

# Fully on-the-job training: Experiences and steps ahead: Support document

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<<http://www.ncver.edu.au>>

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# Appendix C

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**Stage 3 – CATI questionnaire for fully on-the-job trainees/apprentices**

**KO43 National Centre for Vocational Education Research  
(NCVER)**

**Student Questionnaire**

**FINAL**

**Introduction**

Good (...), my name is (...) from DBM Consultants, a national market research company. Could I please speak to ...[ NAME ]. Thank you.

CONTINUE/TRANSFER ..... 1  
APPOINTMENT ..... 2  
REFUSED..... 3      TERMINATE

IF [ NAME ] IS ON THE LINE:

At the moment we are conducting an important study on the satisfaction of apprentices and trainees with their training. The study is being done on behalf of the National Centre for Vocational Education Research [in Adelaide].

It will only take a few minutes to ask you some preliminary questions to see if you qualify for the study.

**IF NECESSARY ADD:** Please be assured that this is only a market research study. We are not selling anything. Your answers will be strictly confidential.

## IDENTIFYING AN “TRAINEE/APPRENTICE”:

INTRO1. [SINGLE RESPONSE FOR EACH STATEMENT]

	<u>YES</u>	<u>NO</u>	<u>DK</u>	<u>REFUSED</u>	
a. Firstly, are you <u>currently</u> an apprentice doing an <u>apprenticeship</u>	1	2	3	4	IF 1 - SKIP TO INTRO2
b. <u>Were</u> you an <u>apprentice</u> at any time in the past year	1	2	3	4	IF 1 - SKIP TO INTRO2
c. Are you <u>currently</u> a <u>trainee</u> doing a traineeship through your employer	1	2	3	4	IF 1 - SKIP TO INTRO2
d. <u>Were</u> you a <u>trainee</u> at any time in the past year	1	2	3	4	IF 1 - SKIP TO INTRO2
e. Are you <u>currently</u> doing any <u>training at all</u> through your employer	1	2	3	4	IF 1 - SKIP TO INTRO2
f. <u>Did</u> you do <u>any training at all</u> over the past year through an employer	1	2	3	4	<b>IF 2-4 - SKIP TO SEC 1</b>

## IDENTIFYING “FULLY ON-THE-JOB” TRAINING

INTRO2. What is the name of the employer involved in your traineeship/apprenticeship?

.....[ = < THE EMPLOYER > ]

INTRO3. What is the name of the training school involved in your traineeship/apprenticeship?

.....[ = < THE TRAINING SCHOOL > ]

INTRO4. As far as you know, are < THE EMPLOYER > and < THE TRAINING SCHOOL > ...

[READ OUT 1 – 2 – SINGLE RESPONSE]

Part of the same company.....1

Totally separate companies.....2

Don't know .....3

Refused.....4

INTRO5. As far as you are aware, is there a training plan covering your traineeship/apprenticeship? Usually this is developed before the traineeship/apprenticeship starts, and would have involved either < THE EMPLOYER > and/or < THE TRAINING SCHOOL > taking you through the training plan listing all the areas where you will get training.

[DO NOT READ OUT – SINGLE RESPONSE]

Yes..... 1 IF INTRO4=1 SKIP TO INTRO14 (QUALIFY), OTHERWISE CONTINUE

No.....2 IF INTRO4=1 SKIP TO INTRO14 (QUALIFY), OTHERWISE SKIP TO INTRO10

Don't know ...3 IF INTRO4=1 SKIP TO INTRO14 (QUALIFY), OTHERWISE SKIP TO INTRO10

Refused..... 4 SKIP TO INTRO10

INTRO6. According to your training plan, does any of the training for the traineeship/apprenticeship involve you going to <THE TRAINING SCHOOL>?

[DO NOT READ OUT – SINGLE RESPONSE]

Yes .....	1	
No.....	2	
Don't know .....	3	SKIP TO INTRO10
Refused.....	4	SKIP TO INTRO10

INTRO7. ASK IF INTRO6 = 1

According to your training plan, where was most of your theory based training for the traineeship/apprenticeship supposed to take place ...

