | Other not listed reason for ending survey (specify) | |
| 99 | Try on a different number | UPDATE AND REDIAL |

ASK IF OUTCOMES=14-20 OR OUTCOMES=24 OR 25

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

- | | |
|----|--|
| 0 | Extremely unlikely. Call-back likely to receive hostile reception / complaint. |
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | Maybe? Worth a try with a different person / different day. |