

# **SATCC Apprentice & Employer Satisfaction Survey Report**

**April 2013**  
**Fast Consulting**

**Saskatchewan Apprenticeship and Trade  
Certification Commission (SATCC)**

**Apprentice and Employer Satisfaction  
Survey Report**

Prepared for

**Saskatchewan Apprenticeship and Trade  
Certification Commission (SATCC)**

Submitted by



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# Executive Summary

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## Introduction

In February and March 2013, Fast Consulting conducted an apprentice and employer satisfaction survey on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC). The survey provides:

- a profile of apprentices and employers in the apprenticeship system
- apprentices' satisfaction with on the job training
- employers' satisfaction with apprentice quality
- both apprentices' and employers' satisfaction with SATCC services.

The 2013 survey results are compared with results from the benchmark satisfaction survey conducted by our firm in June 2010. The 2013 survey was conducted with a representative sample of 371 Saskatchewan apprentices and 360 Saskatchewan employers. These sample sizes let us say with a 95% level of certainty that the overall results are within plus or minus 5.1% of what they would be if all apprentices in the province were polled and 5.2% if all employers in the province were polled. This is consistent with 2010 results.

At the end of the last fiscal year (June 30, 2012), 9,724 apprentices were registered with the SATCC—a 44% increase over the previous five years. Approximately 5,710 apprentices attended technical training—a 73% increase over the previous five years. During the year, the SATCC provided services to over 12,000 registered apprentices.

## Satisfaction at a Glance

### ► Training

#### Apprentice Satisfaction with On-the-Job Training

Do you agree or disagree with the following statements?	Disagree		Agree	
	2010	2013	2010	2013
Overall, I am satisfied with the technical knowledge and skill of my journey person(s).	6%	4%	88%	94%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade.	11%	6%	83%	93%
Overall, I am satisfied that the work practices and procedures used by my employers reflect modern standards in the industry.	8%	8%	86%	92%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journey person(s).	13%	10%	82%	90%
Overall, I am satisfied with the quality of my on-the-job training.	11%	10%	84%	88%

- Essentially, nine out of ten apprentices are satisfied with their on-the-job training, including more than half who are very satisfied. Satisfaction with their journey person

(both their knowledge and supervisory/mentoring), worksite facilities & equipment and modern work practices & procedures have all improved.

### Employer Satisfaction with Apprentice Quality & Training

Do you agree or disagree with the following statements?	Disagree		Agree	
	2010	2013	2010	2013
Overall, I am satisfied with the apprentices' ability to contribute to the success of my company.	3%	1%	96%	97%
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.	3%	6%	95%	91%
Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional colleges, unions or private sector trainers).	12%	11%	83%	84%
Overall, I am satisfied with the quality of the journeyperson following completion of apprenticeship.	5%	10%	82%	81%

- ▶ Employers' satisfaction with apprentice quality and training remains high, on par with results from the 2010 survey. Virtually all employers are satisfied with apprentices' ability to contribute to the success of their company, nine out of ten are satisfied with apprentices' ability to perform tasks as expected and eight out of ten are satisfied with the quality & breadth of training provided and quality of journeypersons following completion of apprenticeship.

### ▶ SATCC Services

In rating satisfaction with SATCC services, percentages reflect only those respondents (apprentices and employers) with an opinion about the statement being tested; "don't know" responses are not included.

#### Apprentice Satisfaction with SATCC Services

How would you rate the following SATCC services?	Below Average/ Unacceptable	Average	Exceptional/ Above Average
Registered for apprenticeship	7%	31%	62%
Verified trade time	10%	30%	61%
General information about apprenticeship or certification	10%	29%	58%
Updated personal information (e.g., change of address)	6%	36%	58%
Registered for technical training	13%	36%	57%
Verified credentials	7%	36%	57%
Tradesperson applications (form 7)	4%	39%	57%
Paid tuition or fees	15%	39%	46%
Replaced lost documents	11%	45%	44%
Applied for/received learners' permit (hairstylists)	17%	40%	43%

Note: this series of questions is new in 2013

- ▶ Overall, apprentices are satisfied with SATCC services—the majority giving the SATCC an "exceptional/above average" rating on seven out of the 10 services tested.

### Employer Satisfaction with SATCC Services

How would you rate the following SATCC services?	Below Average/ Unacceptable	Average	Above Average/ Exceptional
Registered an apprenticeship	4%	31%	65%
Verified trade time	9%	31%	60%
General information about apprenticeship or certification	11%	33%	56%
Verified credentials	7%	38%	55%
Updated business information (e.g., change of address)	8%	42%	50%
Paid tuition or fees	7%	44%	49%
Replaced lost documents	12%	47%	41%

Note: this series of questions is new in 2013

- Overall, employers are satisfied with SATCC services. The majority rate services regarding registering an apprenticeship, verifying trade time, getting general information and verifying credentials as “exceptional/above average”.

### ▶ SATCC Staff

#### Satisfaction with SATCC Staff

Do you agree or disagree with the following statements?	Apprentices		Employers	
	Disagree	Agree	Disagree	Agree
The staff are friendly and courteous	5%	86%	2%	86%
Staff are knowledgeable	7%	84%	5%	83%
The staff are helpful	9%	83%	5%	83%
I was able to speak with an appropriate staff member without difficulty	10%	81%	8%	77%

Note: this series of questions is new in 2013

- Satisfaction with SATCC staff is strong. Approximately eight out of ten apprentices and employers are satisfied with their experience with SATCC staff. “Staff are friendly and courteous” earns the highest satisfaction level, at 86% of both apprentices and employers—including 59% of apprentices and 67% of employers who strongly agree with this statement.

### ▶ SATCC Website

#### Roughly Half Have Used SATCC Website

- Approximately 52% of apprentices and 56% of employers have used the SATCC website.
- Among those apprentices and employers who have visited the SATCC website, overall satisfaction is high.

### Satisfaction with SATCC Website

Do you agree or disagree with the following statements?	Apprentices		Employers	
	Disagree	Agree	Disagree	Agree
It is easy to find the SATCC website	3%	95%	3%	95%
Information on the website is current	4%	91%	2%	85%
The site has the information I need	10%	89%	4%	94%
Information on the website is easy to find and understand	14%	84%	7%	89%
There are useful links to other websites	6%	82%	4%	68%

Note: this series of questions is new in 2013

- Roughly nine out of ten apprentices agree it's easy to find the website, the information is current and the site has the information they need; eight out of ten agree that information on the site is easy to find and understand, and that the site offers useful links.
- Roughly nine out of ten employers agree the site is easy to find, has what they need and that information is easy to find and understand. Eight out of ten agree the information is current.
- Employers are less likely than apprentices to think the SATCC website provides useful links to other websites.

### Services Apprentices & Employers Would Like Online

	Apprentices	Employers
Verify trade time	72%	88%
General information about apprenticeship or certification	63%	81%
Update personal information (e.g., change of address)	61%	77%
Register for technical training	58%	-
Pay tuition or fees	55%	64%
Register for apprenticeship	55%	83%
Verify credentials	51%	76%
Tradesperson applications (Form 7)	49%	-
Replace lost documents	48%	71%
Apply for/receive a learners' permit (hairstylists)	20%	-

Note: this series of questions is new in 2013

- Both apprentices and employers would like to be able to complete a variety of services on the SATCC website. The large majority of apprentices (72%) are interested in being able to verify trade time online; and most would like to be able to get general information about apprenticeship/certification, update their personal information, register for technical training, pay tuition/fees, register for an apprenticeship and verify credentials online.
- Employers are even more interested in being able to complete tasks online. Roughly nine out of ten employers would like to be able to verify trade time online, eight out of ten would like to be able to register an apprenticeship or get general information about apprenticeship/certification; and seven out of ten would like to be able to update personal information, verify credentials and replace lost documents.

## Other Survey Highlights

### Use of Technology, Social Media

- › Use of technology is widespread among apprentices. Roughly eight out of ten (79%) use a Smartphone, seven out of ten (71%) use a laptop and most (67%) use Facebook, while 20% use Twitter.

#### Few Facebook Followers

- › Few (6%) apprentices follow the SATCC on Facebook or Twitter. Those who don't give three main reasons: they don't use social media (33%), they're not interested in getting information about SATCC through social media (33%) and they didn't know about it (25%).
- › Roughly a quarter of employers (23%) use Facebook and/or Twitter as part of their business. Only one of these 83 employers who use Facebook and/or Twitter follows the SATCC on the social media channels.

#### Preferred Method of Receiving Information

- › Email is the preferred method of receiving information from the SATCC for both apprentices (50%) and employers (69%). Letter/mail is second at 40% for apprentices and 18% of employers.

## Apprentice Career Influencers

### Relatives/Friends, Employers Key Sources of Information/ Advice

- › When people first consider a career in the trades, their primary sources of information and advice are friends/relatives (46%) and employers (42%), followed by co-workers (33%) and parents (25%).
- › The single, greatest influence in terms of initial information/advice is relatives/friends (28%), followed by employers (24%), parents (19%) and co-workers (13%).

### Tradespeople, Knowledge of Trade Spark Interest in Current Trade

- › When it comes to their current trade, half (50%) of respondents say their interest was influenced by other tradespeople. Having some kind of "hands-on" experience is also key: 33% were influenced by knowledge of the trade gained through a previous job, while 18% became interested in the trade through a hobby, 17% through a high school/vocational course (such as shop class), 7% through a high school work experience/co-op program and 5% through the SYA program.
- › The pattern is the same when respondents are asked which source had the greatest influence on their interest in the trade—37% say other tradespeople, while 20% say it was knowledge gained through previous jobs, 10% a hobby, 8% a high school/vocational course, 4% a high school work experience/co-op program and 2% the SYA program.

### **Interest, Career Prospects Both Important**

- Interest in the trade/line of work is important—27% of respondents cite this as a reason they registered in their current apprenticeship program. Career prospects are also important: 24% were motivated by expectations of steady employment, 22% by advancement in the trade and 17% by expectations of good pay.
  
- At 38%, interest in the trade/line of work is the single most important reason for registering in their apprenticeship program, followed by expectation of good pay (15%) and expectation of steady employment (13%).

### **On-the-Job Training**

#### **On-the-Job Training Guide**

- Close to a third (31%) of apprentices used the On-the-Job Training Guide they received from the SATCC for their trade; half (50%) did not and 19% didn't know about it.
  - Approximately (43%) of these apprentices say their employer reviewed the Guide with them at each level of their apprenticeship. This is consistent with previous surveys.
  - The majority (83%) of these apprentices say the Guide helps them recognize what they need to know in order to be successful in their trade; this is a slight increase over 78% in the 2010 survey.
  
- Just over a third (36%) of employers are aware of the On-The-Job Training Guide prepared for each trade by the SATCC. This is down from 44% in 2010.
  - These employers learned about the Guide from various sources, including their own past experience, the SATCC website and SATCC staff.
  - The majority (70%) of these employers consider the Guide a valuable tool, consistent with 71% in the 2010 survey.
  - Approximately half (49%) use the Guide whenever their apprentices enter a new level of training.
  
- In terms of ways & means of getting the Guide into the hands of apprentices and employers, the top 3 preferred methods are:
  - Email (38% of apprentices; 59% of employers)
  - Mobile device app (28% of apprentices; 6% of employers)
  - SATCC website (12% of apprentices; 21% of employers).

## **Tuition and Fee Payment**

- Approximately half (51%) of apprentices say their employer pays the fee to register the Contract of Apprenticeship with the SATCC. This is generally consistent with 53% of employers who say they pay the registration fee.
- More than a third (39%) of apprentices say their employer pays at least some of their tuition fees. Of these, 40% say their employer pays the total and 39% say their employer pays more than half. This is generally consistent with 2010.
- Close to half (47%) of employers say they pay some tuition fees for their apprentices. Of these, 76% say they pay the entire fee, 4% pay more than half the fee, 5% pay half the fee and 4% pay less than half. This is generally consistent with 2010.



# Methodology

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## Project Overview

In February and March 2013, Fast Consulting conducted an apprentice and employer satisfaction survey on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC). The survey provides:

- a profile of apprentices and employers in the apprenticeship system
- apprentices' satisfaction with on the job training
- employers' satisfaction with apprentice quality
- both apprentices' and employers' satisfaction with SATCC services.

The 2013 survey results are compared with results from the benchmark satisfaction survey conducted by our firm in June 2010.

The 2013 survey was conducted with a representative sample of 371 Saskatchewan apprentices and 360 Saskatchewan employers. Respondents were randomly selected from a generated database provided by the SATCC and standard polling practices were used to ensure the random selection of respondents. The sample sizes let us say with a 95% level of certainty that the overall results are within plus or minus 5.1% of what they would be if all apprentices in the province were polled and 5.2% if all employers in the province were polled. This is consistent with 2010 results

## Survey Methods

The 2013 survey was administered using online and telephone modalities. The Employer survey was administered predominantly by telephone, with an online component to fill out the sample size. The Apprentice survey was initially administered online. In order to meet the required sample, Fast Consulting expanded delivery to include telephone surveys. The telephone/online splits are provided in the table below. Analysis shows that survey results do not vary significantly between the two methods.

	Telephone	Online	Total
Apprentices	168	203	371
Employers	242	118	360

Respondents for each survey were selected from lists of apprentices and employers provided by the SATCC. Surveying took place in February and March, 2013. Telephone survey interviews were conducted in the same period at times that were appropriate and convenient for respondents. Interviews were conducted by experienced public opinion interviewers using Fast Consulting's in-house Computer Aided Interviewing (CATI) system.

Data checking procedures were used at all times to ensure the accuracy of the data. The statistical team at Fast Consulting designed and implemented programs to facilitate the statistical analysis of the survey data using the industry standard SPSS software program (Statistical Package for Social Sciences).



# Apprentice Survey

## Apprenticeship Trades

Sector & Trade	Number	Percentage
<b>AGRICULTURE, TOURISM &amp; SERVICE</b>	<b>31</b>	<b>8.4%</b>
Cook	6	1.6%
Esthetician – Nail Technician	1	0.3%
Guest Service Representative	4	1.1%
Hairstylist	10	2.7%
Horticulture Technician	9	2.4%
Meat Cutter	1	0.3%
<b>CONSTRUCTION</b>	<b>216</b>	<b>58.2%</b>
Bricklayer	2	0.5%
Carpenter (13 Framer, 15 Scaffolder)	44	11.9%
Construction Craft Labourer	1	0.3%
Crane and Hoist Operator (2 Boom Truck Operator "A", 3 Hydraulic Crane Operator, 1 Tower Crane Operator)	6	1.6%
Electrician	65	17.5%
Electronics Assembler	1	0.3%
Glassworker	3	0.8%
Industrial Mechanic (Millwright)	5	1.3%
Ironworker Reinforcing Rebar	1	0.3%
Insulator	1	0.3%
Ironworker Structural	1	0.3%
Locksmith	1	0.3%
Plumber	54	14.6%
Powerline Technician	4	1.1%
Roofer	1	0.3%
Sheet Metal Worker	10	2.7%
Sprinkler Systems Installer	1	0.3%
Steamfitter-Pipefitter	6	1.6%
Tilesetter	1	0.3%
Water Well Driller	8	2.2%
<b>PRODUCTION &amp; MAINTENANCE</b>	<b>77</b>	<b>20.8%</b>
Electrician	22	5.9%
Industrial Instrument Technician	18	4.9%
Industrial Mechanic (Millwright)	20	5.4%
Machinist	2	0.5%
Refrigeration Mechanic	1	0.3%
Rig Technician (1 Motorhand Level One, 2 Driller Level Three, 5 Derrickhand Level Two)	7	1.9%
Steel Fabricator	1	0.3%
Welder	6	1.6%
<b>MOTIVE REPAIR</b>	<b>49</b>	<b>13.2%</b>
Agriculture Machinery Technician	13	3.5%
Automotive Service Technician	20	5.4%
Heavy Duty Equipment Mechanic	4	1.1%
Motor Vehicle Body Repairer (1 Motor Vehicle Body Refinisher)	2	0.5%
Partsperson	6	1.6%
Truck and Transport Mechanic	4	1.1%

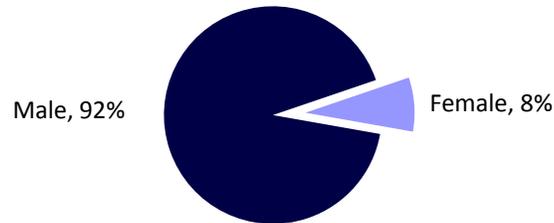
\*Only those designated trades that participated in the survey are listed above

\*\*Percentage column may not add up to 100% due to rounding

- Most (58%) apprentices are registered in trades in the Construction sector, followed by 21% in the Production and Maintenance sector, 13% in the Motive Repair sector and 8% in the Agriculture, Tourism and Service sector.

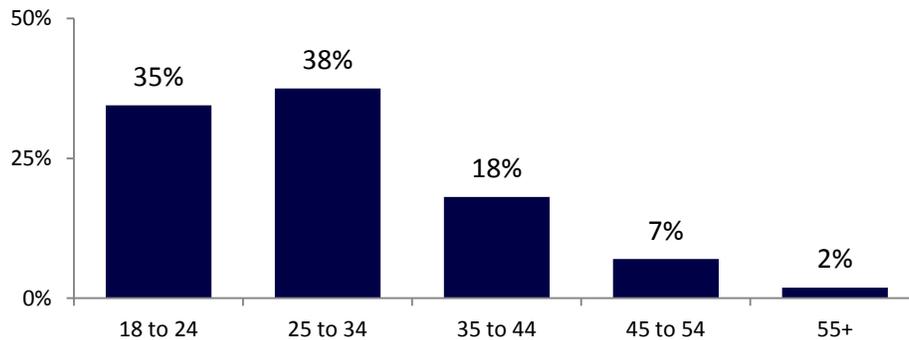
## A Snapshot of Saskatchewan Apprentices

### Gender



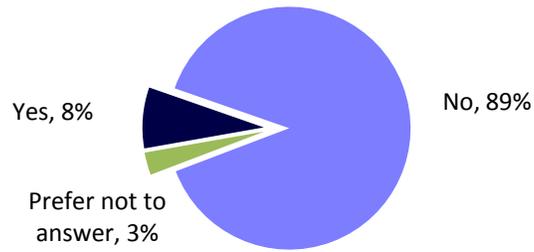
- Saskatchewan apprentices continue to be predominantly young men. Roughly nine out of ten (92%) of SATCC apprentice survey respondents is male, compared to 8% female – this is unchanged from the 2010 survey.

### Age

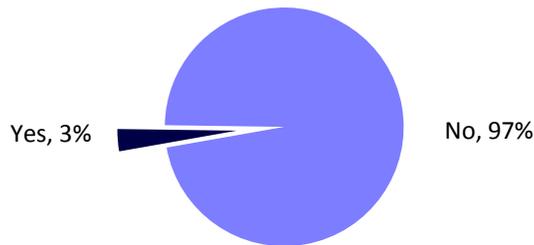


- Apprentices are also young—roughly seven out of ten (73%) are between 18-34 years of age. The current survey shows a drop in percentage of survey respondents in the youngest cohort: 35% of 2013 respondents are 18-24 years of age, down from 47% in 2010.

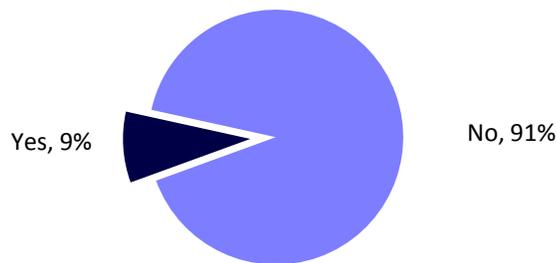
**Visible Minority**



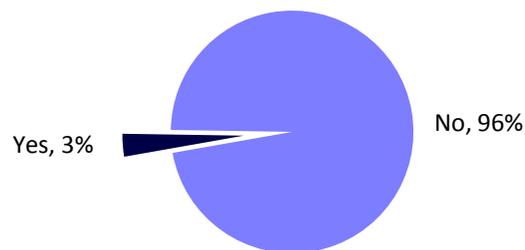
**Aboriginal Heritage**



**Immigrant**



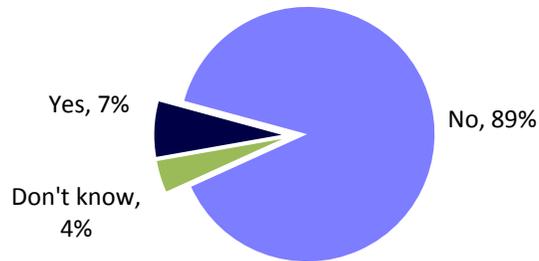
**Limited Activity**



- Consistent with previous surveys, the large majority of Saskatchewan apprentices do not identify themselves as a visible minority, of Aboriginal heritage or limited by a physical/ mental condition or health problem. There is a slight increase in the percentage who are immigrants to Canada (9%, up from 3% in 2010).