[READ OUT 1 – 2 – SINGLE RESPONSE]

At < THE TRAINING SCHOOL > .....	1	TERMINATE
At < THE EMPLOYER >.....	2	
Don't know .....	3	SKIP TO INTRO10
Refused.....	4	SKIP TO INTRO10

INTRO8. ASK IF INTRO6 = 2 OR INTRO7 = 2

According to your training plan, was most of your theory based training for the traineeship/apprenticeship supposed to be done by ...

[READ OUT 1 – 2 – SINGLE RESPONSE]

A trainer from < THE TRAINING SCHOOL > ...	1	TERMINATE
< THE EMPLOYER > .....	2	
Don't know.....	3	SKIP TO INTRO10
Refused.....	4	SKIP TO INTRO10

INTRO9. ASK IF INTRO8 = 2

According to your training plan, how much of the your theory based training for the traineeship/apprenticeship was supposed to be done by the trainer from <THE TRAINING SCHOOL>? [VERBATIM RESPONSE]

.....	QUALIFIES SKIP TO INTRO14
Don't know .....	1 QUALIFIES SKIP TO INTRO14
Refused.....	2 QUALIFIES SKIP TO INTRO14

INTRO10. Did you actually do any theory based training as part of your traineeship/apprenticeship?[DO NOT READ OUT – SINGLE RESPONSE]

Yes .....	1
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No.....	2	TERMINATE
Don't know .....	3	TERMINATE
Refused.....	4	TERMINATE

INTRO11. Did any of the training for the traineeship/apprenticeship involve you going to <THE TRAINING SCHOOL>? [DO NOT READ OUT – SINGLE RESPONSE]

Yes .....	1	
No.....	2	
Don't know .....	3	TERMINATE
Refused.....	4	TERMINATE

INTRO12. ASK IF INTRO11 = 1

Where has most of your theory based training for the traineeship/apprenticeship taken place? [READ OUT 1–3 – SINGLE RESPONSE]

At < THE TRAINING SCHOOL > .....	1	TERMINATE
At < THE EMPLOYER >.....	2	
At home.....	3	
Don't know .....	4	TERMINATE
Refused.....	5	TERMINATE

INTRO13. ASK IF INTRO11 = 2 OR INTRO12 = 2 or 3

Was most of your theory based training for the traineeship/apprenticeship done by ... [READ OUT 1 – 3 – SINGLE RESPONSE]

A trainer from < THE TRAINING SCHOOL > ..	1	TERMINATE
< THE EMPLOYER > .....	2	QUALIFIES SKIP TO INTRO14
Yourself .....	3	QUALIFIES SKIP TO INTRO14
Don't know.....	3	TERMINATE
Refused.....	4	TERMINATE

INTRO14. ASK IF QUALIFIES

Thank-you. Your profile does match what we're after for this research.

The rest of the interview will take about 15 minutes. May I proceed ?

[DO NOT READ OUT – SINGLE RESPONSE]

Yes ..... 1

Appointment..... 2 MAKE APPOINTMENT

Refusal..... 3 TERMINATE

**READ OUT FOR ALL:**

Before we begin, I just need to tell you that DBM is a professional market research company committed to high quality standards. This means that my supervisor may monitor this call as part of our quality programs.



## SECTION 1 - DETAILS OF NON-TRAINEES/APPRENTICES:

[ONLY ASK IF INTRO1f. = 2, 3 OR 4]

- Q1. Have you received any certificates over the past year for a training course you did not do. This might have come from a TAFE or some other training company.

[DO NOT READ OUT– SINGLE RESPONSE]

Yes ..... 1  
No..... 2  
Don't know ..... 3  
Refused..... 4

- Q2. Are you currently in paid employment ?

