



Good [afternoon/evening]. My name is (SAY NAME) from I-view, a social research company. We are calling on behalf of the National Centre for Vocational Education Research (NCVER), a government funded organisation. We are conducting a survey with people who started an apprenticeship or traineeship, regardless of if they completed or not.

Main: You should have received a letter outlining the survey recently.

May I please speak to (SAY PERSON'S NAME)?

[If passed on to respondent re-read intro above]

If you are willing to complete the survey you will go into the draw to win one of two prizes of \$1000.

If necessary: The information collected in this survey will be used to help ensure future apprentices and trainees get the training and skills they need. All information you provide will remain confidential and only group responses will be reported. Your personal details will be destroyed at the completion of the survey.

Our records indicate you [completed/began] an apprenticeship/traineeship in [insert certificate] with [insert employer]. Is this correct?

- No employer name incorrect 1
- No course name incorrect 2
- No, both employer and course name incorrect 3
- Yes 4

If no, edit course name and/or employer as required.

Can you confirm whether it was an apprenticeship or traineeship you [completed/began]? Filter wording throughout survey.

- Apprenticeship 1
- Traineeship 2

Throughout the survey, the reference to your apprenticeship or traineeship relates to this [insert certificate] with [insert employer].

YOUR APPRENTICESHIP or TRAINEESHIP

We are going to start by looking at why and how you began your apprenticeship/traineeship and your progress through it.

1 What were your reasons for starting your apprenticeship or traineeship?
(Multiple response) DNRO

- Wanted to work in that type of job 1
- Wanted a job (any type) 2
- To gain a recognised qualification or certificate 3
- Get paid to learn 4
- It was a requirement of my job 5
- It had good job prospects 6
- It had good pay once qualified 7
- To start my own business 8
- Didn't get into uni/ didn't want to go to uni 9
- Opportunity to further knowledge and skills 11
- Recommended/offered by company (not mandatory) 12
- Other reasons (please specify) 10

2 And what was your main reason for starting your apprenticeship or traineeship?

(Read out list of what answered above if required) *(Single response)*

- Wanted to work in that type of job 1
- Wanted a job (any type) 2
- To gain a recognised qualification or certificate 3
- Get paid to learn 4
- It was a requirement of my job 5
- It had good job prospects 6
- It had good pay once qualified 7
- To start my own business 8
- Didn't get into uni/ didn't want to go to uni 9
- Other reasons (please specify) 10

3 Have you successfully completed all requirements of your apprenticeship or traineeship?

Note for interviewer: This includes both the study and employment requirements of your apprenticeship or traineeship.

- Yes 1 Go to 8 if from completed sample, go to q7 if from cancellation sample
- No, still ongoing 2 Go to 8
- No, cancelled or withdrew 3 Go to 4

4 Why did you decide not to continue your apprenticeship or traineeship? *(Multiple response) DNRO*

Employment-related reasons

- Got offered a better job 1
- The pay was too low 2
- Poor working conditions 3
- I was not happy with the job prospects in the industry 4
- I didn't like the type of work 5
- I didn't get on with my boss or other people at work 6
- I lost my job/was made redundant 7
- I transferred to another apprenticeship/traineeship 8
- Left job/changed career 16
- Apprenticeship/Traineeship cancelled/discontinued 17 (probe for further information - what does this mean? For example, employer choice (eg. lost job/made redundant, transferred to another apprenticeship, etc) or apprentice/trainee choice (eg. left job/changed career, etc.)

Training-related reason

- I wasn't happy with the on-the-job training 9
- I wasn't happy with the off-the-job training 10
- I found the study too difficult 11
- Studying elsewhere (university/school) 18

Personal Reasons

- Problems with travelling/transport 12
- Illness/health reasons 13
- Family reasons 14
- Lack of time 19
- Moved 20

Any other major reason *(please specify)* 15

5 And what was your **main** reason for choosing not to continue your apprenticeship or traineeship?
 (Read out list of what answered above if required) *(Single response)*

Employment-related reasons

- Got offered a better job 1
 - The pay was too low 2
 - Poor working conditions 3
 - I was not happy with the job prospects in the industry 4
 - I didn't like the type of work 5
 - I didn't get on with my boss or other people at work 6
 - I lost my job/was made redundant 7
 - I transferred to another apprenticeship/traineeship 8
 - Left job/changed career 16
 - Apprenticeship/Traineeship cancelled/discontinued 17
- (probe for further information - what does this mean? For example, employer choice (eg. lost job/made redundant, transferred to another apprenticeship, etc) or apprentice/trainee choice (eg. left job/changed career, etc.)

