# NCVER

Australian vocational education and training statistics

# Employers' use and views of the VET system 2019

National Centre for Vocational Education Research

## Highlights

### Employers' use of the VET system

In 2019:

- 50.9% of employers used the VET system, down 3.5 percentage points from 2017

- 34.2% of employers had jobs requiring vocational qualifications, down 3.0 percentage points from 2017

  — Of these, 72.1% were satisfied that vocational qualifications provide employees with the skills they need for the job

- 23.2% of employers had apprentices and trainees, similar to 2017

  — Of these, 77.6% were satisfied that apprentices and trainees are getting the skills they need from training

- 19.9% of employers used nationally recognised training (that was not part of an apprenticeship or traineeship), down 2.5 percentage points from 2017

  — Of these, 78.8% were satisfied that nationally recognised training provides employees with the skills they need for the job.

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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 to meet their skill needs and their satisfaction with the 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.

Also presented in this publication is information on employers' use and satisfaction with unaccredited training, and recruitment difficulties experienced in the last 12 months.

The figures in this publication are derived from the Survey of Employers' Use and Views of the VET System. A total of 7007 interviews were conducted with Australian employers between February and June 2019 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 Employers' 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 2019 survey sample was designed to maximise overlap with respondents to the 2017 survey.  About 59% of employers who responded to the 2017 survey were selected to participate in the 2019 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**
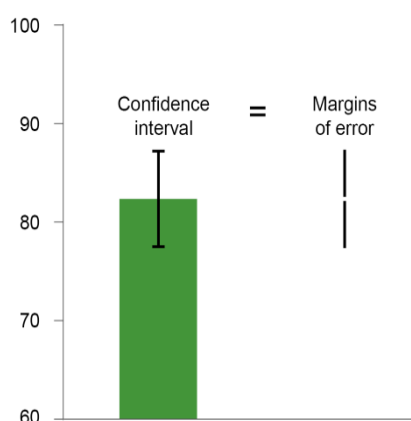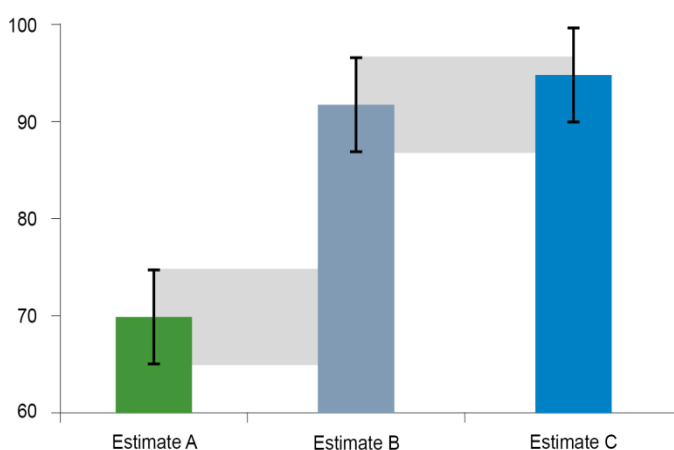


It is important to consider the margin of error when comparing between groups and years, particularly when the results are close. Data users are encouraged to use the margin of error to determine if a difference between groups is statistically significant.

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/research-and-statistics/collections/employers-use-and-views-of-the-vet-system>.

# More information

For additional data tables on employers' use and views of the VET system, including timeseries data, 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.

# Summary

## Recruitment difficulties

In 2019:

- 43.3% of employers had difficulty (a lot or some) recruiting employees, similar to 2017

  *Table 2*

- 17.3% of employers had a lot of difficulty recruiting employees, similar to 2017.

  *Table 2 & figure 1*

**Figure 1     Employers experiencing recruitment difficulties, 2017 and 2019 (%)**
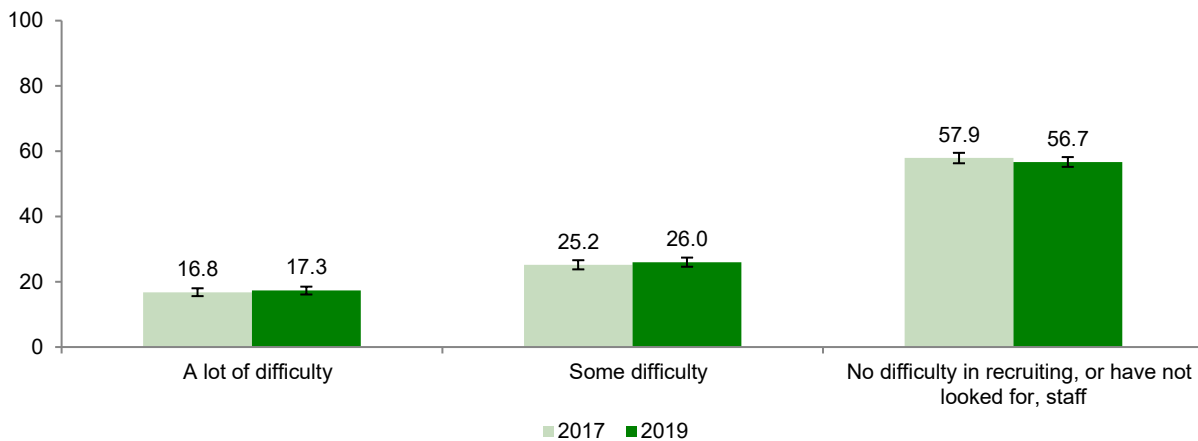


Of those employers that found it difficult to recruit employees, the top reasons were:

*Table 3*

- limited applicants (55.6%)
- a shortage of skilled people in the industry (53.5%).

## Employers' use of training

In 2019:

- 50.9% of employers used the VET system to meet their training needs, down 3.5 percentage points from 2017

  *Table 1 & figure 2*

- 48.8% provided unaccredited training to their staff, similar to 2017

  *Table 1*

- 74.1% provided informal training to their staff, down 7.3 percentage points from 2017

  *Table 1*

- 12.8 % did not provide any training to their employees, up 4.1 percentage points from 2017.