[DO NOT READ OUT– SINGLE RESPONSE]

Yes ..... 1  
No..... 2 SKIP TO DEMOG'S  
Don't know ..... 3 SKIP TO DEMOG'S  
Refused..... 4 SKIP TO DEMOG'S

- Q3. Approximately how long have you been with them ?

[DO NOT READ OUT– SINGLE RESPONSE]

Less than 6 months ..... 1  
6 months to less than 1 year ..... 2  
1 year > 2 years ..... 3  
2 years > 3 years ..... 4  
3 years > 4 years ..... 5  
4 years > 5 years ..... 6  
5 or more years..... 7  
Don't know ..... 8  
Refused..... 9

- Q4. About how many employees does your company have Australia wide ?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

0 - 4 .....	1
5 - 9 .....	2
10 - 19 .....	3
20 - 49 .....	4
50 - 199 .....	5
200 plus.....	6
Don't know .....	7
Refused.....	8

Q5. On what basis are you currently employed ? Would you say ...

[READ OUT 1 - 4 - MULTIPLE RESPONSE]

Full time.....	1
Part time.....	2
Casual .....	3
Operating your own business .....	4
DNR - Don't know .....	5
DNR - Refused.....	6

**ALL NON-TRAINEES/APPRENTICES SKIP TO DEMOGRAPHICS**

## SECTION 2 – TRAINING DETAILS:

Q6. Are you currently still employed by < THE EMPLOYER > ?

[DO NOT READ OUT– SINGLE RESPONSE]

- Yes ..... 1
- No..... 2
- Don't know ..... 3
- Refused..... 4

Q7. About how many employees does < THE EMPLOYER > have Australia wide  
?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- 0 - 4 ..... 1
- 5 – 9 ..... 2
- 10 – 19 ..... 3
- 20 – 49 ..... 4
- 50 – 199 ..... 5
- 200 plus..... 6
- Don't know ..... 7
- Refused..... 8

Q8. What is/was your current occupation with < THE EMPLOYER >?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- Trainer / Teacher / Assessor ..... 1
- Manager..... 2
- Professional ..... 3
- Tradesperson..... 4
- Clerical, Sales or Service worker ..... 5
- Production or transport worker ..... 6
- Labourer or related worker ..... 7
- Other (specify: \_\_\_\_\_)..... 8
- Don't know ..... 9
- Refused..... 10

Q9. What industry does < THE EMPLOYER > operate in ?

[READ OUT IF NECESSARY – MULTIPLE RESPONSE]

Agriculture, Forestry or Fishing .....	1
Mining.....	2
Manufacturing.....	3
Electricity, Gas or Water Supply.....	4
Construction .....	5
Wholesale Trade .....	6
Retail Trade.....	7
Accommodation, Cafes or Restaurants.....	8
Transport or Storage .....	9
Communication Services (postal or telecommunications)....	10
Finance or Insurance.....	11
Property or Business Services .....	12
Government Administration or Defence .....	13
Education .....	14
Health or Community Services.....	15
Cultural or Recreational Services or Travel.....	16
Personal, Professional or Other Services .....	17
Other (specify: _____).....	18
Don't Know .....	19
Refused .....	20

Q10. On what basis are/were you employed with < THE EMPLOYER >? Would you say ...

[READ OUT 1 – 4 – MULTIPLE RESPONSE]

Full time.....	1
Part time.....	2
Casual.....	3
Operating your own business.....	4
DNR – Don't know .....	5
DNR – Refused.....	6

Q11. I am going to read out some statements. Can you please tell me which ones best describe how you came across the traineeship/apprenticeship in the first place: [READ OUT 1 – 4 – MULTIPLE RESPONSE]

< THE EMPLOYER > offered it to you around the time they employed you.....	1
< THE EMPLOYER > offered it to you after you had been with them for a while .....	2

< THE EMPLOYER > said it was compulsory.....	3
< THE TRAINING COMPANY > offered it to you .....	4
You saw it advertised somewhere and found about it yourself.....	5
In some other way (Specify: _____).....	6
Don't know.....	7
Refused .....	8

Q12. How much work experience do you feel you had before starting the traineeship/ apprenticeship ? Would you say you had ....