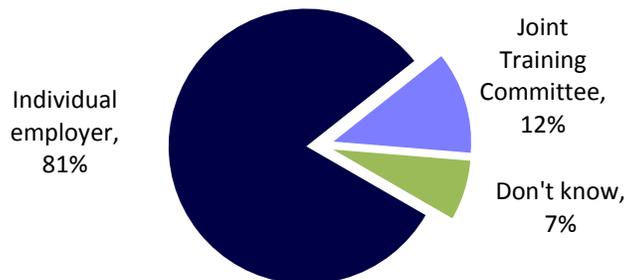
## Details of Apprenticeship

### Saskatchewan Youth Apprenticeship (SYA) Program Graduate

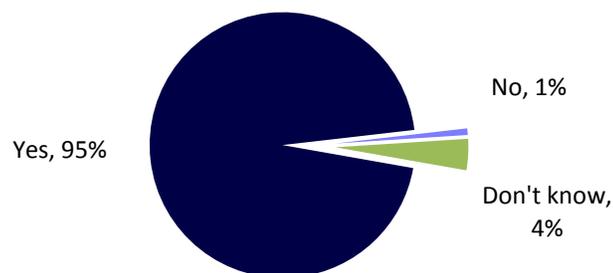


- Consistent with 2010 survey results, few 2013 respondents (7%) are graduates of the Saskatchewan Youth Apprenticeship (SYA) program.

### Contract of Apprenticeship



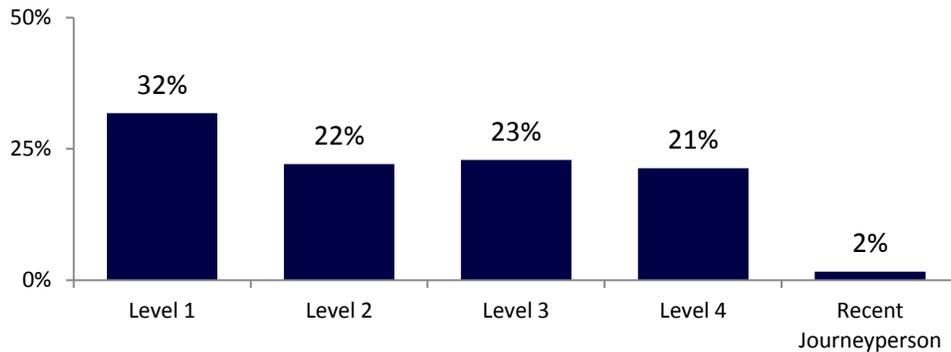
### Intend to Complete Apprenticeship



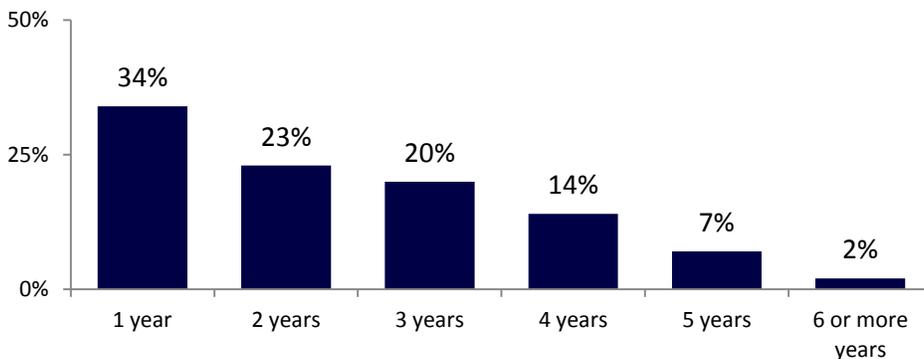
- The large majority (81%) of apprentices have a Contract of Apprenticeship with an individual employer and virtually all (95%) intend to complete their apprenticeship and receive a certificate of completion.

2013 survey respondents are relatively new to apprenticeship. Approximately a third (32%) are in level 1, with roughly equal percentages in levels 2 through 4. More than half (57%) have been registered for 1 or 2 years, another 34% for 3 or 4 years. The large majority (83%) say this is the first time they have been enrolled in the apprenticeship system.

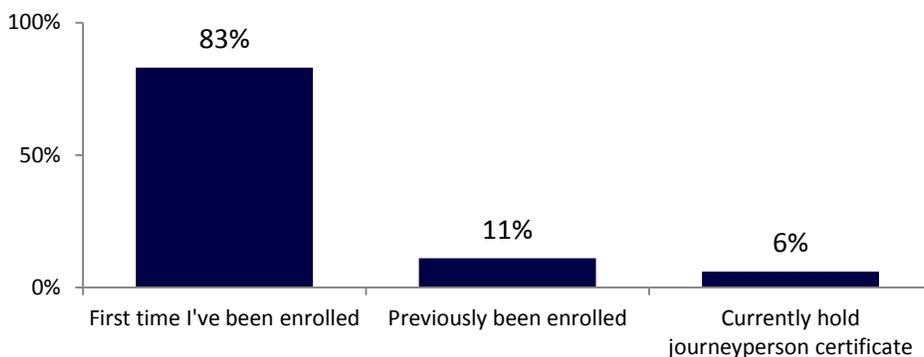
**Current Level of Apprenticeship**



**Years Registered in Current Apprenticeship**



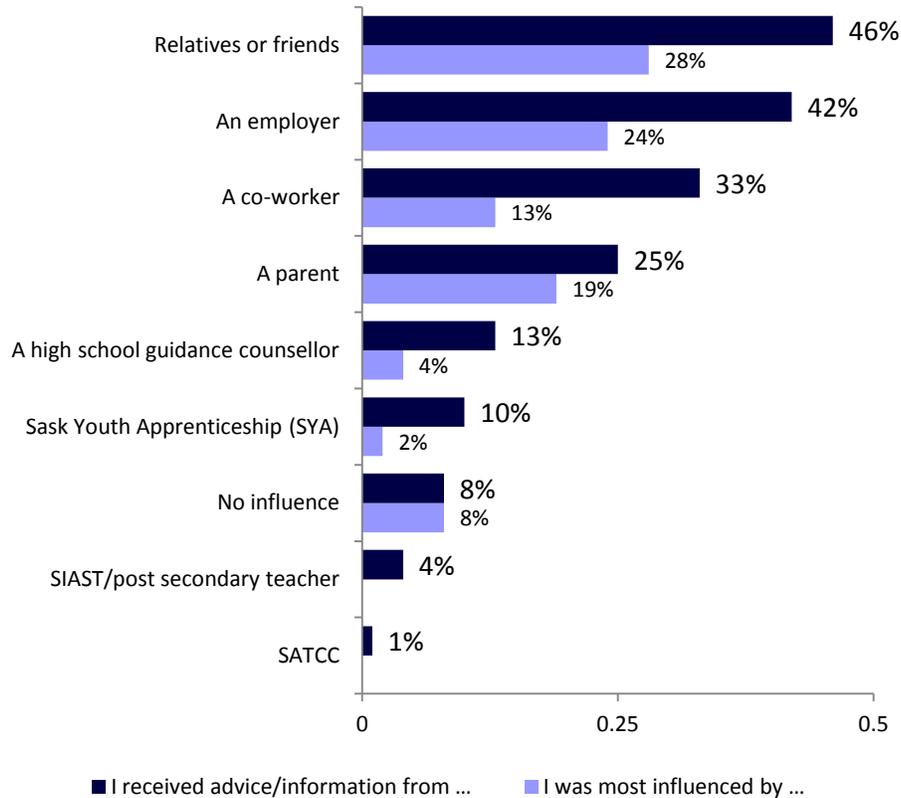
**Experience with Apprenticeship System**



## Career Influencers

### Influential Sources of Information & Advice

Q. Before starting your apprenticeship, from which of the following people or groups did you receive advice or information about apprenticeship in general. Of these, which had the greatest influence on you?

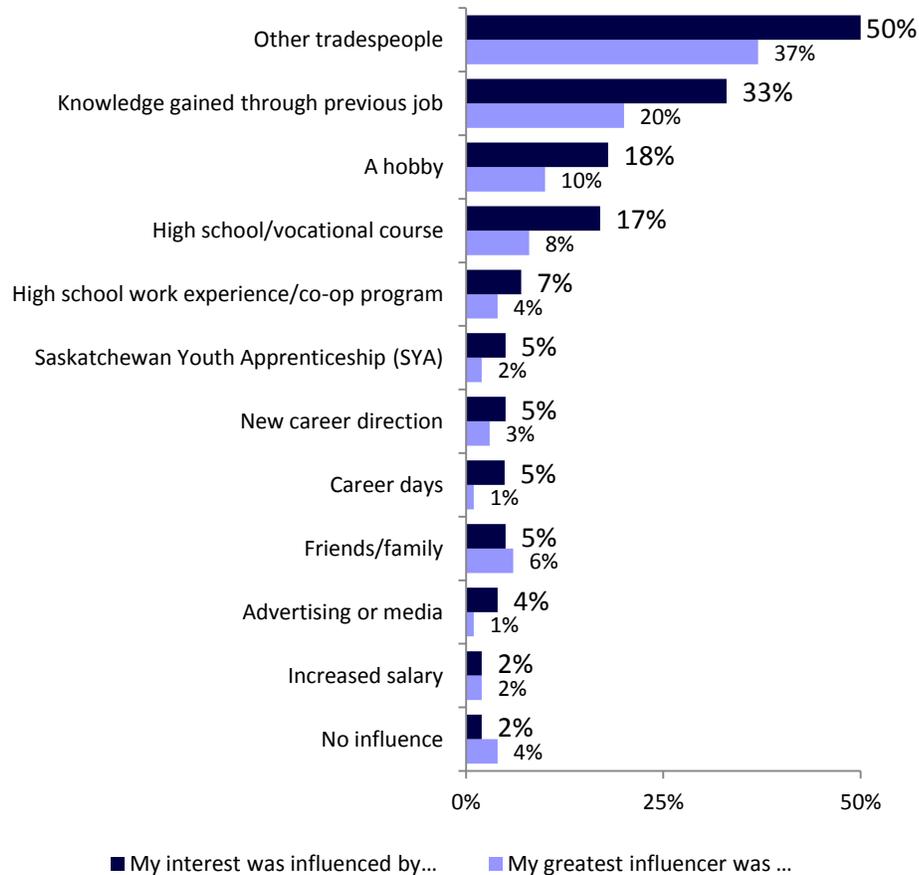


Note: ■ I received advice/information – multiple responses allowed

- Before starting on an apprenticeship, respondents sought information and received advice from a variety of sources. Relatives/friends and employers are the most often cited sources of information and advice, at 46% and 42% respectively. This is followed by co-workers (33%) and parents. (25%). Approximately 10% of respondents received information/advice through the SYA program.
- When asked to rate which source had the greatest influence on their decision, relatives/friends (28%) and employers (24%) are number one and two, followed by parents (19%) and co-workers (13%).

### Interest in the Trade

Q. Was your interest in this trade influenced by any of the following? Of these, which had the greatest influence on you?

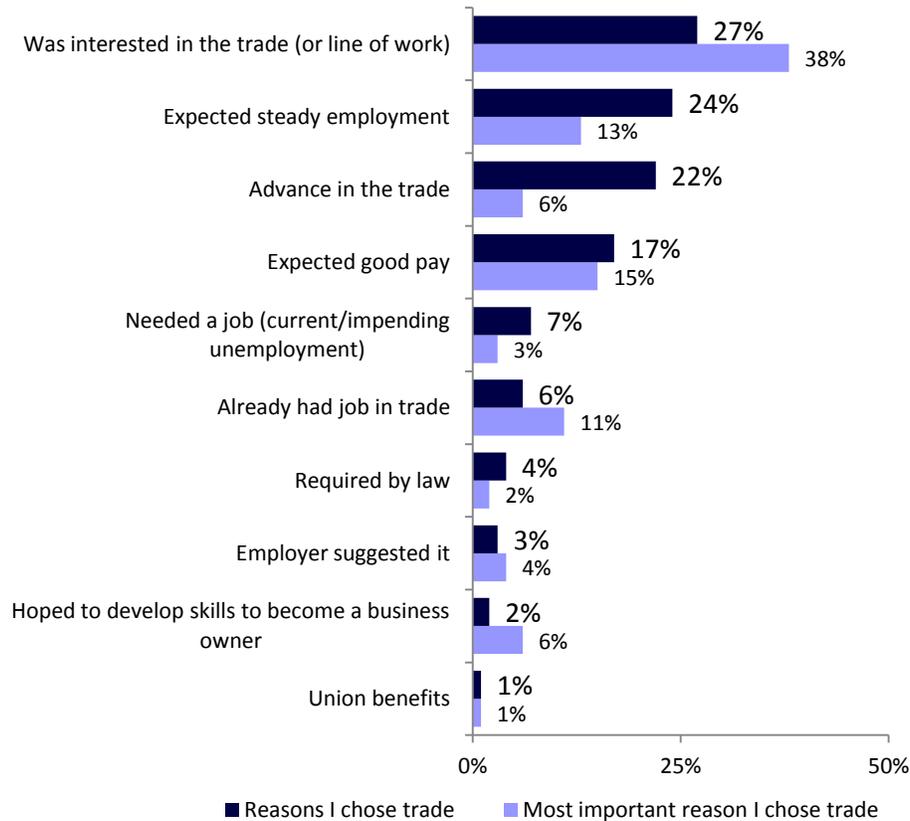


Note: ■ My interest was influenced by – multiple responses allowed

- Half of respondents say their interest in the trade was influenced by other tradespeople (50%). Having some kind of “hands-on” experience is also a key to interest in the trades: 33% of respondents say their interest was influenced by knowledge of the trade gained through a previous job, while 18% became interested in the trade through a hobby, 17% through a high school/vocational course (such as shop class), 7% through a high school work experience/co-op program and 5% through the SYA program.
- The pattern is the same when respondents are asked which source had the greatest influence on their interest in the trade—the largest percentage say other tradespeople (37%), followed by 20% who say knowledge gained through previous jobs, 10% a hobby, 8% a high school/vocational course, 4% a high school work experience/co-op program and 2% the SYA program.

### Reasons for Registering in Current Apprenticeship Program

Q. Why did you decide to register in your current apprenticeship program? Of these, which would you say is the most important reason for registering in your current apprenticeship program?



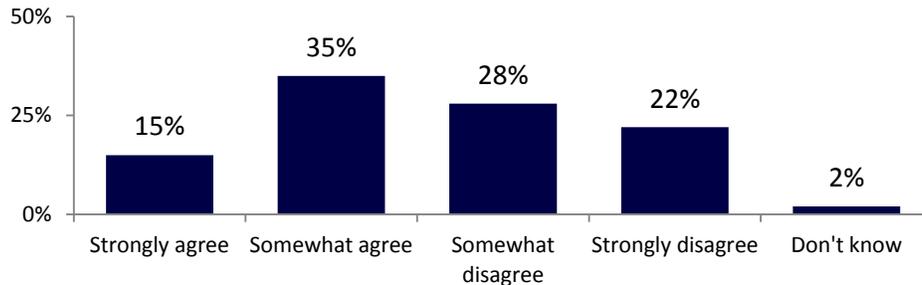
Note: ■ Reasons I chose trade – multiple responses allowed

- The largest percentage of respondents (27%) registered in their current apprenticeship program because they were interested in the trade or line of work. Career prospects are also important: 24% were motivated by expectations of steady employment, 22% by advancement in the trade and 17% by expectations of good pay.
- Again, this pattern repeats when respondents are asked to zero in on their most important reason for registering in the apprenticeship program. Close to four out of ten (38%) respondents say their number one reason for registering was their interest in the trade/line of work. This is followed by 15% whose number one reason was expectation of good pay and 13% whose number one reason was expectation of steady employment.

## Perceptions of Skilled Trades

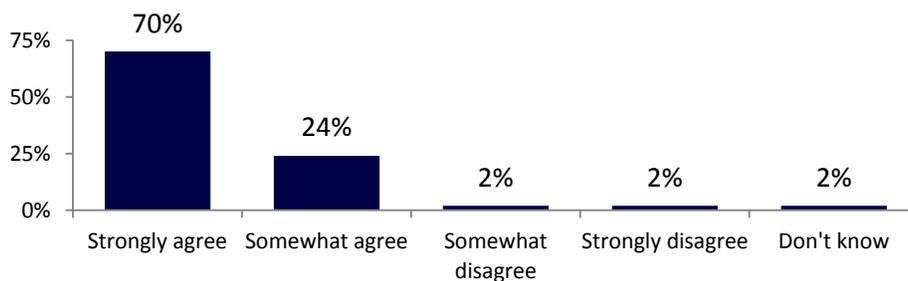
The following set of questions is designed to help SATCC design educational & promotional packages to encourage young people to select careers in the skilled trades.

Q. *The trades are still seen by many people as a “second choice” career.*



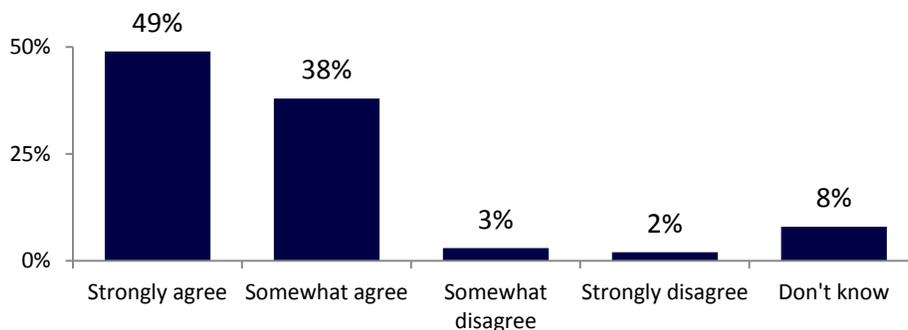
- Half (50%) of all survey respondents agree that many people still see the trades as a “second choice” career. This is down from 53% in 2010 and 60% in 2007.

Q. *My family understands the apprenticeship process and earning potential with careers in the skilled trades.*



- Skilled trades are not viewed as a second choice by families of apprentices—94% of respondents agree their family understands the process and earning potential (88% in 2010; 89% in 2007).

Q. *In general, I think perceptions about apprenticeship and skilled trades have improved over the past 5 years.*



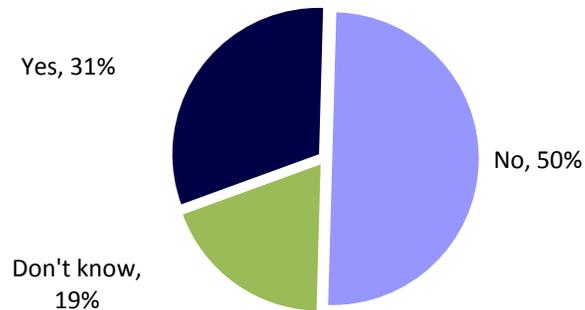
- The large majority 87% (80% in 2010; 84% in 2007) of apprentices agree that perceptions about apprenticeship and skilled trades have improved over the past 5 years.

## On-the-Job Training

The following questions are designed to help the SATCC determine how best to support training that occurs on-the-job with the employer.

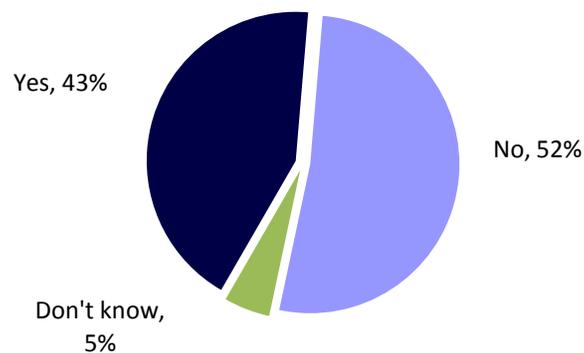
### On-the-Job Training Guide

Q. You received an On-the-Job Training Guide from the SATCC for your trade. Did you use it?



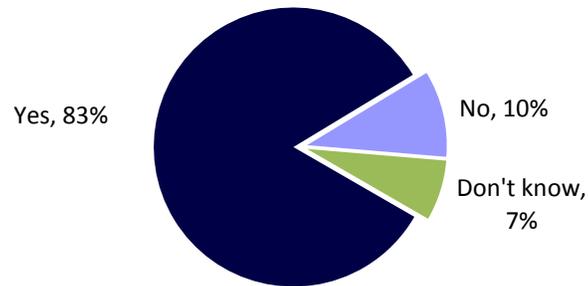
- Roughly three out of ten (31% or 116 respondents) used the On-the-Job Training Guide they received from the SATCC for their trade; half (50%) did not.