  *Table 1*

**Figure 2 Employers' use of training, 2017 and 2019 (%)**
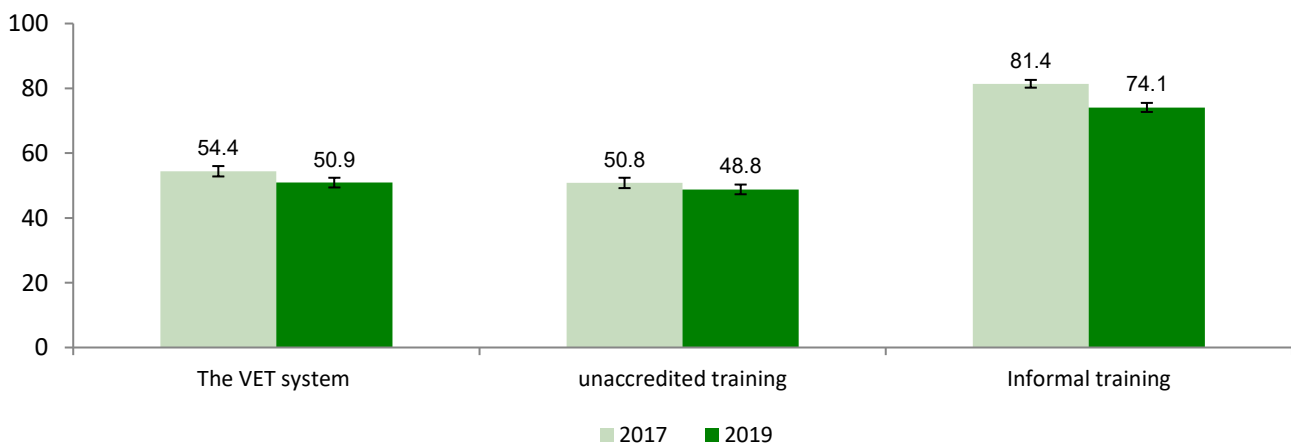
# Employers' use and views of the VET system

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.

## Employers with vocational qualifications as a job requirement

In 2019:

- 34.2% of employers had jobs that require vocational qualifications, down 3.0 percentage points from 2017

*Table 1 & figure 4*

Of these employers:

- the top reasons for having jobs that require vocational qualifications were to:

*Table 6*

  — provide skills required for the job (65.6%)

  — for legislative, regulatory or licensing requirements (56.4%)

- 72.1% were satisfied that vocational qualifications provide employees with the skills they require for the job, down 3.3 percentage points from 2017

*Table 1 & figure 5*

- 12.9% were dissatisfied with vocational qualifications in providing employees with the skills they require for the job, similar to 2017. Of these, 56.5% felt that the training was of a poor quality or low standard, 44.4% felt that relevant skills weren't taught and 41.7% that there was not enough focus on practical skills.

*Table 8, 9*

**Figure 4    Employers with jobs that require vocational qualifications, 2017 and 2019 (%)**



Legend: 2017, 2019

**Figure 5    Employers satisfied that vocational qualifications provide employees with the skills they require for the job, 2017 and 2019 (%)**



Legend: 2017, 2019
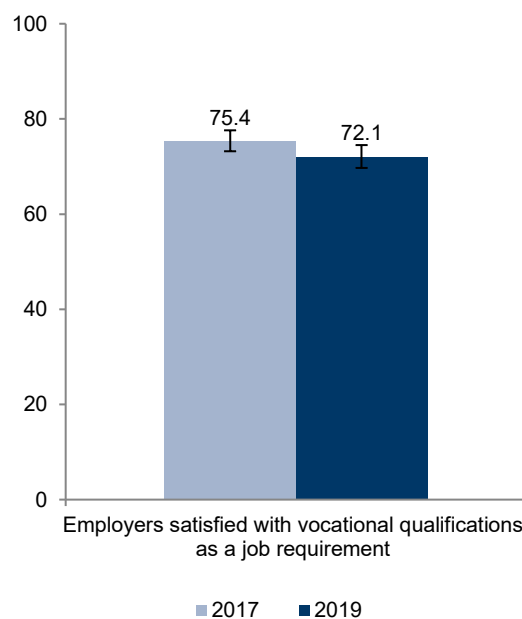
Base: all employers with jobs requiring a vocational qualification

**Employers with apprentices and trainees**

In 2019:

- 23.2% of employers had apprentices and trainees, similar to 2017.

  *Table 1 & figure 6*

Of these employers:

- the top reasons for employing apprentices and trainees were to:

  *Table 6*

  — get skilled staff and improve staff skills (45.5%)

  — to fill a specific role in the organisation (42.3%)

- 77.6% were satisfied with the training apprentices and trainees receive as a way of meeting their skill needs, similar to 2017

  *Table 1 & figure 7*

- 10.2% were dissatisfied with the training provided to apprentices and trainees, similar to 2017. Of these, 56.7% felt that the training was of a poor quality or low standard, 32.9% felt that there was not enough focus on practical skills and 30.3% felt that relevant skills weren't taught.

  *Table 8, 9*

**Figure 6    Employers with apprentices and trainees, 2017 and 2019 (%)**
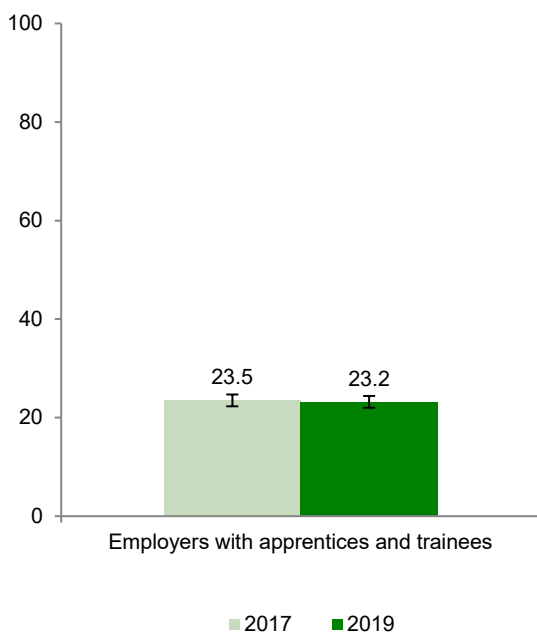
**Figure 7    Employers satisfied with the training apprentices and trainees receive as a way of meeting their skill needs, 2017 and 2019 (%)**
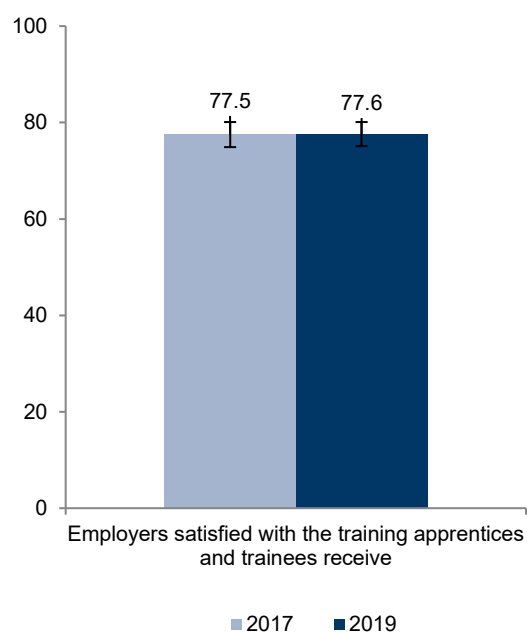