[DOESN'T MATTER IF WORK EXPERIENCE WAS IN A FIELD DIFFERENT TO THE TRAINING] [READ OUT 1 – 3 – SINGLE RESPONSE]

<u>No work experience</u> at all .....	1
<u>Some</u> work experience .....	2
<u>A lot</u> of work experience .....	3
DNR - Don't know .....	5
DNR - Refused .....	5

Q13 How long does it normally take to complete your traineeship/apprenticeship ?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

Up to 1 year .....	1
Up to 2 years.....	2
Up to 3 years.....	3
Up to 4 years.....	4
More than 4 years.....	5
Don't know .....	6
Refused.....	7

**IF INTRO1 a. = 1 OR INTRO1 c. = 1 OR INTRO1 e. = 1 SKIP TO Q17.**

Q14. ASK IF INTRO1 b. = 1 OR INTRO1 d. = 1 OR INTRO1 f. = 1

Have you completed it ?

[DO NOT READ OUT – SINGLE RESPONSE]

Yes .....	1	SKIP TO Q17
No.....	2	
Don't know .....	3	SKIP TO Q17
Refused.....	4	SKIP TO Q17

Q15. ASK IF Q14. = 2

Why didn't you complete the traineeship/apprenticeship ?

[DO NOT READ OUT – DO NOT PROMPT – MULTIPLE RESPONSE]

**EMPLOYER INITIATED:**

Dismissed .....	1
Made redundant.....	2
Workplace closed down.....	3
Other employer initiated (Specify: _____) .....	4

**RESPONDENT INITIATED:**

Resigned .....	5
Personal reasons (eg. Illness) .....	6
Dissatisfaction with employer .....	7
Dissatisfaction with the job itself.....	8
Dissatisfaction with traineeship/apprenticeship .....	9
Other respondent initiated (Specify: _____) .....	10
Don't know .....	11
Refused.....	12

Q16. And how much of it have you completed ? Would you say ...

[READ OUT- SINGLE RESPONSE]

- You only just started .....1
- About a quarter .....2
- About half .....3
- About three quarters .....4
- Nearly finished .....5
- Don't know .....6
- Refused.....7

Q17. During the traineeship/apprenticeship, are/were you doing any other types of courses or study ?

[DO NOT READ OUT- SINGLE RESPONSE]

- Yes .....1
- No.....2
- Don't know .....3
- Refused.....4

Q18. During the traineeship/apprenticeship, has/did < THE EMPLOYER > put you on an additional training program separate from the traineeship/apprenticeship?

[DO NOT READ OUT- SINGLE RESPONSE]

- Yes .....1
- No.....2
- Don't know .....3
- Refused.....4

Q19. How often would a trainer from < THE TRAINING COMPANY > come out to visit you in person?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- Never.....1           SKIP TO Q22
- Up to a few times per year.....2
- Every 3 or 4 months.....3
- Every couple of months .....4
- About once per month .....5
- More than once per month .....6
- Don't know .....7       SKIP TO Q22
- Refused.....8         SKIP TO Q22

Q20. ASK IF Q19 = 2 - 6

And how much time would the trainer from < THE TRAINING COMPANY > typically spend with you during those visits?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- Less than one hour .....1
- About one hour .....2
- About one and a ½ hours.....3
- About 2 hours.....4
- Up to half a day.....5
- Up to one day.....6
- More than one day .....7
- Don't know .....8
- Refused.....9



Q21. ASK IF Q19 = 2 - 6

During those visits, which of the following activities would typically take place?

Would the trainer from < THE TRAINING SCHOOL > ...