Q. Did your employer review the Guide with you at each level of your apprenticeship? (Asked of the 116 respondents who used the Guide)



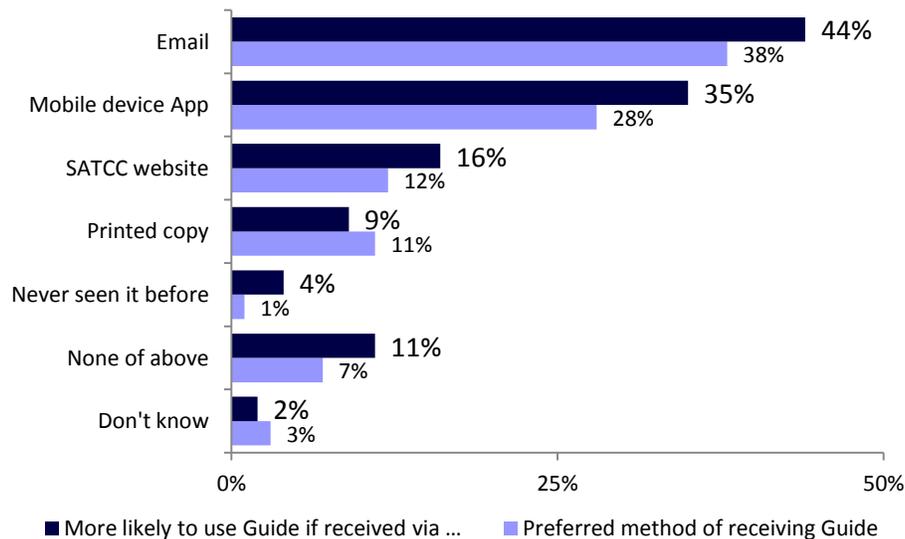
- Of the 116 apprentices who used the On-the-Job Training Guide, roughly four out of ten (43%) say their employer reviewed it with them at each level of their apprenticeship. This is consistent with previous surveys.

Q. Do you think the Guide helps you recognize what an apprentice needs to learn in order to be successful? (Asked of the 116 respondents who used the Guide)



- Of the 116 apprentices who used the On-the-Job Training Guide, the large majority (83%) say it helps them recognize what they need to know to be successful in their trade.

Q. Would you be more likely to use the On-the-Job Training Guide if you received it via one of these methods? Of these, which is your preferred method? (Asked of all apprentices)

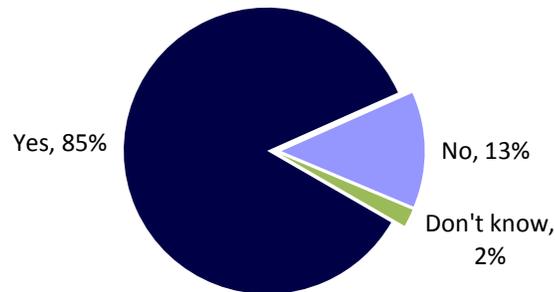


Note: ■ More likely to use Guide if received via = multiple responses allowed

- Approximately 44% of all apprentices say they would be more likely to use the Guide if they received it via email, 35% if they received it via an app on their mobile device, 16% via the SATCC website and 9% via printed copy.
- This pattern repeats itself when respondents are asked their preferred method of receiving the Guide: 38% say email, 28% say mobile device app, 12% say SATCC website and 11% printed copy.

### Range of Work

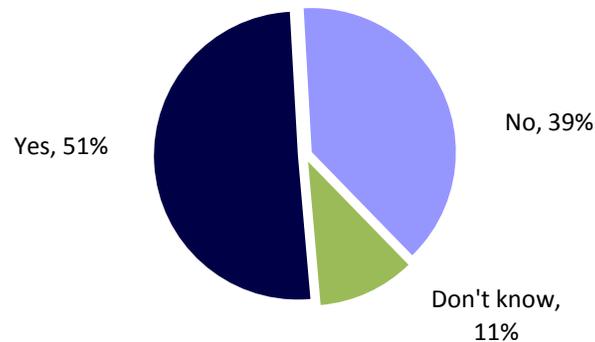
*Q. Does your employer assign work so that you experience a broad range of tasks at the workplace?*



- The large majority (85%) of apprentices say their employer assigns work so that they can experience a broad range of tasks; this is consistent with 2010 (83%) and 2007 (81%).

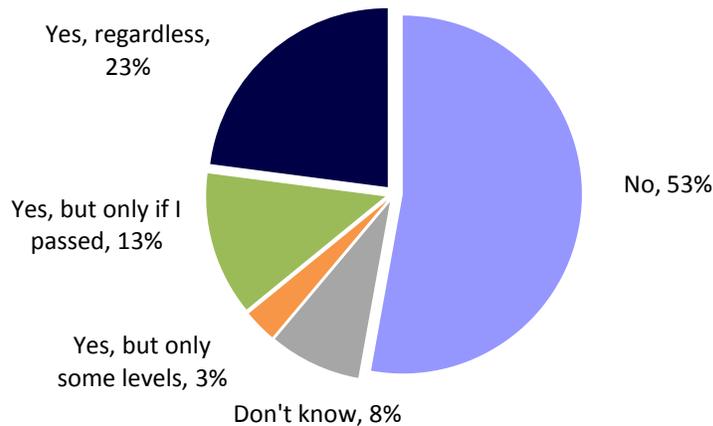
### Tuition and Fee Payment

*Q. Did your employer pay the fee for registering the Contract of Apprenticeship with the SATCC?*



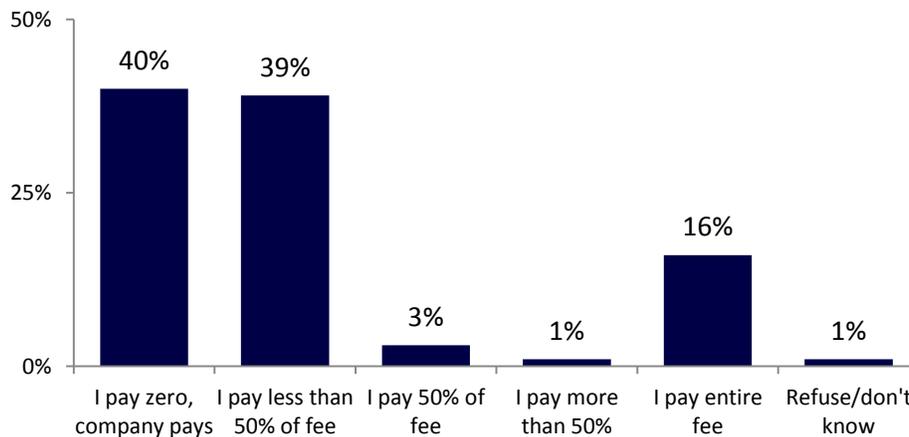
- Roughly half (51% vs. 54% in 2010, 57% in 2007) of apprentices say their employer pays the fee to register the Contract of Apprenticeship with the SATCC.

Q. Did your employer pay the tuition fee for each level of technical training?



- Approximately 39% of apprentices (145 respondents) say their employer paid at least some of their tuition fees, including 23% who say their employer covered the cost regardless of the level or whether or not they passed. This is a slight increase over 36% in the 2010 survey and the 33% 'yes' and 'some levels' response in the 2007 survey.

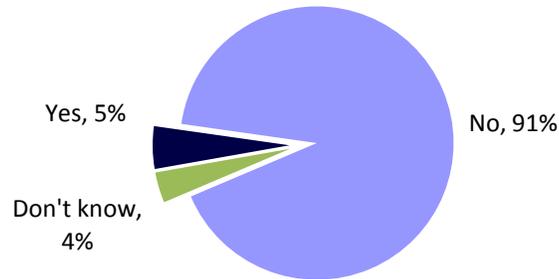
Q. Please indicate the level of tuition fee payment. (Asked of the 145 apprentices whose employers pay at least some of their tuition fees)



- Of the 145 apprentices whose employer pays at least some of their tuition fees, 40% say their employer paid the total, 39% say they paid less than half, 3% paid half and 1% paid more than half. Another 16% paid the entire fee, suggesting a condition of fee coverage, such as passing grade, was not met.

### Time Off for Training

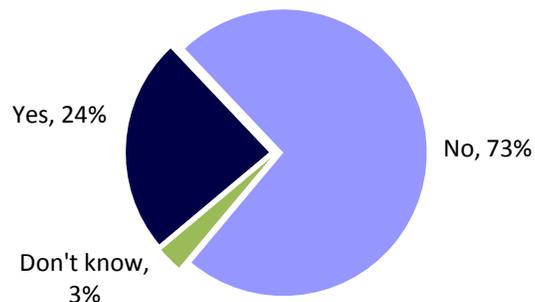
Q. *Has your employer ever refused to grant you time off to attend a level of technical training?*



- Most (91%) apprentices have not been refused time off to attend technical training. This is consistent with previous surveys (89% in 2010 and 2007 surveys).
- Only a few (5% or 18 apprentices) have been refused time off. Of these 18 apprentices, five say their employer had too much work at the time to let staff off, five say several apprentices from the company wanted to go at the same time, four say their employer was unfair, one says their employer didn't get sufficient notice from the SATCC and one says their employer didn't think they were ready.

### Registering for Training

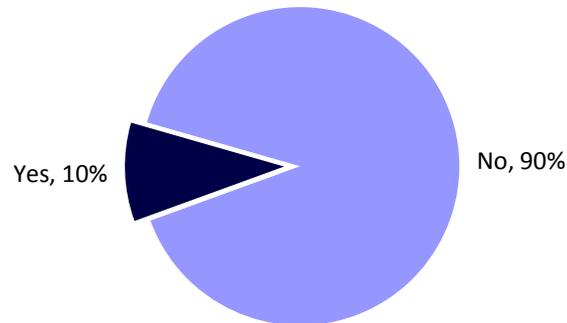
Q. *Have you ever experienced difficulties in getting registered for technical training?*



- Roughly three-quarters (73%) of apprentices have never had any trouble getting registered for technical training, in line with 76% in the 2010 survey.
- Roughly a quarter (24% or 89 apprentices) have experienced difficulties (22% in 2010). Of these, 24% say the SATCC did not provide enough notice, 20% were unable to attend on scheduled dates, 11% did not have the necessary financial resources, 9% could not accommodate the location of training, 5% were prevented by personal/family commitments and 3% didn't think they were ready.

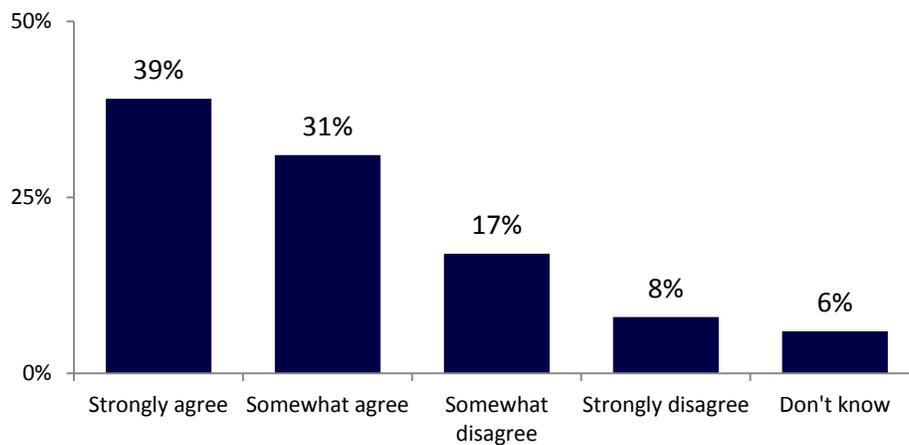
### Recent Journeypersons

Q. Did you recently complete your apprenticeship?



- Approximately 10% of survey respondents, or 36 apprentices, have recently completed their apprenticeship.

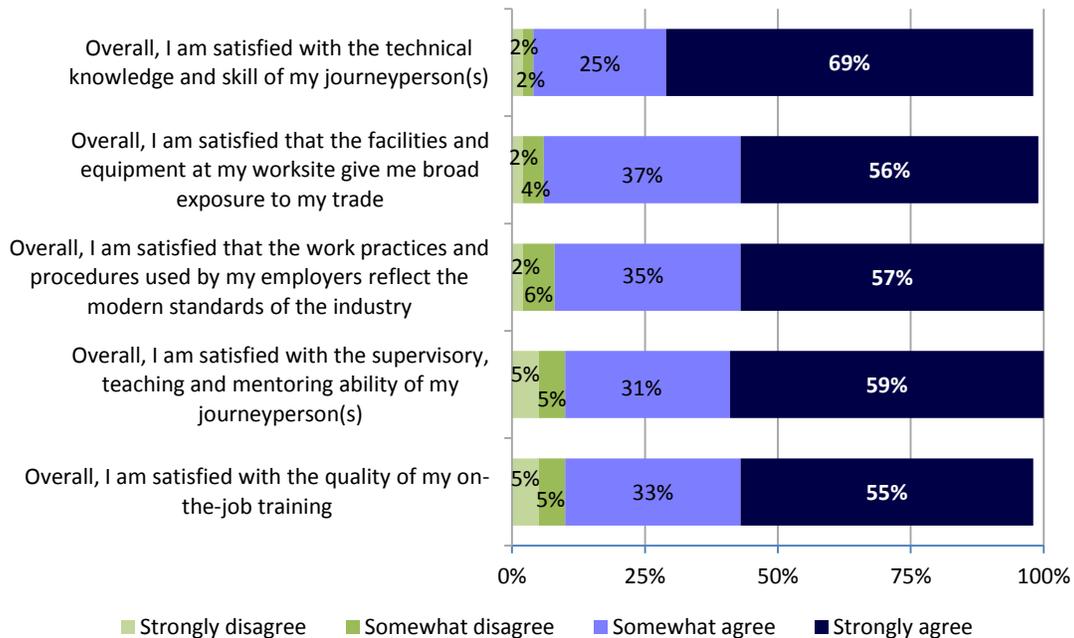
Q. Overall, I am satisfied that my on-the-job training prepared me to write the journeyperson exam.



- Of the 36 respondents who have recently completed their apprenticeship, 70% (25 respondents) are satisfied that their on-the-job training prepared them to write the journeyperson exam.

## Satisfaction with On-the-Job Training

The following set of questions is specific to the on-the-job training that apprentices take under the supervision of a journeyperson.



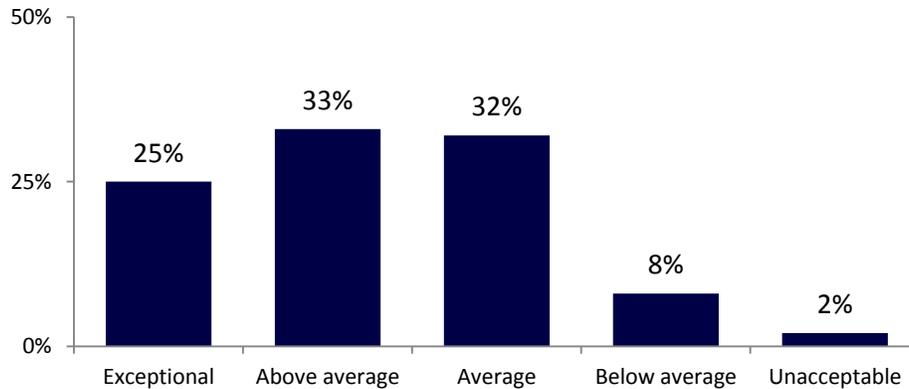
Note: “don’t know” response not charted, response is low at 1%-2%

- Overall, the large majority of apprentices are satisfied with the various aspects of their on-the-job training—including more than half who are very satisfied.
  - 94% are satisfied with the technical knowledge and skill of their journeyperson(s), a slight increase over 88% in 2010 and 90% in 2007. Strength of agreement also remains high, with 69% saying they “strongly agree” with the statement.
  - 93% are satisfied that the facilities and equipment at their worksite give them broad exposure to the trade, a significant increase over 83% in 2010. (Different wording in the 2007 survey precludes year-to-year comparison.)
  - 92% are satisfied that the work practices and procedures used by their employers reflect modern standards in the industry, an increase over 86% in 2010 and 87% in 2007.
  - 90% are satisfied with the supervisory, teaching and mentoring abilities of their journeyperson(s), an increase in satisfaction from 82% in 2010. (The 2007 survey separated supervisory and teaching/mentoring abilities into two questions.)
  - 88% are satisfied with the quality of their on-the-job training, generally consistent with 85% in 2010 and 90% in 2007.

## Satisfaction with SATCC Services

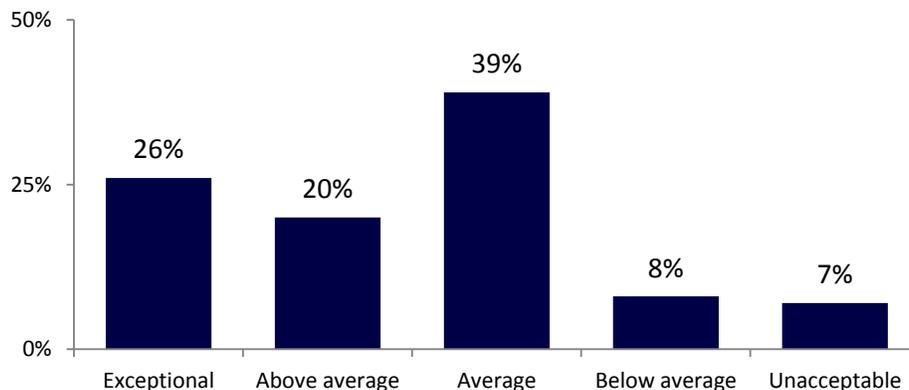
Q. Using a 1 to 5 scale, where 1 is “unacceptable”, 3 is “average” and 5 is “exceptional”, please rate the following SATCC services you received in the last twelve months. (**NOTE:** charts illustrate only those respondents with an opinion about the statement being tested.)

