

**A SURVEY OF
AUSTRALIAN EMPLOYERS USE AND VIEWS
OF THE VET SYSTEM (2019)
CATI / ONLINE QUESTIONNAIRE FINAL**

QUESTIONNAIRE TOPICS

Section S	Screening
Section A	Organisational characteristics
Section B	Recruitment difficulties
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
Unaccredited Training	Training that does not lead to a nationally recognised qualification. The training activity must have a specified content or predetermined plan designed to develop employment-related skills and competencies. Examples include product or service specific courses, or project management courses (such as PRINCE2).	D3a, PRE G1, G2, G3, G4, G5, G6, G7, G8, G9, G9z, G10.
Formal vocational qualifications	Formal vocational qualifications include trade qualifications (e.g. Diploma of Community Welfare Work, Certificate IV in Retail Management, plumbing, electrician etc.). Formal vocational qualifications can be from a TAFE, from a private training provider or from a vocational division of a university, but do not include higher education qualifications such as Bachelors degrees.	C1b, C2, C4, C5a, C5b, C6.
Apprenticeships and traineeships	People with a formal training contract with their employer. The training they undertake as part of their apprenticeship or traineeship is nationally recognised. This includes: people hired in trade areas and non-trade areas, and people still at school in school-based apprenticeship. This excludes employees who have previously completed their apprenticeship or traineeship.	PRE D1, D1, D2a, PRE E2, E2, E3, E4, E5, 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, D2, D3a, PRE F1, F2, F3, F5, F6, F7, F8, F8z, F9, F10, PRE G1, G3, G4.
RTO	Registered training organisation. An organisation registered under the Australian Quality Training	A6,A7

	Framework (AQTF) to provide nationally recognised training.	
Other types of qualifications	Staff that hold qualifications that are not higher education or formal vocational qualifications. 'Other qualifications' may include software courses, one-off first aid course, crane/scaffolding/forklift licence, Year 12 (as highest qualification).	C1c
Australian Quality training Framework (ATQF)	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 5: Screening

CATI INTRODUCTION:

Good (morning/ afternoon). I am calling to conduct a survey on behalf of the Department of Education and Training. May I please speak to the HR manager? (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 **[NAME]** of **(COMPANY NAME)** from the Department and NCVET, 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)**.

- 01 Yes, person available
- 02 Answering machine / Voicemail
- 03 Fax / modem
- 04 No – Not available right now
- 05 Try on a different number
- 06 Refusal
- 07 No employees
- 08 Any Other Termination
- 43 Prefers to complete online
- 44 Send SMS with link

CONTINUE
RETURN TO SMS
RETURN TO SMS
MAKE APPOINTMENT
UPDATE AND REDIAL
GO TO Q99END
TERMINATE
GO TO Q88END
SEND LINK
SEND SMS

CAWI INTRODUCTION

The Department of Education and Training 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**.

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.

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

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

CAWI GO TO S7

MOBILE CHECK

IF CALLING A MOBILE NUMBER:

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

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

DO NOT READ OUT

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

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

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

DO NOT READ OUT

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

INTRO 1: REINTRODUCE AS NECESSARY

TIMESTAMP

Hello I'm (...) from Wallis Market and 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 the Manager/HR Manager of (**COMPANY NAME**) in (**STATE**) from the Department of Education and Training and NCVER, informing you that we would be calling, as well as providing a link to complete the survey online.

S1 Would you be the best person to speak to on this topic, or would someone else in your organisation be more appropriate?

- 01 Yes, I am the best person
- 02 No, need to speak to someone else
- 03 Refused

CONTINUE
GO TO S5 / INT05
GO TO Q99END

04 Email of letter requested **GO TO S4**
 43 Prefers to complete online **SEND LINK**

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/2019

01 Yes, send email with link to brochure **CONTINUE**
 02 Yes, send SMS with link to brochure **GO TO S4SMS**
 43 Send email with link to be completed online **CONTINUE**
 03 No, no internet access **GO TO S3Mb**
 04 That's ok, I'll do the survey anyway **GO TO PRE INTRO 3 / PREIN4**
 05 Refuse interview **GO TO Q99END**

S4 Could I please have your name?

95 Please specify **CONTINUE**

S4EMAIL and your e-mail address

95 Please specify **CONTINUE**

S3SEND SEND IN-SURVEY EMAIL.