Base: all employers with apprentices and trainees

- Of employers with apprentices and trainees, 61.8% used TAFE as their main provider to train apprentices and trainees, similar to 2017. Of these, 77.4% were satisfied overall with the training provided, similar to 2017.

  *Table 10, 11*

**Employers using nationally recognised training (not part of an apprenticeship or traineeship)**

In 2019:

- 19.9% of employers arranged or provided their employees with nationally recognised training, down 2.5 percentage points from 2017.   *Table 1 & figure 8*

Of these employers:

- the top reasons for using nationally recognised training were:   *Table 6*
  - for legislative, regulatory or licensing requirements (54.9%)
  - to provide the skills required for the job (49.0%)
  - for staff career development (40.4%)
- 78.8% were satisfied with nationally recognised training as a way of meeting their skills needs, similar to 2017   *Table 1 & figure 9*
- 8.1% were dissatisfied with nationally recognised training as a way of providing employees with the skills they require for the job, similar to 2017. Of these, 52.3% felt that relevant skills weren't taught and 36.1% felt that the training was of a poor quality or low standard.   *Table 8, 9*

**Figure 8   Employers using nationally recognised training that was not part of an apprenticeship or traineeship, 2017 and 2019 (%)**
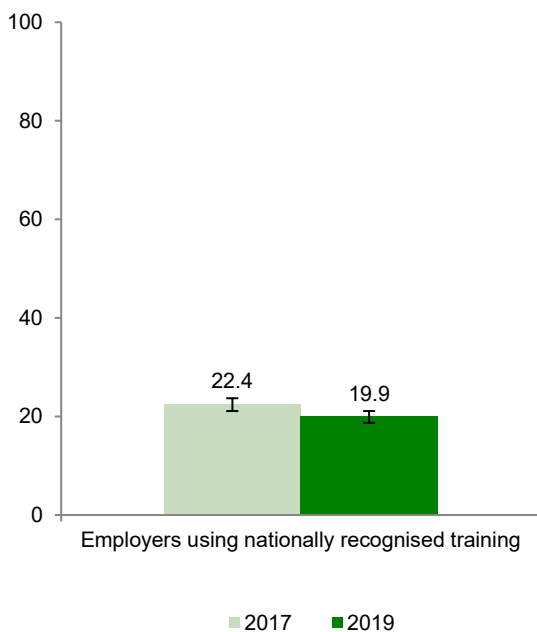
**Figure 9   Employers satisfied with nationally recognised training as a way of meeting their skills needs, 2017 and 2019 (%)**
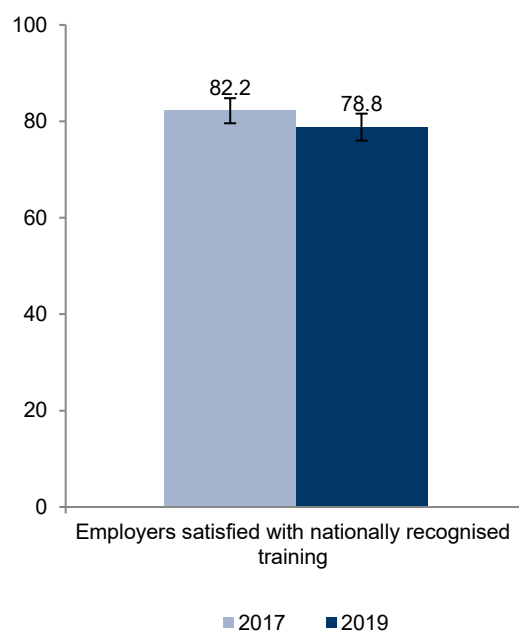


Base: all employers using nationally recognised training that is not part of an apprenticeship or traineeship

- Of employers using nationally recognised training, 47.1% used private training providers as their main provider, similar to 2017. Of these, 87.6% were satisfied overall with the training provided, similar to 2017.   *Table 10, 11*

## Employers' use and views of unaccredited training

In 2019,

- 48.8% of employers arranged or provided their employees with unaccredited training, similar to 2017.

  *Table 1, figure 10*

Of these employers:

- the top reasons for using unaccredited training were to:

  *Table 6*

  — provide the skills required for the job (57.0%)

  — meet and maintain professional or industry standards (36.0%)

  — meet highly specific training needs (34.5%).

- 87.4% were satisfied with unaccredited training as a way of meeting their skill needs, similar to 2017.

  *Table 1 & figure 11*

**Figure 10  Employers using unaccredited training, 2017 and 2019 (%)**

Emloyesrd using unaccredited training

■ 2017  ■ 2019

**Figure 11  Employers satisfied with unaccredited training as a way of meeting their skill needs, 2017 and 2019 (%)**

Employers satisfied with unaccredited training

■ 2017  ■ 2019
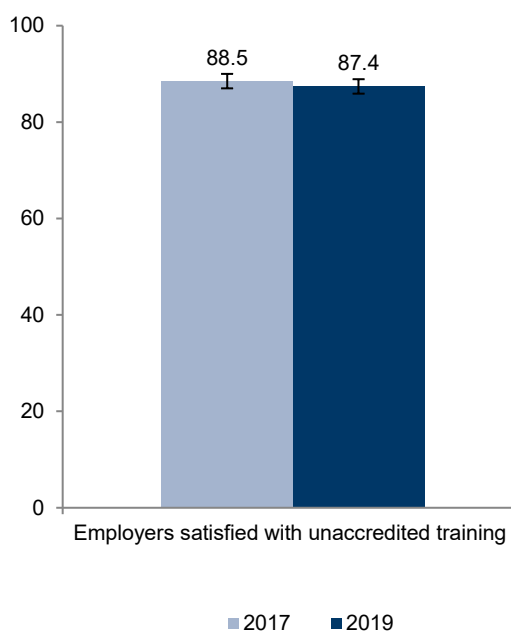
Base: all employers using unaccredited training

- Of employers who used unaccredited training, 56.8% of employers did not use an external training provider, 16.3% used a private training provider, and 14.3% used a professional or industry association, all similar to 2017.