### General information about apprenticeship or certification



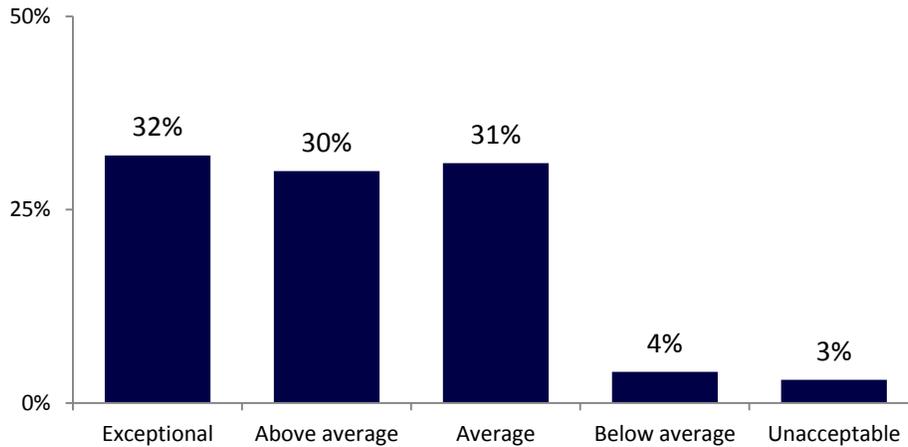
- The large majority (92%) of respondents have an opinion of this service. Of these, over half (58%) rate SATCC’s provision of general information about apprenticeship or certification as exceptional/above average, while roughly a third (32%) rate it as average. (8% don’t know)

### Paid tuition or fees



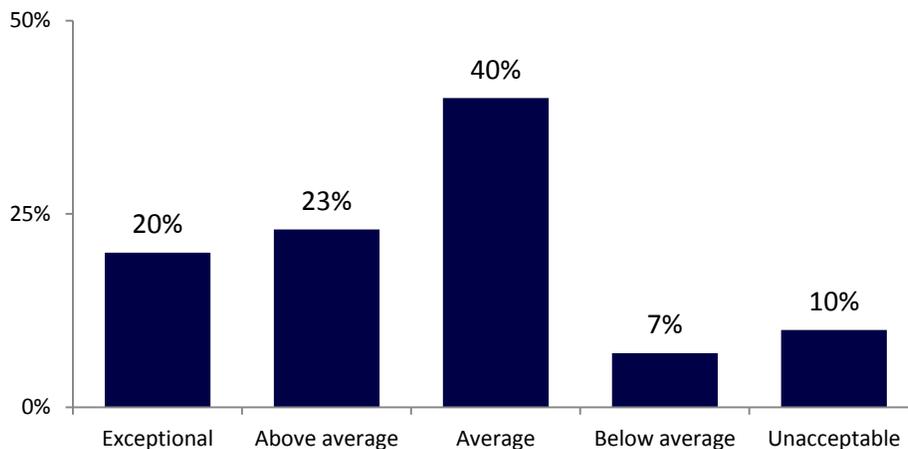
- Eight out of ten (80%) respondents have an opinion of this service. Of these, close to half (46%) rate SATCC’s service regarding paying tuition or fees as exceptional/above average, 39% rate it as average. (20% don’t know)

### Registered for apprenticeship



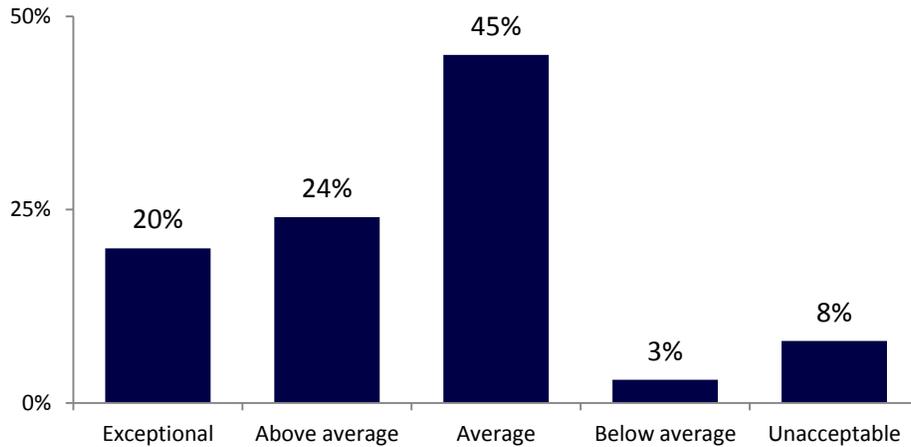
- Approximately 88% of respondents have an opinion of this service. Of these, the majority (62%) rate SATCC's service regarding registering for apprenticeship as exceptional/above average, while 31% rate it as average. (12% don't know)

### Applied for/received a learners' permit (hairstylists)



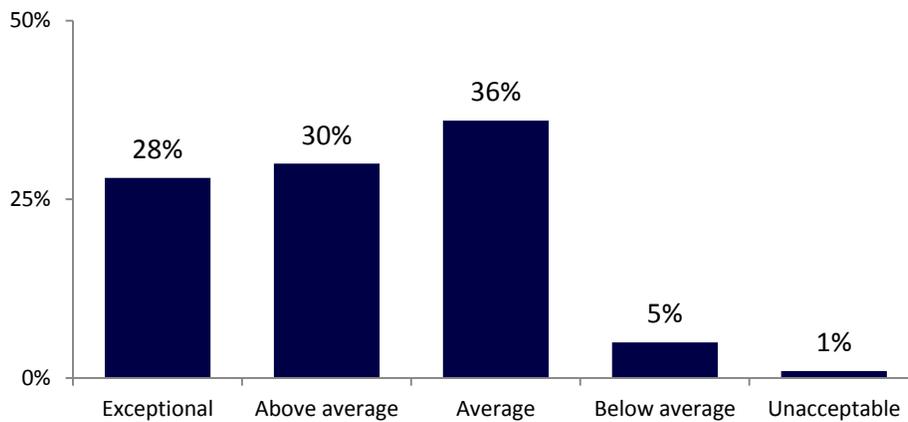
- Few (23%) respondents have an opinion of SATCC's service regarding applying for/receiving a hairstylist learners' permit. Of those who do, close to half (43%) rate SATCC's service as exceptional/above average and another 40% as average. (77% don't know)

### Replaced lost documents in the last year



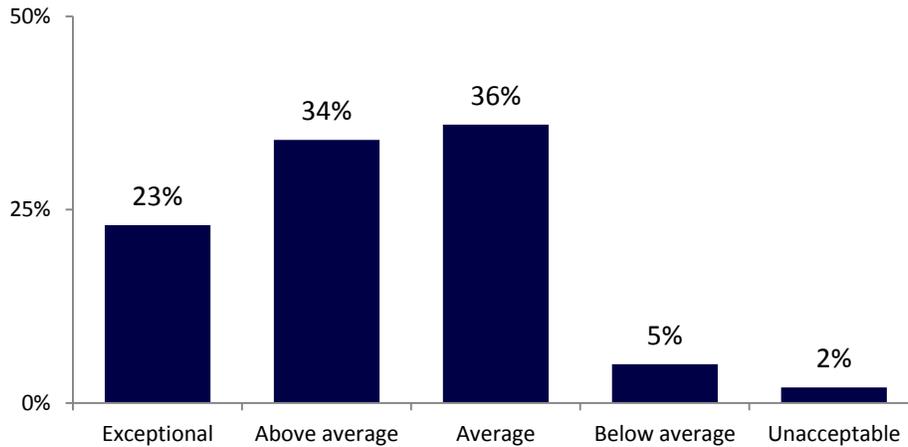
- Roughly half (47%) of respondents rate this service. Of these, 44% rate SATCC's service regarding replacement of lost documents in the last year as exceptional/above average and 45% rate it as average. (53% don't know)

### Updated personal information (for example, change of address or of employer)



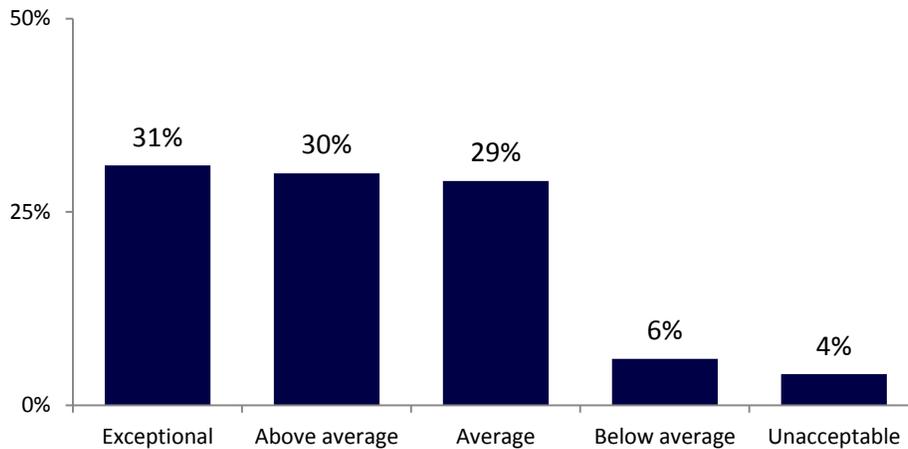
- The majority (73%) of respondents have an opinion of this service. More than half (58%) of these rate SATCC's service in terms of updated personal information as exceptional/above average, while 36% rate it as average. (27% don't know)

### Verified credentials



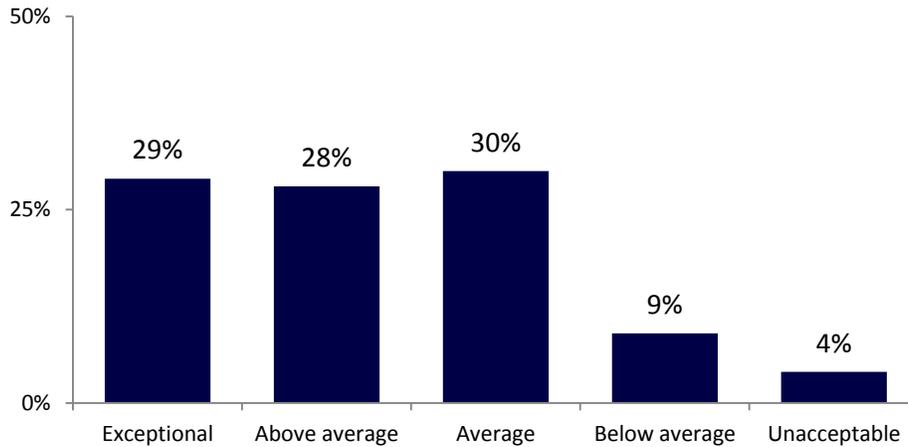
- Eight out of ten (80%) respondents have an opinion of SATCC's service regarding verified credentials. Most (57%) of these rate the service as exceptional/above average and another 36% rate it as average. (20% don't know)

### Verified trade time



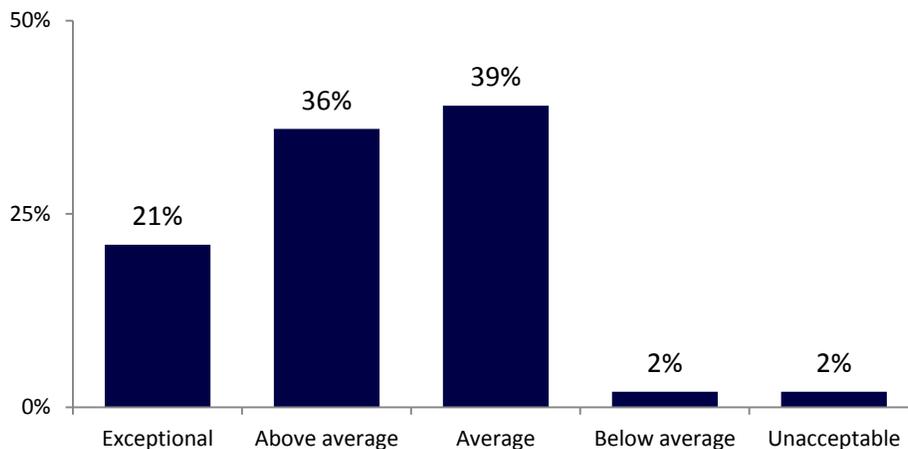
- Almost all (89%) respondents have an opinion of SATCC's service regarding verified trade time. The majority (61%) of these respondents rate the service as exceptional/above average, while 29% rate it as average. (11% don't know)

### Registered for technical training



- Almost all (88%) respondents have an opinion of SATCC's service in terms of registering for technical training. More than half (57%) of these respondents rate the service as exceptional/ above average, and 30% rate it as average. (12% don't know)

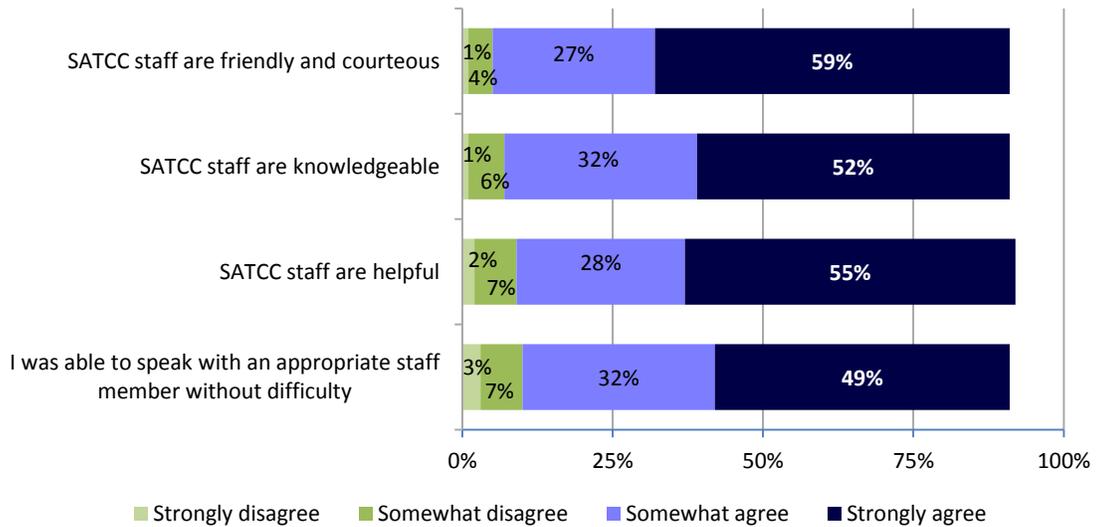
### Tradesperson applications (Form 7)



- Seven out of ten (70%) respondents have an opinion on this service. More than half (57%) of these respondents rate SATCC's service regarding tradesperson applications (form 7) as exceptional/above average and 39% rate it as average. (30% don't know)
- When asked if they had received any other SATCC services in the last 12 months, virtually all (98%) of respondents say no.

## Satisfaction with SATCC Staff

Q. Do you agree or disagree with the following statements regarding your experience with SATCC staff?

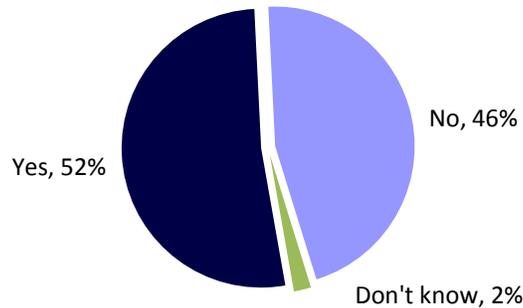


Note: “don’t know” response not charted; response is 8%-9%

- Overall, the large majority of apprentices are satisfied with their experiences with SATCC staff—including roughly half who are very satisfied.
  - 86% agree that SATCC staff are friendly and courteous.
  - 84% agree that SATCC staff are knowledgeable.
  - 83% agree that SATCC staff are helpful.
  - 81% agree that they were able to speak with an appropriate staff member without difficulty.

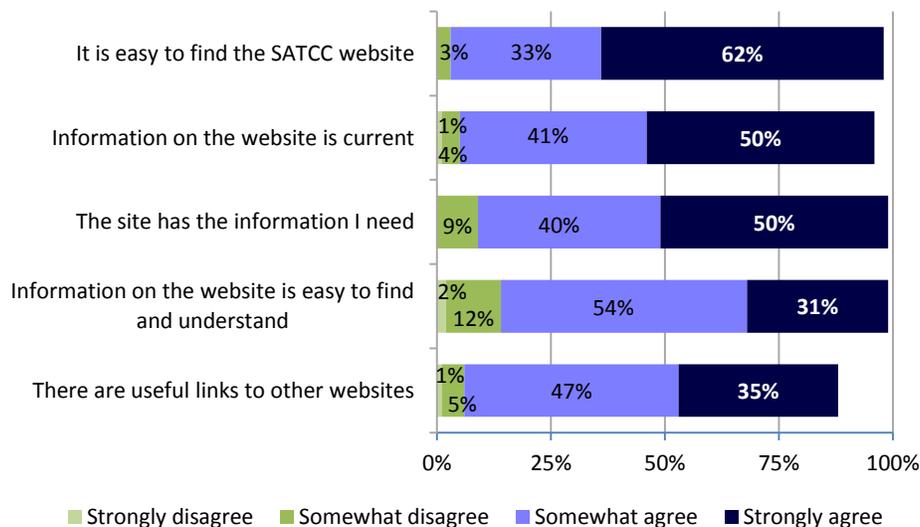
## Satisfaction with SATCC Website

Q. Have you ever used the SATCC website?



- Roughly half (52%) of respondents have used the SATCC website, while 46% have not.

Q. Do you agree or disagree with the following statements regarding your experience with the SATCC website?

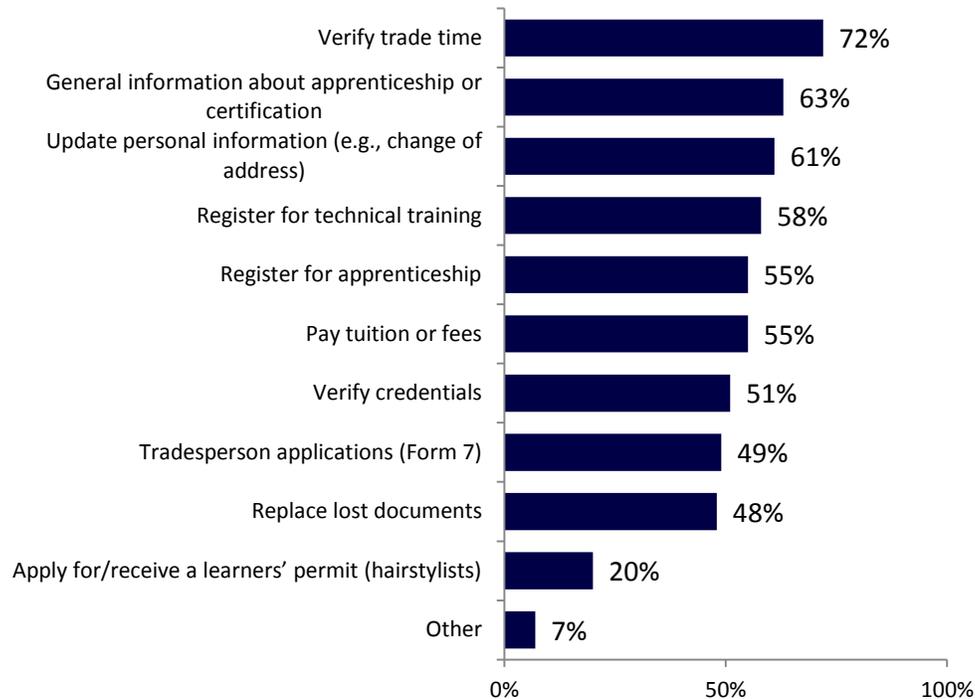


Note: "don't know" response not charted, response is 12% for 'there are useful links to other websites, 4% for 'information on site is current', 1%-2% for others

- Of those respondents who have used the SATCC website, the large majority are satisfied with their experience.
  - 95% agree the SATCC website is easy to find (62% strongly agree).
  - 91% agree information on the SATCC website is current (50% strongly agree).
  - 90% agree the site has information they need (50% strongly agree).
  - 85% agree information on the site is easy to find & understand (31% strongly agree)
  - 82% agree there are useful links to other websites (35% strongly agree)

## Use of Technology and Social Media

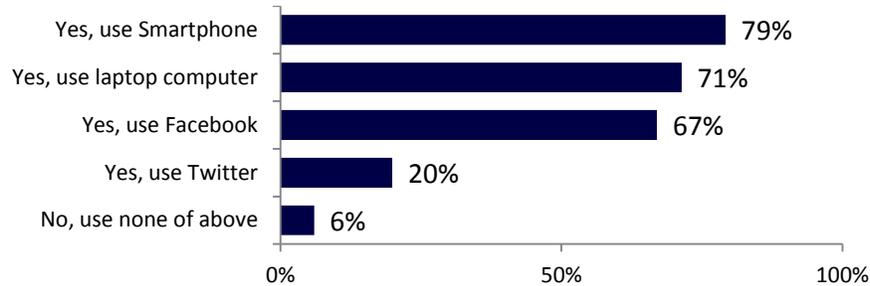
Q. Which of the following services would you like to be able to complete online?



- All respondents (whether they have visited the SATCC website or not) are asked which services they would like to be able to complete online. Response indicates clear interest among apprentices for online completion of a wide range of services, particularly verifying trade time, getting general information and updating personal information.
  - 72% would like to be able to verify trade time
  - 63% would like to be able to get general information about apprenticeship or certification
  - 61% would like to be able to update personal information (e.g., change of address)
  - 58% would like to be able to register for technical training
  - 55% would like to be able to register for apprenticeship and pay tuition or fees
  - 51% would like to be able to verify credentials
  - 49% would like to be able to tradesperson applications (form 7)
  - 48% would like to be able to replace lost documents
  - 20% would like to be able to apply for/receive a learners' permit (hairstylists)

In the 2013 survey, we ask several questions to explore apprentices' use of technology and social media.

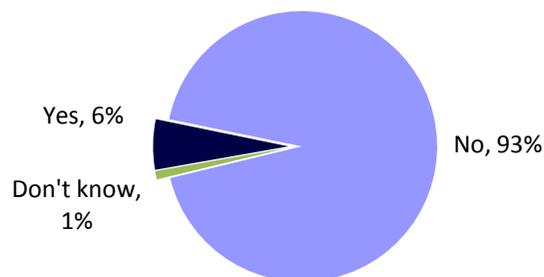
Q. *Do you use any of the following?*



- Roughly eight out of ten respondents (79%) use a Smartphone and seven out of ten (71%) use a laptop. Most (67%) use Facebook and a fifth (20%) use Twitter.

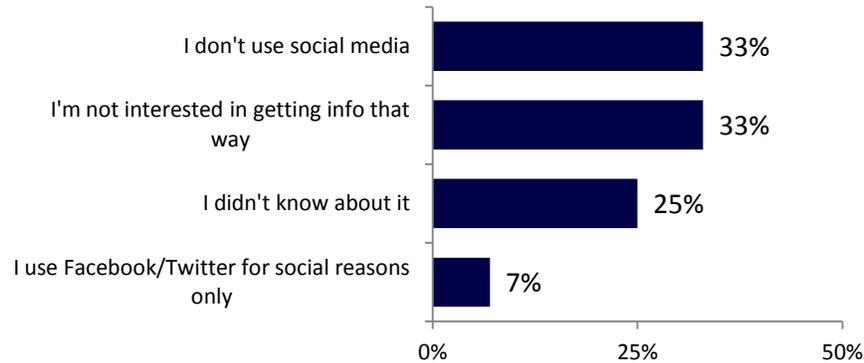
## Facebook & Twitter Follows

Q. *Do you follow the SATCC on Facebook or Twitter?*



- Few (6%) respondents follow the SATCC on Facebook or Twitter.

