NCVER

Australian vocational education and training statistics

Employers' use and views of the VET system 2017

National Centre for Vocational Education Research

Highlights

Employers' use of the VET system

In 2017, similar to 2015:

- 54.4% of employers used the VET system

- 37.2% of employers had jobs requiring vocational qualifications

- 23.5% of employers had apprentices and trainees

- 22.4% of employers used nationally recognised training (that was not part of an apprenticeship or traineeship).

Employers' satisfaction with the VET system

- 75.4% of employers were satisfied that vocational qualifications provide employees with the skills they require for the job, similar to 2015.
  (Base: all employers with jobs requiring vocational qualifications)

- 77.5% of employers were satisfied that apprentices and trainees are obtaining skills they require from training, down 4.2 percentage points from 2015.
  (Base: all employers with apprentices/trainees)

- 82.2% of employers were satisfied that nationally recognised training (which is not part of an apprenticeship or traineeship) provides employees with the skills they require for the job, similar to 2015.
  (Base: all employers using nationally recognised training)

This document should be attributed as NCVER 2017, *Australian vocational education and training statistics: employers' use and views of the VET system 2017*, NCVER, Adelaide.

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Introduction

This publication presents information on employers' use and views of the vocational education and training (VET) system. The findings relate to the various ways in which Australian employers use the VET system and unaccredited training to meet their skill needs, and their satisfaction with these methods of training. Australian employers can engage with the VET system in three main ways, by:

- having jobs that require vocational qualifications

- having apprentices and trainees

- using nationally recognised training.

Information is also presented on employers' views of the proficiency of their employees and whether they have experienced any recruitment difficulty.

The figures in this publication are derived from the Survey of Employer Use and Views of the VET System. A total of 8022 telephone interviews were conducted with Australian employers between February and May 2017 and the results relate to employers' training experiences in the 12 months preceding their interview. Note for the purposes of this publication, nationally recognised training excludes training that was part of an apprenticeship or traineeship as employers use and views of apprentices and trainees is reported separately.

Scope

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

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

- Self-employed persons who do not employ staff

- Private households employing staff

- Foreign diplomatic missions

- Consulates in Australia

- Defence force establishments

- Superannuation funds.

Technical notes

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

The 2017 survey sample was designed to have greater overlap with respondents to the 2015 survey than was previously the case. About 64% of employers who responded to the 2015 survey were selected to participate in the 2017 survey. This was done in order to increase the precision in estimates of change over time. The sample overlap reduces the likelihood of any changes over time being due to different employers being surveyed, and where changes have occurred, allows us to more confidently report these as real changes.

Because estimates are based on a sample instead of a survey of the entire population, any estimate is unlikely to be exactly equal to the true population value. How close the estimate is likely to be to the true value is reflected in the confidence interval. The confidence interval can be calculated for any confidence level, but

usually a level of 90%, 95%, or 99% is used. For this publication we use a confidence level of 95%, which means the probability that the confidence interval contains the true population value is 95%.

The confidence interval can be shown graphically using a black bar around the estimate. Smaller bars correspond to more accurate estimates. The confidence interval is sometimes expressed as *Estimate +/- margin of error*. That is, the margin of error is half the width of the confidence interval. For example, in figure B, *Estimate A* is equal to 70% and the margin of error (using a confidence level of 95%) is 5%. The confidence interval for this estimate is 65% to 75%, which means we can be 95% confident the true value is between 65% and 75%.

Figure A   **Confidence interval and margins of error**   **Figure B**   **Confidence intervals**
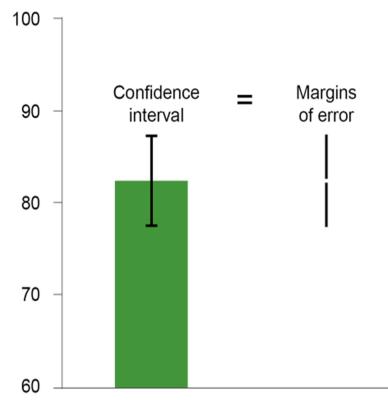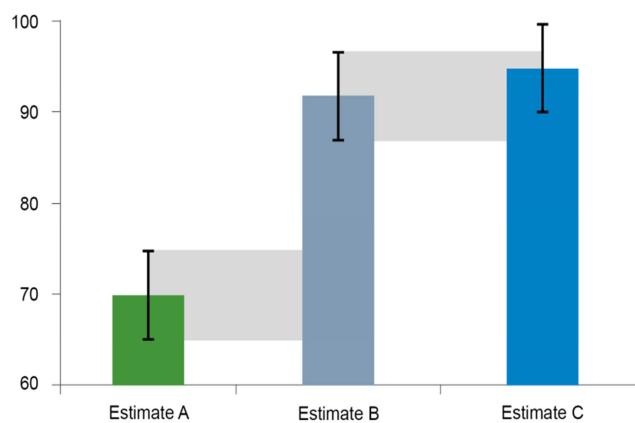
It is important to consider the margin of error when comparing between groups and years, particularly when the results are close. Data users are encouraged to use the margin of error to determine if a difference between groups is statistically significant.

In figure B, the black bars for *Estimate A* and *Estimate B* do not overlap. This means that it **can** be concluded with a 95% level of confidence that there is a difference between *Estimate A* and *Estimate B*. However, the error bars for *Estimate B* and *Estimate C* overlap. This means that it **cannot** be concluded with a 95% level of confidence that there is a difference between *Estimate B* and *Estimate C*.

For further technical details, please refer to Technical notes at
<https://www.ncver.edu.au/data/collection/employers-use-and-views-of-the-vet-system>.

More information

For additional data tables on employers' use and views of the VET system, including data from the 2005, 2007, 2009, 2011, 2013 and 2015 surveys, please refer to
<https://www.ncver.edu.au/data/collection/employers-use-and-views-of-the-vet-system>.
These tables include information on each type of training by state, industry and employer size, as well as the margin of error. The margin of error allows data users to view the amount of certainty (or error) in a reported measure sourced from information provided by a sample rather than a population.

Employer training choices

In 2017:

- 54.4% of employers used the VET system to meet their training needs, similar to 2015 *Table 1 & figure 1*

- 50.8% of employers provided unaccredited training to their staff, similar to 2015 *Table 1 & figure 1*

- 81.4% of employers provided informal training to their staff, up 3.5 percentage points from 2015 *Table 1 & figure 1*

- 8.7% of employers did not provide any training to their employees, down 2.2 percentage points from 2015. *Table 1*

Figure 1   Employers' use of training, 2015 and 2017 (%)

