

**6A SURVEY OF  
AUSTRALIAN EMPLOYERS USE AND VIEWS  
OF THE VET SYSTEM (2023)  
CATI / ONLINE QUESTIONNAIRE FINAL (4958)**

QUESTIONNAIRE TOPICS

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

**HOVER TEXT INSTRUCTIONS (CAWI ONLY):**

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

Text	Hovering Text to Appear	Questions Appearing
<b>Informal</b>	This is training that is <b>unstructured and does not lead to any form of qualification</b> . 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
<b>Unaccredited training</b>	This is training that is <b>structured but does not lead to a nationally recognised qualification</b> . The training activity <b>must have a specified content or predetermined plan</b> designed to develop employment-related skills and competencies.  Examples include: <ul style="list-style-type: none"> <li>• product- or service-specific courses (such as AWS certification, advanced Excel)</li> <li>• workshops or specific organisation related courses, e.g. project management courses, how to deal with customer complaints, management and leadership training</li> <li>• industry-specific or technical training</li> </ul>	D3a, PRE G1, G3, G4, G5, G7, G10
<b>Formal vocational qualifications</b>	Formal vocational qualifications include trade qualifications (e.g. Diploma of <b>Information Technology</b> , 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 higher education qualifications such as Bachelors degrees.	C1A, C2, C5, C6.
<b>Apprenticeships and traineeships</b>	People with a <b>formal training contract</b> with their employer. The training they undertake as part of their apprenticeship or traineeship is nationally recognised.	PRE D1, D1, D1b, D1c, D1d, D2a, PRE E2a, E2a,

	This includes: people hired in trade areas and non-trade areas, and people still at school in school-based apprenticeship. This <b>excludes</b> employees who have previously completed their apprenticeship or traineeship.	E2c, E2d, E2e, E3f, E4, E6, E6z, E7, E8, PRE F1.
<b>Nationally recognised training</b>	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.
<b>RTO</b>	Registered training organisation. An organisation registered under the Australian Quality Training Framework (AQTF) to provide nationally recognised training.	A6,A7
<b>Australian Quality training Framework (AQTF)</b>	The Australian Quality Training Framework (AQTF) is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.	A6

Text in blue is only displayed for telephone interviewers.

Text in green is only displayed for online respondents.

Text in red represents hover text for online respondents.

## SECTION S: Screening

### CATI INTRODUCTION:

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

IF NECESSARY ADD:

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

REINTRODUCE AS NECESSARY

**TIMESTAMP**

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

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

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

-	
01	Yes, I am the best person <b>S2</b>
02	No, need to speak to someone else <b>GO TO S5 / INT05</b>
41	Not available right now (soft call back) <b>MAKE APPOINTMENT</b>
<b>46</b>	<b>Not available right now (hard appointment)</b> <b>MAKE APPOINTMENT</b>
42	Email/SMS of letter requested <b>GO TO L1</b>
43	Wants to do online – provide link via email or text <b>SEND LINK(L1)</b>
07	Resp not available in survey period <b>GO TO Q88END</b>
10	Refused to continue <b>GO TO Q99END</b>
56	No employees <b>TERMINATE</b>
57	Any other termination <b>GO TO Q88END</b>
80	Try on a different number <b>UPDATE AND REDIAL</b>

### SEND LINK

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

01	Email	<b>GO TO EMAIL1</b>
02	SMS	<b>GO TO EMAIL1</b>

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

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

EMAIL2E And your email address please?

**GO TO SEND\_EMAIL**

EMAIL2T And your mobile number please?

**GO TO SEND\_TEXT**

INTERVIEWER: OVERWRITE AS NECESSARY

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

Dear &lt;NAME&gt;,

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

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

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

**To start the survey, please click the link below:**

**[wmsr.com.au/seuv<<WID>>](http://wmsr.com.au/seuv<<WID>>)**

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

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

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

Thank you for your participation in this important study.

Regards,

SEUV Survey Team

Wallis Social Research

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

**GO TO INT04**

**IN-SURVEY TEXT (SEND\_TEXT)**

Hi <NAME>, please go to [wmsr.com.au/seuv<<<WID>>>](https://wmsr.com.au/seuv<<<WID>>>) to complete the survey. Link to brochure: [www.ncver.edu.au/employerviews/2023](https://www.ncver.edu.au/employerviews/2023)

- 01 Continue with interview
- 02 Make appointment

**GO TO INT04**

## CAWI INTRODUCTION

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

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

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

To assist you with providing responses 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.