01 Select to send the e-mail & continue with interview **GO TO INTRO 3 / INT04**
 02 Select to send the email & make an appointment **GO TO INT03**

S4SMS (S4) Could I please have your mobile number?

INTERVIEWER NOTE: RECORD MOBILE NUMBER.

95 Please specify

S4a [Outcome upon sending email/SMS]

01 Send email/SMS and continue with interview **GO TO INTRO 3**
 02 Send email/SMS and make appointment **GO TO S4b**

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

S3Mb Alternatively, I can arrange for another letter and brochure to be MAILED to you?

01 Yes, send me the letter **CONTINUE**
 02 That's ok, I'll do the survey anyway **GO TO PREIN4**
 03 Refuse interview **GO TO Q99END**

S3MBNAM Can I take your name please? And can I just confirm your business postal address with you?

INTERVIEWER: UPDATE AS NECESSARY

- 01 Enter respondent name here
- 02 Company [PREFILLED]
- 03 Address line 1 [PREFILLED]
- 04 Suburb/town [PREFILLED]
- 05 State [PREFILLED]
- 06 Postal code [PREFILLED]
- 07 Phone number [PREFILLED]

EMLALETL Confirm address information

S3a4 / INT06 Thanks. An interviewer will be contacting you soon to conduct your interview.

INTERVIEWER NOTE: Hit return and input an appointment time

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

INTRO 2:

Good morning/ afternoon, my name is from Wallis Market and Social Research. We recently sent you an (email / letter) on behalf of the Department of Education and Training 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) GO TO INTRO 3
- 02 No, resend it GO TO S4
- 03 No, but will do interview now anyway CONTINUE
- 04 Refused GO TO Q99END
- 43 Yes: Prefers to complete online SEND LINK

PRE-INTRO 3 / PREIN4:

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

INTRO 3 / INT04:

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

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

- 01 Yes CONTINUE
- 02 Not convenient now MAKE APPOINTMENT
- 03 Refusal GO TO Q99END
- 31 Answering machine
- 57 Any other termination

- S6 This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.
- 01 OK TO MONITOR / RECORD
02 DO NOT MONITOR / RECORD
-

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**

ALL

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

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

(READ OUT - MULTIPLE RESPONSE)

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

:

FOR CAWI: MAKE THE '97' CODE VISIBLY SEPARATE

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

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

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

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

- 01 Yes, will provide name RECORD FIRST AND LAST NAME / Please type in your first and last name
02 No, would prefer not to **GO TO CHECK QUESTION 1**

CHECK QUESTION 1 - NOT ASKED

S10 – Does respondent have brochure

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

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

CHECK QUESTION 2 – NOT ASKED

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

FROM SAMPLE ALLOCATION

- 1 Stream A
- 2 Stream B

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

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

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

PROBE FULLY – RECORD DETAILS TO ALLOW FOR ANZSIC CODING

95 **RECORD VERBATIM / Please type in your answer here:**

98 **Refused / I'd rather not say**

99 **(DO NOT READ) Don't know**

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

Please select one option below:

01 Yes

02 No

CONTINUE

GO TO A5

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

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

Please select one option below:

01 Yes

02 No

GO TO PRE A3e

CONTINUE

A3c What part/s of the organisation **CAN** you answer for? **[MR]**

NB: ANSWER MUST INCLUDE SELECTED STATE OR INTERVIEW WILL TERMINATE

Please select all that apply:

- 01 New South Wales
- 02 Victoria
- 03 Queensland
- 04 South Australia
- 05 Western Australia
- 06 Tasmania
- 07 Northern Territory
- 08 the Australian Capital Territory
- 09 Whole organisation only
- 95 Other **RECORD VERBATIM** / Please type in your answer here

A3CCHK Did you mean to include **[selected State from sample]** as well?

- 01 If yes please select this option and add to responses as next screen GO TO A3C
- 02 No CONTINUE

A3CSKP Can you tell me if your organisation has any staff members in **[selected State from sample]**?

- 01 Yes GO TO INT05
- 02 No **[CATI: /don't know (terminate)]** GO TO Q99END

CAWI ONLY: IF A3CSKP = 01 OR 02, GO TO INT96

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)?

(INTERVIEWER: Capture the new phone number on the next screen, then add in the name and job title to the appointment comments)

- 43 Yes CONTINUE
- 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.