2015   2017
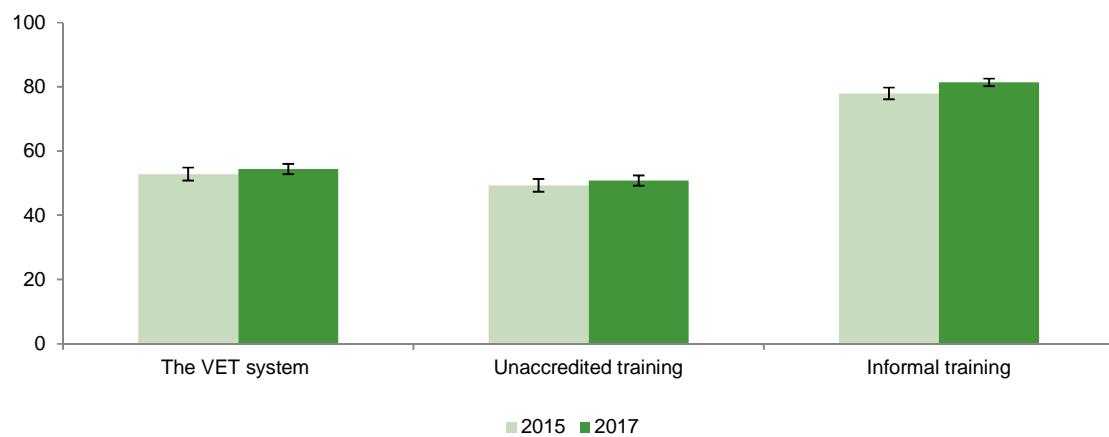
Recruitment difficulties

In 2017:

- 42.1% of employers had difficulty (a lot or some) recruiting employees, up 5.6 percentage points from 2015 *Table 2*

- 16.8% of employers had a lot of difficulty recruiting employees, up 3.3 percentage points from 2015. *Table 2 & figure 2*

Figure 2   Employers' recruitment difficulties, 2015 and 2017 (%)
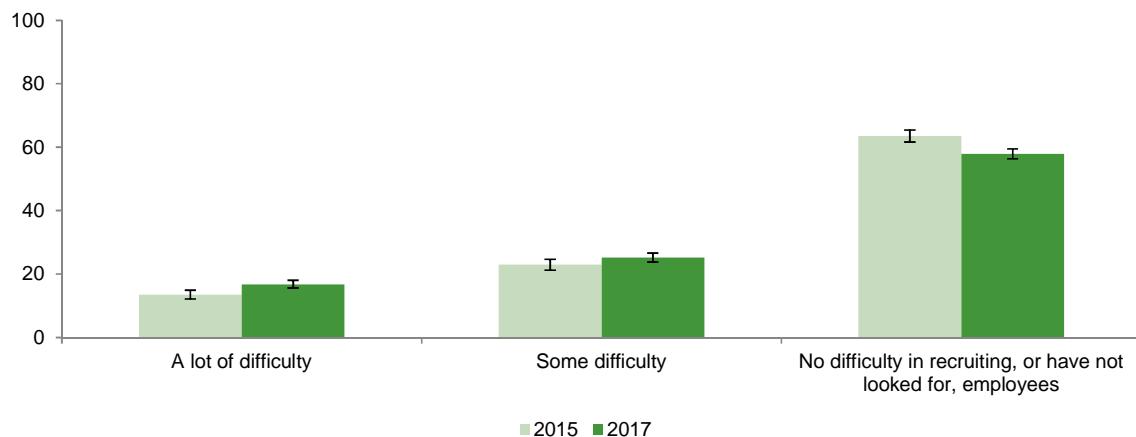
Of those employers that found it difficult to recruit employees:

- the main reasons for recruitment difficulties were a shortage of skilled people in the industry (56.4%) and limited applicants (41.6%).   *Table 3*

Proficiency of employees

In 2017:

- 62.5% of employers believed all their employees were fully proficient at their job, down 3.7 percentage points from 2015   *Table 4 & figure 3*

- 36.1% of employers believed some or most of their employees were fully proficient at their job.   *Table 4 & figure 3*

Figure 3   Employers' views of the proficiency of their employees at their job, 2015 and 2017 (%)
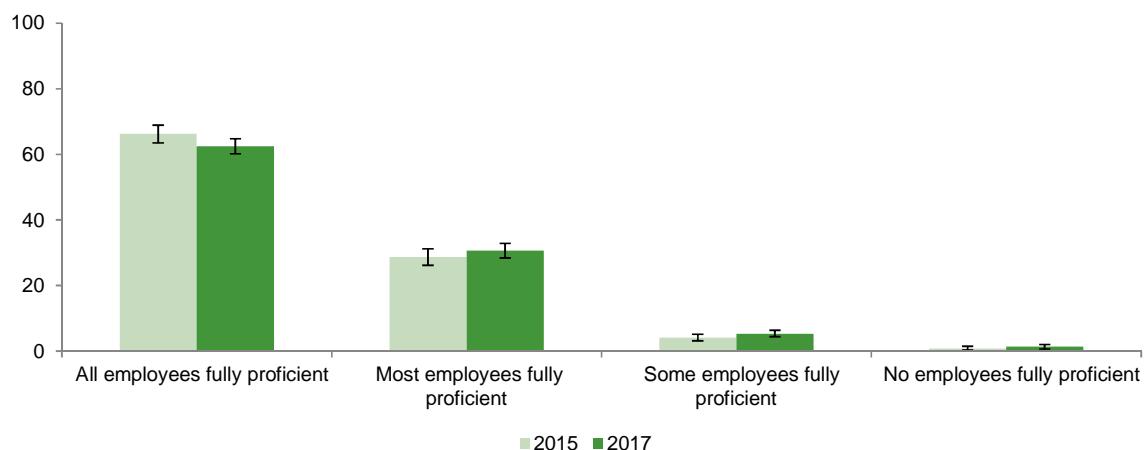
Of those employers who had some employees below full proficiency:

- the main reasons given were that employees were new to their role (44.1%) and had only partially completed their training (33.5%)   *Table 5*

- having staff below full proficiency had an impact on the performance of 82.4% of employers; a major impact on 17.8% and a minor impact on 64.6% of employers.   *Table 4*

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

- the main effects were an increased workload for other staff (81.8%) and increased operating costs (61.7%)   *Table 6*

- the main strategies used to manage the lack of staff proficiency were training existing staff (86.9%), internal reorganisation (57.3%) and recruitment of new staff (56.7%).   *Table 7*

Employers use and satisfaction with the system

Australian employers can engage with the VET system in three main ways:

- Having jobs that require vocational qualifications.
- Having apprentices and trainees.
- Using nationally recognised training.

The following section outlines use and satisfaction for each type of training.

Vocational qualifications as a job requirement

In 2017:

- 37.2% of employers had jobs that require vocational qualifications, similar to 2015   *Table 1 & figure 4*

Of these employers:

- the main reasons for having jobs that require vocational qualifications were to provide skills required for the job (57.2%), to meet legislative, regulatory or licensing requirements (49.4%), and to meet and maintain professional or industry standards (30.9%)   *Table 10*

- 75.4% were satisfied that vocational qualifications provide employees with the skills they require for the job, similar to 2015   *Table 1 & figure 5*

- 12.8% were dissatisfied with vocational qualifications in providing employees with the skills they require for the job, similar to 2015. Of these, 41.8% believed that the training was of poor quality or low standard, 41.3% that relevant skills were not taught, and 28.6% that there was not enough focus on practical skills.   *Table 12, 13*

