



# SATCC Apprenticeship Survey

June 2015

# Report Outline

Introduction and Methodology	3
Summary of Key Findings	5
Satisfaction	9
Services and Staff Ratings	25
Drivers, Motivators, and Barriers	35
Tuition	41
Communications and Information	44
General Comments	52
Demographics	56

# Introduction & Methodology

The Apprentice Study was conducted to examine apprentice satisfaction with services provided by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) and their on-the-job training.

- The objectives of this study include:
  - Providing a profile of apprentices currently in the system
  - Measuring apprentice satisfaction with workplace training
  - Determining apprentice satisfaction with SATCC services
- The Apprentice Study was conducted using both phone and online methodologies
- Data were collected between May 21<sup>st</sup> and June 10<sup>th</sup>, 2015
- In total, 370 completed responses were obtained (82 by phone, 288 online)
- Sample for this study was provided by SATCC

# Reporting Notes

- Results have been tracked with previous studies where applicable and where data was available.
- Statistical Significance Testing:
  - Significance testing has been done between results from 2015 and 2013.
  - Testing between industries, within the same year, has also been performed in the demographics section.
  - Symbols ▲ and ▼ indicate if a result is statistically significantly higher (▲) than another result (▼) at the 95% confidence interval.
  - Note that when comparing results with smaller base sizes, larger gaps are required for differences to be statistical significant.
    - In some cases, base sizes may be too small for testing.
  - Please see slide 57 for an example of differences that are not statistically significant.
- Sampling Margin of Error:
  - The Sampling Margin of Error for this study is  $\pm 5$  percentage points at the 95% confidence interval (finite population correction factor applied).
  - A Sampling Margin of Error is a measurement of possible sampling error and can only be applied to results from the same survey.

# Summary of Key Findings

# Summary of Key Findings - Satisfaction

## Satisfaction – Statement Agreement

Somewhat and Strongly Agree	2010	2013	2015
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	88%	94%	94%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	86%	92%	93%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	83%	93%	92%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	82%	90%	90%
Overall, I am satisfied with the quality of my on-the-job training	84%	88%	89%

### Journeyperson Satisfaction that On-The-Job Training Prepared Them for the Journeyperson Exam

Satisfied:  
 2015: 74% (n=23)  
 2013: 70% (n=25)

### Top Service Ratings

Above Average/Exceptional	2013	2015
Fee payment processed quickly and accurately	46%	65%
Verified credentials	57%	59%
Updated personal information	58%	62%

### Satisfaction with Staff

Somewhat & Strongly Agree	2013	2015
Staff are friendly and courteous	86%▲	77%▼
Staff are helpful	83%▲	75%▼
Staff are knowledgeable	84%▲	73%▼
I was able to speak with the staff person I needed to without difficulty.	81%▲	71%▼

# Summary of Key Findings– General Information

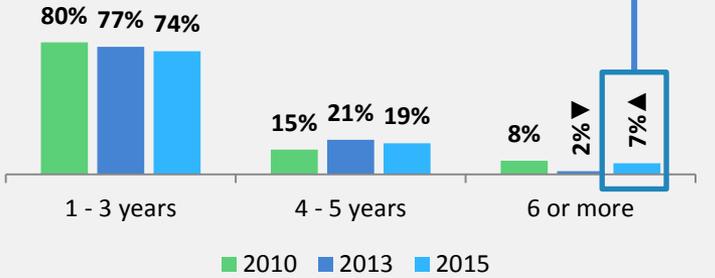
## Most Influential Advice Comes From:

	2013	2015
Relatives/friends	28%	27%
Employers	24%	25%

## Top Reasons for Entering Program:

	2013	2015
Interested in the trade	38%	40%
Wanted trade certification	NA	19%

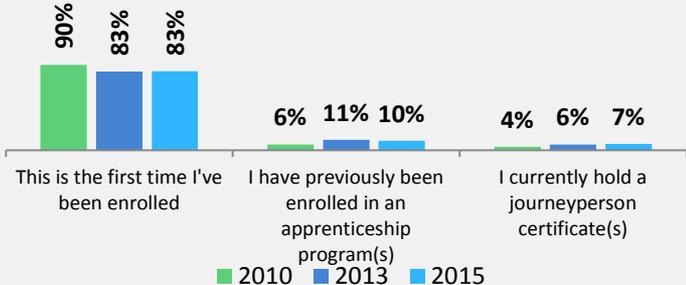
### Years Registered



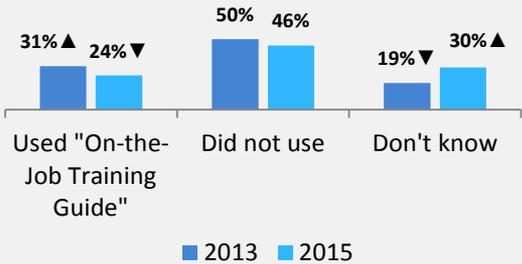
### Reasons For Not Completing 2015 (6 or more years)

Can't pass the exam: 40%  
 Personal reasons: 20%  
 Had to repeat a level: 16%

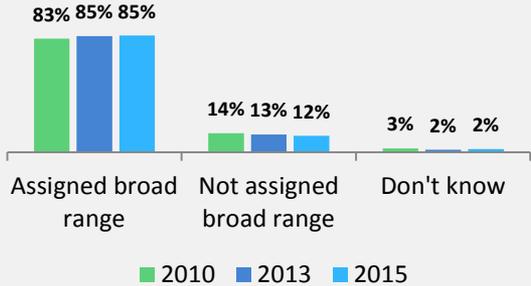
### System Experience



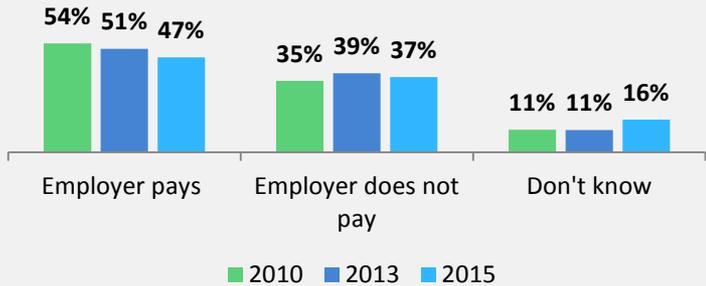
### Training Guide Usage



### Task Assignments

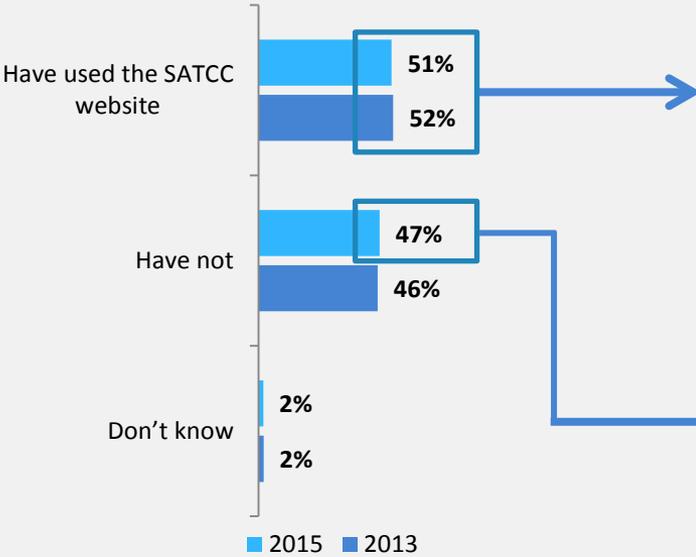


### Contract of Apprenticeship Fee



# Summary of Key Findings - Communications

## Website Usage



## Website Attributes

Somewhat and Strongly Agree	2013	2015
It is easy to find the SATCC website	95%▲	89%▼
Information on the website is current	91%	86%
The site has the information I need	90%▲	82%▼
Information on the website is easy to find and understand	85%	79%
There are useful links to other websites	82%▲	72%▼

### Top Reasons For Not Using Website (2015)

Unaware it existed: 45%  
 Prefer to speak to a person: 35%

## Information Preference

	2013	2015
E-mail	50%	55%
Letter	40%▲	28%▼

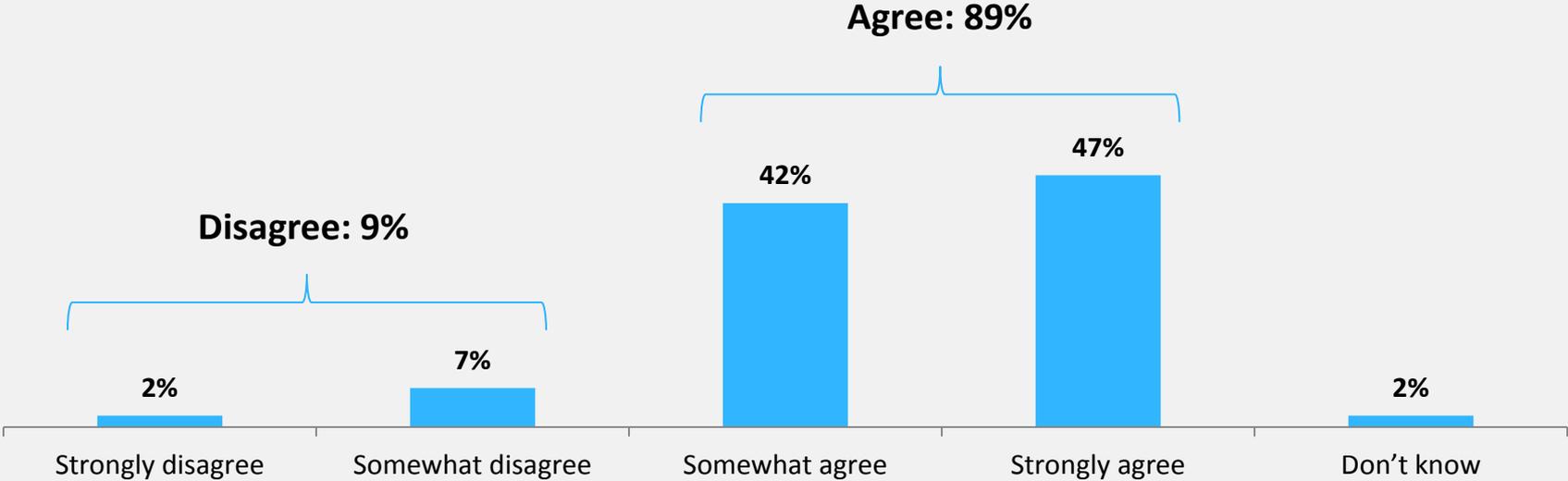
## Top Preferred Online Services

	2013	2015
Verifying trade time	72%	76%
General information about apprenticeship or certification	63%▼	70%▲
Updating personal information	61%▼	69%▲
Registration for technical training	58%▼	66%▲
Registration for apprenticeship	55%	62%

# Satisfaction

The vast majority (89%) are satisfied with the quality of their on-the-job training.