  *Table 10*

# Tables

**Table 1    Key findings timeseries (%)**

| | 2005 | 2007 | 2009 | 2011 | 2013 | 2015 | 2017 | 2019 |
|---|---|---|---|---|---|---|---|---|
| **Training choices** | | | | | | | | |
| Employers using the VET system (Base: all employers): | 57.9 | 55.6 | 58.0 | 56.1 | 51.9 | 52.8 | 54.4 | 50.9 |
| With jobs that require vocational qualifications | 37.0 | 34.8 | 35.7 | 36.4 | 33.3 | 36.6 | 37.2 | 34.2 |
| With apprentices and trainees | 29.2 | 30.3 | 32.0 | 30.4 | 26.9 | 24.3 | 23.5 | 23.2 |
| Using nationally recognised training | 24.2 | 23.3 | 27.2 | 23.7 | 20.0 | 20.6 | 22.4 | 19.9 |
| Employers using unaccredited training | 54.5 | 50.4 | 54.1 | 49.0 | 47.5 | 49.3 | 50.8 | 48.8 |
| Employers using informal training | 73.0 | 72.1 | 77.8 | 78.3 | 77.6 | 77.9 | 81.4 | 74.1 |
| Employers providing no training | 12.2 | 13.0 | 8.7 | 9.3 | 12.4 | 10.9 | 8.7 | 12.8 |
| **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 | 72.1 |
| 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 | 77.6 |
| 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 | 78.8 |
| 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 | 87.4 |

For notes on tables, see page 21.

**Table 2    Recruitment difficulties, 2017 and 2019 (% of all employers)**

| | 2017 | 2019 |
|---|---|---|
| Level of difficulty in recruiting staff: | | |
| A lot of difficulty | 16.8 | 17.3 |
| Some difficulty | 25.2 | 26.0 |
| No difficulty in recruiting, or have not looked for, staff | 57.9 | 56.7 |

For notes on tables, see page 21.

**Table 3    Reasons for recruitment difficulties, 2017 and 2019 (% of employers experiencing recruitment difficulties)**

| | 2017 | 2019 |
|---|---|---|
| Limited applicants | 41.6 | 55.6 |
| Location is either remote or not desirable | 15.0 | 14.5 |
| Loss of skilled workers to other companies or industries | 1.1 | 0.6 |
| Not a career that is aspired to | 6.5 | 7.9 |
| People unwilling to take certain shifts | 7.0 | 8.9 |
| Poor work ethic | 15.9 | 23.1 |
| Shortage of skilled people in the industry | 56.4 | 53.5 |
| Wages and salaries are considered too low or uncertain | 6.6 | 10.5 |
| Other reasons | 9.2 | 7.0 |

For notes on tables, see page 21.

**Table 4    Use of training in the last 12 months by employer characteristics, 2017 and 2019 (%)**

| Employer characteristics | Employers using the VET system | | Employers using unaccredited training | | Employers using informal training | | Employers providing no training | |
|---|---|---|---|---|---|---|---|---|
| | 2017 | 2019 | 2017 | 2019 | 2017 | 2019 | 2017 | 2019 |
| **State** (Base: all employers within state) | | | | | | | | |
| New South Wales | 56.5 | 51.5 | 51.8 | 48.8 | 81.6 | 74.2 | 7.1 | 12.4 |
| Victoria | 51.8 | 50.2 | 49.4 | 46.8 | 82.3 | 74.4 | 9.6 | 13.9 |
| Queensland | 54.9 | 53.2 | 51.4 | 49.9 | 81.0 | 76.0 | 9.5 | 10.9 |
| South Australia | 51.2 | 45.3 | 45.4 | 49.1 | 80.0 | 72.5 | 10.6 | 14.6 |
| Western Australia | 52.9 | 48.4 | 52.3 | 50.7 | 79.2 | 69.0 | 9.4 | 14.2 |
| Tasmania | 58.5 | 55.1 | 51.1 | 49.9 | 80.2 | 74.6 | 10.4 | 13.4 |
| Northern Territory | 58.5 | 57.4 | 57.5 | 54.5 | 84.3 | 77.9 | 7.8 | 10.3 |
| Australian Capital Territory | 56.1 | 48.6 | 53.7 | 52.7 | 85.6 | 78.6 | 8.4 | 10.6 |
| **Employer size** (Base: all employers within employer size) | | | | | | | | |
| Small | 47.5 | 44.9 | 42.6 | 42.0 | 76.9 | 69.4 | 11.7 | 16.2 |
| Medium | 69.4 | 66.3 | 69.3 | 66.1 | 91.9 | 86.6 | 1.7 | 3.5 |
| Large | 85.2 | 81.6 | 84.1 | 87.3 | 96.3 | 94.3 | np | 0.8 |
| **Industry** (Base: all employers within industry) | | | | | | | | |
| Agriculture, forestry and fishing | 38.2 | 35.2 | 43.0 | 41.6 | 75.8 | 70.6 | 15.2 | 20.5 |
| Mining | 58.6 | 66.4* | 60.5 | 56.9* | 66.1 | 78.7* | 11.2* | 10.8 |
| Manufacturing | 63.7 | 55.5 | 47.0 | 44.3 | 81.1 | 73.2 | 8.2 | 12.4 |
| Electricity, gas, water and waste services | 44.1 | 63.7* | 40.3 | 51.3* | 82.2 | 79.2* | np | 8.3 |
| Construction | 78.7 | 73.3 | 39.6 | 39.0 | 80.2 | 75.6 | 6.1 | 7.9 |
| Wholesale trade | 39.3 | 28.7 | 49.3 | 42.7 | 82.4 | 71.3 | 7.8 | 18.5 |
| Retail trade | 36.3 | 36.7 | 46.5 | 39.7 | 79.9 | 70.0 | 12.1 | 20.3 |
| Accommodation and food services | 41.8 | 39.1 | 39.7 | 40.9 | 85.4 | 78.1 | 7.7 | 14.5 |
| Transport, postal and warehousing | 30.0 | 36.4* | 47.6 | 41.3* | 83.0 | 85.3 | 11.0* | 6.5 |
| Information media and telecommunications | 35.0 | 29.1* | 54.8 | 63.8* | 83.2 | 69.7* | 9.0* | 21.8* |
| Financial and insurance services | 58.3 | 56.7* | 68.2 | 68.2* | 84.9 | 83.3 | 8.3* | 3.6 |
| Rental, hiring and real estate services | 63.6 | 49.1 | 68.3 | 65.8 | 83.4 | 72.4 | 5.9* | 11.6 |
| Professional, scientific and technical services | 47.3 | 41.4 | 56.9 | 59.5 | 80.5 | 73.6 | 9.0 | 14.9 |
| Administrative and support services | 38.5 | 33.4 | 51.4 | 40.7* | 90.3 | 71.2 | 5.8* | 13.8 |
| Public administration and safety | 64.8 | 73.4* | 69.5 | 66.8* | 92.6 | 87.1 | np | 6.4 |
| Education and training | 70.4 | 75.1 | 68.0 | 70.7 | 82.2 | 74.1 | 6.7* | 7.1 |
| Health care and social assistance | 57.9 | 50.9 | 60.0 | 55.2 | 81.8 | 73.8 | 9.4 | 12.4 |
| Arts and recreation services | 46.3 | 41.7 | 50.3 | 50.9* | 80.6 | 75.8 | 13.3* | 12.2 |
| Other services | 73.4 | 67.1 | 54.9 | 51.5 | 78.7 | 69.6 | 7.0 | 9.4 |
| **Total** | **54.4** | **50.9** | **50.8** | **48.8** | **81.4** | **74.1** | **8.7** | **12.8** |