Training-related reason

- I wasn't happy with the on-the-job training 9
- I wasn't happy with the off-the-job training 10
- I found the study too difficult 11
- Studying elsewhere (university/school) 18

Personal Reasons

- Problems with travelling/transport 12
- Illness/health reasons 13
- Family reasons 14
- Lack of time 19
- Moved 20

Any other major reason *(please specify)* 15

6 What month and year did you cancel/withdraw from your apprenticeship or traineeship?

Month

 Year

[if answered no (3) to question 3, go to q8]

[if cancellation/withdrawal and answered yes (1) to question 3 (completed all requirements of apprenticeship/traineeship) ask q7.]

7 What month and year did you complete your apprenticeship or traineeship?

Month

 Year

OFF-THE-JOB TRAINING

We are now going to look at your off-the-job training. Off-the-job training is training that takes place away from your job, usually off the premises, e.g. at TAFE or another training organisation, but may be on the premises, e.g. in a special training area.

Interviewer note: For Tasmanian and Western Australian respondents amend to:

We are now going to look at your off-the-job training. Off-the-job training is training that takes place away from your job, usually off the premises, e.g. at a Skills Institute, TAFE or other training organisation, but may be on the premises, e.g. in a special training area.

8 Our records indicate you [undertook/are undertaking (for those who are continuing – answered 2 at q3)] your [insert certificate] through [insert RTO]. Is this correct?

- | | | |
|-------------------------------------|---|-------------------|
| Yes | 1 | Go to 9 |
| No | 2 | Edit RTO, Go to 9 |
| Don't know | 3 | Go to 10 |
| No, didn't do any training with RTO | 4 | Go to 10 |

If no, edit RTO.

9 How satisfied or dissatisfied [were/are (for continuing)] you with the following aspects related to your [insert name of Certificate]? (Randomise 1-5)

Item Code		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE
1	Frequency of training	☺	☺	☺	☺	☺	☺
2	Relevance of the skills to your workplace	☺	☺	☺	☺	☺	☺
3	The fairness of the assessments of your skills and knowledge	☺	☺	☺	☺	☺	☺
4	The relevance of the assessment tasks	☺	☺	☺	☺	☺	☺
5	The quality of the training facilities and equipment	☺	☺	☺	☺	☺	☺
6	Overall quality of the off-the-job training (DO NOT RANDOMISE)	☺	☺	☺	☺	☺	☺

YOUR EMPLOYMENT

The following section focuses on your employment whilst undertaking your apprenticeship or traineeship, including your on-the-job training.

10 How satisfied or dissatisfied [were/are (for continuing students)] you with the following aspects of your employment as an apprentice/trainee? (Randomise 1-8 or 1-9 if 9 is applicable)

Item Code		VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE DNRO
1	The type of work you were/are doing	☺	☺	☺	☺	☺	☺
2	The working conditions	☺	☺	☺	☺	☺	☺
3	The pay	☺	☺	☺	☺	☺	☺
4	The hours of work	☺	☺	☺	☺	☺	☺
5	Receiving adequate supervision	☺	☺	☺	☺	☺	☺
6	Relationships with co-workers	☺	☺	☺	☺	☺	☺
7	Training provided by your employer	☺	☺	☺	☺	☺	☺
8	The skills you learnt on the job	☺	☺	☺	☺	☺	☺
9	(employer_type_id = 2)Support from Group Training Company	☺	☺	☺	☺	☺	☺
10	Your employment overall (DO NOT RANDOMISE)	☺	☺	☺	☺	☺	☺

Note: continuing apprentices/trainees go to 38 (where Q3=2).