[READ OUT – SINGLE RESPONSE]

	<u>YES</u>	<u>NO</u>	<u>DK</u>	
	<u>REFUSED</u>			
a. Discuss your progress with <u>you</u> .....	1	2	3	4
b. Discuss your progress with < <u>THE EMPLOYER</u> > .....	1	2	3	4
c. <u>Assess</u> your performance.....	1	2	3	4
d. <u>Issue</u> new assignments or worksheets.....	1	2	3	4
e. <u>Watch you</u> work through your modules .....	1	2	3	4
f. <u>Check off</u> what work has been <u>completed</u> .....	1	2	3	4
g. <u>Check off</u> that the paperwork has been <u>signed</u> .....	1	2	3	4
h. Answer <u>your questions</u> to help you <u>understand</u> the competencies .....	1	2	3	4
i. <u>Give you training</u> in the competencies without you having to ask for it .....	1	2	3	4

Q22. Which of the following best describes how often you would have telephone contact with the trainer from < THE TRAINING COMPANY >? Would you say

...

[READ OUT – SINGLE RESPONSE]

Never.....	1
Occasionally.....	2
About once every few months .....	3
About one per month .....	4
A few times per month.....	5
About weekly.....	6
More than once per week .....	7
Don't know .....	8
Refused.....	9

Q23. How often would you actually need to leave your work site to go to < THE TRAINING COMPANY > for your theory based training ?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

Never (including where both are at the same site) ....	1	SKIP TO
Q25		
Up to a few times per year.....	2	
Every 3 or 4 months.....	3	
Every couple of months .....	4	
About once per month .....	5	
More than once per month .....	6	
Don't know .....	7	
Refused.....	8	

Q24. ASK IF Q23 = 2 - 8

And how much time would you typically spend at < THE TRAINING COMPANY > during those visits?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

Less than one hour .....	1
About one hour .....	2
About one and a ½ hours.....	3
About 2 hours.....	4
Up to half a day.....	5
Up to one day.....	6
Up to 2 days.....	7
Up to 3 days.....	8
Up to one week.....	9
More than one week .....	10
Don't know .....	11
Refused.....	12

**SECTION 3: OVERALL SATISFACTION RATINGS & EXPECTATIONS:**

Q25. Thinking about the traineeship/apprenticeship in general, how would you rate it overall? Would you say it was ...

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Poor.....1
- Fair .....2
- Good .....3
- Very Good.....4
- Excellent.....5
- Don't know .....6
- Refused.....7

Q26. Compared with what you expected, would you say that the traineeship/apprenticeship overall was ...

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Not as good as expected.....1
- The same as expected .....2
- Better than expected.....3
- Don't know .....4
- Refused.....5

Q27. Now thinking about < THE EMPLOYER > in general, taking everything into account, how would you rate them overall ? Would you say they were:

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Poor.....1
- Fair .....2
- Good .....3
- Very Good.....4
- Excellent.....5
- Don't know .....6
- Refused.....7

Q28. Compared with what you expected, would you say that < THE EMPLOYER > overall was ...

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Not as good as expected.....1
- The same as expected .....2
- Better than expected.....3
- Don't know .....4
- Refused.....5

Q29. Now thinking about < THE TRAINING SCHOOL > in general, how would you rate them overall ? Would you say they were:

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Poor.....1
- Fair .....2
- Good .....3
- Very Good.....4
- Excellent.....5
- Don't know .....6
- Refused.....7

Q30. Compared with what you expected, would you say that < THE TRAINING COMPANY > overall was ...

[READ OUT 1 – 5 – SINGLE RESPONSE]

- Not as good as expected.....1
- The same as expected .....2
- Better than expected.....3
- Don't know .....4
- Refused.....5

## SECTION 4: ATTITUDINAL RATING STATEMENTS

### PRE-COURSE:

Q31. Thinking about the time before you started the apprenticeship/traineeship how strongly do you agree or disagree with the following statements ? Would you say that you 'strongly disagree', 'disagree', 'neither agree nor disagree', 'agree' or 'strongly agree' that:

[READ OUT – SINGLE RESPONSE]