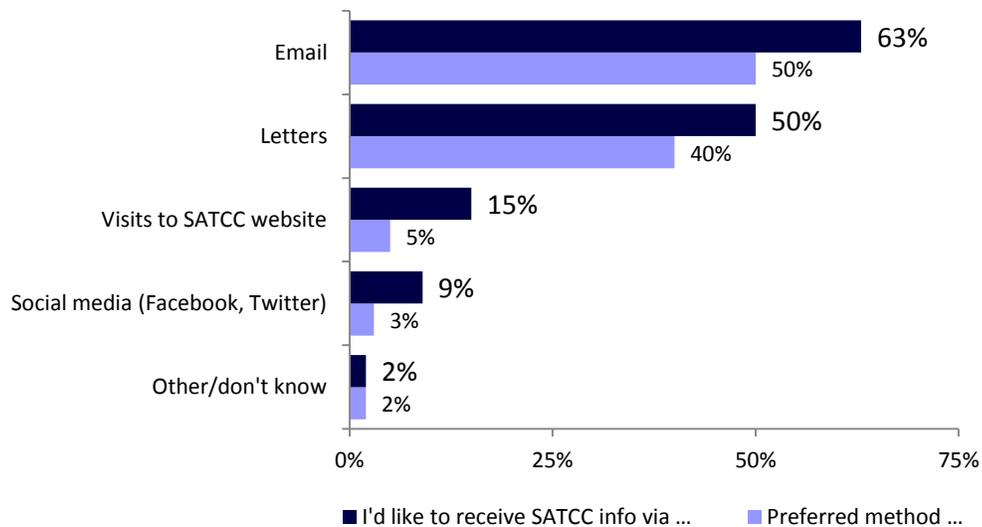
**Q. Why not?**



- The 93% of respondents who do not follow the SATCC on Facebook or Twitter are asked why not. One third (33%) say they don't use social media, one third (33%) are not interested in getting information about SATCC through social media and one quarter (25%) say they didn't know about it.

**Preferred Method of Communication**

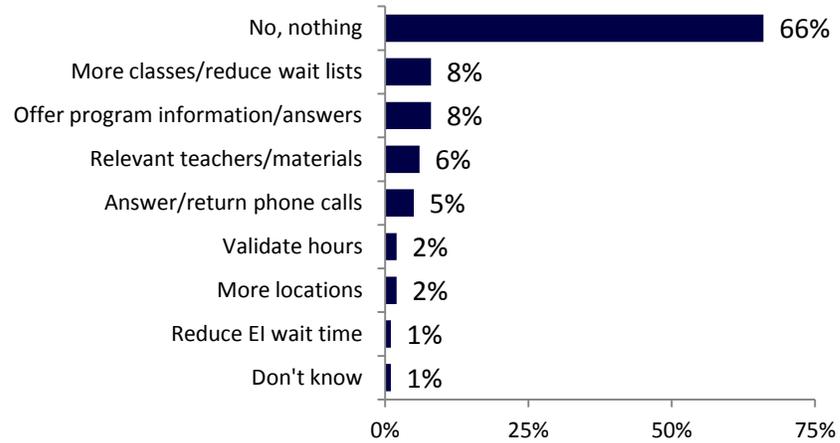
**Q. How would you like to receive information from the SATCC? Which of these methods is your preferred method?**



- Most respondents would like to receive information from the SATCC via email (63%) and letters (50%); 15% would like to receive information when they visit the SATCC website and 9% via social media.
- Email and letters are the number one and number two preferred methods of receiving information from the SATCC, at 50% and 40%, respectively.

## Suggestions for Improvement

Q. *Is there anything the SATCC could do better?*



- Two-thirds (66%) of apprentices appear satisfied with the SATCC, saying there's nothing it could do better. One-third (33%) offer a variety of suggestions for improvement, including more classes to reduce wait lists (8%), offer program information/answers (8%), relevant teachers/materials (6%) and answer/return phone calls (5%).



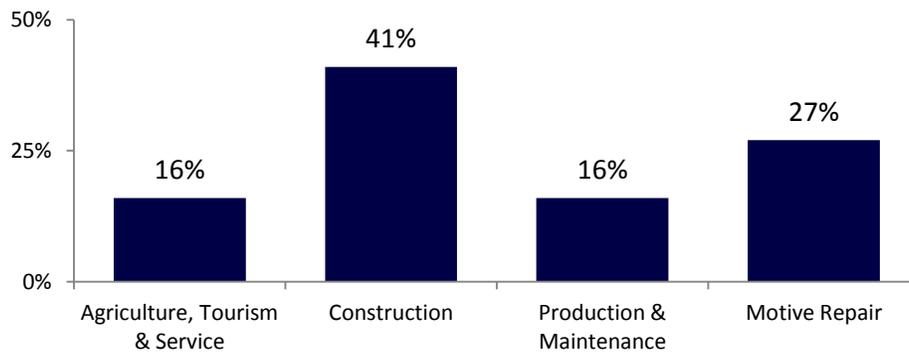
# Employer Survey

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## Overview of Employers

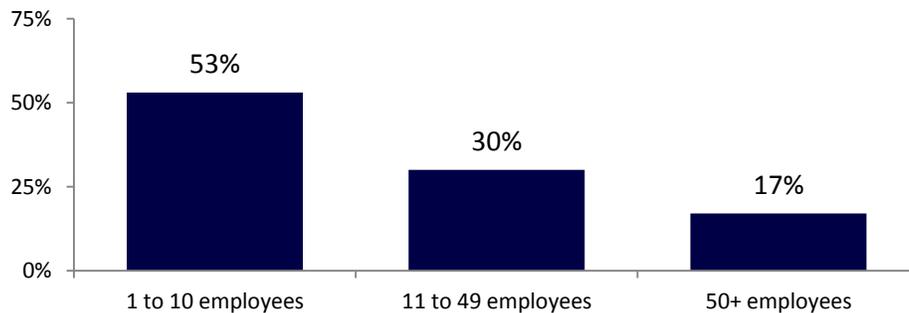
All employers surveyed have had apprentices employed on their worksite in the past four years, either by themselves or by another agency.

### Employer's Industry Sector



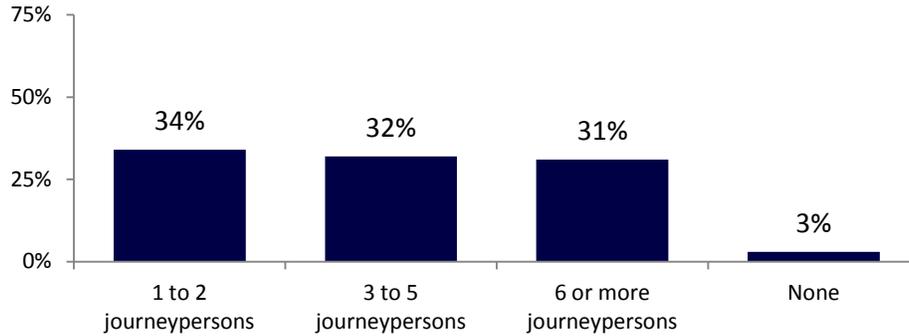
- Consistent with 2010 survey results, the largest percentage of employer respondents operate in the construction sector (41%), followed by the motive repair (27%), production and maintenance (16%) and agriculture, tourism and service (16%) sectors.

### Number of Employees



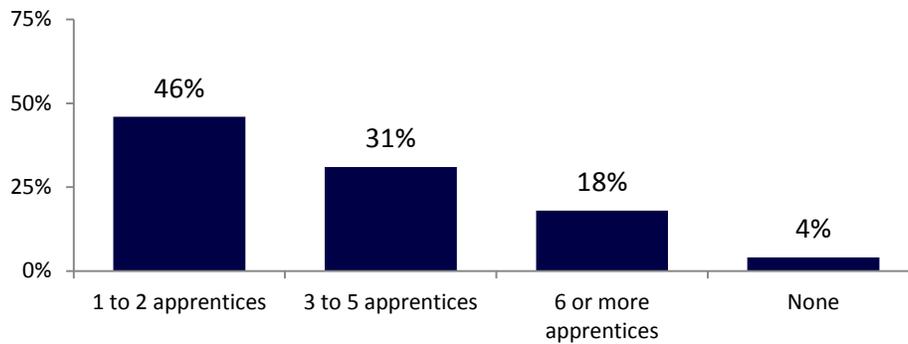
- Over half (53%) of employers have 1 to 10 employees, 30% have 11 to 49 employees and 17% have 50-plus employees.

### Number of Journeypersons



- Roughly a third of employers have 1 to 2 journeypersons (34%), 3 to 5 journeypersons (32%) or 6 or more journeypersons (31%) working for them.

### Number of Apprentices

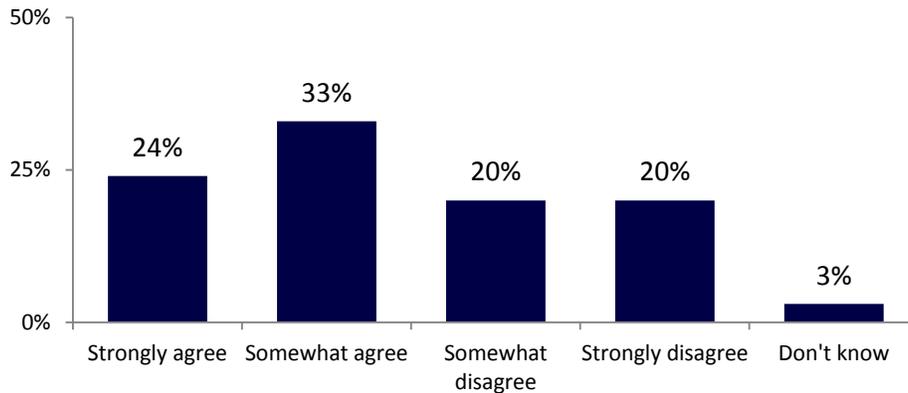


- Approximately 46% of employers have 1 to 2 apprentices, 31% have 3 to 5 apprentices and 18% have 6 or more apprentices.

## Perceptions of Skilled Trades

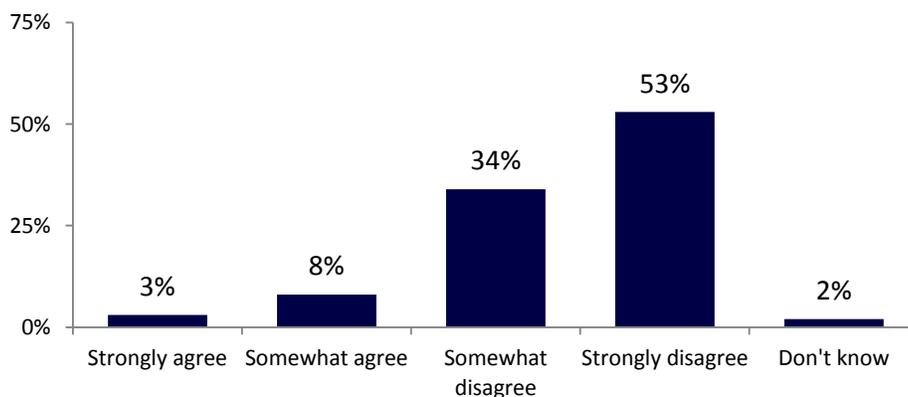
The following set of questions is designed to help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades.

*Q. The skilled trades are viewed by the general public as “second choice” careers.*



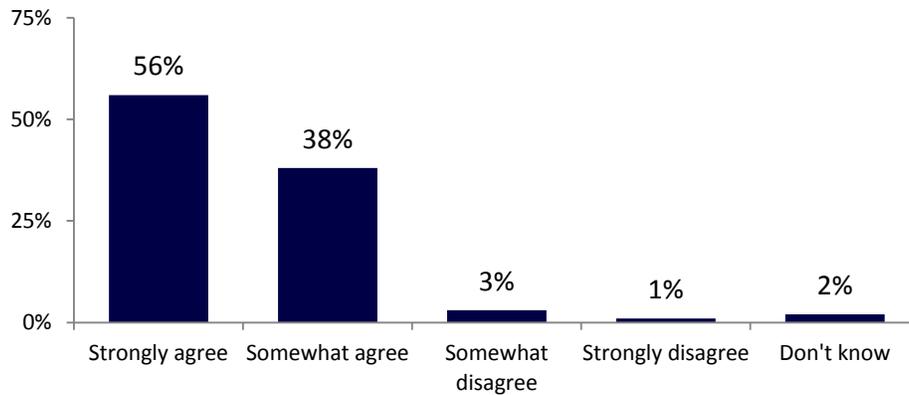
- More than half (57%) of employers agree that the general public views skilled trades as a “second choice” career. This is unchanged from 57% in 2010, after a significant improvement over 2007, when 76% of employers felt this way.

*Q. I believe that university is a much better option than going into a skilled trade.*



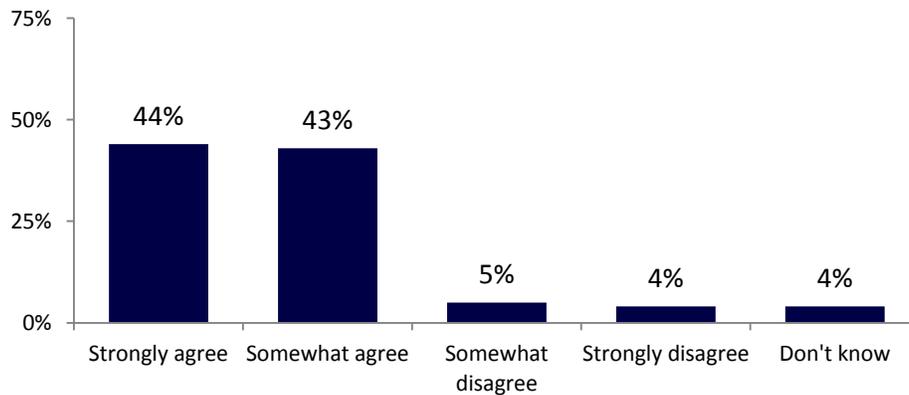
- Most employers do not think university is a better option than a skilled trade: 87% disagree with this statement, including 53% who strongly disagree. This is consistent with 85% who somewhat/strongly disagreed in 2010.

Q. *Employers understand the apprenticeship process and the earning potential involved with careers in the skilled trades.*



- Virtually all employers (94%) agree (including 56% who strongly agree) that employers in general understand the apprenticeship process as well as the earning potential of careers in the skilled trades. This is generally consistent with 90% in 2010.

Q. *The general public's perceptions about apprenticeship and skilled trades have improved over the past 5 years.*



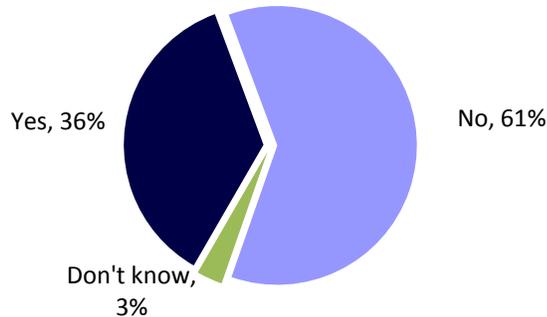
- The large majority (87%) of employers believe public perceptions about the skilled trades have improved over the past 5 years. This is consistent with 87% in 2010, although there is a slight decline in the percentage who strongly agree with the statement (44% versus 51% in 2010).

## On-the-Job Training

The following questions are designed to help the SATCC determine how best to support training that occurs on-the-job with the employer.

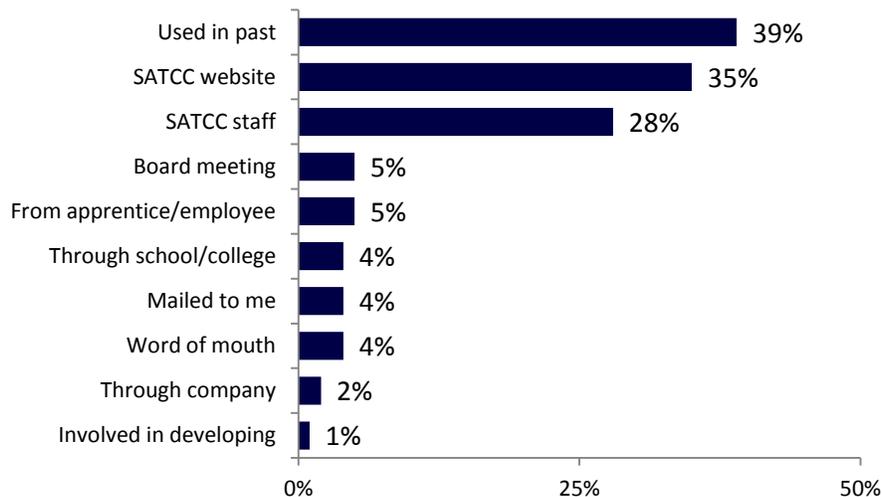
### On-the-Job Training Guide

Q. Are you aware of the On-The-Job Training Guide that the SATCC prepares for each trade?



- Just over a third (36%) of employers surveyed are aware of the On-The-Job Training Guide prepared for each trade by the SATCC. This is down from 44% in 2010.

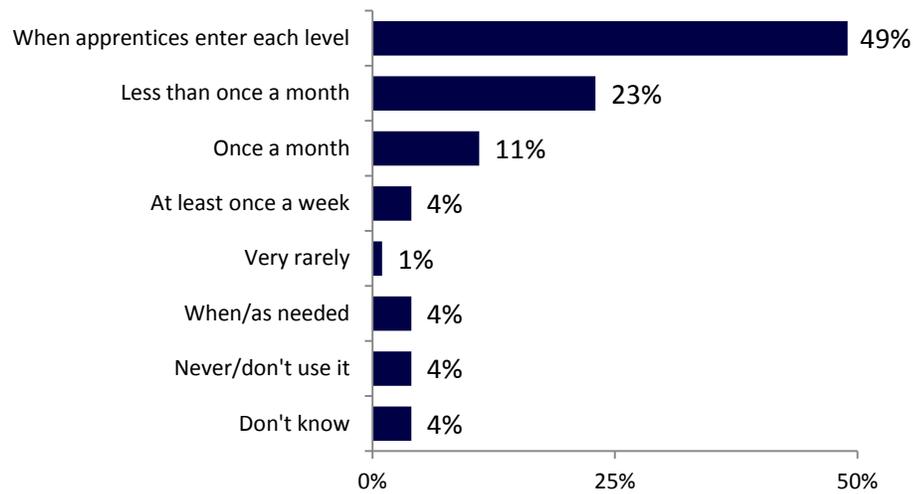
Q. How did you learn about the On-the-Job Training Guide? (Asked only of the 131 employers who are aware of the Guide)



\*Note: multiple responses allowed.

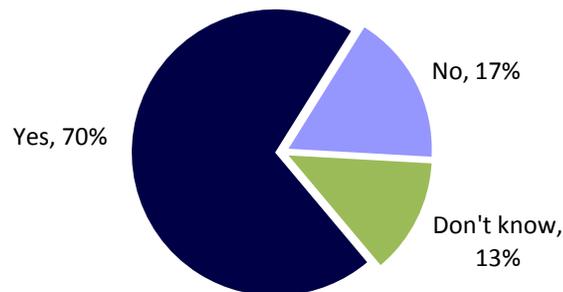
- Of the 131 employers who are aware of the Guide, 39% say they have used it in the past, while 35% learned about it from the SATCC website and 28% from SATCC staff.

Q. How often do you refer to the On-The-Job Training Guide?



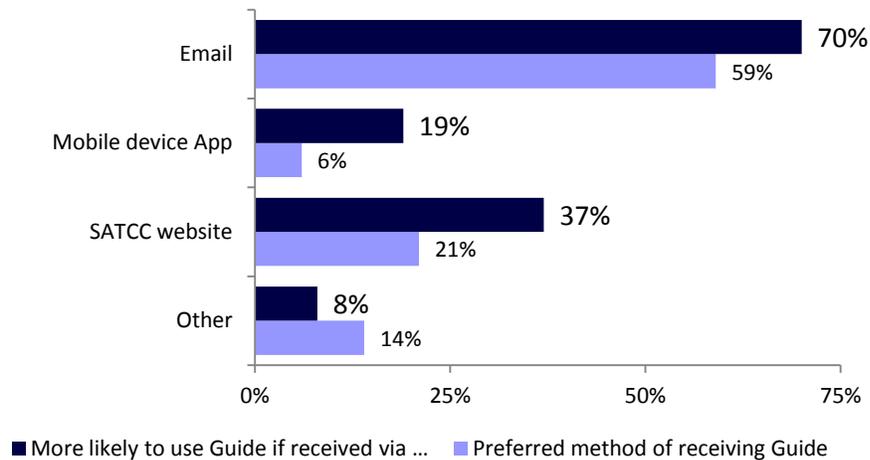
- Approximately half (49%) of those employers who are aware of the Guide use it whenever their apprentices enter a new level of training. Another 11% use it once a month, while 23% use it less than once a month.