Figure 4   Employers with jobs that require vocational qualifications, 2015 and 2017 (%)
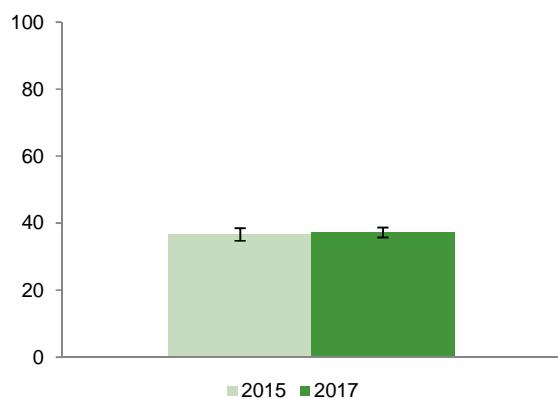
Figure 5   Employers satisfied that vocational qualifications provide employees with the skills they require for the job, 2015 and 2017 (%)
(Base: all employers with jobs requiring a vocational qualification)
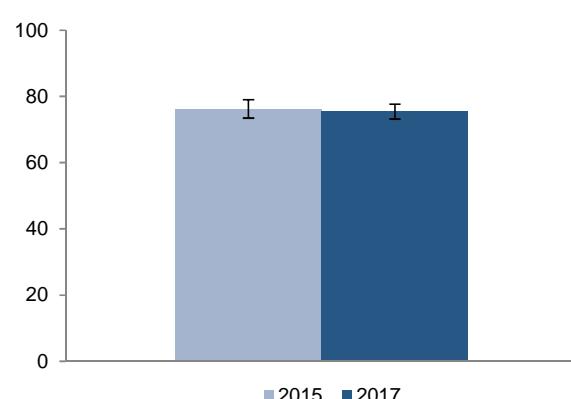
Apprentices and trainees

In 2017:

- 23.5% of employers had apprentices and trainees, similar to 2015.

Of these employers:

- the main reasons for employing apprentices and trainees were to get skilled staff and improve staff skills (45.4%), to fill a specific role in the organisation (31.9%), and to train them to their own requirements (28.9%)

- 77.5% were satisfied with the training apprentices and trainees receive as a way of meeting their skill needs, down 4.2 percentage points from 2015

- 12.0% were dissatisfied with the training provided to apprentices and trainees, similar to 2015. Of these, 60.2% believed that the training was of a poor quality and to a low standard, 33.5% that relevant skills were not taught, and 29.0% that there was not enough focus on practical skills.

Figure 6 **Employers with apprentices and trainees, 2015 and 2017 (%)**
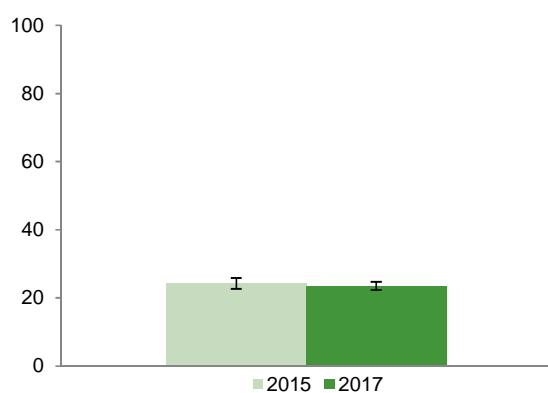
Figure 7 **Employers satisfied with the training apprentices and trainees receive as a way of meeting their skill needs, 2015 and 2017 (%) (Base: all employers with apprentices/trainees)**
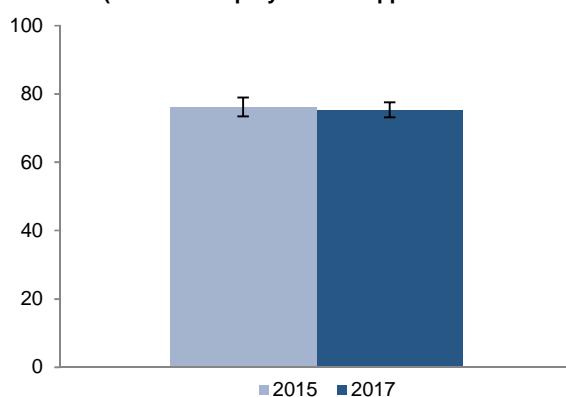
Of employers with apprentices and trainees, 62.4% used technical and further education institutes (TAFE) as their main provider to train apprentices and trainees, similar to 2015. Of these, 81.8% were satisfied overall with the training provided, similar to 2015.

Figure 8 **Main provider used for training apprentices and trainees, 2015 and 2017 (%) (Base: all employers with apprentices/trainees)**
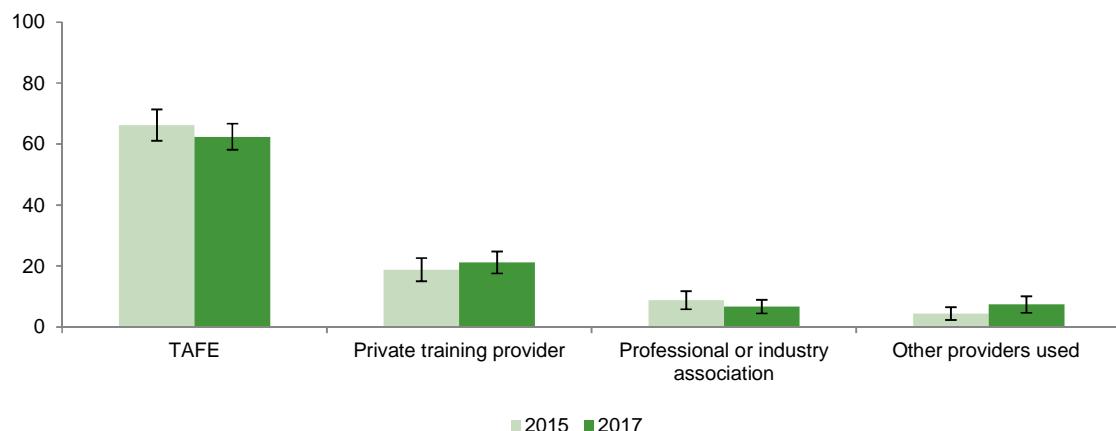
Nationally recognised training (not part of an apprenticeship or traineeship)

In 2017:

- 22.4% of employers arranged or provided their employees with nationally recognised training, similar to 2015.

Table 1 & figure 9

Of these employers:

- the main reasons for using nationally recognised training were to provide skills required for the job (47.0%), to meet legislative, regulatory and licensing requirements (34.6%), to meet and maintain professional or industry standards (26.3%), and for staff career development (25.5%)

Table 10

- 82.2% were satisfied with nationally recognised training as a way of meeting their skills needs, similar to 2015

Table 1 & figure 10

- 6.8% were dissatisfied with nationally recognised training as a way of providing employees with the skills they require for the job, similar to 2015. Of these, 47.7% believed that the training was of a poor quality or low standard, and 33.0% that relevant skills were not taught.