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

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

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

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

## CAWI GO TO S7

### MOBILE CHECK

#### IF CALLING A MOBILE NUMBER:

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

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

#### DO NOT READ OUT

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

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

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

DO NOT READ OUT

01 This number (ARRANGE CALL BACK)

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

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

01 Yes

**GO TO INTRO 3 / INT04**

02 No

**GO TO S3**

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

[www.ncver.edu.au/employerviews/2023](http://www.ncver.edu.au/employerviews/2023)

01 Yes, send email/SMS with link

**L1**

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

**GO TO PRE INTRO 3 / PREIN4**

10 Refuse interview

**GO TO Q99END**

06 Wrong business / Wrong person

**RETURN to INT01**

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

INTERVIEWER: Hit return and input an appointment time

**NOW GO TO INTRO 2**

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

01 Yes

**GO TO TEL09**

02 No, Don't know

**GO TO Q99END**

03 No, refused to give out any details

**GO TO Q99END**

TEL09

Enter the 10 digit phone number here.

**BOOK APPOINTMENT**

**INTRO 2:**

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

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

**GO TO INTRO 3**  
**GO TO S3**  
**CONTINUE**  
**GO TO Q99END**  
**SEND LINK**

**PRE-INTRO 3 / PREIN4:**

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

**INTRO 3 / INT04:**

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

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

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

**CONTINUE**  
**MAKE APPOINTMENT**  
**GO TO Q99END**

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

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

**TIMESTAMP**

**CAWI ONLY**

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

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

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

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

Please select one option below:

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

**TERMINATE GO TO INT97**

TIMESTAMP
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ALL

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

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

(READ OUT - MULTIPLE RESPONSE)

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

**FOR CAWI: MAKE THE '97' CODE VISIBLY SEPARATE**

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

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

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

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

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

**GO TO CHECK QUESTION 1**

**CHECK QUESTION 1 – NOT ASKED**

S10 – Does respondent have brochure

**IF (S2=1 or S3=1 or S4b=1 or INTRO 2=1, or MODE=CAWI), RECORD YES; ALL OTHERS RECORD NO**

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



**CHECK QUESTION 2 – NOT ASKED**

PRE\_A – Is respondent assigned to stream A or stream B?

**FROM SAMPLE ALLOCATION**

- 1 Stream A
- 2 Stream B

## SECTION A: ORGANISATIONAL CHARACTERISTICS

TIMESTAMP

## ASK ALL

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

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

## PROBE FULLY – RECORD DETAILS TO ALLOW FOR ANZSIC CODING

95 RECORD VERBATIM / Please type in your answer here:

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

99 (DO NOT READ) Don't know

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

Please select one option below:

PROMPT IF NECESSARY

01 Yes

02 No

CONTINUE

GO TO A5

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

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

Please select one option below:

PROMPT IF NECESSARY

01 Yes

02 No

GO TO PRE A3e

CONTINUE

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

Are you in a position to do this?

Please select one option below:

PROMPT IF NECESSARY

01 Yes

02 No

GO TO PRE A3e

GO TO INT89/CLOSE1

PRE A3e

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

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

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

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

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

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

**IF NECESSARY: Probe for best estimate**

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

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

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

**Please select one option below:**

**PROMPT IF NECESSARY**

01 Yes

02 No

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

**CONTINUE**

**GO TO SECTION C**

**GO TO SECTION C**

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

**Please select one option below:**

**PROMPT IF NECESSARY**

01 Mainly to own employees

02 Mainly to others

03 Both equally

**SECTION C: SKILL REQUIREMENTS / VOCATIONAL QUALIFICATIONS****TIMESTAMP****ASK ALL****PREC1**

The next questions are about the qualifications of your employees.