PRE-COURSE	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	D/K	N/A
a. You got all the information you needed to make the <u>right decision</u> about which traineeship/apprenticeship to do	1	2	3	4	5	6	7
b. Right at the start, you were given a clear idea of what the traineeship/apprenticeship would cover	1	2	3	4	5	6	7
c. No one considered <u>your</u> needs or interests when you signed up at the start	1	2	3	4	5	6	7
d. Your main goal when you started was to get that certificate at the end	1	2	3	4	5	6	7
e. You thought the traineeship/apprenticeship would be a great way to get formal training that <u>you</u> probably would not get otherwise	1	2	3	4	5	6	7
f. You thought that the traineeship/apprenticeship would be a great way for you to get permanent work	1	2	3	4	5	6	7
g. Before you started, you expected < THE TRAINING COMPANY > to teach you most of the theory	1	2	3	4	5	6	7
h. Before you started, you expected < THE EMPLOYER > teach you most of the theory	1	2	3	4	5	6	7

**DURING TRAINING:**

Q32. Now thinking about the learning process, using the same scale as before, how strongly do you agree or disagree with the following statements ?

[READ OUT – SINGLE RESPONSE]

<b>LEARNING</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>D/K</b>	<b>N/A</b>
a. It would be almost impossible to do the job properly without doing the modules	1	2	3	4	5	6	7
b. < THE EMPLOYER > had all the equipment and systems that you needed to complete your modules properly	1	2	3	4	5	6	7
c. You have been provided with no <u>real</u> training at all	1	2	3	4	5	6	7
d. The only training you get is an hour spent with <THE TRAINING COMPANY > when they come in to visit you	1	2	3	4	5	6	7
e. You learn more about the job from your co-workers than from the training program	1	2	3	4	5	6	7
f. You had every chance at < THE EMPLOYER > to practice what you learn in the modules	1	2	3	4	5	6	7
g. There is always someone there at < THE EMPLOYER > ready and willing to assist you with your traineeship/apprenticeship	1	2	3	4	5	6	7
h. You would learn a lot more if the theory was taught in a traditional class-room environment	1	2	3	4	5	6	7
i. < THE EMPLOYER > makes sure that you get exposed to a lot of interesting experiences	1	2	3	4	5	6	7
j. You have time during work hours to complete your modules	1	2	3	4	5	6	7
k. You are being <u>forced</u> to do your modules at home or during your lunch break	1	2	3	4	5	6	7
l. Your training is very well organised	1	2	3	4	5	6	7

**COURSE CONTENT:**

Q33. Focusing now on the course content, using the same scale as before, how strongly do you agree or disagree with the following statements ?

[READ OUT – SINGLE RESPONSE]

<b>CONTENT</b>	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Neither</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>D/K</b>	<b>N/A</b>
a. You learned what you originally expected you would learn	1	2	3	4	5	6	7
b. The topics covered by the traineeship/apprenticeship are <u>interesting</u>	1	2	3	4	5	6	7
c. The topics are <u>challenging</u>	1	2	3	4	5	6	7
d. The pace of the traineeship/apprenticeship is <u>too slow</u> for you	1	2	3	4	5	6	7
e. All the module material was <u>relevant</u> to your job at < THE EMPLOYER >	1	2	3	4	5	6	7
f. The modules are <u>too basic</u>	1	2	3	4	5	6	7
g. The learning materials don't teach you anything you don't already know through <u>common sense</u>	1	2	3	4	5	6	7
h. A lot of the module content is a <u>waste of time</u>	1	2	3	4	5	6	7
i. You received <u>no reading materials</u> to study	1	2	3	4	5	6	7
j. A lot of the module information is <u>repetitive</u>	1	2	3	4	5	6	7
k. < THE EMPLOYER > doesn't care about the traineeship/apprenticeship, they just care about teaching you what <u>they</u> want you to do	1	2	3	4	5	6	7
l. < THE EMPLOYER > has a good knowledge of the topics you need to learn	1	2	3	4	5	6	7

## ROLE OF THE TRAINING COMPANY:

Q34. Turning your mind now to < THE TRAINING COMPANY >, using the same scale as before, how strongly do you agree or disagree with the following statements ?