“Overall, I am satisfied with the quality of my on-the-job training”



Q26. Please indicate if you agree or disagree with the following: Base: All respondents, n=370.

# Lack of training and supervision are common reasons for not being satisfied with the quality of on-the-job training.

Reasons for Not Being Satisfied with the Quality of the On-the-Job Training
As an apprentice at my old company, I spent my apprenticeship working in the wash bay. Now with my new company, I work on all related tasks.
Barely ever get to weld and if I do, it's only with MIG. I need stick hours but they won't give them.
Because employer didn't teach me the right way.
Contractor subs too much of the job out and won't hire more people.
Do not do enough different things.
Don't get to see enough of the trade and really have to pay attention when I'm in school. So far has not been a problem though.
Employer provided no assistance or financial support or time or supplies to learn SMAW.
Employers don't care how much you learn; it's all about how fast you can get the job done.
I don't get very much help. My boss tells me to look stuff up on Service Information and figure it out for myself. I don't get to do new stuff because it takes a lot of time and money to have someone show me how to properly do something. They don't want to pay two people to do one job. I am not allowed to ask for help from other people in the shop except my service manager, and when he helps me, he doesn't know what he is doing so I get more confused and then kicked off the job for taking a long time.
I rarely get to work under the supervision of a journeyman or with any supervision at all. I often don't know if I've done things properly until after it is found that I did not.
I rarely work side-by-side with a journeyman.
I'm limited to the different types of jobs on-site I do to my level of training.
It doesn't really vary; I do the same thing over and over. I won't have the knowledge in what I need when I do go back to school.
It is not always in the best interest of the employer to ensure proper training. Their main concern is cheap labour.
Journeyman doesn't always take the time to explain what we are doing or to teach as to what the task involves.
Lack of safety training.

**Continued on next slide...**

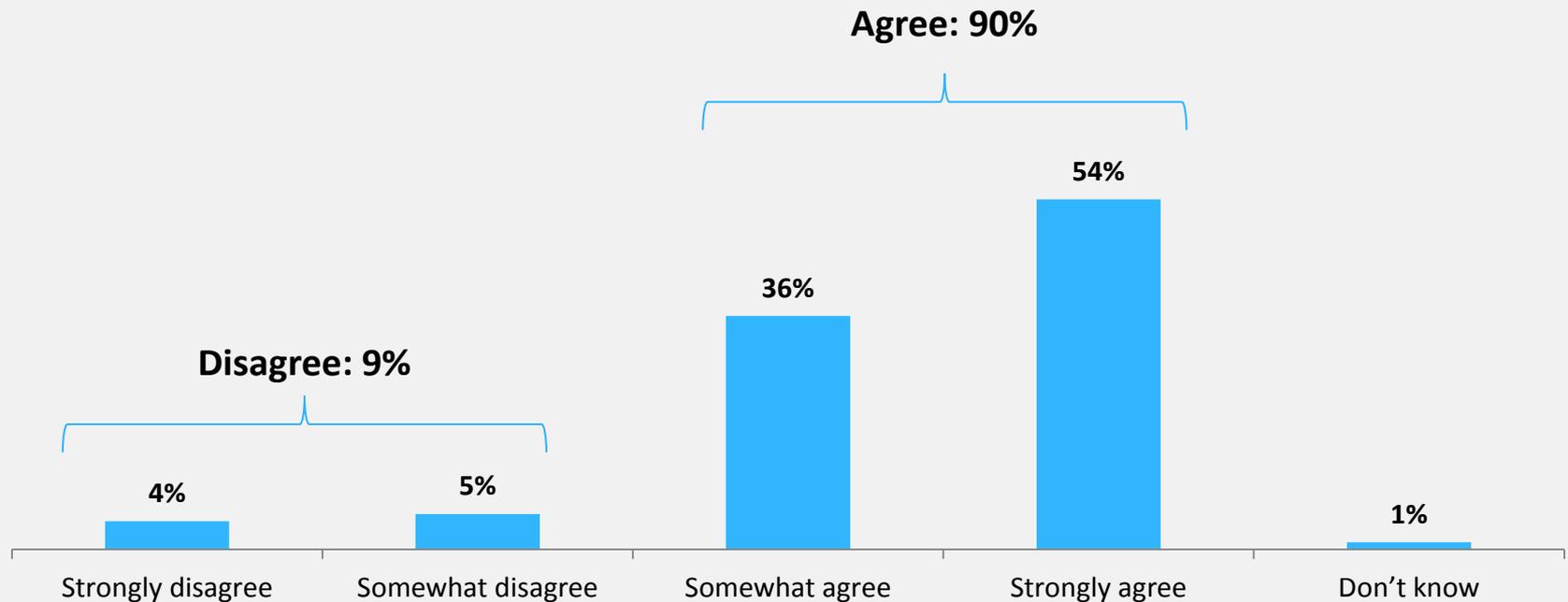
*Q26a. Why are you not satisfied with the quality of your on-the-job training? Base: Respondents that disagree with the statement and left a comment, n=31.*

Reasons for Not Being Satisfied with the Quality of the On-the-Job Training Continued...
Larger outfit and very task specific with a very wide variety of different tasks, so sometimes you're stuck doing something for a long time. There a lot of areas of plumbing a person should experience more.
Left alone lots on job sites.
My boss constantly violated the building code while we built homes for families. He would disregard my schooling and bad-mouth the instructors.
My employer does not fully understand what their responsibilities are to an apprentice. I am treated more as a labourer than an apprentice welder.
My journey person is excellent but there is no extra time built into her day to show me things. Many of my shifts are not with my journey person, with the health district it's all about minimal coverage!!
Not enough journeymen at our facility to teach each apprentice.
Oil changes and tire swaps do not give much mechanical experience.
Rarely worked with a journey person. Figure it out yourself.
Sometimes when I was registered with the company before some of the guys weren't training properly. They were treating apprentices the way they were treated them when they were apprentices.
The only on-the-job training I have received was from my first journeyman, but since he moved away to another province, I would say that I am more in charge of my individual training. My current journeymen are not interested in training, just getting the job done.
The teachers don't teach and all they do is sleep in class.
There is no focus on training ever. Any commercial company just wants bodies on the ground to do the grunt work. Most journeypersons are either too interested in drinking coffee and making money, or too scared that the holes in their own knowledge will be found out to actually say, hey today we are going to learn something new.
They said we had to take the course or be fired. They didn't send anyone out to train you. If you were a good employee you had to keep your head and you pretty much trained yourself. There's no one that comes out and trains anyone on an oil rig for rig technician.
They're all idiots.
Too much standing around not enough experience getting in there or being put on the right jobs.

Q26a. Why are you not satisfied with the quality of your on-the-job training? Base: Respondents that disagree with the statement and left a comment, n=31.

Most (90%) are satisfied with the supervisory, teaching and mentoring ability of their journeyperson.

**“Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)”**



Q27. Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s). Base: All respondents, n=370.

# Lack of interest in training and not having a journeyperson to learn from are common reasons for not being satisfied.

Reasons for Not Being Satisfied with the Supervisory, Teaching and Mentoring Ability of your Journeyperson(s).
Because I worked alone in my whole career with this company.
Didn't work with a journeyman for 3 years.
Doesn't clearly teach or explain information required.
Don't do enough different stuff for me to learn something new. Only new stuff I learn is at school for the most part.
He was an ignorant a@@@hole.
He's a lazy idiot.
I didn't even know who my journeyperson was.
I feel that a large number of ticketed journeypersons either don't know or don't care about the responsibilities of being a mentor. I also feel that the employers don't push their ticketed staff to teach young individuals more than is absolutely necessary to complete a task, and focus on speed of completion rather than accuracy, which in turn, progresses into bad habits.
I find too much of an old boys club. The people they like they'll put in a position to do well.
I never get a chance to work with a journey person and usually if I do, I am running to pick up the materials needed while the work is done.
I've rarely worked one on one with a Journeyman throughout my career.
My employer did not give me fair experience or support.
My journeyperson only allows me to do certain jobs. In which case, I am only able to ask about certain jobs or tasks instead of learning to do the jobs or tasks.
Never did have just one person to show me everything. I moved from job to job a lot and I was never paired with the same person. Not a lot of individual attention.
No direct teaching and not enough welding time to truly improve.

**Continued on next slide...**

Q27A. Why are you not satisfied with the supervisory, teaching and mentoring of your journeyperson(s)? Base: Respondents that disagree with the statement and left a comment, n=27.

### Reasons for Not Being Satisfied with the Supervisory, Teaching and Mentoring Ability of your Journeyperson(s) Continued...

No one showed you how to do any of that stuff. In most people's eyes, it was just a money grab by the government to try and make an industry safer.

Not able to work directly with them. Always covering the shift on my own.

Not attached to any journeyperson.

Not enough one-on-one time.

Some just expect me to know how to do everything instead of teaching how to do it first.

Sometimes there isn't even a journeyperson present when apprentices are working onsite. There is a sense of entitlement without the desire to facilitate the rise of a student. We are their competition and in my opinion the Red Seal Certificate that many hold is in no way indicative of their skills (or lack thereof) and certainly not their abilities to impart knowledge onto others.

The journeyperson my name is under is also the service manager and he never listens or helps me because he isn't very good at any of his jobs and doesn't know what he is talking about. And when I ask someone who does know, then he gets mad and says he will help me but all he does is confuse me and swears and then gives the job to someone else. I have to secretly ask someone for help behind his back so that I can learn something because if I don't, I wouldn't learn a thing.

There is no time to teach me, and most of the time I am not even scheduled to work with my journeyperson.

There is one guy running a job site. It's hard because he working with a lot of people and it's hard to get one on one time.

They don't give a s&%t.