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

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

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

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

- C1A Thinking about the people working in this organisation in the last 12 months, do any of the employees have **formal vocational qualifications**, such as 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: 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 S10=1, RESPONDENT HAS BROCHURE)**

[REMIND RESPONDENT: There is a definition of formal vocational qualifications in the brochure.](#)

[Please select one option below:](#)

[PROMPT IF NECESSARY](#)

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

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

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

Please select one option below:

PROMPT IF NECESSARY

01 Yes

02 No

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

CONTINUE  
GO TO SECTION D  
GO TO SECTION D

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

**ROTATE DIRECTION OF SCALE**

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

READ OUT

Please select one option below:

01 Very satisfied

02 Satisfied

03 Neither satisfied nor dissatisfied

04 Dissatisfied

05 Very dissatisfied

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

GO TO SECTION D  
GO TO SECTION D  
GO TO SECTION D  
CONTINUE  
CONTINUE  
GO TO SECTION D

**STREAM A CONTINUE, STREAM B GO TO SECTION D**

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

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

02 Don't teach relevant skills/mismatch between skills

01 Training is poor quality/low standard

03 Not enough hands on/practical skills taught

04 Qualification/training too general/not specific enough

07 Standards are inconsistent across institutions

05 Trainers do not have enough skills/industry experience

09 Poor access/availability of training (regional/rural areas)

95 Other RECORD VERBATIM / Please type in your answer here

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

**SECTION D: TRAINING REQUIREMENTS**

**TIMESTAMP**

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

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

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

Please select one option below:

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

D2a **(IF S10=1, RESPONDENT HAS BROCHURE)** Now, looking at the definition of **nationally recognised training** in the brochure....

**IF D1 = 1, SAY:**

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

**INTERVIEWER NOTE: REFER TO THE BROCHURE**

Please select one option below:

- 01 Yes
- 02 No
- 03 Unsure if course was nationally recognised
- 99 **(DO NOT READ)** Don't know/can't say

**IF D2a = 3 ASK D2b, ELSE GO TO D3a**

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

**INTERVIEWER NOTE:** if identified as NRT go back and recode D2a as 01

**PROBE FULLY / Please type your answer in here**

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

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

**INTERVIEWER NOTE: REFER TO THE BROCHURE**

Please select one option below:

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

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

Please select one option below:

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

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

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

**PROBE FULLY**

**DO NOT READ OUT**

Please select all that apply:

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

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<b>TIMESTAMP</b>
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**SECTION E: APPRENTICESHIPS AND TRAINEESHIPS**

**IF D1=1, ASK PRE\_E2; ELSE SKIP TO SECTON F**

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

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

**PRE\_E2 STREAM A CONTINUE, STREAM B GO TO E3**

**E2** What are the main reasons your organisation has had **apprentices or trainees** in the last 12 months? **[MR]**

**PROBE FULLY**

**DO NOT READ OUT**

**Please select all that apply:**

- 03 To get skilled staff/improve staff skills
- 02 To fill a specific role/need more staff
- 01 Gain skills specific to the business/train to own requirements
- 04 Give young people a head start
- 07 Part of business 'training culture'/the way we do things
- 05 Support our industry/give something back to our industry
- 08 Usual business practice/have always employed apprentices/trainees
- 11 Cost effective
- 06 Staff gain a nationally recognised qualification
- 94 DO NOT HAVE APPRENTICES OR TRAINEES
- 95 Other **RECORD VERBATIM** / **Please type in your answer here**
- 99 **(DO NOT READ)** Don't know/can't say

**DATA ANALYST CHECK:**

**CATI ONLY:**

**IF E2 = 94, GO BACK TO D1**

**CAWI:**

**IF E2 = 94, RECODE D1**

**GO TO NEXT APPLICABLE SECTION**

**STREAM B CONTINUE, STREAM A GO TO E7**

E3 What types of organisations conducted the formal training for these **apprentices or trainees**? [MR]

PROMPT: What others?