Table 12, 13

Figure 9 Employers using nationally recognised training, 2015 and 2017 (%)
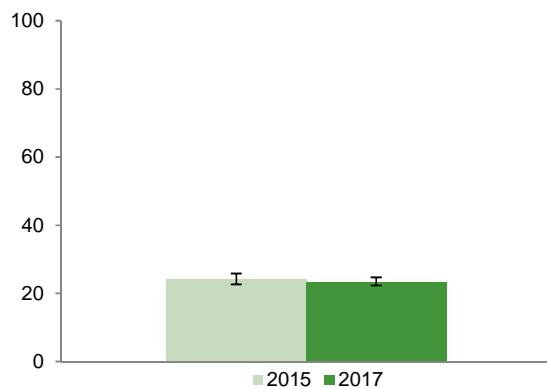
Figure 10 Employers satisfied with nationally recognised training as a way of meeting their skills needs, 2015 and 2017 (%) (Base: all employers using nationally recognised training)
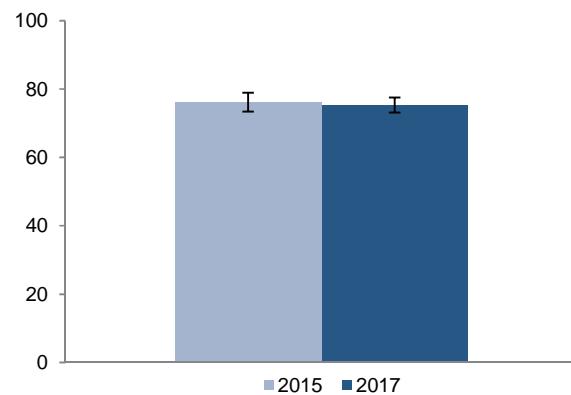
Of employers using nationally recognised training, 51.0% used private training providers as their main provider, similar to 2015. Of these, 91.5% were satisfied overall with the training provided, similar to 2015.

Table 14, 15 & figure 11

Figure 11 Main provider used for nationally recognised training, 2015 and 2017 (%) (Base: all employers using nationally recognised training)
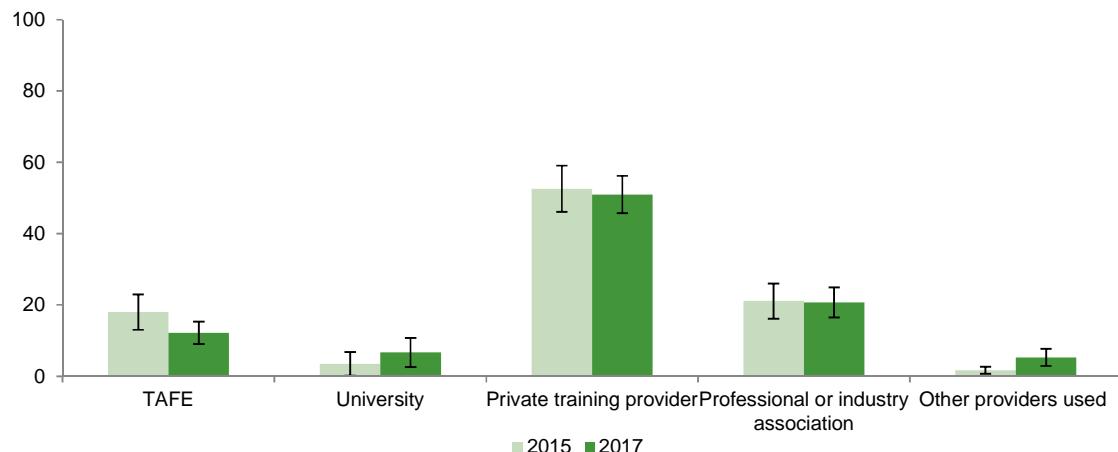
Employers' use and satisfaction with unaccredited training

In 2017,

- 50.8% of employers arranged or provided their employees with unaccredited training, similar to 2015. *Table 1, figure 12*

Of these employers:

- The main reasons for using unaccredited training were to provide skills required for the job (54.4%), to meet and maintain professional or industry standards (30.8%), and to meet highly specific training needs (22.0%). *Table 10*

- 88.5% were satisfied with unaccredited training as a way of meeting their skill needs, similar to 2015. *Table 1 & figure 13*

Figure 12 Employers using unaccredited training, 2015 and 2017 (%)
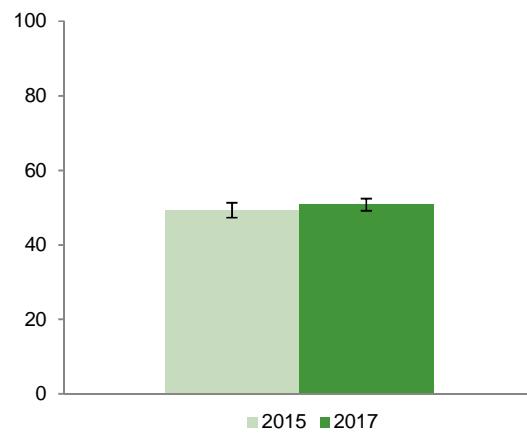
Figure 13 Employers satisfied with unaccredited training as a way of meeting their skill needs, 2015 and 2017 (%) (Base: all employers using unaccredited training)
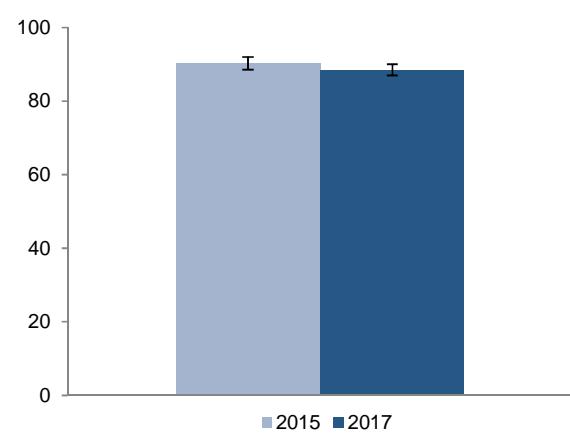
Of employers who used unaccredited training, 54.7% of employers did not use an external training provider (similar to 2015), 19.7% used a private training provider (up 4.0 percentage points from 2015), and 12.7% used a professional or industry association, (similar to 2015). *Table 14, figure 14*

Figure 14 Main provider used for unaccredited training, 2015 and 2017 (%) (Base: all employers using unaccredited training)
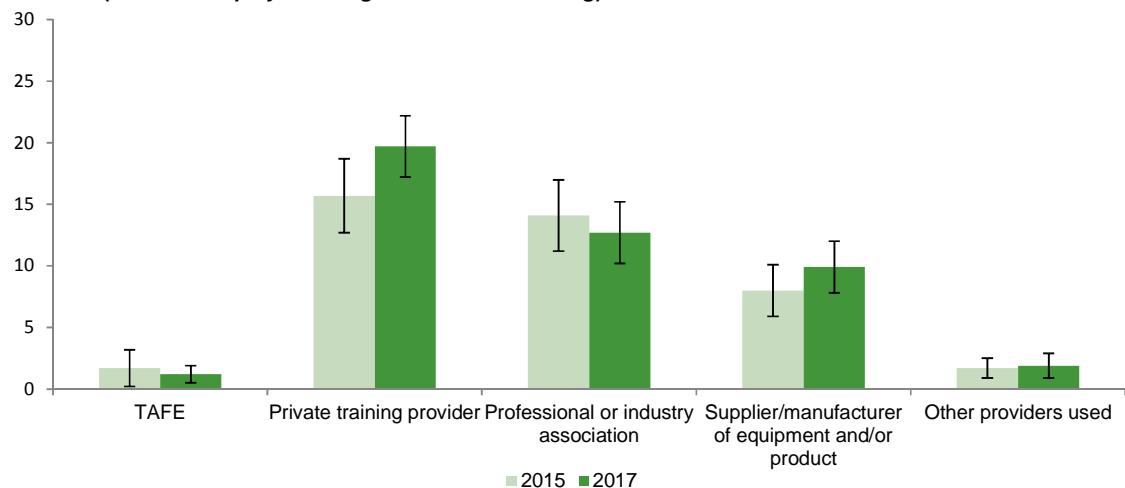
Tables