11 How much did you earn (including over-time but before tax or anything else was taken out) in your last week of your [insert certificate] with [insert employer]? Read out categories if required.

Give amount (\$)

Or use salary brackets:

\$2,000 or more per week (\$104,000 or more per year)	1
\$1,750 - \$1,999 per week (\$91,000 - \$103,999 per year)	2
\$1,500 - \$1,749 per week (\$78,000 - \$90,999 per year)	3
\$1,250 - 1,499 per week (\$65,000 - \$77,999 per year)	4
\$1,000 - \$1,249 per week (\$52,000-\$64,999 per year)	5
\$800-\$999 per week (\$41,600-\$51,999 per year)	6
\$700-\$799 per week (\$36,400-\$41,599 per year)	7
\$600-\$699 per week (\$31,200-\$36,399 per year)	8
\$500-\$599 per week (\$26,000-\$31,199 per year)	9
\$300-\$499 per week (\$15,600-\$25,999 per year)	10
\$160-\$299 per week (\$8,320-\$15,599 per year)	11
\$80-\$159 per week (\$4,160-\$8,319 per year)	12
\$1-\$79 per week (\$1-\$4,159 per year)	13
Don't know	99
Refused	999

12 How many hours did you work in your last week of your [insert certificate] with [insert employer]? RO

35 hours or more per week	1
1 – 34 hours per week	2

13 What was your occupation and what were the main tasks you usually performed in your last week of your [apprenticeship]/ [traineeship]?

Give full title e.g. *Apprentice chef, Childcare aide*

What are the main tasks or duties you usually perform in this occupation? e.g. *Preparing food/cooking food, Typing*

14 What kind of industry, business or service was carried out by your employer/business in your last week of your [apprenticeship]/ [traineeship]?

e.g. *Steel pipe manufacturing, childcare services, fast food outlet, clothing retailing*

OVERALL SATISFACTION WITH APPRENTICESHIP/ TRAINEESHIP

We are now going to look at your apprenticeship/traineeship overall. This takes into consideration your off-the-job training, on-the-job training and employment.

15 What do you feel was the main benefit you got out of your apprenticeship/traineeship? (*Unprompted, single response*).

- | | |
|---|----|
| Got a new job | 1 |
| Qualification / trade | 2 |
| Skills | 3 |
| Experience | 4 |
| Good job prospects | 5 |
| A promotion (or increased status at work) | 6 |
| An increase in earnings | 7 |
| Was able to set up my own business | 8 |
| Self satisfaction | 9 |
| Knowledge | 12 |
| Other (please specify) | 10 |
| <input type="text"/> | |
| No benefits | 11 |

16 Taking all things into consideration, overall how satisfied or dissatisfied were you with your apprenticeship/traineeship?

- | | |
|------------------------------------|---|
| Very satisfied | 1 |
| Satisfied | 2 |
| Neither satisfied nor dissatisfied | 3 |
| Dissatisfied | 4 |
| Very dissatisfied | 5 |

ADDITIONAL TRAINING

This section looks at whether you have enrolled in any other training since you [completed]/[cancelled] your *apprenticeship / traineeship*.

17 Have you started another apprenticeship or traineeship since undertaking your [insert certificate]?

- | | | |
|--------------------------------|---|----------|
| No | 1 | Go to 19 |
| Yes, but cancelled or withdrew | 2 | |
| Yes, still ongoing | 3 | |
| Yes, finished | 4 | |

18 Is this apprenticeship/traineeship related to the type of training you undertook in your [insert certificate]?

- | | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 9 |

19 Have you enrolled in any **other study since undertaking your** [insert certificate]?

- | | | |
|--------------------------------|---|----------|
| No | 1 | Go to 23 |
| Yes, but cancelled or withdrew | 2 | |
| Yes, still ongoing | 3 | |
| Yes, finished | 4 | |

20 Which of the following **best** describes the level of the qualification you have enrolled in **since undertaking your [insert certificate]? RO**

Interviewer Note: If you enrolled in more than one course, please report the course that you think is most important.