For notes on tables, see page 21.

**Table 5    Use of the VET system and unaccredited training in the last 12 months by employer characteristics, 2017 and 2019 (%)**

| 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 | | | |
| | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* |
| **State** (Base: all employers within state) | | | | | | | | |
| New South Wales | 40.0 | 32.4 | 25.1 | 24.5 | 21.0 | 20.1 | 51.8 | 48.8 |
| Victoria | 34.8 | 34.5 | 22.3 | 22.6 | 20.3 | 17.6 | 49.4 | 46.8 |
| Queensland | 36.9 | 37.3 | 25.2 | 24.5 | 25.8 | 21.3 | 51.4 | 49.9 |
| South Australia | 33.8 | 31.3 | 17.2 | 18.7 | 21.2 | 20.0 | 45.4 | 49.1 |
| Western Australia | 35.4 | 36.3 | 19.0 | 19.0 | 25.5 | 20.4 | 52.3 | 50.7 |
| Tasmania | 35.7 | 34.3 | 29.9 | 29.4 | 25.3 | 23.7 | 51.1 | 49.9 |
| Northern Territory | 40.3 | 41.4 | 28.9 | 29.3 | 32.5 | 26.7 | 57.5 | 54.5 |
| Australian Capital Territory | 37.6 | 31.0 | 26.2 | 19.8 | 23.5 | 21.6 | 53.7 | 52.7 |
| **Employer size** (Base: all employers within employer size) | | | | | | | | |
| Small | 31.5 | 29.0 | 19.5 | 20.5 | 15.7 | 14.8 | 42.6 | 42.0 |
| Medium | 49.0 | 47.9 | 31.3 | 29.1 | 36.0 | 31.5 | 69.3 | 66.1 |
| Large | 67.0 | 59.3 | 47.9 | 47.3 | 63.7 | 57.7 | 84.1 | 87.3 |
| **Industry** (Base: all employers within industry) | | | | | | | | |
| Agriculture, forestry and fishing | 18.5 | 15.7 | 9.6 | 12.6 | 21.3 | 21.5 | 43.0 | 41.6 |
| Mining | 44.1 | 51.9* | 11.6* | 35.1* | 30.3 | 36.5* | 60.5 | 56.9* |
| Manufacturing | 43.6 | 40.0 | 32.0 | 31.8 | 25.7 | 19.8 | 47.0 | 44.3 |
| Electricity, gas, water and waste services | 30.5 | 41.3* | 21.5* | 28.2* | 21.4* | 35.3* | 40.3 | 51.3* |
| Construction | 48.2 | 42.7 | 53.7 | 52.6 | 26.7 | 21.9 | 39.6 | 39.0 |
| Wholesale trade | 24.0 | 15.9 | 10.4 | 9.6 | 19.3 | 11.9 | 49.3 | 42.7 |
| Retail trade | 20.8 | 20.5 | 17.7 | 19.1 | 18.6 | 15.4 | 46.5 | 39.7 |
| Accommodation and food services | 24.8 | 24.3 | 21.6 | 17.8 | 17.1 | 14.0 | 39.7 | 40.9 |
| Transport, postal and warehousing | 17.2 | 20.9* | 10.0* | 7.7 | 14.0 | 16.1 | 47.6 | 41.3* |
| Information media and telecommunications | 25.3 | 19.6* | 13.8* | 8.9 | 10.2* | 8.7 | 54.8 | 63.8* |
| Financial and insurance services | 41.0 | 39.4* | 8.5* | 6.4 | 29.6 | 35.2* | 68.2 | 68.2* |
| Rental, hiring and real estate services | 47.6 | 39.1 | 19.6 | 7.2 | 22.1 | 19.8 | 68.3 | 65.8 |
| Professional, scientific and technical services | 31.7 | 27.1 | 13.0 | 9.0 | 18.6 | 18.3 | 56.9 | 59.5 |
| Administrative and support services | 22.9 | 19.1 | 7.5 | 12.4 | 20.4 | 13.8 | 51.4 | 40.7* |
| Public administration and safety | 50.7 | 53.9* | 32.2 | 47.4* | 41.8 | 38.8* | 69.5 | 66.8* |
| Education and training | 59.1 | 64.1 | 14.1 | 23.8 | 35.8 | 41.2 | 68.0 | 70.7 |
| Health care and social assistance | 47.9 | 39.9 | 15.0 | 12.5 | 26.4 | 23.1 | 60.0 | 55.2 |
| Arts and recreation services | 32.7 | 34.8 | 18.0 | 12.6 | 25.1 | 21.4 | 50.3 | 50.9* |
| Other services | 58.7 | 53.3 | 40.9 | 38.4 | 20.4 | 15.0 | 54.9 | 51.5 |
| **Total** | **37.2** | **34.2** | **23.5** | **23.2** | **22.4** | **19.9** | **50.8** | **48.8** |

For notes on tables, see page 21.