Table 1   Key findings 2005, 2007, 2009, 2011, 2013, 2015 and 2017 (%)

	2005	2007	2009	2011	2013	2015	2017
Training choices							
Employers using the VET system (Base: all employers):	57.9	55.6	58.0	56.1	51.9	52.8	54.4
With jobs that require vocational qualifications	37.0	34.8	35.7	36.4	33.3	36.6	37.2
With apprentices and trainees	29.2	30.3	32.0	30.4	26.9	24.3	23.5
Using nationally recognised training	24.2	23.3	27.2	23.7	20.0	20.6	22.4
Employers using unaccredited training	54.5	50.4	54.1	49.0	47.5	49.3	50.8
Employers using informal training	73.0	72.1	77.8	78.3	77.6	77.9	81.4
Employers providing no training	12.2	13.0	8.7	9.3	12.4	10.9	8.7
Satisfaction with training							
Employers satisfied with vocational qualifications (Base: all employers with jobs requiring a vocational qualification)	77.0	80.7	83.3	84.6	78.3	76.2	75.4
Employers satisfied with apprentices and trainees (Base: all employers with apprentices/trainees)	78.7	83.2	83.3	82.9	78.8	81.7	77.5
Employers satisfied with nationally recognised training (Base: all employers using nationally recognised training)	81.3	82.0	86.3	89.2	83.1	84.0	82.2
Employers satisfied with unaccredited training (Base: all employers using unaccredited training)	91.7	92.6	95.4	96.2	90.3	90.3	88.5

For notes on tables, see page 24.

Table 2   Recruitment difficulties, 2015 and 2017 (% of all employers)

	2015	2017
Level of difficulty in recruiting staff:		
A lot of difficulty	13.5	16.8
Some difficulty	22.9	25.2
No difficulty in recruiting, or have not looked for, staff	63.5	57.9

For notes on tables, see page 24.

Table 3   Reasons for recruitment difficulties, 2015 and 2017 (% of employers experiencing recruitment difficulties)

	2015	2017
Limited applicants	45.7	41.6
Location is either remote or not desirable	12.8	15.0
Loss of skilled workers to other companies or industries	1.8	1.1
Not a career that is aspired to	5.5	6.5
People unwilling to take certain shifts	6.1	7.0
Poor work ethic	12.2	15.9
Shortage of skilled people in the industry	50.9	56.4
Wages and salaries are considered too low or uncertain	7.6	6.6
Other reasons	10.8	9.2

For notes on tables, see page 24.

Table 4   Proficiency of employees at their job and impact on the organisation's performance, 2015 and 2017 (%)

	2015	2017
Proficiency of employees (Base: all employers):		
All employees fully proficient at their job	66.2	62.5
Most employees fully proficient at their job	28.7	30.7
Some employees fully proficient at their job	4.2	5.4
No employees fully proficient at their job	0.9*	1.4
Impact on the organisation's performance if employees not fully proficient at their job (Base: all employers with some staff not fully proficient at their job):		
Major impact on how the organisation performs	20.9	17.8
Minor impact on how the organisation performs	60.5	64.6
No impact on how the organisation performs	18.6	17.6

For notes on tables, see page 24.

Table 5   Reasons employees are not fully proficient at their job, 2015 and 2017 (% of employers with employees not fully proficient at their job)

	2015	2017
Performance has not improved sufficiently after training	1.8*	2.1
Staff lack motivation	15.8	16.8
Their training is currently only partially completed	34.5	33.5
They are apprentices or trainees	6.4	7.8
They are new to the role	44.5	44.1
They have not received the appropriate training	17.8	20.8
Training is ongoing and there is always more to learn	np	np
Unable to recruit staff with the required skills	2.0*	2.7*
Other reasons	21.1	12.1

For notes on tables, see page 24.

Table 6   Effect on the organisation if employees are not fully proficient at their job, 2015 and 2017 (% of employers with employees not fully proficient at their job and where this is impacting on how the organisation performs)

	2015	2017
Delays in developing new products or services	30.8	36.7
Difficulties in introducing technological change	38.4	33.3
Difficulties in meeting customer service objectives	48.9	48.6
Difficulty in introducing new working practices	41.9	43.0
Difficulty in meeting quality standards	49.8	45.7
Increased operating costs	58.7	61.7
Increased workload for other staff	83.0	81.8
Loss of business or orders to competitors	30.9	32.4
Need to outsource work	19.7	24.3
Not able to take on as much business as you would like	37.7	39.9
Withdrawal of certain products or services altogether	11.0	15.1

For notes on tables, see page 24.

Table 7   Strategies used by the organisation to cope with lack of proficiency of employees, 2015 and 2017 (% of employers with employees not fully proficient at their job and where this is impacting on how the organisation performs)

	2015	2017
Internal reorganisation	57.2	57.3
Recruitment of new staff	59.2	56.7
Trained existing staff	86.0	86.9
Taken other action	32.2	30.6
None of these	4.8	4.5

For notes on tables, see page 24.

Table 8   Use of training in the last 12 months by employer characteristics, 2015 and 2017 (%)