GO TO APPT

PRE A3e

IF A3b = 1, SAY:

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

THEN GO TO PRE A5

IF A3b = 2 & (A3c = 1 – 8) SAY:

For this survey, the term 'organisation' refers to **[Company]** in **[States coded in A3c]**

THEN GO TO A3est

IF A3b = 2 & A3c = 9 SAY:

For this survey, the term 'organisation' refers to the whole of **[Company]**

THEN GO TO PRE A3f1

IF A3b = 2 & A3c = 95 SAY:

For this survey, the term 'organisation' refers to **[Company]** in **[A3c 'other specify']**
THEN GO TO PRE A3g1

A3est **[CATI: Can you please tell me / CAWI: What is]** the number of employees within **[STATE]? [SR]**

IF NECESSARY: Your best estimate will do.

Note: Your best estimate will do.

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

DK **(DO NOT READ)** Unable to give an answer

GO TO PRE A3e1a-8a

GO TO A3ESTx

A3estx Please estimate the approximate percentage that employees in **[STATE]** comprise as a proportion of all your organisation's employees.

IF NECESSARY: Your best estimate will do. If you cannot give a number, please provide an approximate percentage in relation to all states/territories.

Note: Your best estimate will do

02 **RECORD PERCENTAGE / Please type the percentage of employees here:**

99 **(DO NOT READ)** Don't know

MULTIPLE STATES MENTIONED:

PRE A3e1a-8a IF MORE THAN ONE OTHER STATE MENTIONED AT A3c
(CODES 1 – 8) CONTINUE,
ELSE GO TO PRE A3f1

PRE A3e1a-8a: ONLY ASK IF A3EST=01, ELSE GO TO A3e1a-8ax.

A3e1a-8a [CATI: *Can you please tell me* / CAWI: *What is*] the number of employees within
[EACH OTHER STATE HIGHLIGHTED IN A3c]? [SR]

IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate
% in relation to all states/ territories

Note: Your best estimate will do.

01 RECORD NUMBER / Please type the number of employees here: **GO TO PRE A3g1**

A3e1a-8ax [CATI: *Can you please tell me* / CAWI: *What is*] the percentage of employees
within [EACH OTHER STATE HIGHLIGHTED IN A3c]? [SR]

IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate
% in relation to all states/ territories

Note: Your best estimate will do.

01 RECORD PERCENTAGE / Please type the percentage of employees here: **GO TO PRE A3g1**

PRE A3f1 IF A3c = 9 CONTINUE
ELSE GO TO PRE A3g1

A3f1 [CATI: *Can you please tell me* / CAWI: *What is*] the number of employees in the whole
organisation?

IF NECESSARY: Your best estimate will do.

Note: Your best estimate will do.

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

DK (DO NOT READ) Unable to give an answer

A3f2 [CATI: *Can you please tell me* / CAWI: *What is*] the number of employees in [STATE]?
[SR]

IF NECESSARY: Your best estimate will do.

Note: Your best estimate will do.

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

DK (DO NOT READ) Unable to give an answer

**GO TO PRE A3g1
CONTINUE**

A3f2x Please estimate the approximate percentage that employees in [STATE] comprise as a
proportion of all your organisation's employees? [SR]

IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate
% in relation to all states/ territories

Note: Your best estimate will do.

01 RECORD PERCENTAGE / Please type the percentage of employees here: **GO TO PREA3g1**

99 (DO NOT READ) Don't Know

**PRE A3g1 IF A3c = 95, CONTINUE
ELSE GO TO A5**

A3g1 **[CATI: Can you please tell me / CAWI: What is]** the number of employees at **[OTHER SPECIFY TEXT FROM A3c]** in relation to the total number in **[Selected State]**? **[SR]**

IF NECESSARY: Your best estimate will do.

Note: Your best estimate will do.

01 **RECORD NUMBER / Please type the number of employees here:**
DK **(DO NOT READ)** Unable to give an answer

**GO TO A3G2
CONTINUE**

A3g1x Please estimate the approximate percentage that employees in **[OTHER SPECIFY TEXT FROM A3c]** comprise as a proportion of all your organisation's employees? **[SR]**

IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/ territories

Note: Your best estimate will do.

01 **RECORD PERCENTAGE / Please type the percentage of employees here:**
99 **(DO NOT READ)** Don't Know

A3g2 **[CATI: Can you please tell me / CAWI: What is]** the number of employees in **[STATE]**? **[SR]**

IF NECESSARY: Your best estimate will do.