**Table 6    Reasons for using the VET system by type of training, 2017 and 2019 (%)**

| | 2017 | 2019 |
|---|---|---|
| **Reasons for having vocational qualifications as a job requirement** (Base: all employers with jobs requiring vocational qualifications) | | |
| In response to new technology | 1.5* | 5.0 |
| Legislative, regulatory or licensing requirements | 49.4 | 56.4 |
| To develop and maintain a flexible and responsive workforce | 2.3 | 8.3 |
| To improve the quality of goods and services provided | 4.8 | 16.4 |
| To meet and maintain professional/industry standards | 30.9 | 39.1 |
| To provide the skills required for the job | 57.2 | 65.6 |
| To remain competitive | 1.1* | 6.5 |
| Other reasons | 0.6* | 0.6 |
| **Reasons for employing apprentices and trainees** (Base: all employers with apprentices/trainees) | | |
| Cheap source of labour/cost-effective | 8.2 | 13.0 |
| Financial incentives | 1.8* | 1.4 |
| Staff gain a nationally recognised qualification | 4.9 | 13.7 |
| To fill a specific role or need more staff | 31.9 | 42.3 |
| To get skilled staff and improve staff skills | 45.4 | 45.5 |
| To give young people a head start | 22.8 | 30.8 |
| To support the industry | 9.4 | 19.9 |
| To train to own requirements | 28.9 | 34.9 |
| Usual business practice to employ apprentices/trainees | 18.2 | 30.4 |
| Other reasons | 8.5 | 8.6 |
| **Reasons for using nationally recognised training** (Base: all employers using nationally recognised training) | | |
| Formalise qualifications and skills | 8.9 | 20.8 |
| In response to new technology | np | 0.4 |
| Legislative, regulatory or licensing requirements | 34.6 | 54.9 |
| Staff career development | 25.5 | 40.4 |
| To develop and maintain a flexible and responsive workforce | 6.1 | 17.7 |
| To improve staff morale and retention | 1.9* | 2.2 |
| To improve the quality of goods and services provided | 12.3 | 24.6 |
| To meet and maintain professional/industry standards | 26.3 | 36.1 |
| To provide the skills required for the job | 47.0 | 49.0 |
| To remain competitive | 2.8* | 0.6 |
| Other reasons | 3.2* | 2.3 |
| **Reasons for using unaccredited training** (Base: all employers using unaccredited training) | | |
| In response to new technology | 12.4 | 24.2 |
| Legislative, regulatory or licensing requirements | 16.4 | 23.8 |
| Staff career development | 2.5 | 29.4 |
| To develop and maintain a flexible and responsive workforce | 14.2 | 23.7 |
| To improve the quality of goods and services provided | 15.7 | 26.9 |
| To meet and maintain professional/industry standards | 30.8 | 36.0 |
| To meet highly specific training needs | 22.0 | 34.5 |
| To provide the skills required for the job | 54.4 | 57.0 |
| To remain competitive | 2.8 | 12.8 |
| Other reasons | 5.9 | 4.5 |

For notes on tables, see page 21.

**Table 7    Employers satisfied with training as a way of meeting their skill needs by type of training and employer characteristics, 2017 and 2019 (%)**

| 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 | | | |
| | 2017 | 2019 | 2017 | 2019 | 2017 | 2019 | 2017 | 2019 |
| **State** (Base: all employers within state) | | | | | | | | |
| New South Wales | 76.2 | 74.5 | 78.9 | 78.6 | 82.2 | 79.1 | 88.3 | 86.1 |
| Victoria | 76.6 | 72.6 | 71.2 | 76.1 | 82.5 | 77.5 | 87.1 | 88.3 |
| Queensland | 70.6 | 65.5 | 80.5 | 77.6 | 80.7 | 78.2 | 89.2 | 89.2 |
| South Australia | 72.2 | 66.2 | 78.7 | 78.6 | 80.4 | 74.9 | 90.4 | 88.2 |
| Western Australia | 79.8 | 79.1 | 81.9 | 77.3 | 83.9 | 82.5 | 90.0 | 86.0 |
| Tasmania | 81.2 | 68.6 | 73.6 | 75.4 | 84.2 | 82.6 | 88.8 | 87.5 |
| Northern Territory | 73.9 | 67.7 | 80.1 | 71.2 | 84.3 | 81.3 | 88.5 | 86.1 |
| Australian Capital Territory | 77.9 | 77.9 | 78.3 | 86.8 | 86.7 | 77.9 | 88.8 | 85.0 |
| **Employer size** (Base: all employers within employer size) | | | | | | | | |
| Small | 74.7 | 71.3 | 75.4 | 75.3 | 80.8 | 76.7 | 86.9 | 87.4 |
| Medium | 76.4 | 72.1 | 78.5 | 80.3 | 83.6 | 79.4 | 90.9 | 86.2 |
| Large | 77.4 | 82.7 | 92.1 | 90.4 | 83.3 | 90.3 | 90.2 | 94.5 |
| **Industry** (Base: all employers within industry) | | | | | | | | |
| Agriculture, forestry and fishing | 89.3 | 79.9* | 78.7 | 96.5 | 85.1 | 79.2* | 89.8 | 88.0 |
| Mining | 83.1 | 67.9* | 73.5 | 66.4* | 70.8 | 93.2 | 97.0 | 81.6* |
| Manufacturing | 77.4 | 72.0 | 77.3 | 78.4 | 75.5 | 77.6 | 87.2 | 81.5 |
| Electricity, gas, water and waste services | 93.0 | 97.4 | 59.4* | 87.0* | 46.5* | 98.8 | 95.8 | 95.2 |
| Construction | 74.2 | 69.4 | 78.3 | 77.0 | 80.5 | 77.9 | 89.9 | 85.2 |
| Wholesale trade | 80.6 | 81.9* | 80.0 | 78.6* | 80.7 | 85.1* | 86.8 | 84.1* |
| Retail trade | 80.3 | 84.0 | 76.0 | 82.5 | 86.2 | 79.3* | 89.2 | 88.2 |
| Accommodation and food services | 55.8 | 73.9 | 72.0 | 76.6 | 76.4 | 77.3* | 77.0 | 85.4 |
| Transport, postal and warehousing | 80.1 | 76.7* | 90.8 | 91.4* | 70.9 | 87.9* | 87.3 | 88.6 |
| Information media and telecommunications | 62.1 | 67.8* | 42.7* | 83.4* | 62.0* | 55.8* | 92.5 | 84.5* |
| Financial and insurance services | 74.4 | 73.9* | 93.8 | 98.4 | 79.8 | 83.9* | 82.8 | 94.2 |
| Rental, hiring and real estate services | 79.7 | 59.6* | 90.3 | 72.9* | 81.8 | 54.8* | 87.6 | 81.6 |
| Professional, scientific and technical services | 77.4 | 72.1 | 76.4 | 79.8* | 82.2 | 83.0 | 87.0 | 90.5 |
| Administrative and support services | 70.6 | 67.9* | 95.0 | 80.5* | 78.5 | 89.3* | 90.7 | 77.1* |
| Public administration and safety | 77.7 | 73.6* | 78.3 | 78.0* | 86.6 | 75.4* | 89.6 | 83.5* |
| Education and training | 83.8 | 80.0 | 95.7 | 85.2* | 90.4 | 84.9 | 94.7 | 90.9 |
| Health care and social assistance | 80.5 | 77.4 | 84.2 | 89.0 | 91.3 | 71.5* | 92.4 | 89.7 |
| Arts and recreation services | 75.7 | 71.1* | 94.3 | 56.1* | 83.9 | 79.3* | 86.7 | 84.3* |
| Other services | 66.0 | 61.1 | 68.8 | 66.7 | 78.7 | 75.0* | 89.9 | 92.3 |
| **Total** | **75.4** | **72.1** | **77.5** | **77.6** | **82.2** | **78.8** | **88.5** | **87.4** |