Employer characteristics	Employers using the VET system		Employers using unaccredited training		Employers using informal training		Employers providing no training	
	2015	2017	2015	2017	2015	2017	2015	2017
State (Base: all employers within state)								
New South Wales	53.9	56.5	51.7	51.8	77.1	81.6	10.6	7.1
Victoria	47.7	51.8	42.7	49.4	77.1	82.3	11.8	9.6
Queensland	57.9	54.9	52.3	51.4	81.2	81.0	9.4	9.5
South Australia	46.6	51.2	44.3	45.4	71.7	80.0	13.8	10.6
Western Australia	55.0	52.9	53.7	52.3	79.9	79.2	10.7	9.4
Tasmania	54.2	58.5	46.1	51.1	73.6	80.2	13.0	10.4
Northern Territory	61.5	58.5	53.5	57.5	85.4	84.3	7.2	7.8
Australian Capital Territory	52.2	56.1	57.7	53.7	80.9	85.6	8.2	8.4
Employer size (Base: all employers within employer size)								
Small	46.3	47.5	41.1	42.6	72.7	76.9	14.1	11.7
Medium	68.2	69.4	68.8	69.3	91.4	91.9	2.4	1.7
Large	90.5	85.2	92.5	84.1	94.2	96.3	0.0	np
Industry (Base: all employers within industry)								
Agriculture, forestry and fishing	28.0	38.2	31.9	43.0	66.8	75.8	24.3	15.2
Mining	62.2	58.6	64.7	60.5	66.8	66.1	14.5*	11.2*
Manufacturing	57.3	63.7	39.4	47.0	81.8	81.1	9.6*	8.2
Electricity, gas, water and waste services	43.8	44.1	47.4	40.3	74.8	82.2	12.1*	np
Construction	74.7	78.7	37.6	39.6	77.8	80.2	6.5	6.1
Wholesale trade	41.1	39.3	49.4	49.3	76.2	82.4	13.5	7.8
Retail trade	35.3	36.3	41.4	46.5	74.4	79.9	16.4	12.1
Accommodation and food services	40.6	41.8	43.4	39.7	88.1	85.4	5.7*	7.7
Transport, postal and warehousing	26.7	30.0	35.5	47.6	75.5	83.0	20.5	11.0*
Information media and telecommunications	49.9	35.0	53.5	54.8	86.4	83.2	10.9*	9.0*
Financial and insurance services	63.1	58.3	70.1	68.2	82.5	84.9	6.8*	8.3*
Rental, hiring and real estate services	62.2	63.6	56.1	68.3	80.5	83.4	9.6*	5.9*
Professional, scientific and technical services	42.6	47.3	57.0	56.9	77.1	80.5	12.2	9.0
Administrative and support services	41.8	38.5	46.4	51.4	85.6	90.3	10.3*	5.8*
Public administration and safety	77.3	64.8	68.5	69.5	86.3	92.6	np	np
Education and training	72.2	70.4	76.6	68.0	81.3	82.2	5.9*	6.7*
Health care and social assistance	58.1	57.9	67.1	60.0	77.0	81.8	11.8	9.4
Arts and recreation services	53.3	46.3	56.0	50.3	79.9	80.6	9.7*	13.3*
Other services	73.4	73.4	54.7	54.9	70.7	78.7	5.8	7.0
Total	**52.8**	**54.4**	**49.3**	**50.8**	**77.9**	**81.4**	**10.9**	**8.7**

For notes on tables, see page 24.

Table 9 **Use of the VET system and unaccredited training in the last 12 months by employer characteristics, 2015 and 2017 (%)**

Employer characteristics	The VET system						Employers using unaccredited training	
	Employers with vocational qualifications as a job requirement		Employers with apprentices/trainees		Employers using nationally recognised training			
	2015	2017	2015	2017	2015	2017	2015	2017
State (Base: all employers within state)								
New South Wales	39.6	40.0	25.7	25.1	20.1	21.0	51.7	51.8
Victoria	31.2	34.8	20.5	22.3	18.6	20.3	42.7	49.4
Queensland	39.5	36.9	26.7	25.2	23.0	25.8	52.3	51.4
South Australia	30.7	33.8	19.5	17.2	18.8	21.2	44.3	45.4
Western Australia	38.3	35.4	26.1	19.0	21.1	25.5	53.7	52.3
Tasmania	34.8	35.7	26.9	29.9	23.4	25.3	46.1	51.1
Northern Territory	42.7	40.3	26.9	28.9	34.0	32.5	53.5	57.5
Australian Capital Territory	33.2	37.6	24.8	26.2	25.8	23.5	57.7	53.7
Employer size (Base: all employers within employer size)								
Small	31.5	31.5	20.2	19.5	15.1	15.7	41.1	42.6
Medium	48.6	49.0	33.2	31.3	32.6	36.0	68.8	69.3
Large	69.0	67.0	55.1	47.9	62.4	63.7	92.5	84.1
Industry (Base: all employers within industry)								
Agriculture, forestry and fishing	13.1	18.5	10.0	9.6	14.6	21.3	31.9	43.0
Mining	38.3	44.1	28.5	11.6*	48.4	30.3	64.7	60.5
Manufacturing	39.8	43.6	36.9	32.0	18.0	25.7	39.4	47.0
Electricity, gas, water and waste services	31.8	30.5	11.6*	21.5*	20.0	21.4*	47.4	40.3
Construction	48.9	48.2	49.3	53.7	24.6	26.7	37.6	39.6
Wholesale trade	21.7	24.0	15.5	10.4	20.7	19.3	49.4	49.3
Retail trade	21.4	20.8	19.8	17.7	16.3	18.6	41.4	46.5
Accommodation and food services	18.7	24.8	29.8	21.6	16.0	17.1	43.4	39.7
Transport, postal and warehousing	15.0	17.2	9.9	10.0*	10.9	14.0	35.5	47.6
Information media and telecommunications	35.2	25.3	10.7*	13.8*	17.0*	10.2*	53.5	54.8
Financial and insurance services	44.1	41.0	12.6*	8.5*	37.5	29.6	70.1	68.2
Rental, hiring and real estate services	49.6	47.6	20.7	19.6	24.3	22.1	56.1	68.3
Professional, scientific and technical services	35.0	31.7	9.9	13.0	12.9	18.6	57.0	56.9
Administrative and support services	28.2	22.9	10.1*	7.5	17.5	20.4	46.4	51.4
Public administration and safety	62.7	50.7	43.4	32.2	45.5	41.8	68.5	69.5
Education and training	57.5	59.1	14.5	14.1	44.1	35.8	76.6	68.0
Health care and social assistance	45.7	47.9	13.0	15.0	28.4	26.4	67.1	60.0
Arts and recreation services	33.4	32.7	21.9	18.0	23.7	25.1	56.0	50.3
Other services	58.0	58.7	38.1	40.9	16.6	20.4	54.7	54.9
Total	**36.6**	**37.2**	**24.3**	**23.5**	**20.6**	**22.4**	**49.3**	**50.8**

For notes on tables, see page 24.

Table 10   Reasons for using the VET system by type of training, 2015 and 2017 (%)

	2015	2017
Reasons for having vocational qualifications as a job requirement (Base: all employers with jobs requiring vocational qualifications)		
In response to new technology	0.8*	1.5*
Legislative, regulatory or licensing requirements	52.1	49.4
To develop and maintain a flexible and responsive workforce	1.7*	2.3
To improve the quality of goods and services provided	3.6	4.8
To meet and maintain professional/industry standards	27.9	30.9
To provide the skills required for the job	62.3	57.2
To remain competitive	0.8*	1.1*
Other reasons	0.8*	0.6*
Reasons for employing apprentices and trainees (Base: all employers with apprentices/trainees)		
Cheap source of labour/cost-effective	8.5	8.2
Financial incentives	4.0*	1.8*
Staff gain a nationally recognised qualification	3.0	4.9
To fill a specific role or need more staff	32.2	31.9
To get skilled staff and improve staff skills	39.1	45.4
To give young people a head start	22.1	22.8
To support the industry	11.1	9.4
To train to own requirements	28.5	28.9
Usual business practice to employ apprentices/trainees	15.0	18.2
Other reasons	8.2	8.5
Reasons for using nationally recognised training (Base: all employers using nationally recognised training)		
Formalise qualifications and skills	14.5	8.9
In response to new technology	0.5*	np
Legislative, regulatory or licensing requirements	41.5	34.6
Staff career development	31.9	25.5
To develop and maintain a flexible and responsive workforce	9.1	6.1
To improve staff morale and retention	1.4*	1.9*
To improve the quality of goods and services provided	11.7	12.3
To meet and maintain professional/industry standards	23.0	26.3
To provide the skills required for the job	41.5	47.0
To remain competitive	1.4*	2.8*
Other reasons	4.1*	3.2*
Reasons for using unaccredited training (Base: all employers using unaccredited training)		
In response to new technology	14.2	12.4
Legislative, regulatory or licensing requirements	17.5	16.4
Staff career development	1.8*	2.5
To develop and maintain a flexible and responsive workforce	18.0	14.2
To improve the quality of goods and services provided	18.9	15.7
To meet and maintain professional/industry standards	27.6	30.8
To meet highly specific training needs	15.1	22.0
To provide the skills required for the job	55.2	54.4
To remain competitive	2.8	2.8
Other reasons	5.1	5.9

For notes on tables, see page 24.