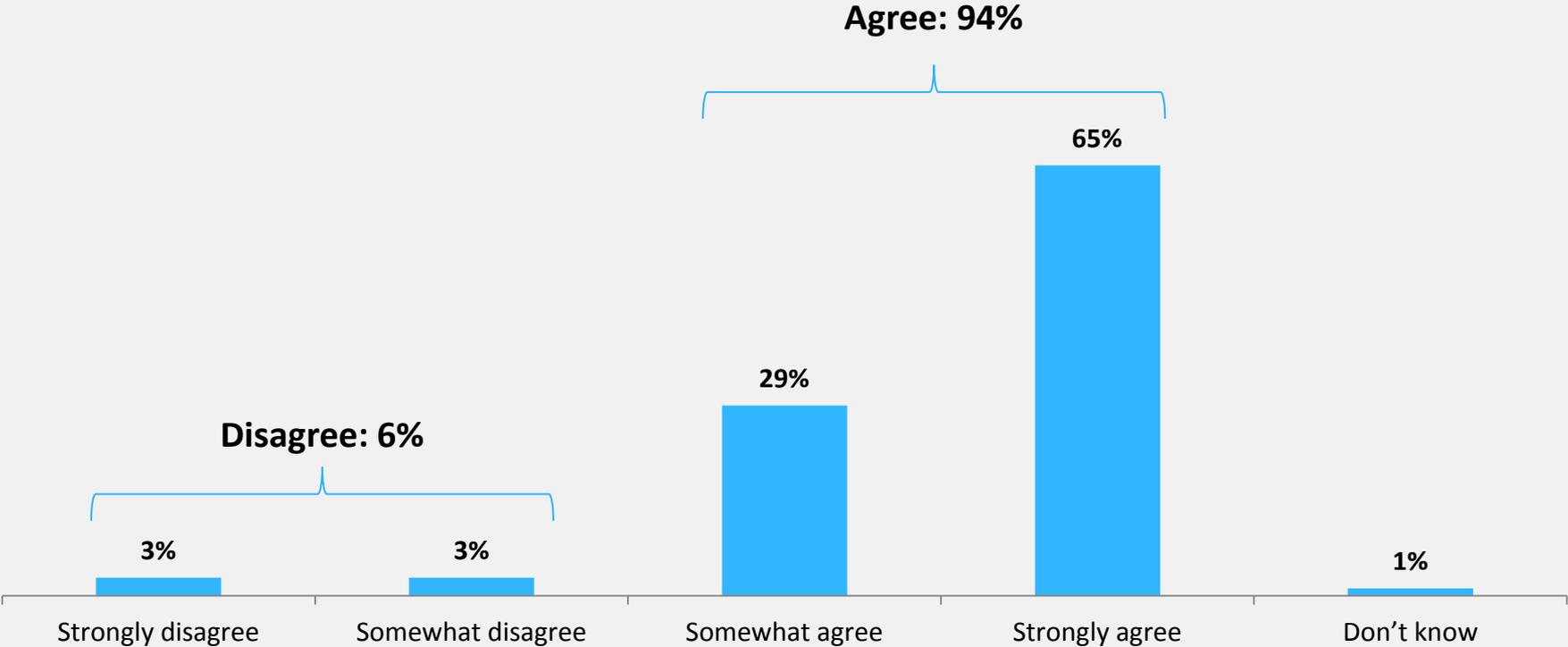
This journeyman has a master's in bluff and a degree in intimidation. I have learned most of the material on my own and when I learn it, it usually sticks.

Unless the journeyman is interested in teaching the apprentice, I would say the onus is left in the hands of the apprentice to learn on their own and take charge of their own training. Most journeymen resent the fact that they have to train apprentices unless they were lucky enough to have a good journeyman to train them.

Q27A. Why are you not satisfied with the supervisory, teaching and mentoring of your journeyperson(s)? Base: Respondents that disagree with the statement and left a comment, n=27.

Almost all (94%) are satisfied with the technical knowledge and skill of their journeyperson.

**"Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)"**



Q28. Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s). Base: All respondents, n=370.

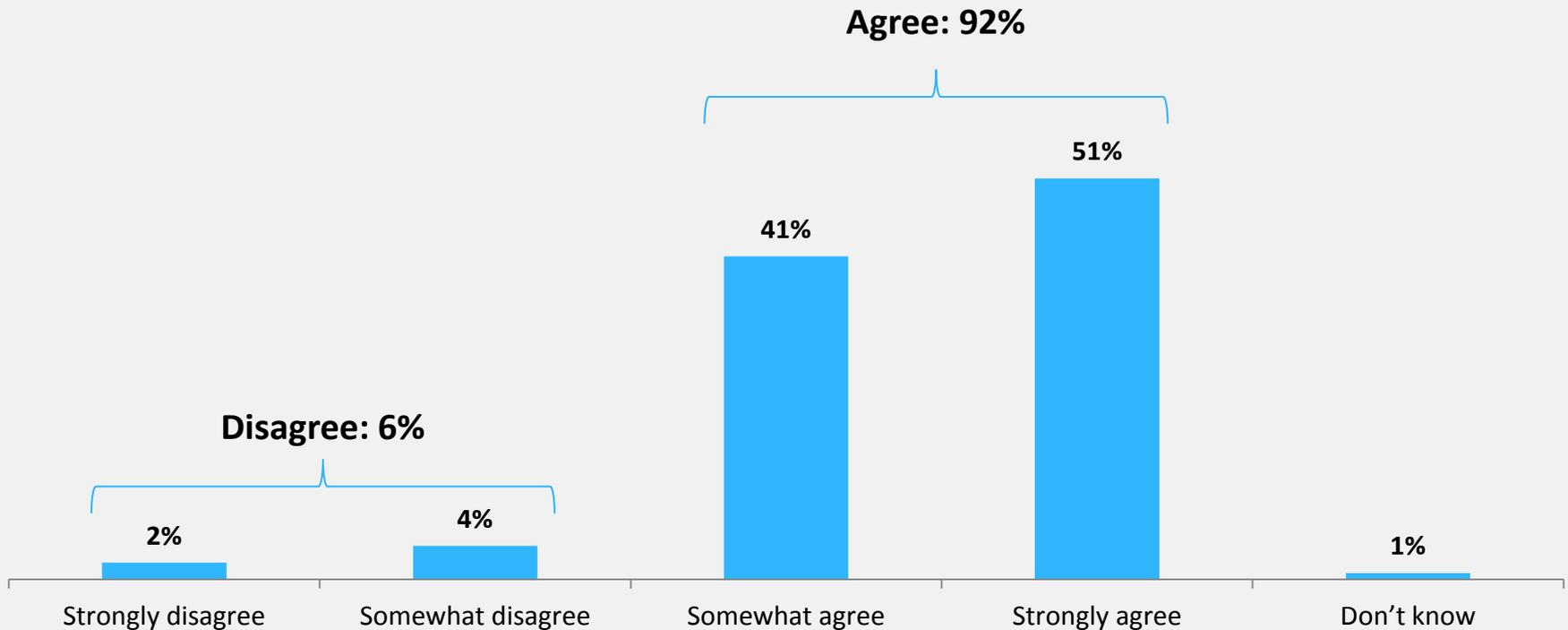
# Not having a journeyperson and lack of knowledge are typical reasons given for not being satisfied.

Reasons for not being satisfied with the technical knowledge and skill of journeyperson(s)
He has no experience. Anyone can go to school and get a journeyperson's certificate.
He is salesman rather than a journeyman, so he is always trying to focus sales.
He was not current with modern building practices and often had trouble trying to build some houses.
I am not with the same journeyperson all the time.
I have run into far too many ticketed individuals who do not follow their teachings and should no longer hold a valid journeyperson ticket.
I was not assigned a journeyperson. The only real training I had was SIAST.
In my experience thus far, they wrote and passed the test, but since then lost the workmanship and pride in a job well done. Time at work, for the most part, is just a means to get cash. Accountability is rare and all of this filters down to the eager apprentice at foot that just wants to know what is going on and why. If they had skills, they soon (for the majority) cut corners and spend their time avoiding blame.
It seems that sometimes the apprentice knows more about code and proper application of a certain situation than most journeymen know.
My journeyman was my boss who was only a second year himself.
My journeyperson isn't knowledgeable. He is old school and doesn't know anything about new school. As a matter of fact, he doesn't know anything about old school either. He is a very poor technician.
Need to be re-taught.
Not attached to any journeyperson.
Once again, the guy has a master's in bluff. When I go back to school, it takes time to get up to speed because I haven't learned anything from this guy other than BS. I get more work done when this guy isn't around. His ticket came from Quebec.
There wasn't one provided.
What journeyperson?

Q28a. Why are you not satisfied with the technical knowledge and skill of your journeyperson(s)? Base: Respondents that disagree with the statement and left a comment, n=15.

Most (92%) are satisfied that the facilities and equipment at their worksite give them a broad exposure to their trade.

**"Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade"**



Q29. Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade. Base: All respondents, n=370.

# Reasons for dissatisfaction with facilities and equipment include worksites having outdated or missing tools.

## Reasons for not being satisfied with the facilities and equipment at the worksite.

Because I, as an apprentice, provide all the tools and equipment that I require to get a specific job done at work.

Been laid off since March of last year. Wow.

Could have better equipment.

Don't get to see enough of the trade.

Employers use garbage tools and unsafe tools all the time. They don't want to buy new equipment.

I have had good and bad. Some companies use very outdated and labour intensive methods and tools which doesn't translate well when an apprentice goes to another company. I feel the pressure to complete things on time and in full view of all the engineers, general contractors and umpteen other bosses means that the sub-par work ebbs through, rather than adherence to good plumbing practices.

I worked in a wash bay when not in school. When I did trade jobs, I was unsupervised or on the road alone.

Lack of tools.

Materials are never there.

Mostly did the same thing over and over. Rarely see anything new.

No SMAW which is 50% of the program, if not more.

Nobody guided me about that.

Not enough work hoists.

Our brand new facility is amazing!!! But we have lousy tooling to fix equipment.

Some of it is inequitable.

That statement completely depends on where an individual is working. Many facilities do not offer more than what is absolutely necessary to complete the given task and nothing more.

Too disorganized.

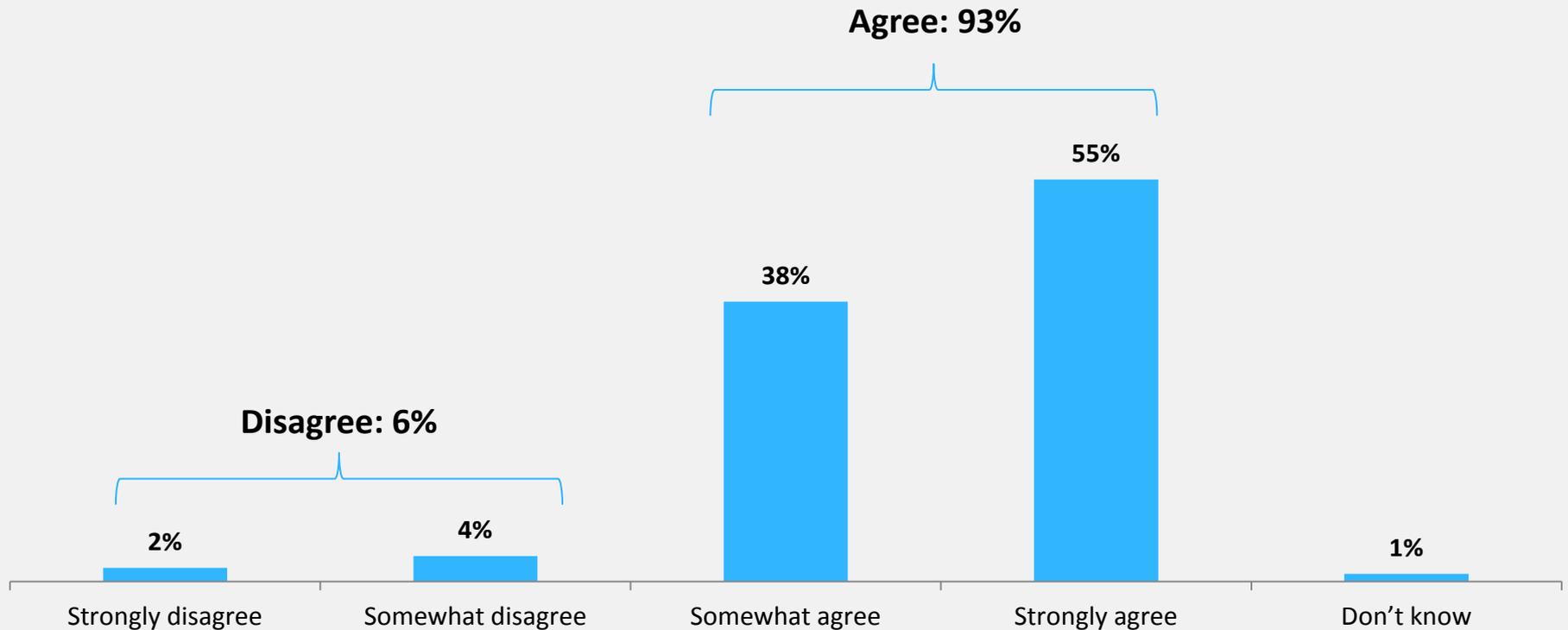
We buy a lot of stuff, we fabricated it and a lot of knowledge I learned, but I never got to use it (not in the residential field).