Note: Your best estimate will do.

01 **RECORD NUMBER / Please type the number of employees here:**
DK **(DO NOT READ)** Unable to give an answer

**GO TO PRE A5
CONTINUE**

A3g2x **[CATI: Can you please tell me / CAWI: What is]** the number of employees in **[STATE]**? **[SR]**

IF NECESSARY: Your best estimate will do. If cannot give number, ask for approximate % in relation to all states/ territories

Note: Your best estimate will do. If you cannot give a number, please provide an approximate percentage in relation to all states/territories.

01 **RECORD PERCENTAGE / Please type the percentage of employees here:**
99 **(DO NOT READ)** Don't Know

PRE A5 IF S9=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]** **[for multi states include definition from Pre A3e]**, 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.

Note that the 'total' employees figure you just entered should match the 'cumulative total' for the parts of the organisation you entered details for earlier. Please either adjust the State figures, or the 'total' figure so that the totals match

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

DATA ANALYST CHECK

IF SUM OF A3e IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, OR IF A3f1 IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, OR IF A3g1 IS AT LEAST 10% GREATER OR AT LEAST 10% LESS THAN A5, SAY:

A5CHK INTERVIEWER CHECK: Can I just check that the total number of employees you are referring to here (**NUMBER AT A5**) is for the same parts of the business you mentioned you were answering for earlier? I have the number of employees for these parts of the business as **[INSERT RELEVANT CATI CHECK NUMBER]**, or is the number you have just provided the most correct for these parts of the organisation?

01 Yes, number just provided is correct

02 No, number provided earlier is correct

**CONTINUE
CORRECT A5**

A5CHK2 Please can you confirm the figures in the table below? Note that the 'total' employees figure across the areas you can answer for should match the 'total' number of employees you provided in the previous question.

Include editable grid showing responses to A3e, A3eTotal and A5.

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

Please select one option below:

01 Yes

02 No

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

**CONTINUE
GO TO SECTION B
GO TO SECTION B**

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

Please select one option below:

- 01 Mainly to own employees
- 02 Mainly to others
- 03 Both equally

SECTION B: RECRUITMENT DIFFICULTIES

TIMESTAMP

- B1 REMOVED
- B2 REMOVED
- B3 REMOVED
- B4 REMOVED
- B5 REMOVED
- B6 REMOVED

ASK ALL

B7a In the last 12 months, has your organisation recruited, or attempted to recruit, any staff?

Please select one option below:

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

CONTINUE
GO TO SECTION C
GO TO SECTION C

B7b How much difficulty, if any, has your organisation experienced in recruiting staff?

Would you say

READ OUT

Please select one option below:

- 01 A lot of difficulty
- 02 Some difficulty
- 03 No difficulty
- 99 (DO NOT READ) Don't know/can't say

CONTINUE
CONTINUE
GO TO SECTION C
GO TO SECTION C

B8 What are the reasons for your difficulties in recruiting staff? **[MR]**

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

- 01 Shortage of skilled people in the industry
- 02 Limited applicants/limited appropriate applicants
- 03 Location is remote or undesirable
- 09 Poor attitude to work or work ethic
- 07 Lack of existing workers in the industry who are being skilled up
- 05 Unattractive job/not a career which is aspired to
- 04 Wages/salaries considered too low
- 08 Unwillingness to take shift/nights/weekend/seasonal work
- 95 Other RECORD VERBATIM / Please type your answer in here:
- 99 (DO NOT READ) Don't know/can't say

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

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 S9=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](#)

- C1 In the last 12 months, which of the following types of qualifications do employees in your organisation have?

Note: it does not matter whether the qualifications are required for the business or not.

- a) People with higher education qualifications such as bachelor degrees and higher degrees?

IF NECESSARY: REFER TO THE BROCHURE

Please select one option below:

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

- b) People with **formal vocational qualifications**, such as TAFE diplomas and certificates I-IV?

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

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

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

(IF S9=1, RESPONDENT HAS BROCHURE)

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

Please select one option below:

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

c) People with any **other types of qualifications**?

Please select one option below:

- 01 Yes **RECORD VERBATIM** / Please specify here
- 02 No
- 99 **(DO NOT READ)** Don't know/can't say

IF NECESSARY: We mean any staff that hold qualifications that are not Higher Education or Formal Vocational Qualifications.