For notes on tables, see page 21.

**Table 8    Employers' satisfaction with training as a way of meeting their skill needs by type of training, 2017 and 2019 (%)**

| | 2017 | | | 2019 | | |
|---|---|---|---|---|---|---|
| | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied | Satisfied | Neither satisfied nor dissatisfied | Dissatisfied |
| **Training choices** | | | | | | |
| Employers with jobs that require vocational qualifications | 75.4 | 11.7 | 12.8 | 72.1 | 15.0 | 12.9 |
| Employers with apprentices and trainees | 77.5 | 10.5 | 12.0 | 77.6 | 12.2 | 10.2 |
| Employers using nationally recognised training | 82.2 | 11.0 | 6.8 | 78.8 | 13.2 | 8.1 |
| Employers using unaccredited training | 88.5 | 8.3 | 3.3 | 87.4 | 10.2 | 2.4 |

For notes on tables, see page 21.

**Table 9    Reasons for dissatisfaction with the VET system as a way of meeting skill needs by type of training, 2017 and 2019 (%)**

| | 2017 | 2019 |
|---|---|---|
| **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 | 11.7* | 12.8 |
| Not enough focus on practical skills | 28.6 | 41.7* |
| Poor access to training in regional/rural areas | 9.8* | 6.3 |
| Relevant skills are not taught | 41.3 | 44.4* |
| Standards are inconsistent across institutions | 8.8* | 13.8 |
| Training content is outdated | np | 3.4 |
| Training is of a poor quality or low standard | 41.8 | 56.5* |
| Training is too expensive | np | 3.8 |
| Training is too general and not specific enough | 21.4 | 25.7 |
| Other reasons | 15.5 | 12.6 |
| **Reasons for dissatisfaction with apprentices and trainees** (Base: dissatisfied employers with apprentices/trainees) | | |
| Access and the amount of funding available | np | 2.2 |
| Apprentice/trainee had a poor attitude | 8.1* | 11.5 |
| Instructors do not have enough industry experience | 13.1* | 14.9 |
| Insufficient communication between training provider and employment agency | 11.7* | 24.9* |
| Not enough focus on practical skills | 29.0 | 32.9* |
| Poor access to training in regional/rural areas | 4.8* | 8.6 |
| Relevant skills are not taught | 33.5 | 30.3* |
| Training content is outdated | np | 1.7 |
| Training is of a poor quality or low standard | 60.2 | 56.7* |
| Training is too general and not specific enough | 9.2* | 27.7* |
| Other reasons | 13.2* | 17.3 |
| **Reasons for dissatisfaction with nationally recognised training** (Base: dissatisfied employers using nationally recognised training) | | |
| Access and the amount of funding available | na | 3.0 |
| Instructors do not have enough industry experience | 11.1* | 19.4* |
| Not enough focus on practical skills | 20.8* | 29.2* |
| Poor access to training in regional/rural areas | np | 12.2* |
| Relevant skills are not taught | 33.0 | 52.3* |
| Training content is outdated | np | 17.4* |
| Training is of a poor quality or low standard | 47.7 | 36.1* |
| Training is too expensive | 7.1* | 3.3 |
| Training is too general and not specific enough | 13.2* | 26.9* |
| Other reasons | 12.5* | 31.1* |

For notes on tables, see page 21.

**Table 10** Type of provider and main provider used for training in the last 12 months by type of training and provider, 2017 and 2019 (%)

| Type of training provider | All types of providers used | | Main provider used | |
|---|---|---|---|---|
| | 2017 | 2019 | 2017 | 2019 |
| **Apprentices and trainees**<br>(Base: all employers with apprentices/trainees) | | | | |
| TAFE | 66.0 | 67.2 | 62.4 | 61.8 |
| Private training provider | 25.4 | 25.4 | 21.2 | 20.2 |
| Professional or industry association | 7.7 | 10.0 | 6.7 | 5.5 |
| Other providers used for training apprentices/trainees | 9.9 | 12.8 | 7.4 | 6.2 |
| No external training provider used | 3.1 | 12.1 | 2.3* | 6.3 |
| **Nationally recognised training**<br>(Base: all employers using nationally recognised training) | | | | |
| TAFE | 19.3 | 23.8 | 12.2 | 17.6 |
| University | 8.7 | 9.7 | 6.7* | 5.5 |
| Private training provider | 54.6 | 53.2 | 51.0 | 47.1 |
| Professional or industry association | 23.4 | 26.4 | 20.7 | 23.2 |
| Other providers used for nationally recognised training | 7.3 | 11.0 | 5.3 | 4.4 |
| No external training provider used | 4.2 | 2.3 | 4.2 | 2.2 |
| **Unaccredited training**<br>(Base: all employers using unaccredited training) | | | | |
| TAFE | 1.6 | 0.8 | 1.2* | 0.3 |
| Private training provider | 20.9 | 17.6 | 19.7 | 16.3 |
| Professional or industry association | 14.7 | 16.6 | 12.7 | 14.3 |
| Supplier/manufacturer of equipment and/or product | 11.0 | 13.4 | 9.9 | 10.4 |
| Other providers used for unaccredited training | 2.9 | 3.1 | 1.9* | 2.0 |
| No external training provider used | 54.5 | 56.6 | 54.7 | 56.8 |

For notes on tables, see page 21.