We have no automotive parts in our shop. So when learning parts for that industry, it is a bit hard. The heavy-duty parts would be more beneficial to my work environment.

Q29a. Why are you not satisfied with the facilities and equipment at your worksite? Base: Respondents that disagree with the statement and left a comment, n=19.

Most agree (93%) that the work standards and procedures used by their employer reflect the modern standards in the industry.

**"Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry"**



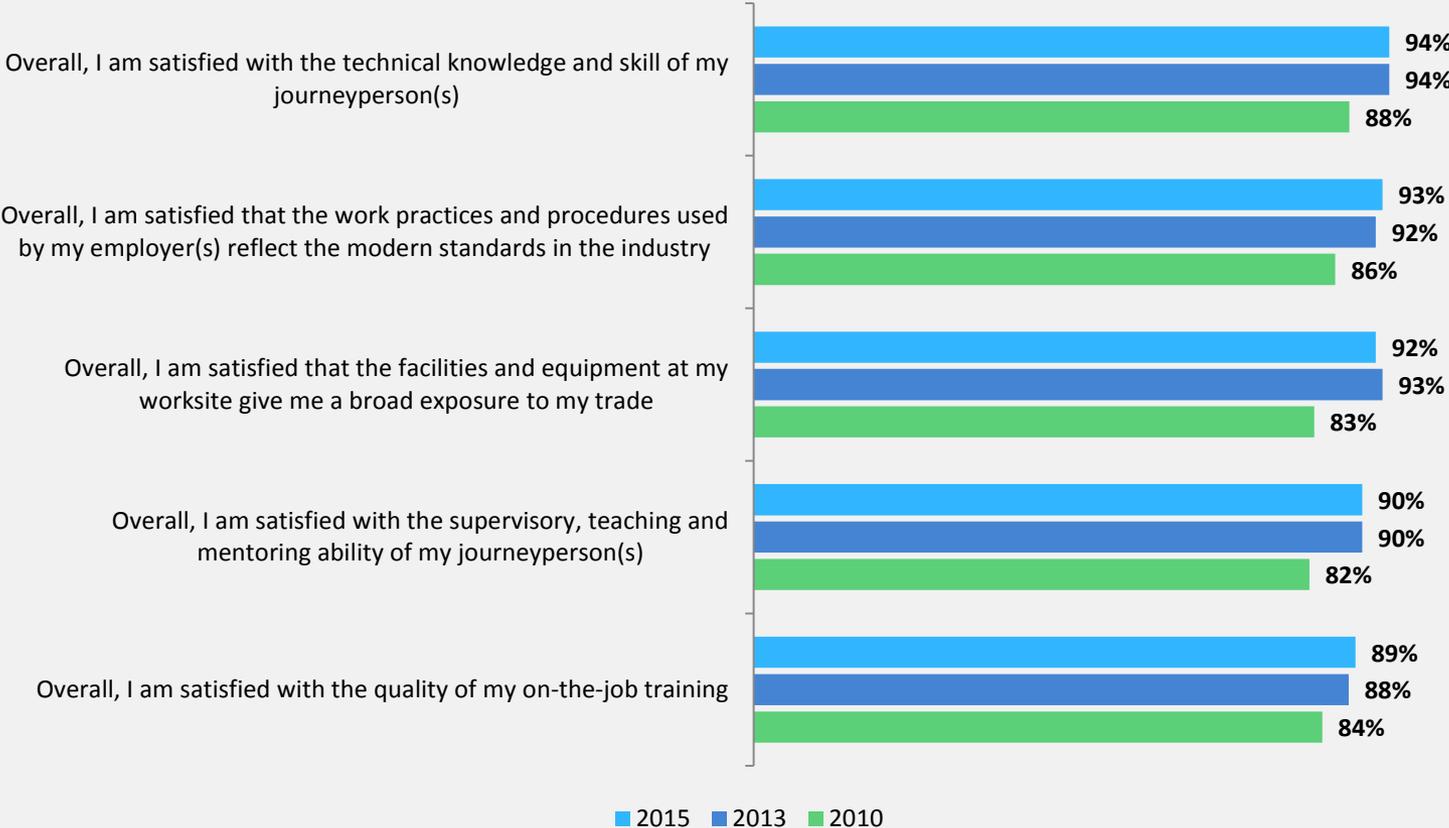
Q30. Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry. Base: All respondents, n=370.

# A variety of reasons are given for not being satisfied with the work practices and procedures used by their employers.

Reasons for Not Being Satisfied with the Work Practices and Procedures used by Your Employers
A few years behind other provinces as far as on site safety training and safety regulation.
As much as efficiency is the goal, cost wins more time than not. Finding a chain of command is almost impossible and I can't count the times I had to scrounge and scab materials together to solve a problem. Problem solving is part of the job but sometimes the company asks too much in the name of greed.
Because I believe that I am the only one in charge of my apprenticeship and I have to constantly remind them to send in my hours, increase my pay as they should when I change levels. Or advise me on any changes with apprenticeship. I am usually the one that advises them.
Company plays favourites. If you drink with the bosses, you are gold. If you don't, they could care less for you. I could go on, but don't care that much. I plan to leave the company I am with and join a better one when I get my first year.
He thinks we're stuck in the '90s.
I feel that a large number of ticketed journey persons either don't know or don't care about the responsibilities of being a mentor. I also feel that the employers don't push their ticketed staff to teach young individuals more than is absolutely necessary to complete a task, and focus on speed of completion rather than accuracy, which in turn, progresses into bad habits.
Majority of the employer's clients are elderly. Because the journey persons got their training years ago, they don't know much about modern styles. More education would be awesome. The more I learn, the better I will be.
Majority of the journey person has held certificate in excess of 20 years and as a result, they're not familiar with the modernization some of the standard.
My employer cuts corners.
Not acceptable for females. Limited access to basic services and training. Harassment and physically assaulted by management. Lack of human resources services. Discrimination on so many levels.
Not enough precautions regarding safety.
Raises are only linked to school, which in my case, just the way it works out leaves me at the same rate for 2 years.
My old company was not supportive. My new company does take the time to help me when there is an issue.
Safety precautions are thrown out the window/ridiculed for taking proper safety precautions. This leads to a person wanting to seek a new employer but is afraid to for fear of getting a bad reference or having a lie told about them so that future employers won't hire them.
Some of the tools and faculties could use some updating.
Supervisor continues to preach minimum standards, doesn't like fancy or above average work as it is deemed unnecessary and too time consuming.
The quality of work is absolute garbage. Now a days it's all about how fast you can get it done.

Q30a. What are you not satisfied with the work practices and procedures used by your employers? Base: Respondents that disagree with the statement and left a comment, n=19.

# All 2015 satisfaction results have increased statistically significantly from 2010 results but remain about consistent with results from 2013.



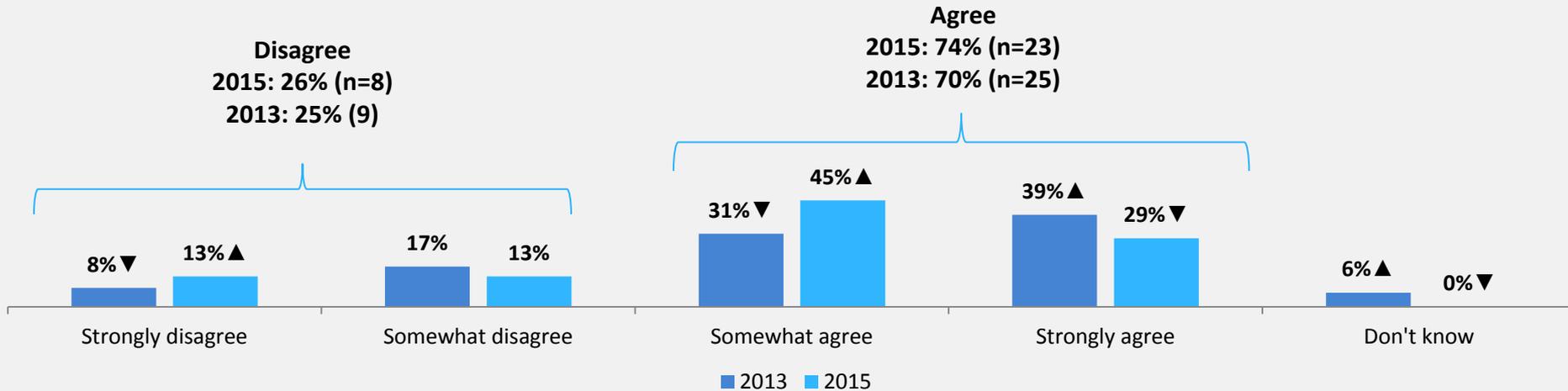
Base: n=370 (2015), n=371 (2013), n=370 (2010).

Under one in ten (8%) report having recently completed their apprenticeship and written their exam. Among these, most are satisfied (74%) that their on-the-job training helped to prepare them.