Q. Do you think the On-the-Job Training Guide is a valuable tool for you as an employer?



- The large majority (70%) of employers who are aware of the Guide consider it a valuable tool, from an employer point of view, consistent with 71% in the 2010 survey.

Q. *Would you be more likely to use the On-the-Job Training Guide if you received it by one of these methods? Which is your preferred method?*

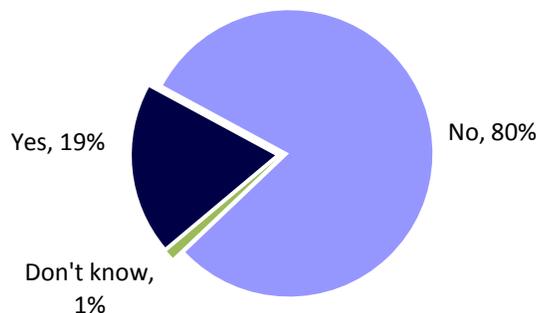


- Approximately 70% of employers would be more likely to use the guide if they received it via email, compared to 37% who would be more likely to use it if they got it off the SATCC website and 19% if they received it via an app on their mobile device. “Other” includes 4% who say by mail and 4% who say hard copy.
- This pattern repeats itself when employers cite their preferred method of receiving the Guide: 59% say email, 21% say SATCC website and 6% say on a mobile device app.

**Range of Work**

- Virtually all (98%; 96% in 2010) employers say they make every effort to assign work that lets each apprentice experience a broad range of tasks.

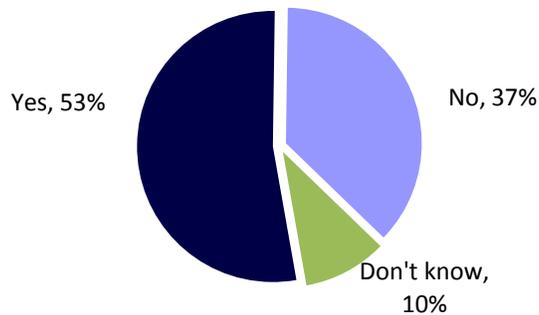
Q. *Do you find it difficult to provide a broad range of tasks for each apprentice?*



- Most (80%) employers do not have any trouble providing a broad range of tasks for their apprentices; this is consistent with 2010.

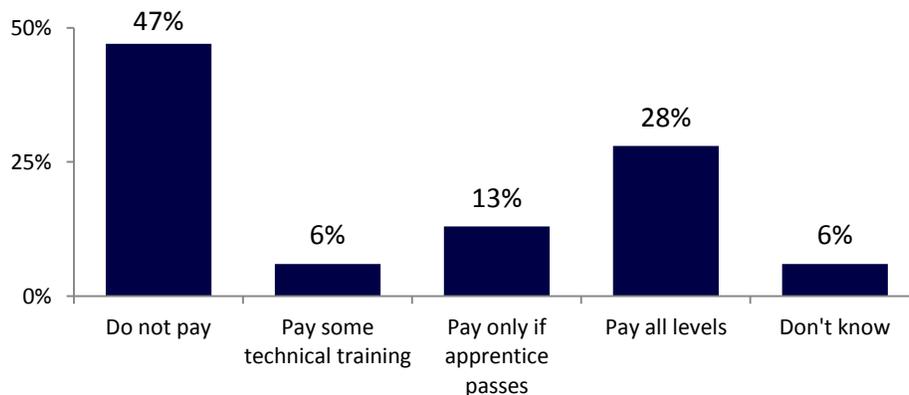
### Tuition and Fee Payment

Q. Do you pay the fee for registering the Contract of Apprenticeship with the SATCC?



- Just over half (53% or 191 respondents) of employers say they pay the fee for registering Contracts of Apprenticeship with the SATCC. This is down somewhat from 60% in the 2010 and 58% in the 2007 surveys.

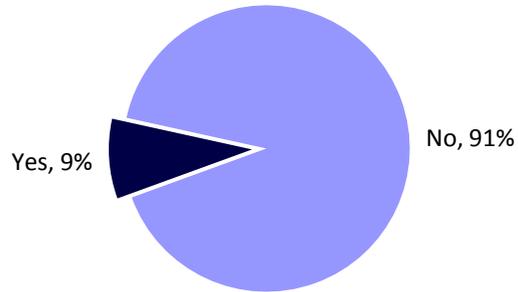
Q. Please indicate the extent to which you pay tuition fees for apprentices. (Asked of all employers)



- Employers are also asked to what extent they pay tuition fees for their apprentices. Close to half (47%) pay some tuition fees for their apprentices. This includes 28% (31% in 2010) who pay all levels, 13% (10% in 2010) who pay only if the apprentice passes and 6% (10% in 2010) who pay some technical training levels. Approximately 47% (consistent with 2010) do not pay any tuition fees for their apprentices.
- Of the 191 employers who pay at least some tuition fees for their apprentices, the large majority (76%) pay the entire fee, 5% pay half of the fee, 4% pay less than half, 4% pay more than half and 4% handle cases on an individual basis. This is generally consistent with 2010 survey results.

### Time Off for Training

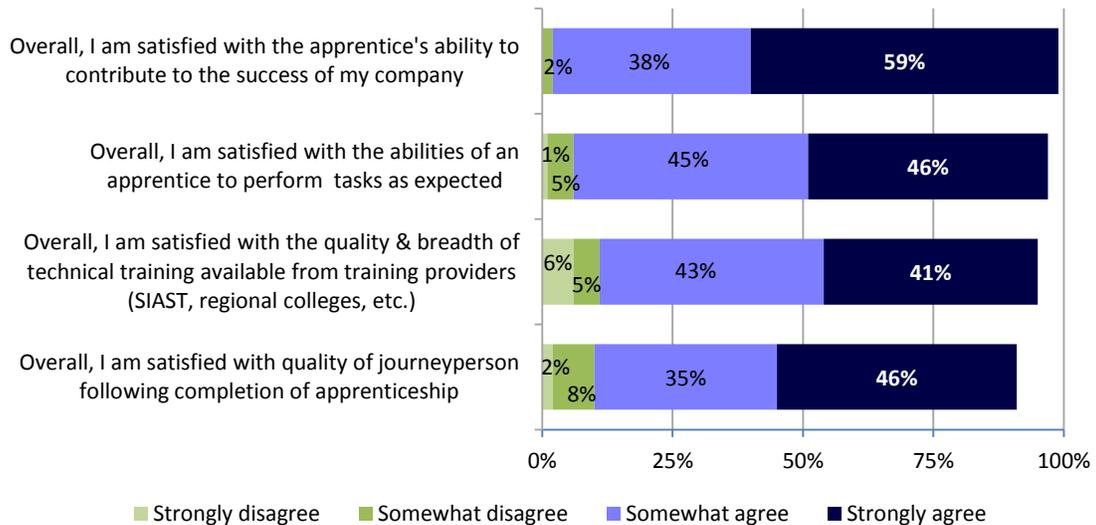
Q. *Have you ever refused to grant time off to an apprentice(s) to attend a level of technical training?*



- Nine out ten (91%) employers say they have never refused to grant time off to an apprentice to attend training. This is consistent with 89% in 2010.
- Of the few (9% or 32 employers) who have refused to grant time off, the majority (72%) say they were too busy at the time—up from 63% in 2010. Another 38% (34% in 2010) say it was because several of their apprentices wanted to attend the training at the same time. Approximately 16% say they did not receive enough advance notice from the SATCC, up from 6% in 2010.

## Satisfaction with Apprentice Quality & Training

The following questions help determine how satisfied employers are with both on-the-job training and technical training being provided to apprentices.



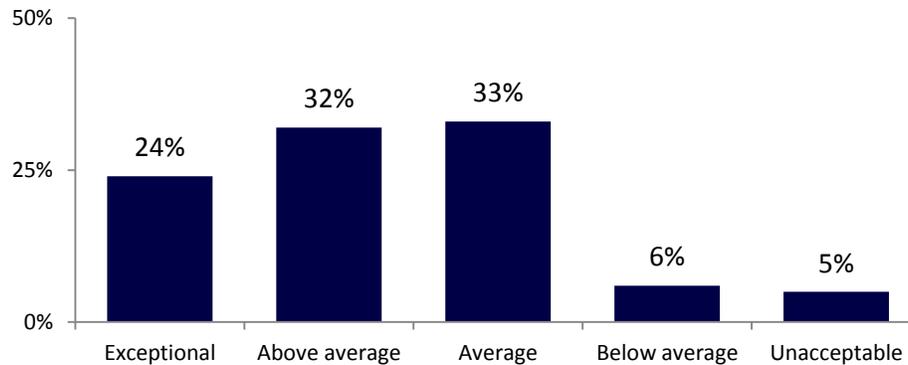
*Note: "don't know" response not charted, response is highest (9%) for satisfaction with quality of journeyperson at completion of apprenticeship, 4% for satisfaction with quality & breadth of training, 3% for satisfaction with ability to perform tasks and 1% for satisfaction to contribute to success*

- Overall, the large majority of employers are satisfied with the various aspects of on-the-job and technical training provided to apprentices—including a significant percentage of employers who are very satisfied. Satisfaction levels are generally consistent with 2010 survey results.
  - 97% (96% in 2010) are satisfied with the apprentice's ability to contribute to the success of their company.
  - 91% (95% in 2010) are satisfied with the abilities of an apprentice to perform tasks as expected.
  - 84% (83% in 2010) are satisfied with the quality & breadth of technical training available from training providers (SIAST, regional colleges, etc.)
  - 81% (82% in 2010) are satisfied with the quality of the journeyperson following completion of apprenticeship.

## Satisfaction with SATCC Services

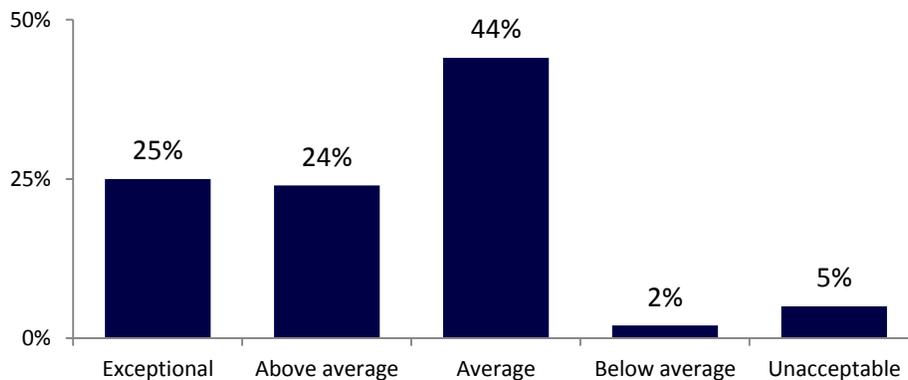
Q. Using a 1 to 5 scale, where 1 is “unacceptable”, “3 is average” and 5 is “exceptional”, please rate the following SATCC services you received in the last twelve months. **(NOTE: charts illustrate only those respondents with an opinion about the statement being tested.)**

### General information about apprenticeship or certification



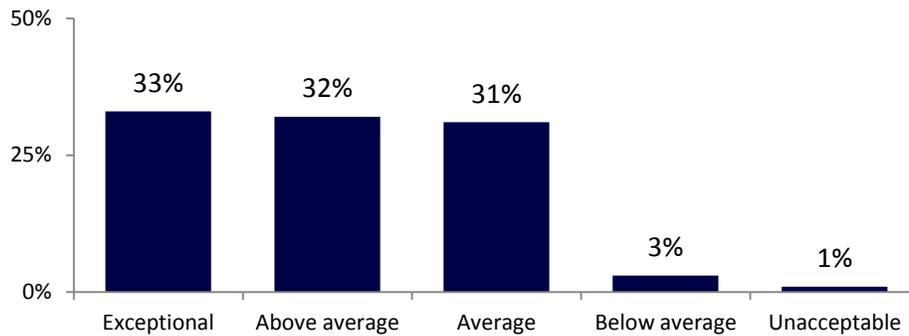
- The large majority (88%) of employers have an opinion of this service. Of these employers, more than half (56%) rate SATCC’s provision of general information about apprenticeship or certification as exceptional/above average, while another 33% rate it as average. (13% don’t know)

### Paid tuition or fees



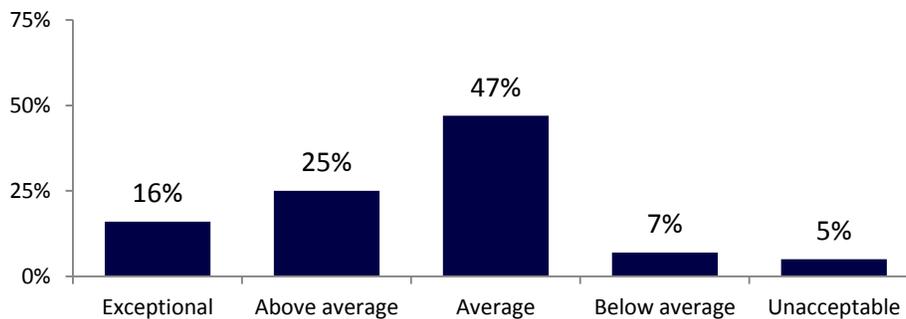
- Approximately 61% of employers have an opinion of SATCC’s service regarding paying tuition or fees. Of these employers, 49% rate the service as exceptional/above average, while 44% rate it as average. (39% don’t know)

### Registered an apprenticeship



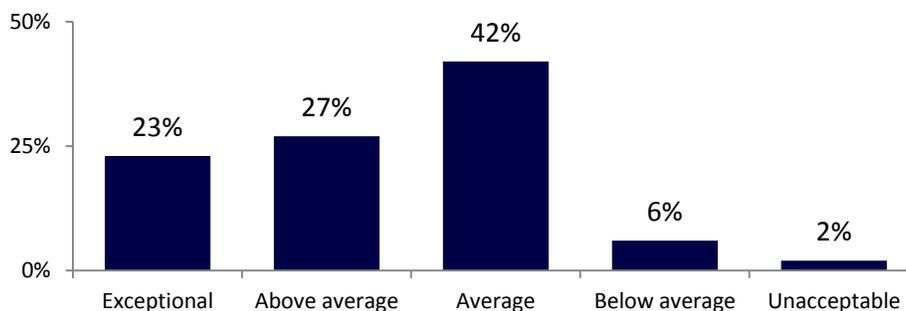
- The large majority (88%) of employers have an opinion of this service. Roughly two-thirds (65%) of these employers rate SATCC's service regarding registering an apprenticeship as exceptional/above average, and 31% rate it as average. (12% don't know)

### Replaced lost documents



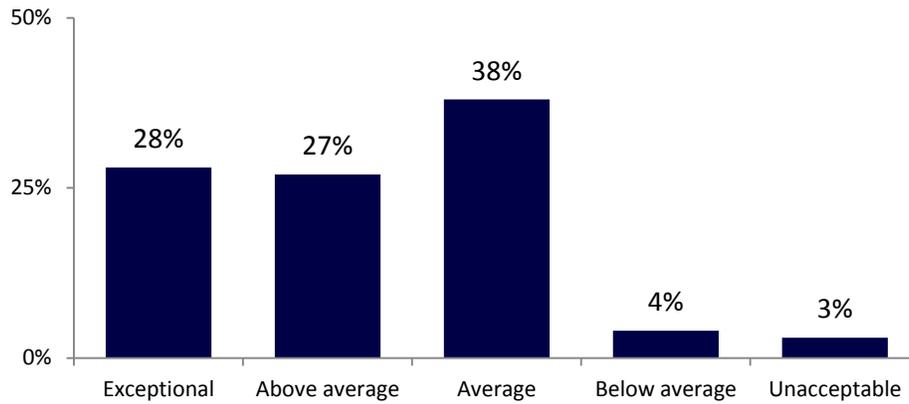
- Less than half (40%) of employers have an opinion of SATCC's service regarding replacement of lost documents. Of those that do, 41% rate it as exceptional/above average, while 47% rate it as average. (59% don't know)

### Updated business information (e.g., change of address)



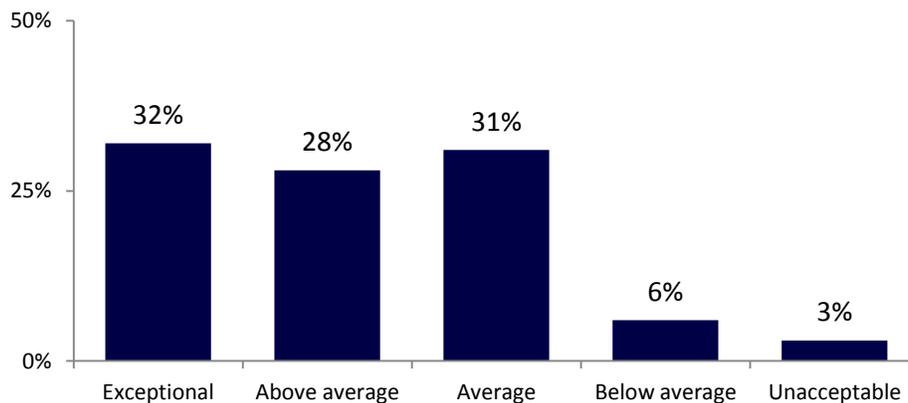
- Six out of ten (60%) employers have an opinion of SATCC's service regarding updating of business information. Half (50%) of these employers rate the service as exceptional/above average, 42% rate it as average. (40% don't know)

### Verified credentials



- The majority (73%) of employers have an opinion of SATCC's service regarding verifying credentials. Of these employers, 55% rate the service as exceptional/above average, while 38% rate it as average. (27% don't know)

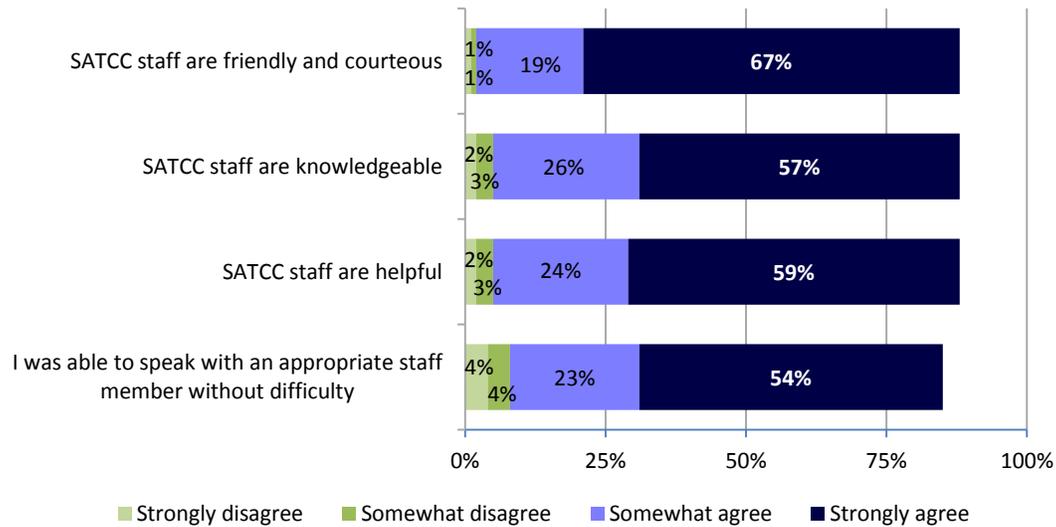
### Verified trade time



- The large majority (85%) of employers have an opinion of this service. Of these employers, six out of ten (60%) rate SATCC's service regarding verifying trade time as exceptional/above average and 31% rate it as average. (15% don't know)

## Satisfaction with SATCC Staff

Q. Do you agree or disagree with the following statements regarding your experience with SATCC staff?

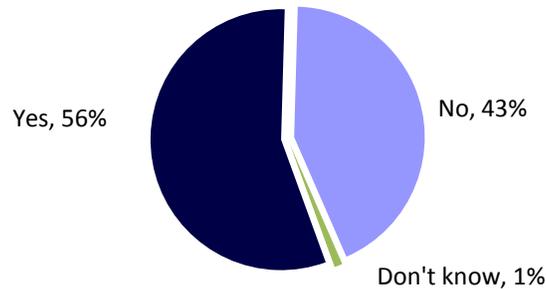


Note: “don’t know” response not charted, response is 14% for ability to speak with appropriate staff, 12% for other statements

- Overall, the large majority of employers are satisfied with their experiences with SATCC staff—and more than half are very satisfied.
  - 86% agree that SATCC staff are friendly and courteous (67% strongly agree).
  - 83% agree that SATCC staff are knowledgeable (57% strongly agree).
  - 83% agree that SATCC staff are helpful (59% strongly agree).
  - 77% agree that they were able to speak with an appropriate staff member without difficulty (54% strongly agree).