[READ OUT – SINGLE RESPONSE]

TRAINING COMPANY ROLE	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	D/K	N/A
a. < THE TRAINING COMPANY > calls you regularly to see how you are going	1	2	3	4	5	6	7
b. < THE TRAINING COMPANY > comes out when they say they will	1	2	3	4	5	6	7
c. They should spend more time with you during visits	1	2	3	4	5	6	7
d. < THE TRAINING COMPANY > helps you work through your modules	1	2	3	4	5	6	7
e. They don't really <u>teach</u> you anything	1	2	3	4	5	6	7
f. < THE TRAINING COMPANY > is very responsive to your needs	1	2	3	4	5	6	7
g. They give you all the support and encouragement you need	1	2	3	4	5	6	7
h. < THE TRAINING COMPANY > is mainly there to <u>assess</u> you rather than train you	1	2	3	4	5	6	7
i. They have a good knowledge of the topics you need to learn	1	2	3	4	5	6	7



## ASSESSMENT PROCESS:

Q35. Now thinking about the assessment process, using the same scale as before, how strongly do you agree or disagree with the following statements ?

[READ OUT – SINGLE RESPONSE]

ASSESSMENT	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	D/K	N/A
a. < THE TRAINING COMPANY > assesses your progress <u>very thoroughly</u>	1	2	3	4	5	6	7
b. The assessment criteria is not specific enough	1	2	3	4	5	6	7
c. You really have to work hard to <u>earn</u> your traineeship/apprenticeship qualification	1	2	3	4	5	6	7
d. < THE TRAINING COMPANY > really cares about how you are going	1	2	3	4	5	6	7
e. < THE TRAINING COMPANY > wouldn't have any idea about what you had <u>actually</u> learnt	1	2	3	4	5	6	7
f. < THE TRAINING COMPANY > just 'ticks boxes' to say that you know the stuff even if you don't	1	2	3	4	5	6	7
g. < THE TRAINING COMPANY > does little more than check that the worksheets and assignments have been signed	1	2	3	4	5	6	7
h. You get very little feedback from < THE TRAINING COMPANY > on how you are going	1	2	3	4	5	6	7
i. < THE EMPLOYER> gives you really good feedback on how you are going with the traineeship/apprenticeship	1	2	3	4	5	6	7

## REFLECTION ON TRAINING USEFULNESS:

Q36. Finally reflecting on the training overall, using the same scale as before, how strongly do you agree or disagree with the following statements?

[READ OUT – SINGLE RESPONSE]

TRAINING USEFULNESS	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	D/K	N/A
a. The nationally accredited certificate at the end of the traineeship/apprenticeship will assist you greatly in your career	1	2	3	4	5	6	7
b. The ability to 'work at your own pace' is a real benefit of traineeships/apprenticeships	1	2	3	4	5	6	7
c. Learning <u>on-the-job</u> is the best way to learn	1	2	3	4	5	6	7
d. This is a great way to get an extra certificate for doing pretty much what you would have been doing anyway with < THE EMPLOYER >	1	2	3	4	5	6	7
e. < THE EMPLOYER > has let you down	1	2	3	4	5	6	7
f. < THE TRAINING COMPANY > has let you down	1	2	3	4	5	6	7
g. In your experience, < THE TRAINING COMPANY > is powerless to do anything if < THE EMPLOYER > is not keeping up their side of the agreement	1	2	3	4	5	6	7
h. You feel exploited by the system	1	2	3	4	5	6	7
i. You have had so much difficulty coping financially on the traineeship/apprenticeship wage that you have considered pulling out	1	2	3	4	5	6	7
j. You would like to continue on to do the next certificate level	1	2	3	4	5	6	7
k. You would highly recommend your <u>traineeship/apprenticeship</u> to a good friend	1	2	3	4	5	6	7
l. You would highly recommend < THE EMPLOYER > to a good friend	1	2	3	4	5	6	7
m. You would highly recommend <THE TRAINING COMPANY> to a good friend	1	2	3	4	5	6	7
n. Knowing what you know now, you would definitely make the <u>same decision</u> about doing the traineeship/apprenticeship	1	2	3	4	5	6	7

## SECTION 5: DEMOGRAPHICS

READ OUT FOR ALL:

And finally some questions for statistical purposes.