### Recently completed apprenticeship and wrote journeyperson exam



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

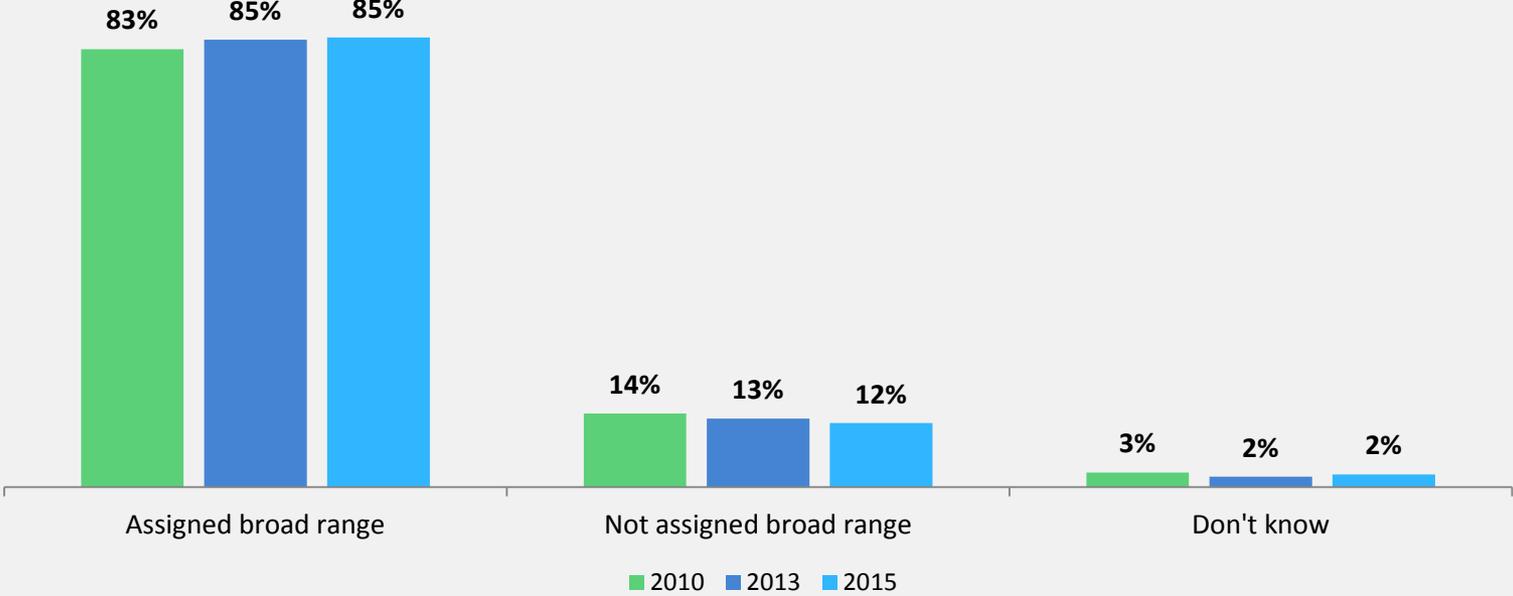


Q31. Did you recently complete your apprenticeship and write your journeyperson exam? Base: All respondents, n=370 (2015), n=371 (2013).

Q32. Overall, I am satisfied that my on-the-job training prepared me to write the journeyperson exam. Base: Respondents who recently completed their journeyperson exam, n=31 (2015), n=36 (2013).

Most (85%) continue to say that their employer assigns them a broad range of tasks.

### Task Assignments



Q19. Does your employer assign work so that you experience a broad range of tasks at the workplace? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Services and Staff Ratings

The top rated services include fee payment process (3.9), credential verification (3.8), and personal information updates (3.8).

SATCC Service Ratings (Scale: 1 to 5)	Count	Average Rating
Fee payment processed quickly and accurately	334	3.9
Verified credentials	307	3.8
Updated personal information (for example, change of address or of employer)	235	3.8
Verified trade time	347	3.7
Registered for apprenticeship	344	3.7
Tradesperson applications	291	3.7
Registered for technical training	331	3.7
Replaced lost documents	159	3.6
General information about apprenticeship or certification	355	3.5
Applied for/received a learners' certificate (hairstylists)	116	3.4

**Overall Service Average: 3.7**

Q33. Using a 1 to 5 scale, where '1' means unacceptable, '2' is below average, '3' is average, '4' is above average and '5' means exceptional, please rate each of the following SATCC services you received in the last twelve months. Base: All respondents, excluding 'don't know', n=116 to 355.

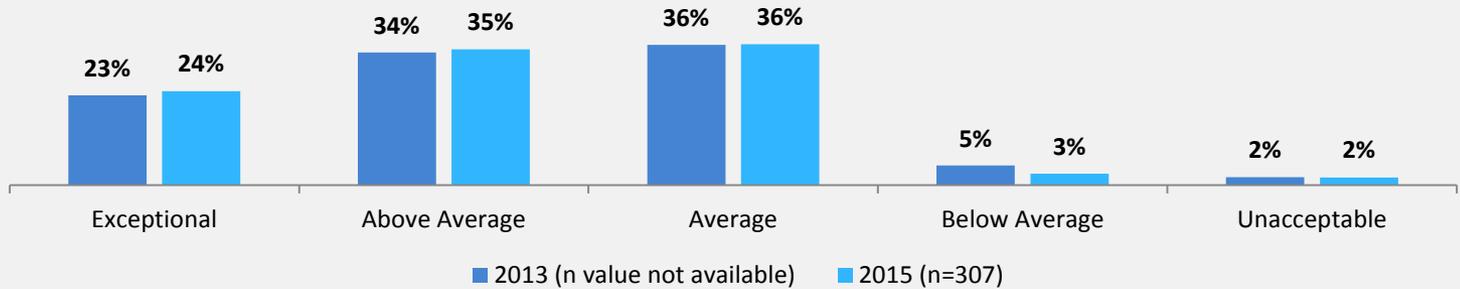
## Fee payment processed quickly and accurately

Above Average/Exceptional  
2015: 65%  
2013: 46%



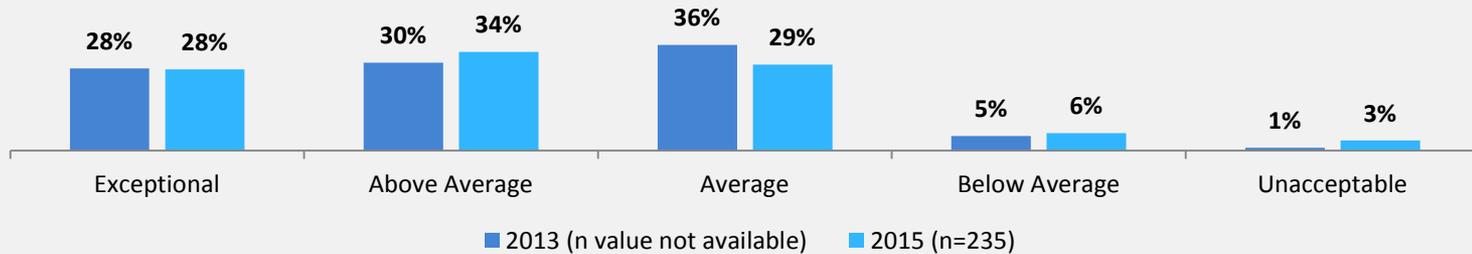
## Verified credentials

Above Average/Exceptional  
2015: 59%  
2013: 57%



## Updated personal information

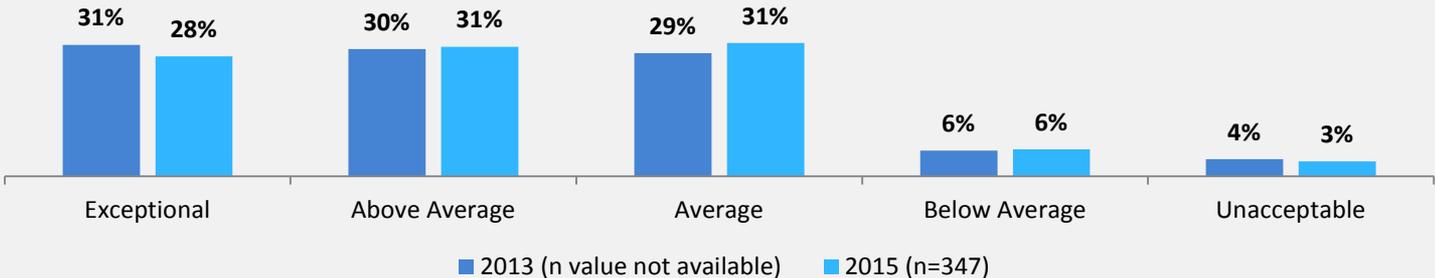
Above Average/Exceptional  
2015: 62%  
2013: 58%