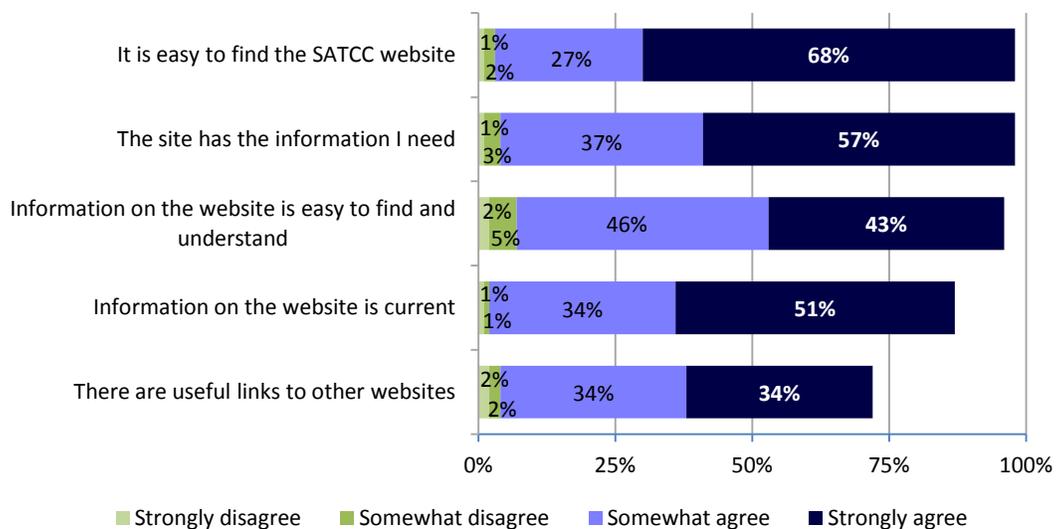
## Satisfaction with SATCC Website

Q. Have you ever used the SATCC website?



- More than half (56%) of employers have used the SATCC website while 43% have not.

Q. Do you agree or disagree with the following statements regarding your experience with the SATCC website? (Asked of the 202 employers who have used the SATCC website)



Note: "don't know" response not charted, response is 29% for useful links to other websites, 13% for information is current, 45 for information is easy to find/understand, 2% for other statements

- The large majority of those employers who have used the SATCC website are satisfied with their experience.
  - 95% agree the SATCC website is easy to find (68% strongly agree).
  - 94% agree the site has information they need (57% strongly agree).
  - 89% agree information on the site is easy to find & understand (43% strongly agree)
  - 85% agree information on the SATCC website is current (51% strongly agree).
  - 68% agree there are useful links to other sites (34% strongly agree).

## Use of Technology and Social Media

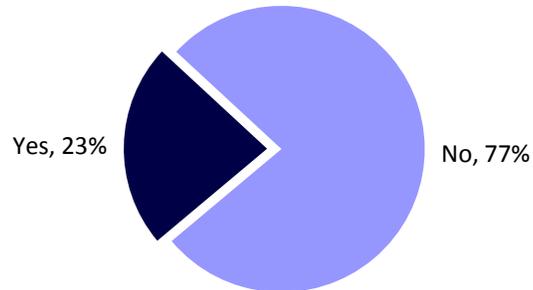
Q. Which of the following services would you like to be able to complete online?



- All employers (whether they have visited SATCC website or not) are asked which services they would like to be able to complete online. The large majority identify each of the services listed, indicating clear interest in being able to complete services online:
  - 88% would like to be able to verify trade time
  - 83% would like to be able to register for apprenticeship
  - 81% would like to be able to get general information about apprenticeship or certification
  - 77% would like to be able to update business information (e.g., change of address)
  - 76% would like to be able to verify credentials
  - 71% would like to be able to replace lost documents
  - 64% would like to be able to pay tuition or fees

In the 2013 survey, we ask several questions to explore apprentices' use of technology and social media.

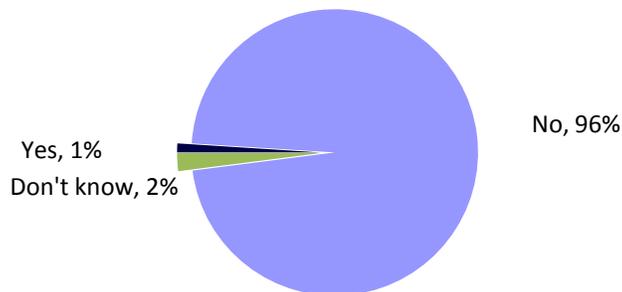
*Q. Do you use Facebook or Twitter as part of your business?*



- Roughly a quarter of respondents (23% or 83 employers) use Facebook and/or Twitter as part of their business.

#### **Facebook & Twitter Follows**

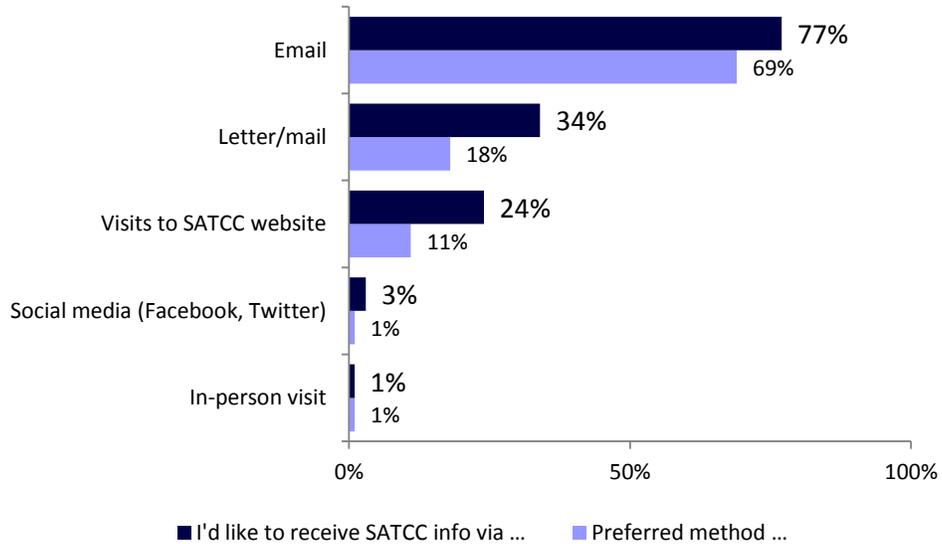
*Q. Do you follow the SATCC on Facebook or Twitter? (Asked only of the 83 employers who use Facebook or Twitter as part of their business)*



- Only one of the 83 employers (1%) who use Facebook and/or Twitter follows the SATCC on one/both of these two social media channels.

### Preferred Method of Communication

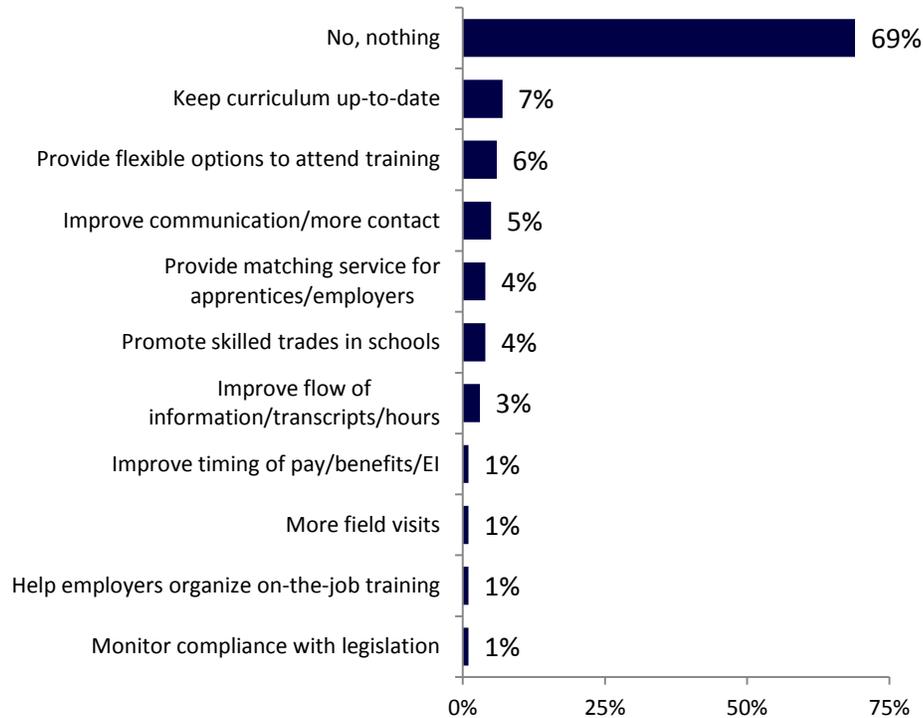
Q. How would you like to receive information from the SATCC? Which of these methods is your preferred method?



- Over three-quarters (77%) of employers would like to receive information from the SATCC via email. Roughly a third (34%) like to receive information by letter/mail, roughly a quarter (24%) by visits to the SATCC website at 24% and a few (3%) by social media.
- Email is also the favourite form of contact, with 69% of all employers identifying it as their preferred form of receiving information from the SATCC, with letter/email a distant second at 18% and visits to the SATCC website third at 11%.

## Suggestions for Improvement

Q. *Is there anything the SATCC could do better?*



- The majority (69%) of employers appear satisfied with the SATCC, saying there's nothing it could do better. Approximately 31% offer a variety of suggestions for improvement, including keeping curriculum up-to-date (7% or 25 employers), providing flexible options to attend training (6% or 22 employers), improving communication and/or providing more contact (5% or 18 employers) and promoting skilled trades in schools (4% or 16 employers).



# Appendix

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## Telephone Survey Instrument – Apprentice

### Introduction

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) from Fast Consulting. We are a professional research firm located in Saskatoon.

May I speak with \_\_\_\_\_?

**Interviewer:** once you have reached the **appropriate** individual...please re-introduce yourself and repeat the introduction.

Hello, my name is \_\_\_\_\_ and I'm calling from Fast Consulting. We're a professional public opinion research firm located in Saskatoon. Today, we are calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) to ask a few questions about your apprenticeship program, technical training and service provided by the SATCC. The information will be utilized by SATCC to evaluate programs and services provided to apprentices. Please keep in mind your individual responses will remain confidential..

This survey should take 10 to 12 minutes to complete. Do you have time to complete the survey with us now?

- 1) Yes – continue
- 2) No - schedule an interview OR politely terminate the survey

### **DO NOT READ UNLESS PROMPTED BY THE RESPONDENT**

If you have any questions or concerns about this research project, please feel free contact Chris Pepin at (306) 787-4293 or Dawn Stanger at (306) 787-0123. Please let me know at any time if you would like these names and numbers again.

Your participation is very important and we assure you that all information you provide is kept confidential. In no way will we identify you personally, nor will your responses be connected to you.

### **Telephone survey questions**

To start things off, I'm going to ask some general questions that will assist us in analyzing the results. Please keep in mind all information gathered is aggregated and reported as a group. In no way will we identify you personally, nor will your responses be connected to you.

1. Are you currently an apprentice in the Saskatchewan apprenticeship system?
  - 1) Yes – continue
  - 1) No – politely terminate the survey
  - 2) Don't know – politely terminate the survey
  
2. Who is your Contract of Apprenticeship with?
  - 1) Individual Employer
  - 2) Joint Training Committee
  - 3) Don't know – **DO NOT READ**
  
3. What level of apprenticeship are you currently enrolled in?
  - 1) Level 1
  - 2) Level 2
  - 3) Level 3
  - 4) Level 4
  - 5) Recent Journeyperson - **Skip to Q5**
  
4. Do you intend to complete your current apprenticeship and receive a certificate of qualification?
  - 1) Yes – **SKIP TO Q5**
  - 2) No
  - 3) Don't know – **DO NOT READ**
  
- 4a. Why is that? \_\_\_\_\_
  
5. Please stop me when I reach the category under which your age falls.
  - 1) 18-24
  - 2) 25-34
  - 3) 35-44
  - 4) 45-54
  - 5) 55 +
  - 6) Prefer not to answer
  
6. Record gender by voice.
  - 1) Female
  - 2) Male
  
- 6a. Do you use the following...? (**READ SELECT ALL THAT APPLY**)
  - 1) Facebook
  - 2) Twitter
  - 3) Laptop computer
  - 4) Smartphone
  - 5) None of the above

7. Are you a member of a visible minority group?
- 1) Yes
  - 2) No – **SKIP TO Q9**
  - 3) Prefer not to answer – **SKIP TO Q9**
8. Are you an Aboriginal person, that is, First Nation, Métis, or Inuit?
- 1) Yes
  - 2) No
  - 3) Prefer not to answer
9. Does a long term physical or mental condition or health problem limit the kind or amount of activity you can do?
- 1) Yes
  - 2) No
10. Are you an immigrant to Canada?
- 1) Yes
  - 2) No
  - 3) Prefer not to answer
11. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
- 11a. Before starting your apprenticeship, which of the following people or groups did you receive advice or information about apprenticeship in general. **(READ – SELECT ALL THAT APPLY)**
- 1) A parent
  - 2) Relatives or friends
  - 3) A high school guidance counsellor
  - 4) A co-worker
  - 5) An employer
  - 6) Saskatchewan Youth Apprenticeship Program (SYA)
  - 7) Other persons or groups - please specify: \_\_\_\_\_
- 11b. Of those, which had the greatest influence on you? **(READ – SELECT ONLY ONE)**
- 1) A parent
  - 2) Relatives or friends
  - 3) A high school guidance counsellor
  - 4) A co-worker
  - 5) An employer
  - 6) Saskatchewan Youth Apprenticeship Program (SYA)
  - 7) Other persons or groups - please specify: \_\_\_\_\_

12. In which trade are you currently registered? (**SELECT ONLY ONE**)

- 1) Agriculture Machinery Technician
- 2) Aircraft Maintenance Engineer Technician
- 3) Automotive Service Technician
- 4) Boilermaker
- 5) Bricklayer
- 6) Cabinetmaker
- 7) Carpenter
  - a. Framer
  - b. Scaffolder
- 8) Construction Craft Labourer
- 9) Cook
- 10) Crane and Hoist Operator
  - a. Boom Truck Operator "A"
  - b. Boom Truck Operator "B"
  - c. Hoist Operator
  - d. Hydraulic Crane Operator
  - e. Lattice Boom Crane Operator
  - f. Tower Crane Operator
- 11) Drywall and Acoustical Mechanic
- 12) Electrician – What sector?
  - a. Construction
  - b. Production and Maintenance
- 13) Electronics Assembler
- 14) Esthetician
  - a. Nail Technician
  - b. Skin Care Technician
- 15) Food and Beverage Person
- 16) Glassworker
- 17) Guest Service Representative
- 18) Hairstylist
- 19) Heavy Duty Equipment Mechanic
- 20) Horticulture Technician
- 21) Industrial Instrument Technician
- 22) Industrial Mechanic (Millwright) – What sector?
  - a. Construction
  - b. Production and Maintenance
- 23) Insulator
- 24) Ironworker Reinforcing Rebar
- 25) Ironworker Structural
- 26) Locksmith
- 27) Machinist
- 28) Meat Cutter
  - a. Processor
  - b. Slaughterer
- 29) Motor Vehicle Body Repairer
  - a. Motor Vehicle Body Refinisher
- 30) Painter and Decorator
- 31) Partsperson

- 32) Pipeline Equipment Operator
  - a. Dozer Operator
  - b. Excavator Operator
  - c. Grader Operator
  - d. Sideboom Operator
- 33) Plasterer
- 34) Plumber
- 35) Pork Production Technician
  - a. Breeder
  - b. Facilities Maintenance
  - c. Farrowing
  - d. Grower-Finisher
  - e. Nursery Management
- 36) Powerline Technician
- 37) Refrigeration Mechanic – What sector?
  - a. Construction
  - b. Production and Maintenance
- 38) Rig Technician
  - a. Motorhand (Level One)
  - b. Derrickhand (Level Two)
  - c. Driller (Level Three)
- 39) Roofer
- 40) Sheet Metal Worker
- 41) Sprinkler Systems Installer
- 42) Steamfitter-Pipefitter
  - a. Petroleum Installer Technician
- 43) Steel Fabricator
- 44) Tilesetter
- 45) Truck and Transport Mechanic
- 46) Water Well Driller
- 47) Welder
  - a. Semiautomatic Welding Production Operator

11d. Was your interest in this trade influenced by any of the following? **(READ – SELECT ALL THAT APPLY)**

- 1) A high school or vocational course (e.g. shop classes)
- 2) Saskatchewan Youth Apprenticeship Program (SYA)
- 3) A knowledge of your trade gained through a previous job
- 4) A high school work experience or co-op program
- 5) Other tradespeople
- 6) A hobby
- 7) Career Days
- 8) Advertising or media
- 9) Other - please specify: \_\_\_\_\_

13new2. Of those, which had the greatest influence on you? **(IF NECESSARY READ – SELECT ONLY ONE)**

- 1) A high school or vocational course (e.g. shop classes)
- 2) Saskatchewan Youth Apprenticeship Program (SYA)
- 3) A knowledge of your trade gained through a previous job
- 4) A high school work experience or co-op program
- 5) Other tradespeople
- 6) A hobby
- 7) Career Days
- 8) Advertising or media
- 9) Other - please specify: \_\_\_\_\_

13new3. Why did you decide to register in your current apprenticeship program? **(DO NOT READ – SELLECT ALL THAT APPLY – PROBE, ANYTHING ELSE)**

- 1) Was interested in the trade (or that line of work)
- 2) Expected good pay
- 3) Expected steady employment
- 4) Already had a job in the trade
- 5) Employer suggested it
- 6) Needed a job (current or impending unemployment)
- 7) Required by law
- 8) Union benefits
- 9) Hoped to develop skills to become a business owner
- 10) Other - please specify: \_\_\_\_\_

13new4. Of those, which would you say is the most important reason for registering in your current apprenticeship program? **(IF NECESSARY READ – SELECT ONLY ONE)**

- 1) Was interested in the trade (or that line of work)
- 2) Expected good pay
- 3) Expected steady employment
- 4) Already had a job in the trade
- 5) Employer suggested it
- 6) Needed a job (current or impending unemployment)
- 7) Required by law
- 8) Union benefits
- 9) Hoped to develop skills to become a business owner
- 10) Other - please specify: \_\_\_\_\_

13. How many years have you been registered in your current apprenticeship?

- 1) 1 year **GO TO Q14**
- 2) 2 years **GO TO Q14**
- 3) 3 years **GO TO Q14**
- 4) 4 years **GO TO Q14**
- 5) 5 years **GO TO Q14**
- 6) 6 years
- 7) 7 years
- 8) 8 or more years

14a. What is the main reason for not completing your apprenticeship?

Record response \_\_\_\_\_

14. Please indicate your experience with the apprenticeship system.

- 1) This is the first time I've been enrolled
- 2) I have previous been enrolled in an apprenticeship program(s)
  - a. Which one(s)? \_\_\_\_\_
- 3) I currently hold a journey person certificate(s)
  - b. Which one(s)? \_\_\_\_\_

The following set of questions will help us determine how best to support the training that occurs on-the-job with your employer. Your answers should reflect your experience with your current employer.

15a. You received an "On-the-Job Training Guide" from the SATCC for your trade. Did you use it?

- 1) Yes – continue
- 2) No – **SKIP TO Q16**
- 3) Don't know – **SKIP TO Q16**

15b. Did your employer review the guide with you at each level of your apprenticeship?

1. Yes
2. No
3. Don't know – **DO NOT READ**

15c. Do you think the guide helps you recognize what an apprentice needs to learn in order to be successful?