RECORD ALL MENTIONS

Please select all that apply:

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

GO TO E7  
GO TO E7  
GO TO E7

PRE\_E4 IF SINGLE RESPONSE AT E3 & NOT CODE 95, GO TO E5  
IF SINGLE RESPONSE (94, 97, 99) AT E3 GO TO E7  
MULTIPLE RESPONSE OR CODE 95, CONTINUE

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

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

RESPONSE SET: OPTIONS SELECTED AT E3

Please select one option below:

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

GO TO E7  
GO TO E7  
GO TO E7

E5 What were the main reasons for choosing **<INSERT RESPONSE FROM E3 IF SINGLE RESPONSE/E4>** over other types of providers to conduct most of your formal training for **apprentices or trainees**? **[MR]**

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 01 Only suitable provider available
- 02 Content of training courses was suitable
- 04 Access/convenient location
- 06 Used previously and was satisfied
- 15 Organisation has a good reputation/credible/reliable/good word of mouth
- 05 Convenient/flexible time
- 03 Specialists/have a high level of industry knowledge
- 07 Cost effective
- 08 Expertise not available elsewhere
- 95 Other [RECORD VERBATIM](#) / [Please type in your answer here](#)
- 97 Cannot choose provider
- 99 [\(DO NOT READ\)](#) Don't know/can't say

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

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

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

**[ROTATE ORDER]**

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

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

**[ROTATE ORDER]**

READ OUT

Please select one option below:

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

**ASK ALL**

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

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

**ROTATE DIRECTION OF SCALE**

## READ OUT

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

Please select one option below:

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

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

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

## PROBE FULLY

## DO NOT READ OUT

Please select all that apply:

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

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<b>TIMESTAMP</b>
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**SECTION F: NATIONALLY RECOGNISED TRAINING****IF D2a=1 ASK PRE F1; ELSE GO TO SECTION G**

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

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

**IF D1= 1, Say:**

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

**STREAM A CONTINUE, STREAM B GO TO PRE F4**

F2 Why does your organisation arrange for employees to undertake **nationally recognised training**? [MR]

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 02 Provides skills required for the job
- 03 Legislative, regulatory or licensing requirements
- 08 Career development/to increase or update skills
- 01 Maintaining professional standards/meeting industry standards
- 04 Improving quality of services/goods provided
- 09 Formalise qualifications/skills
- 06 Developing and maintaining a flexible and responsive workforce
- 94 NO EMPLOYEES UNDERTAKING NATIONALLY RECOGNISED TRAINING
- 95 Other RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

**DATA ANALYST CHECK:**

**CATI:**

**IF F2 = 94 GO BACK TO D2a**

**CAWI:**

**IF F2 = 94, RECODE D2a**

**GO TO NEXT APPLICABLE SECTION**

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

**[SINGLE RESPONSE]**

Please select one option below:

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

**STREAM B CONTINUE, STREAM A GO TO F9**  
**PRE F4 IF A6 = 1 CONTINUE, ELSE GO TO F5**

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

Please select one option below:

- |    |   |                 |
|----|---|-----------------|
| 01 | External training provider                | <b>GO TO F5</b> |
| 02 | Conducted internally by organisation      | <b>GO TO F9</b> |
| 99 | <b>(DO NOT READ)</b> Don't know/can't say | <b>GO TO F9</b> |

F5 What type of organisations conducted the **nationally recognised training** for employees over the last 12 months? **[MR]**

**PROBE FULLY**

Please select all that apply:

- |    |  |                 |
|----|--|-----------------|
| 01 | TAFE   |                 |
| 02 | University   |                 |
| 03 | Private training provider (e.g. business college)              |                 |
| 04 | Professional or industry association                           |                 |
| 05 | Supplier/manufacturer equipment and/or product                 |                 |
| 95 | Other <b>RECORD VERBATIM</b> / Please type in your answer here |                 |
| 99 | <b>(DO NOT READ)</b> Don't know/can't say                      | <b>GO TO F9</b> |

**PRE F6 IF SINGLE RESPONSE AT F5 AND NOT CODE 95 GO TO F7, ELSE CONTINUE**

**RESPONSE SET: OPTIONS SELECTED AT F5**

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

**PROMPT IF NECESSARY**

Please select one option below:

- |    |  |                 |
|----|--|-----------------|
| 01 | TAFE   |                 |
| 02 | University   |                 |
| 03 | Private training provider (e.g. business college)              |                 |
| 04 | Professional or industry association                           |                 |
| 05 | Supplier/manufacturer equipment and/or product                 |                 |
| 95 | Other <b>RECORD VERBATIM</b> / Please type in your answer here |                 |
| 99 | <b>(DO NOT READ)</b> Don't know/can't say                      | <b>GO TO F9</b> |