\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

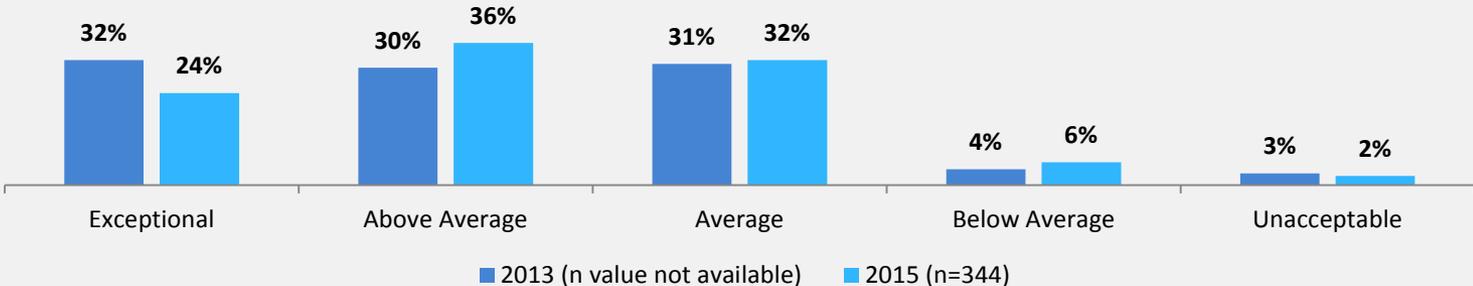
### Verified trade time

Above Average/Exceptional  
 2015: 59%  
 2013: 61 %



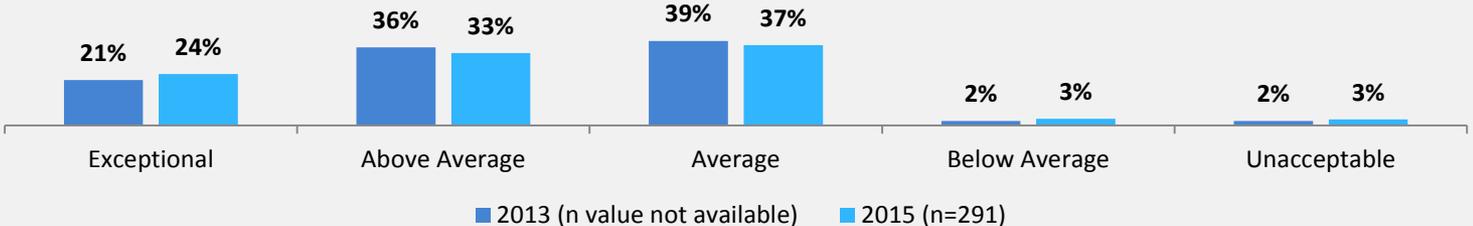
### Registered for apprenticeship

Above Average/Exceptional  
 2015: 60%  
 2013: 62%



### Tradesperson applications

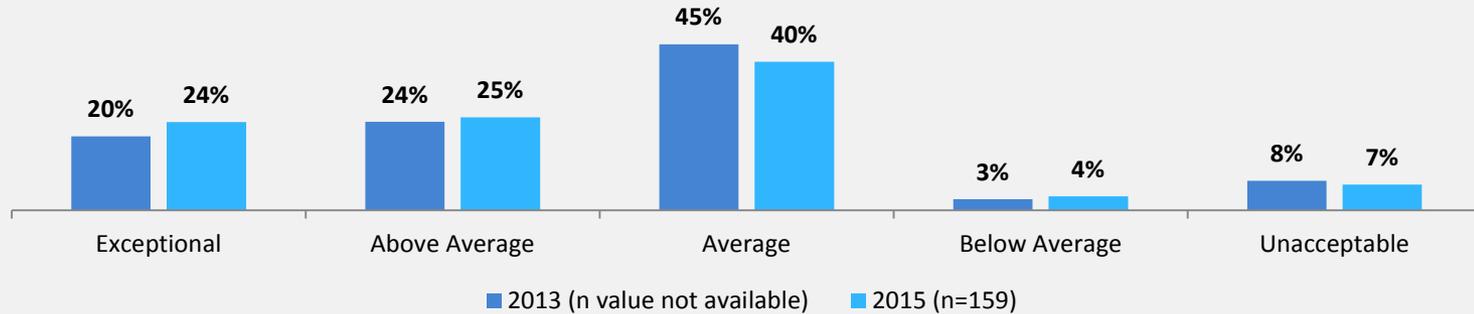
Above Average/Exceptional  
 2015: 57%  
 2013: 57%



\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

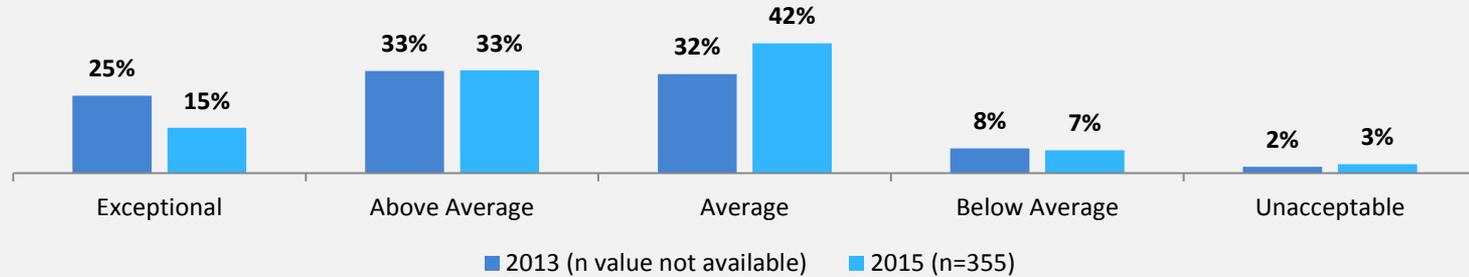
## Replaced lost documents

Above Average/Exceptional  
2015: 49%  
2013: 44%



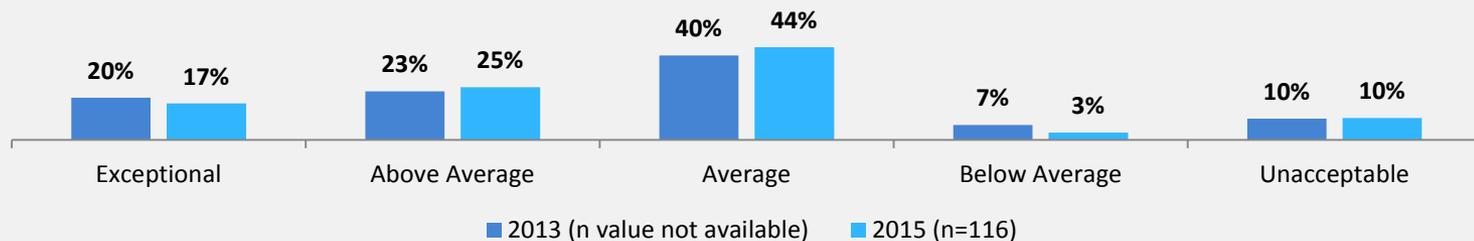
## General information about apprenticeship or certification

Above Average/Exceptional  
2015: 48%  
2013: 58%



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

Above Average/Exceptional  
2015: 42%  
2013: 43%



\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

When asked what additional services they had received in the past twelve months, a wide variety of comments were given including issues with apprenticeship hours and communication issues with the SATCC.

**Additional Services Received in the Past 12 Months**

A couple phone calls from apprentice ladies. I changed companies and I thought I had to get apprenticeship from them and they charged me \$150 and then they paid me back within two days from when they said they were going to.

The person I talked to does a great job. She understands (I think) how hectic it is to be in the field. We don't all have offices to do our paperwork at. She answers the phone and talks like a real person with empathy. In a small but very real way she enables the province to get more people through their apprenticeships.

I don't like the way you guys count our hours. In Manitoba, it takes maybe 2 weeks to get our blue books back. Here, it's ridiculous. My boss sent in my hours, but he screwed up on my trade that he wrote down he said heavy duty instead of truck transport. Paper says you guys received it middle of March. I got a letter end of April saying my hours didn't count cause of wrong trade. Someone should have notified us sooner, not over a month later.

I got a card in the mail a while ago about being registered. The hours they have are about 2,000 and I have close to 10,000 so that's way out of whack. My pension statement at Christmas had me at 8,000.

I got tested for a learning disability in Saskatoon on April 15th.

I haven't received anything other than my card and a list of information that had not been processed yet, but according to my employer the needed information was sent in.

I think that the skin care and nail tech should have an option to combine the two because after I finish my skincare one, I have to reapply and build hours for my nail tech one. So I have to pay double...?

Just going to school this last year.

Just going to school.

Just more knowledge for going to school, signing up for tuition, and which schools were offering classes in which region.

Just waiting for contact about going to school.

Living away from home allowance is a huge help!

**Continued on next slide...**

*Q34. Are there any services you received in the last twelve months that we may have missed? Base: Respondents that left comments, n=26.*

### Additional Services Received in the Past 12 Months Continued...

Loan/grant details.

Moose Jaw technical training was a joke. S@#\$\$y teachers and extremely irrelevant studies and ridiculously hard exams. We are electricians, not rocket scientists. Quit purposely setting us up for failure so you can clock more money. F@%k you and f@%k the school.

My EI is delayed.

My year 4 card has expired. My SATCC contact explained how I would get it renewed.

Not sure.

One-on-one training hands on.

Only gave me credit for two years and lost about a year of hours. It was not evaluated properly. The distribution of hours was not explained at the time of registration and so I lost 300 hours.

Still yet to receive year 3 card.

There was a representative that came to the shop and asked if I had any questions so that was good.

There were problems with the apprenticeship person in charge of dealing with the level 3 cooks. The guy didn't care because he was retiring and we had to go through hoops to get our hours in properly or even get our year 3 cards. This cannot happen again. This year has been a headache for all of my classmates to get any information on how to prepare for our Red Seal exam. I hope you read this and reconsider your approach to future apprentices, especially in the culinary trade. Remember, we touch your food.

They sent a letter last week. My apprenticeship will be no good or discontinued at the end of June.

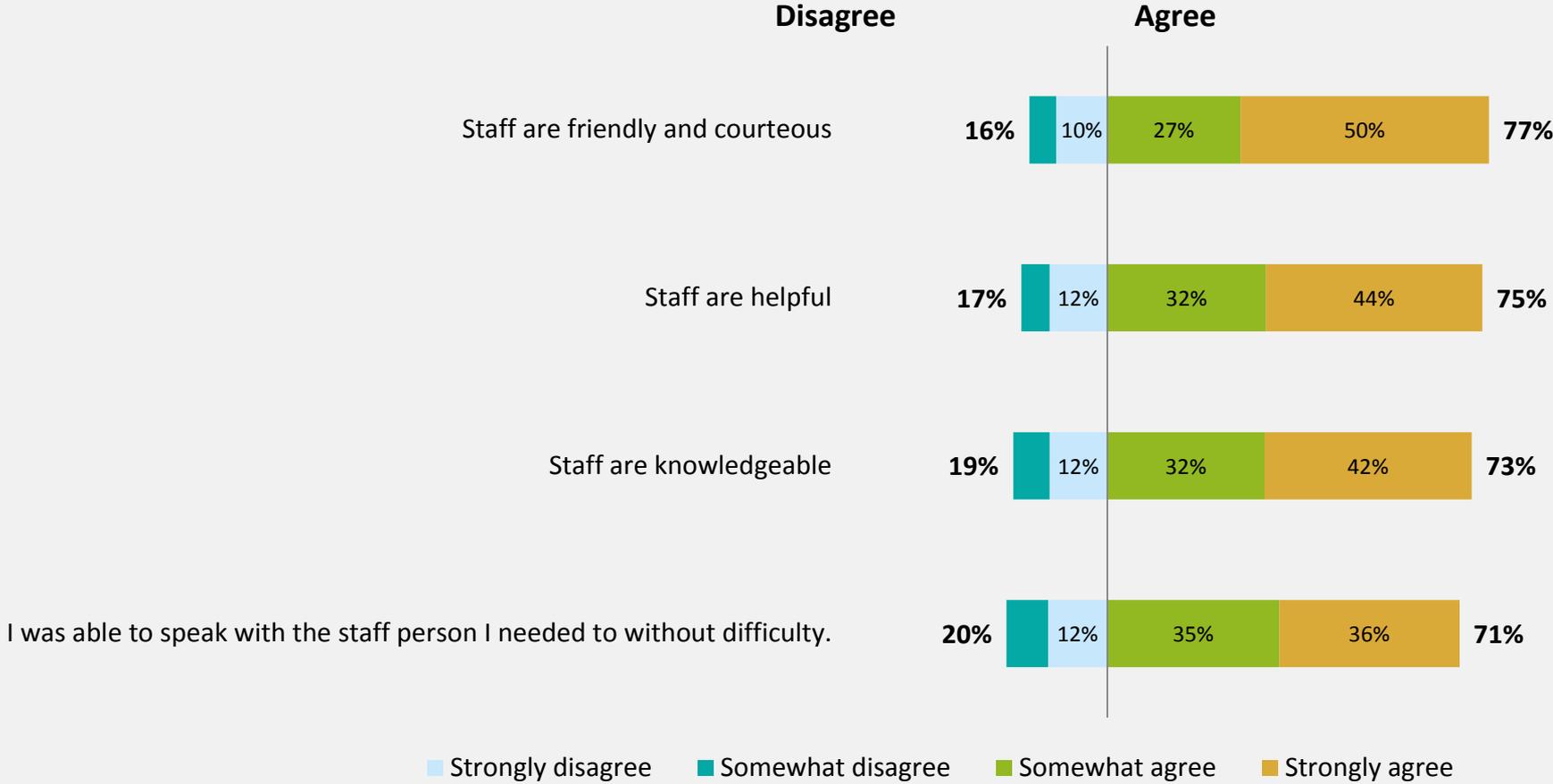
Went to union hall in Saskatoon for preparing to write fourth attempt at Red Seal.