- 1) Yes
- 2) No
- 3) Don't know – **DO NOT READ**

16a. Would you be more likely to use the "On-the-Job Training Guide" if you received it...? (**READ LIST – SELECT ALL THAT APPLY**)

- 1) By email
- 2) As an application on your mobile device
- 3) On the SATCC webpage/website
- 4) Other, please specify \_\_\_\_\_

16b. Of these, which is your preferred method? (**IF NECESSARY READ – SELECT ONLY ONE**)

- 1) By email
- 2) As an application on your mobile device
- 3) On the SATCC webpage/website
- 4) Other, please specify \_\_\_\_\_

16. Does your employer assign work so that you experience a broad range of tasks at the workplace?
- 1) Yes
  - 2) No
  - 3) Don't know
16. Does your employer assign work so that you experience a broad range of tasks at the workplace?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
17. Did your employer pay the fee for registering the Contract of Apprenticeship with the SATCC?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
- 18a. Did your employer pay the tuition fee for each level of technical training?
- 1) No – **SKIP TO Q19a**
  - 2) Yes, but only for some levels
  - 3) Yes, but only if I passed
  - 4) Yes, regardless
  - 5) Don't know – **DO NOT READ – SKIP TO Q19a**
- 18b. Please indicate the level of tuition fee payment.
- 1) I pay for less than 50% of the tuition fee
  - 2) I pay for 50% of the tuition fee
  - 3) I pay for more than 50% of the tuition fee
  - 4) I pay for the entire tuition fee
  - 5) Other, please specify \_\_\_\_\_
- 19a. Has your employer ever refused to grant you time off to attend a level of technical training?
- 1) Yes – continue
  - 2) No – **SKIP TO Q20a**
  - 3) Don't know – **DO NOT READ – SKIP TO Q20a**
- 19b. Why did your employer refuse to grant you a leave to attend a level of technical training **(Select all that apply)**?
- 1) Didn't think I was ready to attend (lack of on-the-job experience, etc.)
  - 2) Employer was unfair (arbitrary, played favourites, disrespectful, etc.)
  - 3) Didn't get enough notice from SATCC
  - 4) Several apprentices at the company were scheduled for the same time; not all could go
  - 5) The employer had too much work at the time to let any of the workers go
  - 6) Other, please specify \_\_\_\_\_

19bb. Are there any other reasons why your employer refused to grant you a leave to attend a level of technical training?

- 1) Yes, please specify \_\_\_\_\_ +
- 2) No/none

20a. Have you ever experienced difficulties in getting registered for technical training?

- 1) Yes – continue
- 2) No – **SKIP TO Q23a**
- 3) Don't know – **DO NOT READ – SKIP TO Q23a**

20b. Why did you experience difficulties in getting registered for technical training? (**SELECT ALL THAT APPLY PROBE, ANY OTHER REASON**)

- 1) I didn't think I was ready to attend (lack of on-the-job experience, etc.)
- 2) I didn't get enough notice from SATCC
- 3) The training was not being offered when I could attend
- 4) Financial reasons
- 5) Personal or family commitments
- 6) Location of the training
- 7) Other, please specify \_\_\_\_\_

20bb. Did you experience any other difficulties in getting registered for technical training?

- 1) Yes, please specify \_\_\_\_\_ +
- 2) No/none

The following set of questions is specific to the on-the-job training that you did under the supervision of a journeyman. These questions will help us determine whether we need to improve the services we provide to employers and supervising journeymen. Please tell me if you agree or disagree that...

23a. Overall, I am satisfied with the quality of my on-the-job training.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know – **DO NOT READ**

23a.1 (if '1' or '2') Why are you not satisfied with the quality of your on-the-job training?  
(RECORD RESPONSE)

23b. Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyman(s).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know – **DO NOT READ**

- 23b.1 (if '1' or '2') Why are you not satisfied with the supervisory, teaching and mentoring?  
(RECORD RESPONSE)
- 23c. Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s).
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 23c.1 (if '1' or '2') Why are you not satisfied with the technical knowledge and skill?  
(RECORD RESPONSE)
- 23d. Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 23d.1 (if '1' or '2') Why are you not satisfied with the facilities and equipment at your worksite? (RECORD RESPONSE)
- 23e. Overall, I am satisfied that the work practices and procedures used by my employers reflect the modern standards in the industry.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 23e.1 (if '1' or '2') Why are you not satisfied with the work practices and procedures used by your employers? (**RECORD RESPONSE**)
- 23f. Did you recently complete your apprenticeship?
- 1) Yes
  - 2) No – **SKIP TO Q25a**
  - 3) Don't know – **DO NOT READ – SKIP TO Q25a**
- 23g. Overall, I am satisfied that my on-the-job training prepared me to write the journeyperson exam.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**

The following set of questions will help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades. Please tell me if you agree or disagree with the following statements.

25a. The trades are still seen by many people as a “second choice” career.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know – **DO NOT READ**

25b. My family understands the apprenticeship process and earning potential with careers in the skilled trades.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know – **DO NOT READ**

25c. In general, I think the perceptions about apprenticeship and skilled trades have improved over the past 5 years.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know – **DO NOT READ**

27. Using a 1 to 5 scale, where 1 means ‘unacceptable’, ‘3 is average’ and 5 means ‘exceptional’, please rate the following SATCC services you received in the last twelve months.

a) General information about apprenticeship or certification

- 1) Unacceptable
- 2) Below average
- 3) Average
- 4) Above average
- 5) Exceptional
- 6) Don't know – **DO NOT READ**

b) Paid tuition or fees

c) Registered for apprenticeship

d) Applied for/received a learners’ permit (hairstylists)

e) Replaced lost documents

f) Updated personal information (for example, change of address or of employer)

g) Verified credentials

h) Verified trade time

i) Registered for technical training

j) Tradesperson applications (Form 7)

27b. Are there any other services you received in the last twelve months that we may have missed?

- 1) Record response \_\_\_\_\_
- 2) No/nothing else

27c. Do you agree or disagree with the following statements regarding your experience with SATCC staff?

- 1) I was able to speak with an appropriate staff member without difficulty
  - a. Strongly disagree
  - b. Somewhat disagree
  - c. Somewhat agree
  - d. Strongly agree
  - e. Don't know – **DO NOT READ**
- 2) Staff are knowledgeable
- 3) The staff are friendly and courteous
- 4) The staff are helpful

27d. Have you ever used the SATCC website?

- 1) Yes
- 2) No – **SKIP TO Q27f**
- 3) Don't know – **DO NOT READ – SKIP TO Q27f**

27e. Now, I would like you to rate the following statements regarding your experience with the SATCC website. Do you agree or disagree with the following...?

- a) It is easy to find the SATCC website
  - 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- b) Information on the website is easy to find and understand
- c) Information on the website is current
- d) The site has the information I need
- e) There are useful links to other websites

27f. Do you follow the SATCC on Facebook or Twitter?

- 1) Yes - **SKIP TO Q27g**
- 2) No
- 3) Don't know – **DO NOT READ – SKIP TO Q27g**

27f1 Why not? (**DO NOT READ – PROMPT ONLY IF RESPONDENT DOES NOT ANSWER IMMEDIATELY**)

- 1) I didn't know about it
- 2) I use Facebook and Twitter for social reasons only
- 3) I am not interested in getting information from the SATCC that way
- 4) Other (please specify) \_\_\_\_\_

27g. How would you like to receive information from the SATCC? **(READ – SELECT ALL THAT APPLY)**

- 1) By letters
- 2) Visiting the SATCC webpage / website
- 3) By email
- 4) Through social media (Facebook and Twitter)
- 5) Other, please specify \_\_\_\_\_

27h. Of these methods, which is your preferred or favourite method? **(IF NECESSARY READ – SELECT ONLY ONE)**

- 1) By letters
- 2) Visiting the SATCC webpage / website
- 3) By email
- 4) Through social media (Facebook and Twitter)
- 5) Other, please specify \_\_\_\_\_

27i. Which of the following services would you like to be able to complete online? **(READ – SELECT ALL THAT APPLY)**

- 1) General information about apprenticeship or certification
- 2) Paid tuition or fees
- 3) Registered for apprenticeship
- 4) Applied for/received a learners' permit (hairstylists)
- 5) Replaced lost documents
- 6) Updated personal information (for example, change of address or of employer)
- 7) Verified credentials
- 8) Verified trade time
- 9) Registered for technical training
- 10) Tradesperson applications (Form 7)
- 11) Other - Please specify \_\_\_\_\_

28a. Is there anything the Saskatchewan Apprenticeship and Trade Certification Commission could do better?

- 1) Record response \_\_\_\_\_
- 2) No / nothing

28b. Are there other services you would suggest the SATCC provide to apprentices?

- 1) Record response \_\_\_\_\_
- 2) No suggestions

30. Do you have any comments or anything you'd like to say? This is your opportunity to expand on any of your responses to the survey or areas you deem appropriate about the performance of the apprenticeship system and the quality of service provided by the SATCC.

- 1) Record response \_\_\_\_\_
- 2) No / nothing else - **do not read**

**End of Survey:** This brings us to the end of the survey. Your feedback is greatly appreciated and on behalf of the SATCC and Fast Consulting we would like to thank you for your time and co-operation. Thank you for participating!

## Telephone Survey Instrument – Employer

### Introduction

**Interviewer:** Please ask to speak to the individual who is responsible for apprentice employment.

Hello, my name is \_\_\_\_\_ and I'm calling from Fast Consulting. We're a professional public opinion research firm located in Saskatoon. Today we are calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission. May I please speak with the individual who is responsible for hiring employees and apprentices?

**Interviewer:** once you have reached the “appropriate” individual...please re-introduce yourself and repeat the introduction.

Today, we are calling on behalf of the SATCC to ask a few questions about the quality of the programs and services provided by SATCC to support apprenticeships. The information will be utilized by SATCC to evaluate programs and services provided to apprentice employers. Please keep in mind your individual responses will remain confidential.

The survey should take 10 to 12 minutes to complete. Do you have time to complete the survey with us now?

- 1) Yes – continue
- 2) No - schedule an interview OR politely terminate the survey

### DO NOT READ UNLESS PROMPTED BY THE RESPONDENT

If you have any questions or concerns about this research project, please feel free to contact Chris Pepin at (306) 787-4293 or Dawn Stanger at (306) 787-0123 of the SATCC. Please let me know at any time if you would like these names and numbers again.

Your participation is very important and we assure you that all information you provide is kept confidential. In no way will we identify you personally, nor will your responses be connected to you.

### Qualifier

1. In the past 3 years, have apprentices been employed for use on your worksite either by you or another agency?
  - 1) Yes – continue
  - 2) No – politely terminate
  - 3) Don't know – **DO NOT READ** – politely terminate

### Termination page:

This brings us to the end of the survey. Your feedback is greatly appreciated and on behalf of the SATCC and Fast Consulting we would like to thank you for your time and cooperation.

Thank you for participating!

**Telephone survey questions**

2. Which of the following industry sectors best describes the nature of your business? If you operate in more than one sector, which sector has the most employees? I will read you a list of trades under each sector to assist in your decision. (**Select ONLY one**) (Karen: this should be a radio selection)

- 1) **Agriculture, Tourism and Service** (Cook, Esthetician – Nail Technician, Esthetician – Skin Technician, Food and Beverage Person, Guest Service Representative, Hairstylist, Horticulture Technician, Locksmith, Meat Cutter, Pork Production Technician)
- 2) **Construction** (Boilermaker, Bricklayer, Cabinetmaker, Carpenter, Construction Craft Labourer, Crane and Hoist Operator, Drywall and Acoustical Mechanic, Electrician, Glassworker, Industrial Mechanic (Millwright), Insulator, Ironworker Reinforcing Rebar, Ironworker Structural, Painter and Decorator, Pipeline Equipment Operator, Plasterer, Plumber, Powerline Technician, Refrigeration Mechanic, Roofer, Sheet Metal Worker, Sprinkler Systems Installer, Steamfitter-Pipefitter, Tilesetter, Water Well Driller)
- 3) **Production and Maintenance** (Electrician, Electronics Assembler, Industrial Instrument Technician, Industrial Mechanic (Millwright), Machinist, Refrigeration Mechanic, Rig Technician, Steel Fabricator, Welder)
- 4) **Motive Repair** (Agriculture Machinery Technician, Aircraft Maintenance Engineer Technician, Automotive Service Technician, Heavy Duty Equipment Mechanic, Motor Vehicle Body Repairer, Partsperson, Truck and Transport Mechanic)

Q3. Please indicate the total number of employees, certified journeypersons and apprentices currently employed.

Number of employees

- 1) 1-10 employees
- 2) 11 – 49 employees
- 3) 50 + employees

Number of journeypersons

- 1) 1 - 2 journeypersons
- 2) 3 - 5 journeypersons
- 3) 6 or more journeypersons
- 4) None – **DO NOT READ**

Number of apprentices.

- 1) 1 - 2 apprentices
- 2) 3 - 5 apprentices
- 3) 6 or more apprentices
- 4) None – **DO NOT READ**

The following set of questions will help us determine how best to support the training you provide on-the-job. Your answers should reflect the experience of your company rather than your sector or industry.

5a. Are you aware of the on-the-job training guide that SATCC prepares for each trade?

- 1) Yes – continue
- 2) No – **Skip to Q5e** (Karen: should go to Q5e, not Q6a)
- 3) Don't know – **DO NOT READ – Skip to Q5e** (Karen: should go to Q5e, not Q6a)

- 5b. How did you learn about the guide? **(Select all that apply)**
- 1) SATCC website visit
  - 2) Used in the past
  - 3) Board meeting
  - 4) Involved in developing the guide
  - 5) SATCC staff
  - 6) Other, please specify \_\_\_\_\_
- 5c. How often do you refer to the on-the-job guide?
- 1) At least once a week
  - 2) Once a month
  - 3) Less than once a month
  - 4) When apprentices enter each level
  - 5) Other, please specify \_\_\_\_\_
- 5d. Do you think the guide is a valuable tool for you as an employer?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
- 5e. Would you be more likely to use the "On-the-Job Training Guide" if you received it...? **(READ SELECT ALL THAT APPLY)**
- 1) By email
  - 2) As an application on your mobile device
  - 3) On the SATCC webpage/website
  - 4) Other, please specify \_\_\_\_\_
- 5f. Of these methods, which is your preferred method? **(SELECT ONLY ONE)**
- 1) By email
  - 2) As an application on your mobile device
  - 3) On the SATCC webpage/website
  - 4) Other, please specify \_\_\_\_\_
- 6a. Employers are expected to provide as broad a range of tasks as possible to each apprentice. Do you make every effort to assign work so that each apprentice can experience a broad range of tasks?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
- 6b. Do you find it difficult to provide a broad range of tasks for each apprentice?
- 1) Yes, please explain why \_\_\_\_\_
  - 2) No
  - 3) Don't know – **DO NOT READ**

7. Do you pay the fee for registering the Contract of Apprenticeship with SATCC?
- 1) Yes
  - 2) No
  - 3) Don't know – **DO NOT READ**
- 8a. Please indicate the extent to which you pay tuition fees for apprentices?
- 1) I do not pay – **SKIP TO Q9a**
  - 2) I pay at some technical training levels
  - 3) I pay only if the apprentice passes
  - 4) I pay at all levels regardless
- 8b. Please indicate the level of tuition fee payment.
- 1) I pay for less than 50% of the tuition fee
  - 2) I pay for 50% of the tuition fee
  - 3) I pay for more than 50% of the tuition fee
  - 4) I pay for the entire tuition fee
  - 5) Other, please specify \_\_\_\_\_
- 9a. Have you ever refused to grant time off to an apprentice(s) to attend a level of technical training?
- 1) Yes – continue
  - 2) No – **SKIP TO Q10**
  - 3) Don't know – **DO NOT READ – SKIP TO Q10**
- 9b. Why did you refuse to grant leave (**Select all that apply**)?
- 1) Did not think apprentice was ready to attend (lack of on-the-job experience, etc.)
  - 2) Had a conflicting relationship with the apprentice (was insubordinate, etc.)
  - 3) Not enough notice was given by SATCC
  - 4) Had requests for several apprentices to attend at the same time; couldn't release all
  - 5) We had too much work at the time to let any of our workers go
  - 6) Other, please specify \_\_\_\_\_
10. Please tell me if you agree or disagree with the following statement. Overall, I am satisfied with the quality of the journeyperson following completion of apprenticeship.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**

When answering the following questions please reflect the experiences of your company rather than the industry as a whole.

Please tell me if you agree or disagree with the following statement.

- 11b. Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 11c. Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 11e. Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional colleges, unions, or private sector trainer(s))?
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**

The following set of questions will help SATCC design educational and promotional packages to encourage young people to select a career in the skilled trades. As before, your answers should reflect the experience of your company rather than your sector or industry. Please tell me if you agree or disagree with the following statements.

- 12a. The skilled trades are viewed by the general public as “second choice” careers.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 12b. I believe that university is a much better option than going into a skilled trade.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**

- 12c. Employers understand the apprenticeship process and earning potential involved with careers in skilled trades.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 12d. The general public's perceptions about apprenticeship and skilled trades has improved over the past 5 years.
- 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
13. Using a scale of 1 to 5, where 1 means 'unacceptable', '3 means average' and 5 means 'exceptional', please rate the following SATCC services you received in the last twelve months. (Karen: is it possible to randomize the statements?)
- a) General information about apprenticeship or certification
    - 1) Unacceptable
    - 2) Below Average
    - 3) Average
    - 4) Above Average
    - 5) Exceptional
    - 6) Don't know – **DO NOT READ**
  - b) Paid tuition or fees
  - c) Registered an apprentice
  - d) Replaced lost documents
  - e) Updated business information (for example, change of address or of employer)
  - f) Verified credentials
  - g) Verified trade time
- 13b. Are there any other services you received in the last twelve months that we may have missed?
- 1) Record response \_\_\_\_\_
  - 2) No/nothing else
- 14a. Do you agree or disagree with the following statements regarding your experience with SATCC staff. (**READ SCALE**) (Karen: is it possible to randomize the statements?)
- 1) I was able to speak with an appropriate staff member without difficulty
    - 1) Strongly disagree
    - 2) Somewhat disagree
    - 3) Somewhat agree
    - 4) Strongly agree
    - 5) Don't know – **DO NOT READ**
  - 2) Staff are knowledgeable
  - 3) The staff are friendly and courteous
  - 4) The staff are helpful

14b. Have you ever used the SATCC website?

- 1) Yes
- 2) No – **SKIP TO Q14d.1**
- 3) Don't know – **DO NOT READ – SKIP TO Q14d.1**

14c. Now, I would like you to rate the following statement regarding your experience with the SATCC website. **(READ SCALE)** (Karen: is it possible to randomize the statements?)

- 1) It is easy to find the SATCC website
  - 1) Strongly disagree
  - 2) Somewhat disagree
  - 3) Somewhat agree
  - 4) Strongly agree
  - 5) Don't know – **DO NOT READ**
- 2) Information on the website is easy to find and understand
- 3) Information on the website is current
- 4) The site has the information I need
- 5) There are useful links to other websites

14d.1 Do you use Facebook or Twitter as part of your business?

- 1) Yes
- 2) No – **SKIP TO Q14e**
- 3) Don't know – **SKIP TO Q14e**

14d.2 How do you use Facebook or Twitter as part of your business?

Record response \_\_\_\_\_

14d.3 Do you follow the SATCC on Facebook or Twitter?

- 1) Yes
- 2) No
- 3) Don't know – **DO NOT READ**

14e. How would you like to receive information from the SATCC?

**(READ SELECT ALL THAT APPLY)**

- 1) By letter
- 2) Visiting the SATCC website/webpage
- 3) By Email
- 4) Through social media (Facebook and Twitter)
- 5) Other, please specify \_\_\_\_\_

14f. What would be your preferred method of receiving information from the SATCC?

**(SELECT ONLY ONE)**

- 1) By letter
- 2) Visiting the SATCC website/webpage
- 3) By Email
- 4) Through social media (Facebook and Twitter)
- 5) Other, please specify \_\_\_\_\_

- 14g. Which of the following services would you like to be able to complete online? (**SELECT ALL THAT APPLY**) (Karen: is it possible to randomize the statements? If so, we would need to keep 'Other, please specify' static)
- 1) General information about apprenticeship or certification
  - 2) Paid tuition or fees
  - 3) Registered for apprenticeship
  - 4) Replaced lost documents
  - 5) Updated business information (for example, change of address or of employer)
  - 6) Verified credentials
  - 7) Verified trade time
  - 8) Other - please specify: \_\_\_\_\_
- 15a. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission could do better?
- 3) Yes, please specify \_\_\_\_\_
  - 4) No / nothing
- 15c. Are there other services that the SATCC could provide to employers or apprentices?
- 1) Record response \_\_\_\_\_
  - 2) No, nothing / no suggestions
16. Do you have any additional comments or anything you would like to add?
- 1) Yes, please specify \_\_\_\_\_
  - 2) No / nothing else – **DO NOT READ**

**End of Survey:** This brings us to the end of the survey. Your feedback is greatly appreciated and on behalf of the SATCC and Fast Consulting we would like to thank you for your time and co-operation. Thank you for participating!