- F7 What were the main reasons for choosing <INSERT RESPONSE FROM F5 IF SINGLE RESPONSE/F6> over other types of providers to conduct most of your **nationally recognised training**? [MR]

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 02 Content of training courses was suitable
- 04 Access/convenient location
- 01 Only suitable provider available
- 05 Convenient/flexible time
- 03 Specialists/have a high level of industry knowledge
- 06 Used previously and was satisfied
- 07 Cost effective
- 09 Courses tailored to suit our needs
- 95 Other RECORD VERBATIM / Please type in your answer here
- 97 Cannot choose provider
- 99 (DO NOT READ) Don't know/can't say

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

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

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

ROTATE ORDER

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



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

READ OUT

Please select one option below:

**ROTATE DIRECTION OF SCALE**

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

**ASK ALL**

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

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

**ROTATE DIRECTION OF SCALE****READ OUT**

Please select one option below:

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

**STREAM A CONTINUE, STREAM B GO TO SECTION G**

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

**PROBE FULLY****DO NOT READ OUT**

Please select all that apply:

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

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<b>TIMESTAMP</b>
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**SECTION G: UNACCREDITED TRAINING COURSES****IF D3a = 1 ASK PRE G1, ELSE GO TO SECTION H**

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

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

**STREAM A CONTINUE, STREAM B GO TO G5**

G2 Why does your organisation arrange for employees to undertake **unaccredited training**? [MR]

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 02 Provides skills required for the job
- 08 To meet highly specific training needs
- 01 Maintaining professional standards/meeting industry standards
- 03 Legislative, regulatory or licensing requirements
- 06 Developing and maintaining a flexible and responsive workforce
- 04 Improving quality of services/goods provided
- 05 Responding to new technology
- 09 Professional/personal development/career growth
- 07 To remain competitive
- 94 NO EMPLOYEES UNDERTAKING UNACCREDITED TRAINING
- 95 Other RECORD VERBATIM / Please type in your answer here
- 99 (DO NOT READ) Don't know/can't say

**DATA ANALYST CHECK:****CATI****IF G2 = 94, GO BACK TO D3a****CAWI:****IF G2 = 94, RECODE D3a****GO TO NEXT APPLICABLE SECTION**

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

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

PROMPT IF NECESSARY

Please select one option below:

- |  |                 |
|--|-----------------|
| 01 Yes there was comparable nationally recognised training                   | <b>CONTINUE</b> |
| 02 No, there was no comparable nationally recognised training                | <b>GO TO G5</b> |
| 03 Didn't explore if there was any comparable nationally recognised training | <b>GO TO G5</b> |

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

GO TO G5

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

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

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

**STREAM B CONTINUE, STREAM A GO TO G10A**

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

**PROMPT IF NECESSARY**

Please select one option below:

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

**CONTINUE  
GO TO G10  
GO TO G10**

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

**PROBE FULLY**

Please select one option below:

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

**ASK ALL**

G10A

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

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

**READ OUT**

Please select one option below:

**ROTATE DIRECTION OF SCALE**

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

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**TIMESTAMP**

**SECTION H: ANYTHING FURTHER****ASK ALL**

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

- 01 Yes  
02 No

**CONTINUE  
GO TO H1**

H0b Please confirm these contact details are correct:

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

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

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

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**TIMESTAMP**

**THANK YOU SCRIPT**

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

[**CATI**: In case you missed it, my name is [name] from Wallis Social Research, and this survey was undertaken on / **CAWI**: This survey was undertaken by Wallis Social Research on] behalf of the Department of 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](https://wallis.social/privacy)

Thanks again for your time.

Further information about this research project can be found at [www.ncver.edu.au/employerviews/2023](https://www.ncver.edu.au/employerviews/2023). 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>.

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

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

**CONTINUE**  
**TERMINATE**  
**CONTINUE**  
**CONTINUE**

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

**CATI CONTINUE**

**TIMESTAMP**

**Q77END**      **RECORD REASON FOR REFUSAL**

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

Q77END\_rating      On a scale from zero to ten, in your opinion how likely are we to secure an interview through refusal conversion.

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

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

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

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

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TIMESTAMP

Q88END      RECORD REASON FOR TERMINATION

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

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TIMESTAMP