Yeah getting me into my level 2 training course. Took too long.

Yes. Hours from other companies since all I work is shutdowns. Having to challenge my second year as a result of being out of school for over 3 years as a direct result of the Apprenticeship Board not recognizing my worked hours.

Q34. Are there any services you received in the last twelve months that we may have missed? Base: Respondents that left comments, n=26.

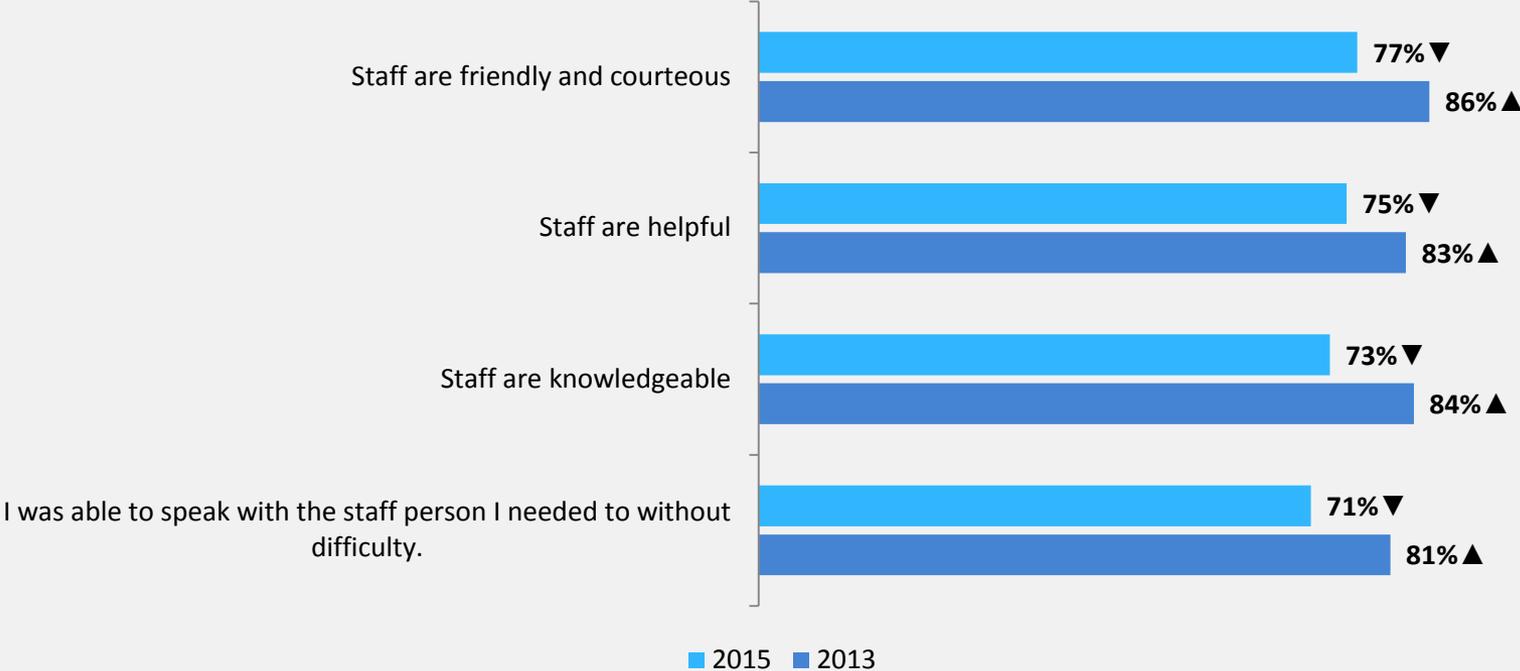
# Most apprentices are satisfied with all aspects of SATCC staff.



Q35. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=370.

Satisfaction with SATCC staff has declined as compared to 2013.

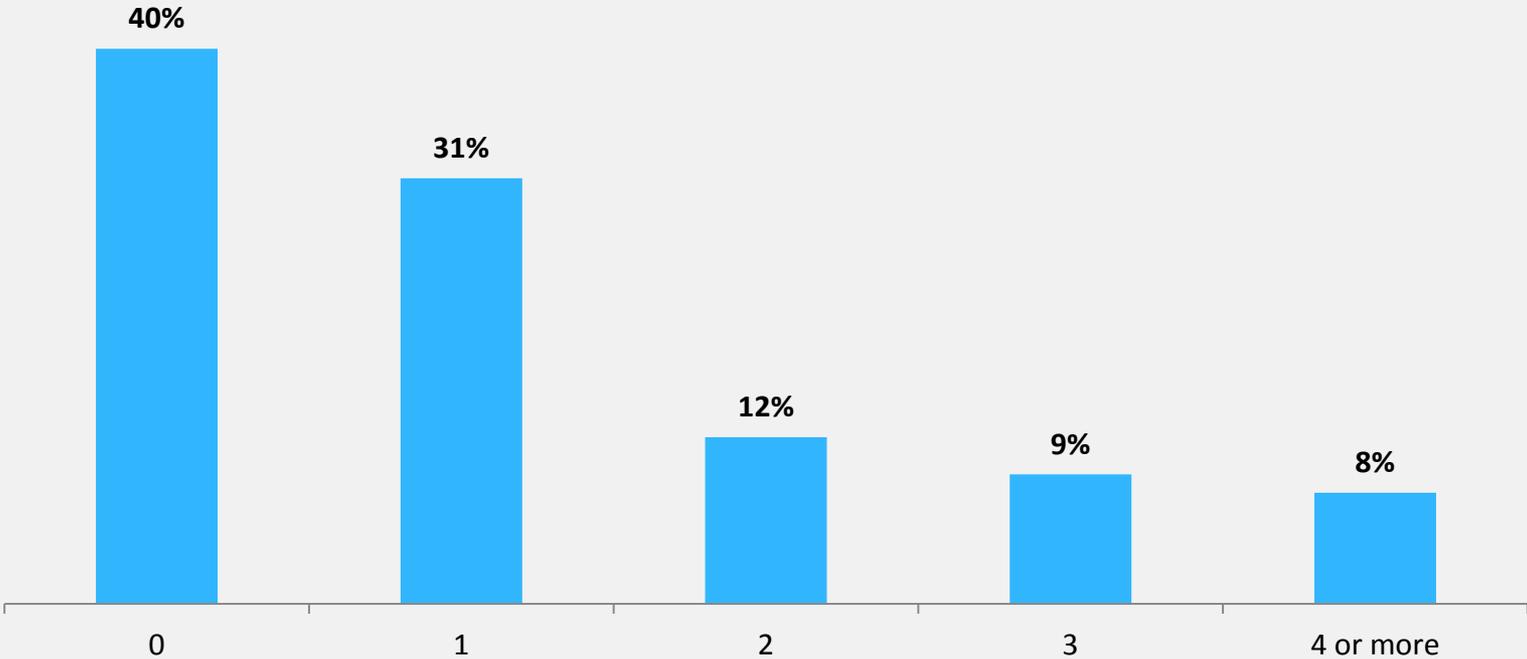
### Satisfaction with SATCC Staff (Somewhat and Strongly Agree)



Q35. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=370 (2015), n=371 (2013).

Those that disagree that they were able to speak to the staff person they needed without difficulty most commonly say they were not transferred at all, indicating that they ran into other issues.

### Number of Times Transferred when Trying to Speak to Staff Person Needed

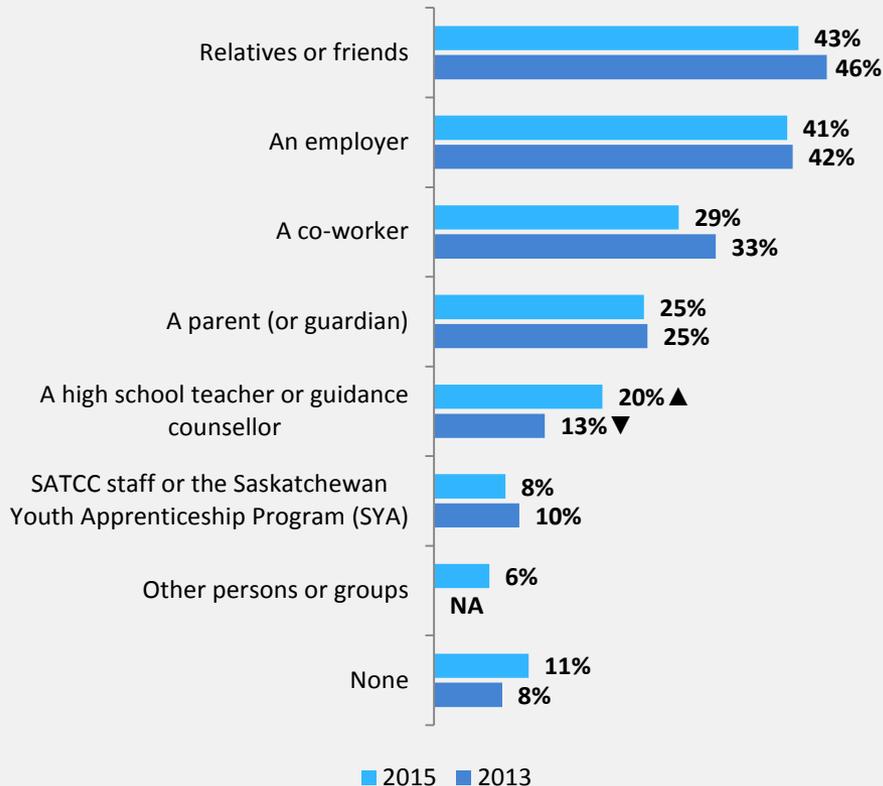


Q35a. How many times were you transferred before you spoke to the right person? Base: Respondents that disagree that they were able to speak to the staff person they needed without difficulty, n=75.