Q37. RECORD GENDER:

Female .....	1
Males.....	2
Don't know .....	3

Q38. How old are you ?

[ONLY READ OUT IF NECESSARY – SINGLE RESPONSE]

15 or less.....	1
16 - 17 .....	2
18 – 19 .....	3
20 – 24 .....	4
25 – 29 .....	5
30 – 34 .....	6
35 – 39 .....	7
40 – 44 .....	8
45 – 49 .....	9
50 – 54 .....	10
55 and over .....	11
Don't know .....	12
Refused.....	13

Q39. What is the highest level of education you have completed so far in Australia or overseas ?

[ONLY READ OUT IF NECESSARY – SINGLE RESPONSE]

- Up to Year 9..... 1
- Year 10 or equivalent.....2
- Year 11 or equivalent..... 3
- Year 12 or equivalent.....4
- Apprenticeship ..... 5
- Traineeship .....6
- Certificate I..... 7
- Certificate II .....8
- Certificate III..... 9
- Certificate IV..... 10
- Diploma ..... 11
- Advanced Diploma..... 12
- Bachelor Degree..... 13
- Masters Degree or equivalent (eg. MBA)..... 14
- PHD / Doctorate or equivalent..... 15
- Other post graduate qualification ..... 16
- Other ..... 17
- Don't know ..... 18
- Refused..... 19

Q40. Have you ever been unemployed, that is, wanting work but unable to find work?

[DO NOT READ OUT – SINGLE RESPONSE]

- Yes ..... 1
- No.....2      SKIP TO Q42
- Don't know ..... 3      SKIP TO Q42
- Refused.....4      SKIP TO Q42

Q41. In total, since you left school, about how much time would you say you have spent being unemployed?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- Less than 6 months ..... 1
- 6 months to less than 1 year ..... 2
- 1 year > 2 years ..... 3
- 2 years > 3 years ..... 4
- 3 years > 4 years ..... 5
- 4 years > 5 years ..... 6
- 5 or more years..... 7
- Don't know ..... 8
- Refused..... 9

Q42. What is your current occupation ?

[READ OUT IF NECESSARY – SINGLE RESPONSE]

- Unemployed..... 1
- Student..... 2
- Trainer / Teacher / Assessor ..... 3
- Manager..... 4
- Professional ..... 5
- Tradesperson..... 6
- Clerical, Sales or Service worker ..... 7
- Production or transport worker ..... 8
- Labourer or related worker ..... 9
- Other (specify: \_\_\_\_\_)..... 10
- Don't know ..... 11
- Refused..... 12

Q43. For our audit process, can I confirm your exact name please ?

< INSERT FROM SAMPLE IF AVAILABLE >

**NAME:** Mr / Ms / Miss / Mrs .....

**READ OUT FOR ALL:**

That was my last question. Thank you very much for participating in this research. Your time and assistance is greatly appreciated. In case you missed it, my name is (...) from DBM Consultants. If you would like to know more about the survey, you can call the DBM Project Director, Liesel van Straaten, on 1800 063 989 during business hours.

Thank you and goodbye.

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*I hereby declare that as a casual employee working for DBM Management Services Pty Ltd all the information recorded above and all the work it refers to, to the best of my knowledge and belief, is true and correct. All work has been conducted in accordance with ICC.ESCOMAR code.*

**INTERVIEWER SIGNATURE:**

\_\_\_\_\_

**DATE:**

<b>Day</b>		<b>Month</b>	

**INTERVIEWER NAME:**

\_\_\_\_\_

**Year : 2001**