Table 11   Employers satisfied with training as a way of meeting their skill needs by type of training and employer characteristics, 2015 and 2017 (%)

Employer characteristics	The VET system						Employers using unaccredited training	
	Employers with vocational qualifications as a job requirement		Employers with apprentices/trainees		Employers using nationally recognised training			
	2015	2017	2015	2017	2015	2017	2015	2017
State (Base: all employers within state)								
New South Wales	73.7	76.2	81.6	78.9	83.9	82.2	90.3	88.3
Victoria	79.1	76.6	79.9	71.2	83.7	82.5	88.8	87.1
Queensland	75.9	70.6	82.7	80.5	84.9	80.7	90.7	89.2
South Australia	77.7	72.2	85.4	78.7	87.0	80.4	89.3	90.4
Western Australia	78.9	79.8	82.4	81.9	82.6	83.9	93.2	90.0
Tasmania	79.6	81.2	82.0	73.6	80.8	84.2	91.2	88.8
Northern Territory	76.1	73.9	74.3	80.1	81.5	84.3	85.7	88.5
Australian Capital Territory	77.9	77.9	80.5	78.3	82.2	86.7	88.8	88.8
Employer size (Base: all employers within employer size)								
Small	74.4	74.7	79.6	75.4	82.5	80.8	89.9	86.9
Medium	78.8	76.4	84.4	78.5	85.8	83.6	90.7	90.9
Large	82.8	77.4	86.9	92.1	84.6	83.3	92.4	90.2
Industry (Base: all employers within industry)								
Agriculture, forestry and fishing	75.5	89.3	81.1	78.7	83.5	85.1	92.4	89.8
Mining	90.5	83.1	95.4	73.5	94.6	70.8	94.5	97.0
Manufacturing	64.4	77.4	82.8	77.3	80.7	75.5	88.1	87.2
Electricity, gas, water and waste services	75.7	93.0	91.6	59.4*	83.4	46.5*	82.3	95.8
Construction	74.6	74.2	81.3	78.3	90.0	80.5	91.8	89.9
Wholesale trade	81.3	80.6	87.9	80.0	68.8	80.7	94.2	86.8
Retail trade	78.5	80.3	90.3	76.0	84.5	86.2	92.2	89.2
Accommodation and food services	76.9	55.8	89.0	72.0	88.8	76.4	92.3	77.0
Transport, postal and warehousing	64.8	80.1	93.2	90.8	85.1	70.9	93.9	87.3
Information media and telecommunications	85.6	62.1	50.6*	42.7*	79.4	62.0*	94.7	92.5
Financial and insurance services	87.3	74.4	93.5	93.8	84.8	79.8	92.3	82.8
Rental, hiring and real estate services	77.7	79.7	80.0	90.3	86.4	81.8	93.1	87.6
Professional, scientific and technical services	75.1	77.4	75.6	76.4	85.3	82.2	89.3	87.0
Administrative and support services	64.1	70.6	93.3	95.0	83.0	78.5	79.8	90.7
Public administration and safety	84.4	77.7	81.3	78.3	82.7	86.6	82.7	89.6
Education and training	80.1	83.8	85.7	95.7	80.2	90.4	91.5	94.7
Health care and social assistance	83.7	80.5	82.1	84.2	87.5	91.3	90.0	92.4
Arts and recreation services	80.2	75.7	90.0	94.3	90.5	83.9	87.9	86.7
Other services	74.8	66.0	66.9	68.8	71.3	78.7	86.8	89.9
Total	**76.2**	**75.4**	**81.7**	**77.5**	**84.0**	**82.2**	**90.3**	**88.5**

For notes on tables, see page 24.

Table 12   Employers' satisfaction with training as a way of meeting their skill needs by type of training, 2015 and 2017 (%)

	2015			2017		
	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
Training choices						
Employers with jobs that require vocational qualifications	76.2	12.8	10.9	75.4	11.7	12.8
Employers with apprentices and trainees	81.7	7.9	10.4	77.5	10.5	12.0
Employers using nationally recognised training	84.0	9.8	6.3	82.2	11.0	6.8
Employers using unaccredited training	90.3	7.5	2.2	88.5	8.3	3.3

For notes on tables, see page 24.

Table 13   Reasons for dissatisfaction with the VET system as a way of meeting skill needs by type of training, 2015 and 2017 (%)

	2015	2017
Reasons for dissatisfaction with vocational qualifications as a job requirement (Base: dissatisfied employers with jobs requiring a vocational qualification)		
Instructors do not have enough industry experience	7.7*	11.7*
Not enough focus on practical skills	41.0	28.6
Poor access to training in regional/rural areas	11.8*	9.8*
Relevant skills are not taught	44.3	41.3
Standards are inconsistent across institutions	6.2*	8.8*
Training content is outdated	np	np
Training is of a poor quality or low standard	43.7	41.8
Training is too expensive	3.2*	np
Training is too general and not specific enough	19.0*	21.4
Other reasons	15.2*	15.5
Reasons for dissatisfaction with apprentices and trainees (Base: dissatisfied employers with apprentices/trainees)		
Access and the amount of funding available	np	np
Apprentice/trainee had a poor attitude	5.8*	8.1*
Instructors do not have enough industry experience	12.3*	13.1*
Insufficient communication between training provider and employment agency	9.0*	11.7*
Not enough focus on practical skills	26.9*	29.0
Poor access to training in regional/rural areas	8.6*	4.8*
Relevant skills are not taught	41.7	33.5
Training content is outdated	np	np
Training is of a poor quality or low standard	42.5	60.2
Training is too general and not specific enough	12.9*	9.2*
Other reasons	30.1*	13.2*
Reasons for dissatisfaction with nationally recognised training (Base: dissatisfied employers using nationally recognised training)		
Access and the amount of funding available	np	na
Instructors do not have enough industry experience	3.6*	11.1*
Not enough focus on practical skills	9.1*	20.8*
Poor access to training in regional/rural areas	10.3*	np
Relevant skills are not taught	32.1	33.0
Training content is outdated	4.4*	np
Training is of a poor quality or low standard	36.5*	47.7
Training is too expensive	10.7*	7.1*
Training is too general and not specific enough	22.1*	13.2*
Other reasons	26.8*	12.5*

For notes on tables, see page 24.