INTERVIEWER NOTE: 'Other qualifications' may include, for example:

Software courses

One-off first aid course

Crane/scaffolding/forklift license

Year 12 (as highest qualification)

IF C1b = 1 ASK C2, ELSE GO TO SECTION D

C2 Thinking about the people working in this organisation in the last 12 months, who have **formal vocational qualifications**...Was having a formal vocational qualification a **requirement** for any jobs? (e.g. as part of their job description).

Please select one option below:

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

**IF C2=1 GO TO PRE C4; ELSE SKIP TO SECTION D
PRE C4: STREAM A CONTINUE, STREAM B GO TO C5**

C4 Why do these jobs require **formal vocational qualifications**? [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
- 01 Maintaining professional standards/meeting industry standards
- 04 Improving quality of services/goods provided
- 06 Developing and maintaining a flexible and responsive workforce
- 05 Responding to new technology
- 07 To remain competitive
- 94 NO EMPLOYEES THAT REQUIRE FORMAL VOCATIONAL QUALIFICATIONS
- 95 Other **RECORD VERBATIM** / Please type in your answer here
- 99 **(DO NOT READ)** Don't know/can't say

**CATI ONLY: DATA ANALYST CHECK:
IF C4 = 94, GO BACK TO C2 AND / OR C1b**

CAWI: Post-Field: Re-code C2 to 02

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

ROTATE DIRECTION OF SCALE

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

READ OUT

Please select one option below:

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

STREAM A CONTINUE, STREAM B GO TO SECTION D

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

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

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

SECTION D: TRAINING REQUIREMENTS

TIMESTAMP

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

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

IF D1 = 1, SAY:

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

INTERVIEWER NOTE: REFER TO THE BROCHURE

Please select one option below:

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

GO TO D3a
GO TO D3a
CONTINUE
GO TO D3a

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

[PROBE FULLY](#) / [Please type your answer in here](#)

D3a **(IF S9=1, RESPONDENT HAS BROCHURE:)** Now, looking at the definition of **unaccredited training** in the brochure...

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

INTERVIEWER NOTE: REFER TO THE BROCHURE

[Please select one option below:](#)

- | | | |
|----|--|------------------|
| 01 | Yes | GO TO D3c |
| 02 | No | GO TO D3c |
| 03 | Unsure | CONTINUE |
| 99 | (DO NOT READ) Don't know/can't say | GO TO D3c |

D3b What was the name of the course or courses?

[PROBE FULLY](#) / [Please type your answer in here](#)

D3c Do you (the employer) talk about your skills needs with anyone external to the business?

[Please select one option below:](#)

- | | | |
|----|--|-----------------|
| 01 | Yes | CONTINUE |
| 02 | No | GO TO D4 |
| 99 | (DO NOT READ) Don't know/can't say | GO TO D4 |

D3d What types of organisations or individuals do you talk to about meeting your skills needs?

[PROMPT IF NECESSARY](#)

[Please select all that apply:](#)

- 01 Registered Training Organisations (RTOs)
- 02 Local employers groups
- 03 Unions
- 04 Peak employer bodies
- 06 Skills Service Organisations
- 07 Australian Apprenticeship Support Network Providers
- 08 Professional or Industry Association
- 10 Other contacts in the industry, friends/family
- 95 Other [RECORD VERBATIM](#) / [Please type in your answer here](#)
- 99 [\(DO NOT READ\)](#) Don't know/can't say

D4 And has your organisation done any of the following in the last 12 months? Have you:

Please select one box per row:

DATA ANALYST CHECK: a) TO APPEAR FIRST, THEN RANDOM ORDER FOR b), c), d) & e) e to always appear before d

	Yes	No	(DO NOT READ) Don't know
a) Had supervisors provide informal, or on-the-job training as required	01	02	99
b) Provided or arranged relevant training whenever new technology or equipment is installed	01	02	99
c) Provided employees with training manuals or software to assist them with self-directed study	01	02	99
d) Contributed to the cost for employees to undertake higher education training , including university study	01	02	99
e) Contributed to the cost for employees to undertake vocational education training , including TAFE study	01	02	99

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 S9=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 OR 97) 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.

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

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 E3/E4] that you use most often for training apprentices or trainees.