**Table 11    Employers satisfied with aspects of training by main type of training provider, 2017 and 2019 (%)**

| Main type of training provider | Aspects of training | | | | | | | | | | | | Overall satisfaction | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | 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 | | | |
| | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* | *2017* | *2019* |
| **Apprentices and trainees** | | | | | | | | | | | | | | |
| (Base: all employers with apprentices/trainees) | | | | | | | | | | | | | | |
| TAFE | 82.5 | 76.6 | 89.4 | 86.1 | 78.9 | 81.1 | 79.6 | 75.0 | 86.9 | 80.5 | 82.1 | 78.2 | 81.8 | 77.4 |
| Private training provider | 85.9 | 85.3 | 94.8 | 89.2 | 86.7 | 81.5 | 91.3 | 84.3 | 88.1 | 88.9 | 84.6 | 85.4 | 82.9 | 85.6 |
| Professional or industry association | 88.5 | 98.9 | 99.3 | 84.9* | 71.4 | 84.5* | 88.4 | 91.5 | 91.0 | 89.3* | 83.2 | 92.4 | 85.6 | 90.0* |
| Other providers used for training apprentices/trainees | 76.4 | 86.5* | 90.7 | 88.7* | 86.1 | 91.5 | 77.1 | 91.1 | 83.9 | 79.1* | 86.8 | 85.8* | 73.5 | 82.8* |
| **Nationally recognised training** | | | | | | | | | | | | | | |
| (Base: all employers using nationally recognised training) | | | | | | | | | | | | | | |
| TAFE | 86.8 | 85.8 | 93.8 | 84.4 | 85.5 | 77.8 | 81.8 | 79.1 | 94.9 | 84.2 | 87.1 | 79.6 | 85.6 | 77.1 |
| University | 90.1 | 78.1* | 91.5 | 97.7 | 67.9 | 78.3* | 91.5 | 82.8* | 99.9 | 74.9* | 99.4 | 78.3* | 99.6 | 81.5* |
| Private training provider | 90.5 | 89.7 | 95.3 | 91.5 | 87.7 | 84.9 | 88.8 | 90.0 | 93.2 | 89.6 | 89.6 | 89.3 | 91.5 | 87.6 |
| Professional or industry association | 96.0 | 94.1 | 98.9 | 91.0 | 84.7 | 86.7 | 91.5 | 86.5 | 97.4 | 92.6 | 92.1 | 91.4 | 92.8 | 97.5 |
| Other providers used for nationally recognised training | 96.6 | 90.7* | 95.7 | 92.4* | 91.0 | 77.4* | 94.3 | 87.7* | 96.9 | 91.5* | 96.4 | 89.4* | 96.8 | 95.7 |
| **Unaccredited training** | | | | | | | | | | | | | | |
| (Base: all employers using unaccredited training) | | | | | | | | | | | | | | |
| TAFE | 99.5 | 100.0* | 99.3 | 89.8* | 98.9 | 93.2* | 100.0 | 100.0* | 99.4 | 91.1* | 98.9 | 84.5* | 99.5 | 89.4* |
| Private training provider | 96.9 | 95.4 | 92.2 | 93.6 | 88.2 | 85.7 | 95.0 | 93.1 | 91.6 | 90.8 | 90.7 | 90.9 | 97.2 | 95.8 |
| Professional or industry association | 97.9 | 95.4 | 97.3 | 95.5 | 87.5 | 90.7 | 82.2 | 89.7 | 94.5 | 96.0 | 89.7 | 91.0 | 94.9 | 96.0 |
| Supplier/manufacturer of equipment and/or product | 97.1 | 93.5 | 97.4 | 92.0 | 94.5 | 92.0 | 91.3 | 94.2 | 99.0 | 95.7 | 92.9 | 85.3 | 96.3 | 96.1 |
| Other providers used for unaccredited training | 99.0 | 88.8* | 99.2 | 82.7* | 80.5 | 68.9* | 98.9 | 94.9 | 99.0 | 94.9 | 90.0 | 92.1* | 94.7 | 88.8* |

For notes on tables, see page 21.

**Table 12    Number of interviews achieved by employer characteristic, 2017 and 2019 (%)**

|  | 2017 | 2019 |
|---|---|---|
| **State** | | |
| New South Wales | 1 706 | 1 432 |
| Victoria | 1 248 | 1 191 |
| Queensland | 1 041 | 996 |
| South Australia | 896 | 837 |
| Western Australia | 899 | 737 |
| Tasmania | 904 | 701 |
| Northern Territory | 679 | 597 |
| Australian Capital Territory | 649 | 516 |
| **Employer size** | | |
| Small | 4 991 | 4 597 |
| Medium | 1 887 | 1 610 |
| Large | 1 144 | 800 |
| **Industry** | | |
| Agriculture, forestry and fishing | 351 | 296 |
| Mining | 148 | 153 |
| Manufacturing | 498 | 427 |
| Electricity, gas, water and waste services | 158 | 114 |
| Construction | 1 316 | 1 193 |
| Wholesale trade | 371 | 277 |
| Retail trade | 550 | 523 |
| Accommodation and food services | 476 | 561 |
| Transport, postal and warehousing | 283 | 226 |
| Information media and telecommunications | 222 | 129 |
| Financial and insurance services | 313 | 211 |
| Rental, hiring and real estate services | 307 | 246 |
| Professional, scientific and technical services | 827 | 729 |
| Administrative and support services | 305 | 274 |
| Public administration and safety | 221 | 155 |
| Education and training | 271 | 221 |
| Health care and social assistance | 485 | 443 |
| Arts and recreation services | 191 | 200 |
| Other services | 729 | 629 |
| **Total** | **8 022** | **7 007** |

For notes on tables, see page 21.

# 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

## Data treatment

\*      The estimate should be used with caution. For 2019 data the estimate has a margin of error greater than or equal to 10% and therefore should be used with caution.  For 2005-2017 data 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.