Table 14   Type of provider and main provider used for training in the last 12 months by type of training and provider, 2015 and 2017 (%)

Type of training provider	All types of providers used		Main provider used	
	2015	2017	2015	2017
Apprentices and trainees (Base: all employers with apprentices/trainees)				
TAFE	68.4	66.0	66.2	62.4
Private training provider	22.4	25.4	18.8	21.2
Professional or industry association	10.9	7.7	8.8	6.7
Other providers used for training apprentices/trainees	5.4	9.9	4.4	7.4
No external training provider used	1.8*	3.1	1.8*	2.3*
Nationally recognised training (Base: all employers using nationally recognised training)				
TAFE	27.2	19.3	18.0	12.2
University	5.1*	8.7	3.5*	6.7*
Private training provider	56.3	54.6	52.6	51.0
Professional or industry association	23.3	23.4	21.1	20.7
Other providers used for nationally recognised training	2.7*	7.3	1.7*	5.3
No external training provider used	3.3*	4.2	3.1*	4.2
Unaccredited training (Base: all employers using unaccredited training)				
TAFE	2.4*	1.6	1.7*	1.2*
Private training provider	18.0	20.9	15.7	19.7
Professional or industry association	15.0	14.7	14.1	12.7
Supplier/manufacturer of equipment and/or product	9.9	11.0	8.0	9.9
Other providers used for unaccredited training	2.9	2.9	1.7	1.9*
No external training provider used	58.4	54.5	58.7	54.7

For notes on tables, see page 24.

Table 15   Employers satisfied with aspects of training by main type of training provider, 2015 and 2017 (%)

Main type of training provider	Relevance of skills taught		Condition of equipment and facilities		Cost-effectiveness of the training		Flexibility of the provider in meeting your needs		Trainers' knowledge and experience of your industry		Standard of assessment		Overall satisfaction	
	2015	2017	2015	2017	2015	2017	2015	2017	2015	2017	2015	2017	2015	2017
Apprentices and trainees (Base: all employers with apprentices/trainees)														
TAFE	78.3	82.5	92.3	89.4	77.0	78.9	75.1	79.6	82.8	86.9	80.7	82.1	82.3	81.8
Private training provider	86.7	85.9	95.0	94.8	86.0	86.7	90.0	91.3	82.9	88.1	85.9	84.6	85.1	82.9
Professional or industry association	92.4	88.5	100.0	99.3	87.8	71.4	95.0	88.4	95.6	91.0	94.4	83.2	93.3	85.6
Other providers used for training apprentices/trainees	83.6	76.4	90.1	90.7	96.7	86.1	72.6	77.1	76.0	83.9	97.1	86.8	85.4	73.5
Nationally recognised training (Base: all employers using nationally recognised training)														
TAFE	92.5	86.8	97.1	93.8	87.4	85.5	93.7	81.8	96.4	94.9	91.9	87.1	93.8	85.6
University	98.1	90.1	92.0	91.5	95.4	67.9	96.3	91.5	91.6	99.9	50.4*	99.4	99.3	99.6
Private training provider	94.0	90.5	97.4	95.3	83.1	87.7	89.7	88.8	92.5	93.2	88.4	89.6	90.1	91.5
Professional or industry association	94.2	96.0	97.7	98.9	86.9	84.7	86.8	91.5	90.3	97.4	93.5	92.1	94.8	92.8
Other providers used for nationally recognised training	100.0	96.6	94.6	95.7	96.9	91.0	82.9	94.3	100.0	96.9	100.0	96.4	100.0	96.8
Unaccredited training (Base: all employers using unaccredited training)														
TAFE	99.6	99.5	100.0	99.3	99.6	98.9	95.6	100.0	99.4	99.4	100.0	98.9	99.6	99.5
Private training provider	99.1	96.9	96.0	92.2	91.6	88.2	90.4	95.0	96.0	91.6	93.7	90.7	95.0	97.2
Professional or industry association	97.9	97.9	94.8	97.3	88.3	87.5	88.1	82.2	98.2	94.5	88.5	89.7	94.3	94.9
Supplier/manufacturer of equipment and/or product	95.9	97.1	93.3	97.4	95.6	94.5	86.5	91.3	96.6	99.0	85.5	92.9	96.9	96.3
Other providers used for unaccredited training	98.1	99.0	87.1	99.2	93.5	80.5	98.9	98.9	96.9	99.0	86.4	90.0	98.3	94.7

For notes on tables, see page 24.

Table 16   Number of interviews achieved by employer characteristic, 2015 and 2017 (%)

	2015	2017
State		
New South Wales	2 392	1 706
Victoria	1 697	1 248
Queensland	1 411	1 041
South Australia	866	896
Western Australia	1 041	899
Tasmania	611	904
Northern Territory	490	679
Australian Capital Territory	702	649
Employer size		
Small	3 905	4 991
Medium	2 780	1 887
Large	2 525	1 144
Industry		
Agriculture, forestry and fishing	404	351
Mining	240	148
Manufacturing	463	498
Electricity, gas, water and waste services	309	158
Construction	1 019	1 316
Wholesale trade	511	371
Retail trade	536	550
Accommodation and food services	504	476
Transport, postal and warehousing	385	283
Information media and telecommunications	636	222
Financial and insurance services	514	313
Rental, hiring and real estate services	328	307
Professional, scientific and technical services	763	827
Administrative and support services	488	305
Public administration and safety	315	221
Education and training	350	271
Health care and social assistance	635	485
Arts and recreation services	232	191
Other services	578	729
Total	**9 210**	**8 022**

For notes on tables, see page 24.

Terms

For more information, please see Technical notes, Terms and definitions, and other supporting documents at <https://www.ncver.edu.au/data/collection/employers-use-and-views-of-the-vet-system>.

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

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

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

Employer size is defined as:

- small: an employer with between 1 and 9 employees

- medium: an employer with between 10 and 99 employees

- large: an employer with 100 or more employees.

Industry is defined by the Australian and New Zealand Standard Industry Classification (ANZSIC), 2006 Edition. This is an Australian Bureau of Statistics classification that identifies the industry or principal activity in which an employer is engaged. (ABS Catalogue No. 1292.0, February 2006). Industry is defined according to survey responses.

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

Nationally recognised training is a program of training leading to vocational qualifications and credentials that are recognised across Australia delivered by registered training organisations (RTOs).

Registered training organisation is a training provider registered by the Australian Skills Quality Authority (ASQA) or in some cases, a state or territory registering and accrediting body, to deliver training and/or conduct assessment and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework or the VET Quality Framework.

State/territory refers to the state or territory where the employer's head office is located.

TAFE refers to technical and further education institutes.

Unaccredited training is training that does not lead to a nationally recognised qualification. The training activity must have a specified content or predetermined plan designed to develop employment-related skills and competencies.

Vocational education and training (VET) is post-compulsory education and training that provides people with occupational or work-related knowledge and skills. VET also includes programs that provide the basis for subsequent vocational programs.

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

Notes on tables

*   The estimate has a relative standard error equal to or greater than 25% and should be used with caution.

na   Not applicable

np   Not published. NCVER does not report on estimates based on five or fewer respondents because the estimates are unreliable.

Definitions and derivations

1   Nationally recognised training is defined as nationally recognised training that is not part of an apprenticeship or traineeship. For the purposes of this survey, employers with apprenticeships and traineeships are reported separately.

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

3   Other providers used for training apprentices and trainees include universities, suppliers/manufacturers of equipment/product or providers not elsewhere defined.

4   Other providers used for nationally recognised training include suppliers/manufacturers of equipment/product or providers not elsewhere defined.

5   Other providers used for unaccredited training include universities or providers not elsewhere defined.