Bachelor degree or higher	1
Advanced diploma or associate degree	2
Diploma or associate diploma	3
Certificate IV (or advanced certificate/technician)	4
Certificate III (or trade certificate eg. apprenticeship)	5
Certificate II	6
Certificate I	7
Other certificate	8
Secondary school qualification (e.g. mature age, night school)	9
Statement of attainment	10
Other course (please specify)	11

21 Where did you enrol to do this study? RO

Interviewer Note: If you are doing external study, please report the organisation you are studying with e.g. university, TAFE institute.

Interviewer Note: If you enrolled in more than one course, please report the course that you think is most important.

Interviewer Note: For Tasmania respondents note that "Academy" means "Secondary School"

Interviewer Note: For Tasmanian and Western Australian questionnaires modify "TAFE Institute" to "TAFE Institute, Skills Institute or Polytechnic"

University	1
TAFE institute	2
TAFE division of a university	3
Private Provider	4
Adult and Community Education Provider	5
Secondary School	6
Other	7

22 Is this study related to the type of training you undertook in your [insert certificate]?

Yes	1
No	2
Don't know	9

YOUR WORK SITUATION AT 19 March 2010

23 Did you have a job of any kind at 19 March 2010? RO

Interviewer Note: If you had more than one job, please report for your **main** job, i.e. the job in which you usually worked the most hours.

Interviewer Note: A job means any type of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

Yes, worked for payment or profit	1	
Yes, but absent on holidays, on paid leave, on strike or temporarily stood down	2	
Yes, unpaid work in a family business	3	
Yes, other unpaid work	4	Go to 35
No, did not have a job	5	Go to 35

24 On what basis were you employed in your **main** job at 19 March 2010? RO

- | | |
|---|---|
| Wage or salary earner | 1 |
| Conducting own business - with employees | 2 |
| Conducting own business – without employees | 3 |
| Helper not receiving wages | 4 |

25 Were you entitled to paid sick leave and/or paid holiday leave in your **main** job at 19 March 2010?

Note: If you could take paid sick and/or paid holiday leave after being employed for a certain period, for example three months or a year, please cross the 'Yes' box.

- | | |
|------------------------------|---|
| Yes, both | 1 |
| Yes, paid sick leave only | 2 |
| Yes, paid holiday leave only | 3 |
| No | 4 |

26 What was your occupation and what were the main tasks you usually performed in your **main** job at 19 March 2010?

If same as question 13 tick box

Give full title e.g. *Apprentice chef, Childcare aide*

What are the main tasks or duties you usually perform in this occupation? e.g. *Preparing food/cooking food, Typing*

27 What kind of industry, business or service was carried out by your employer/business in your **main** job at 19 March 2010?

If same as question 14 tick box

e.g. *Steel pipe manufacturing, childcare services, fast food outlet, clothing retailing*

28 How many hours did you usually work each week in your **main** job at 19 March 2010? RO

- | | |
|---------------------------|---|
| 35 hours or more per week | 1 |
| 1 – 34 hours per week | 2 |

29 How much did you usually earn (including over-time, but before tax or anything else was taken out) in your **main** job at 19 March 2010? Read out categories if required.

Give amount (\$)

Or use salary brackets:

\$2,000 or more per week (\$104,000 or more per year)	1
\$1,750 - \$1,999 per week (\$91,000 - \$103,999 per year)	2
\$1,500 - \$1,749 per week (\$78,000 - \$90,999 per year)	3
\$1,250 - 1,499 per week (\$65,000 - \$77,999 per year)	4
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\$160-\$299 per week (\$8,320-\$15,599 per year)	11
\$80-\$159 per week (\$4,160-\$8,319 per year)	12
\$1-\$79 per week (\$1-\$4,159 per year)	13
Don't know	99
Refused	999

30 Are you with the same [host (employer_type_id = 2)] employer as when you last undertook your apprenticeship / traineeship?