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

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

[ROTATE ORDER]

Please select one box per row:

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

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

[ROTATE ORDER]

READ OUT

Please select one option below:

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

ASK ALL

E7 (STREAM B [only include if E3 ≠ 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

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 S9=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 | GO TO F5 |
| 02 Conducted internally by organisation | GO TO F9 |
| 99 (DO NOT READ) Don't know/can't say | GO TO F9 |

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 RECORD VERBATIM / Please type in your answer here | |
| 99 (DO NOT READ) Don't know/can't say | GO TO F9 |

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

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

PROMPT IF NECESSARY

Please select one option below:

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

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 F5/F6] that you use most often for nationally recognised training.

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

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

ROTATE ORDER

Please select one box per row:

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

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

READ OUT

Please select one option below:

- 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 F5 ≠ 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.)

<Remove pre-F9 text for those who come directly to F9 from F5>

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

ROTATE DIRECTION OF SCALE**READ OUT**

Please select one option below:

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

STREAM A CONTINUE, STREAM B GO TO SECTION G

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

PROBE FULLY**DO NOT READ OUT**

Please select all that apply:

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

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 S9=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
- 02 No, there was no comparable nationally recognised training

**CONTINUE
GO TO G5**

- 03 Didn't explore if there was any comparable nationally recognised training **GO TO G5**
 99 (DO NOT READ) Don't know/can't say **GO TO G5**

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

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

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

STREAM B CONTINUE, STREAM A GO TO G10

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

PROMPT IF NECESSARY

Please select one option below:

- 01 External training provider **CONTINUE**
 02 Conducted internally by organisation **GO TO G10**
 99 (DO NOT READ) Don't know/can't say **GO TO G10**

G6 What type of organisations conducted the **unaccredited training** for employees over the last 12 months? **[MR]**

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

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

GO TO G10

PRE G7 IF SINGLE RESPONSE AT G6 AND NOT CODE 95 GO TO G8, ELSE CONTINUE

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

GO TO G10

G8 What were the main reasons for choosing **<INSERT RESPONSE FROM G6 IF SINGLE RESPONSE/G7>** over other types of providers to conduct most of your **unaccredited training?**
[MR]

PROBE FULLY

DO NOT READ OUT

Please select all that apply:

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

G9 The next questions are about your satisfaction with various aspects of **unaccredited training** from your main training provider for. That is, the **[TAFE/ETC- deduce from G6/G7]** that you use most often for unaccredited training.

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

Please let me know if any of the questions are not applicable to your organisation.

Thinking just about **unaccredited training** from **[MAIN PROVIDER]** overall how satisfied or dissatisfied are you with...

Please select one box per row

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	01	02	03	04	05	97	99

in meeting your needs							
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

G9z And overall, how satisfied or dissatisfied are you with the **unaccredited training** from **[MAIN PROVIDER]**. Are you..

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

G10

(STREAM B [only include if G5 ≠ 02 or 99 AND G6 ≠ 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.)

<Remove pre-G10 text for those who come directly to G10 from G6>

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

GO TO SECTION H
GO TO SECTION H
GO TO SECTION H
CONTINUE
CONTINUE
GO TO SECTION H

G11 (Removed for 2015 onwards)

SECTION H: ANYTHING FURTHER**ASK ALL**

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

- 01 Yes
02 No

**CONTINUE
GO TO H1**

H0b Please confirm these contact details are correct:

Full Name:
Contact Number (landline):
Mobile:
Email Address:

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'

H2 (REMOVED)

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 Market and Social Research, and this survey was undertaken on / CAWI: This survey was undertaken by Wallis Market and Social Research on] behalf of the Department of Education and Training. If you require any further information about the study, you can contact Wallis on 1800 113 444.

Thanks again for your time.

Further information about this research project can be found at www.ncver.edu.au/employerviews/2019. 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> www.ncver.edu.au/statistic/21066.html.

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

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

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

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

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

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

TIMESTAMP

Q88END RECORD REASON FOR TERMINATION

01	No one at this number fits the business name	TERMINATE
02	Residential number	TERMINATE
03	Relevant person not avail before 20 June 2019	TERMINATE
04	Language Problem (Specify)	TERMINATE
05	Hearing Difficulties / Other incapable	TERMINATE
06	Accountant / Solicitor	TERMINATE
07	Closed down / in liquidation / out of business	TERMINATE
95	Other (Specify)	TERMINATE

TIMESTAMP