Yes, same employer	1	Go to 33
No, different employer	2	

31 Why did you change employers? (Multiple response) DNRO

Employment-related reasons

Got offered a better job	1
The pay was too low	2
Poor working conditions	3
I was not happy with the job prospects in the industry	4
I didn't like the type of work	5
I didn't get on with my boss or other people at work	6
I lost my job/was made redundant	7
I transferred to another apprenticeship/traineeship	8
Lack of work	13
Broaden knowledge and skills	14
For a change/to try a different career	15

Personal Reasons

Problems with travelling/transport	9
Illness/health reasons	10
Family reasons	11
Moved	16

Any other major reason (please specify) 12

32 What was your **main** reason for changing employers? (Single response)

(Read out list of what answered above if required)

Employment-related reasons

Got offered a better job	1
The pay was too low	2
Poor working conditions	3
I was not happy with the job prospects in the industry	4
I didn't like the type of work	5
I didn't get on with my boss or other people at work	6
I lost my job/was made redundant	7
I transferred to another apprenticeship/traineeship	8
Lack of work	13
Broaden knowledge and skills	14
For a change/to try a different career	15

Personal Reasons

Problems with travelling/transport	9
Illness/health reasons	10
Family reasons	11
Moved	16

Any other major reason (please specify) 12

RELEVANCE OF APPRENTICESHIP OR TRAINEESHIP

33 How relevant was your [apprenticeship / traineeship] in [insert certificate] to your **main** job at 19 March 2010?

Highly relevant	1
Some relevance	2
Very little relevance	3
Not at all relevant	4

34 How useful are the skills you learnt during your apprenticeship / traineeship in helping you do your **main** job?

Highly useful	1
Generally useful	2
Not very useful	3
Not at all useful	4

ACTIVITY

35 Were you actively looking for [if employed – different] work at 19 March 2010? (*Cross one box only.*)

Interviewer Note: Examples of actively looking for work include: being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work

Yes, I looked primarily for full-time work	1	Go to 36 (if employed), if not employed go to 38
Yes, I looked primarily for part-time work	2	Go to 36 (if employed), if not employed go to 38
No, I did not look for work	3	

[if answered 4 or 5 to question 23 and 3 to question 35 – ask question 38]

[if answered 1,2 or 3 to question 23 and 1 or 2 to question 35 – ask question 36 & 37 – otherwise skip to question 38)

36 Why were you looking for different work? (*Multiple response*) *DNRO*

Employment-related reasons

The pay is too low	2
Poor working conditions	3
I am not happy with the job prospects in the industry	4
I don't like the type of work	5
I don't get on with my boss or other people at work	6
Lack of work	9
Broaden knowledge and skills	10
For a change/to try a different career	16

Personal Reasons

Problems with travelling/transport	12
Illness/health reasons	13
Family reasons	14

Any other major reason (*please specify*) 15

37 What was your **main** reason for looking for different work? (*Single response*)
(Read out list of what answered above if required)

Employment-related reasons

The pay is too low	2
Poor working conditions	3
I am not happy with the job prospects in the industry	4
I don't like the type of work	5
I don't get on with my boss or other people at work	6
Lack of work	9
Broaden knowledge and skills	10
For a change/to try a different career	16

Personal Reasons

Problems with travelling/transport	12
Illness/health reasons	13
Family reasons	14

Any other major reason (*please specify*) 15

BEFORE YOU BEGAN YOUR APPRENTICESHIP or TRAINEESHIP

We want to know if you did any courses before you began your apprenticeship/traineeship.

38 Did you complete a pre-vocational or pre-apprenticeship course before you started your [apprenticeship / traineeship] in [insert certificate]?

Interviewer Note: Pre-vocational (which means before work) and pre-apprenticeship courses help you develop skills to get a job, or prepare you to become an apprentice or trainee. This includes a VET in schools course.

Yes	1	
No	2	Go to 40
Don't know	9	Go to 40

39 How relevant was this course to your apprenticeship / traineeship?

Highly relevant	1
Some relevance	2
Very little relevance	3
Not at all relevant	4

YOUR COMMENTS

40 Do you have any suggestions for improving any aspect of your apprenticeship or traineeship?