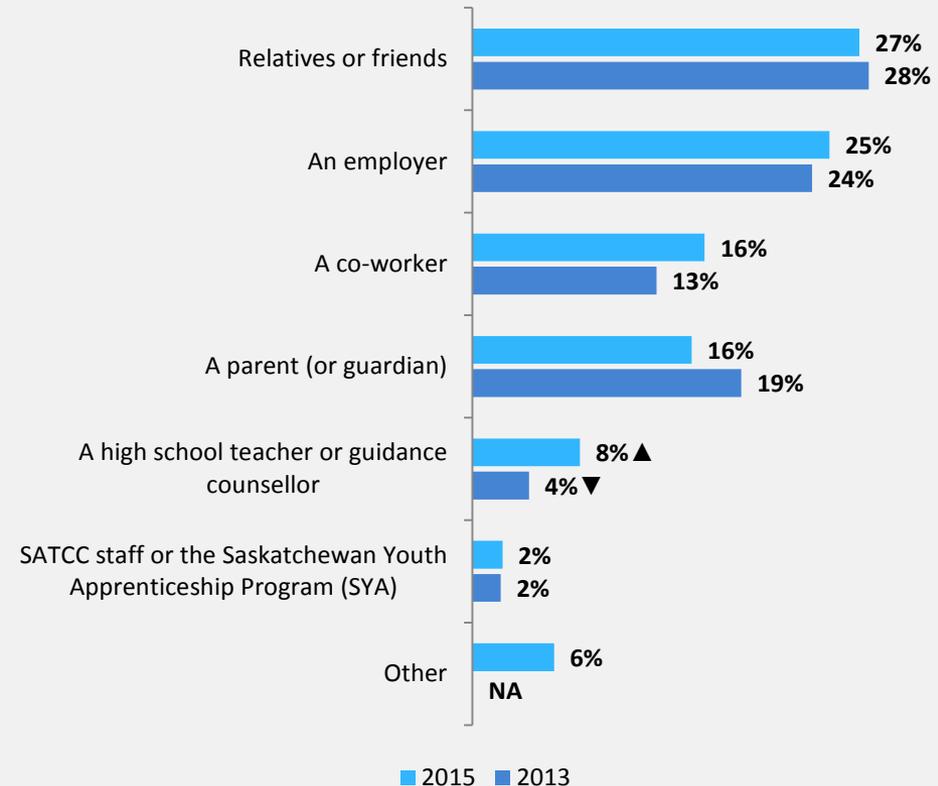
# Drivers, Motivators, and Barriers

# Advice and information about apprenticeship most commonly comes from relatives, friends, and employers.

## Apprenticeship Advice - General



## Apprenticeship Advice - Most Influential

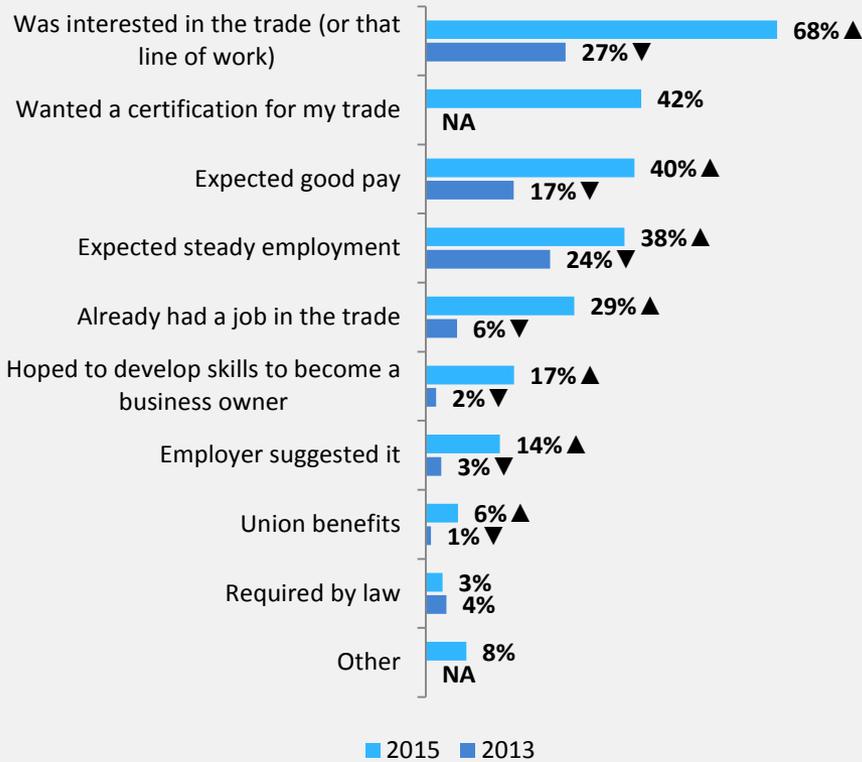


Q6. Before starting your apprenticeship, from which of the following people or groups did you receive advice or information about apprenticeship in general. Base: All respondents, n=370 (2015), n=371 (2013).

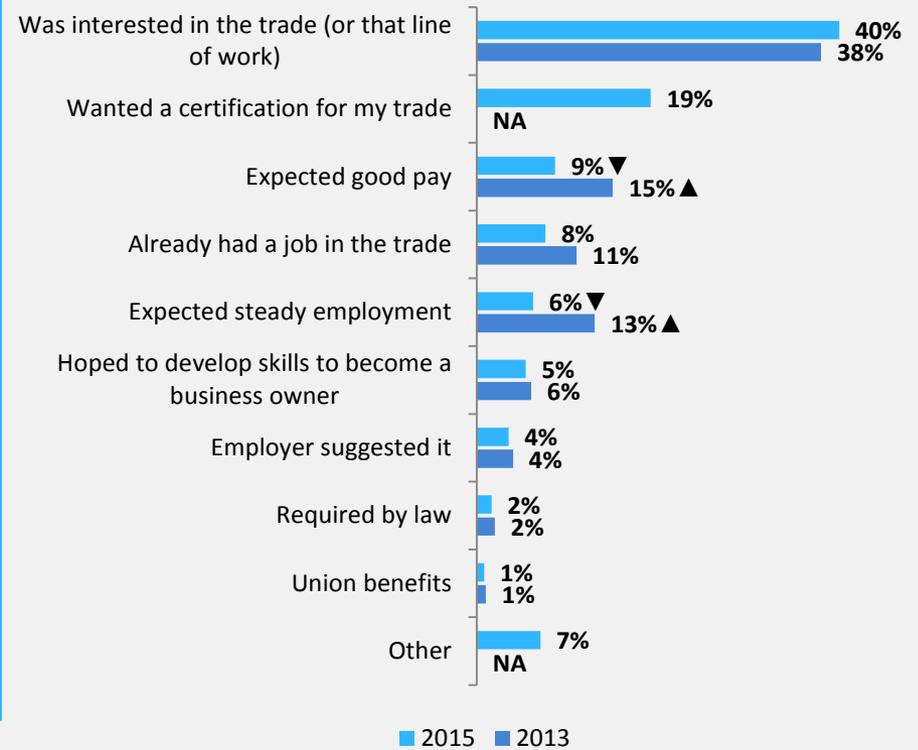
Q7. Of those, which had the greatest influence on you? Base: Respondents who received apprenticeship advice, n=329 (2015), n=341 (2013).

# The top reason for entering an apprenticeship program is being interested in the trade.

## Reasons for Entering Apprenticeship Program - General



## Reasons for Entering Apprenticeship Program - Most Influential

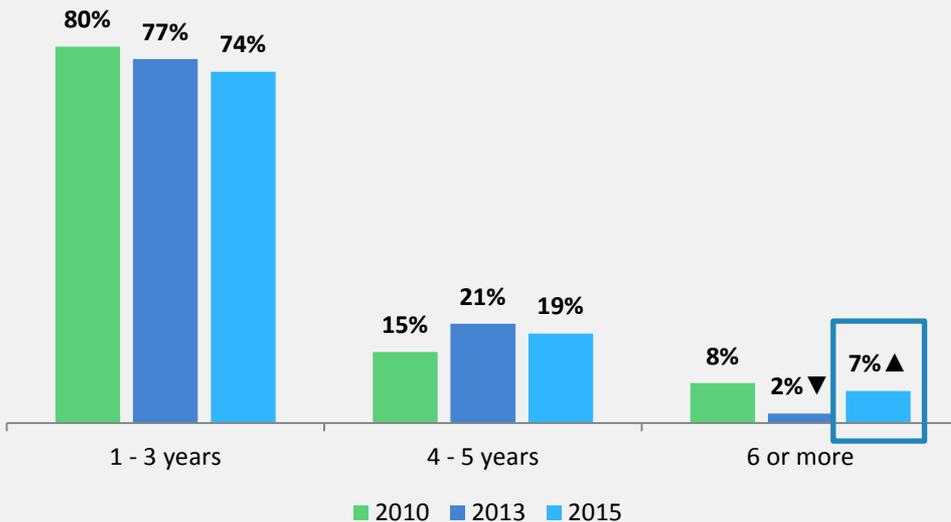


Q9. Why did you decide to register in your current apprenticeship program? Base: All respondents, n=370 (2015), n=371 (2013).

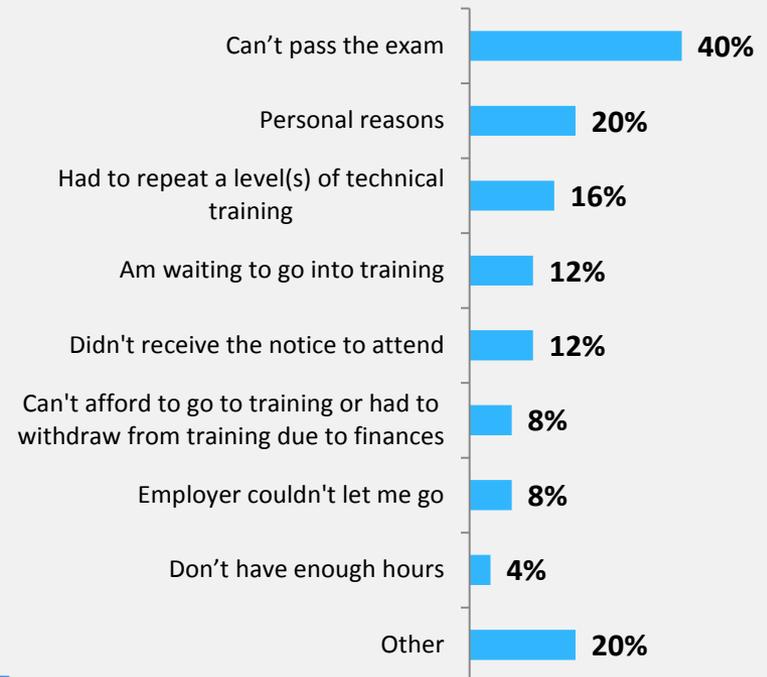
Q10. Of the following reasons which would you say is the most important reason for registering in your current apprenticeship program? Base: All respondents, n=370 (2015), n=371 (2013).

Most respondents (74%) have been in the apprenticeship program for three years or less. Those who have been in the program for six or more years most commonly say they are still in the program because they are unable to pass the exam (40%).

### Years Registered in Apprenticeship Program



### Main Reason For Not Yet Completing Apprenticeship (6 or more years) 2015

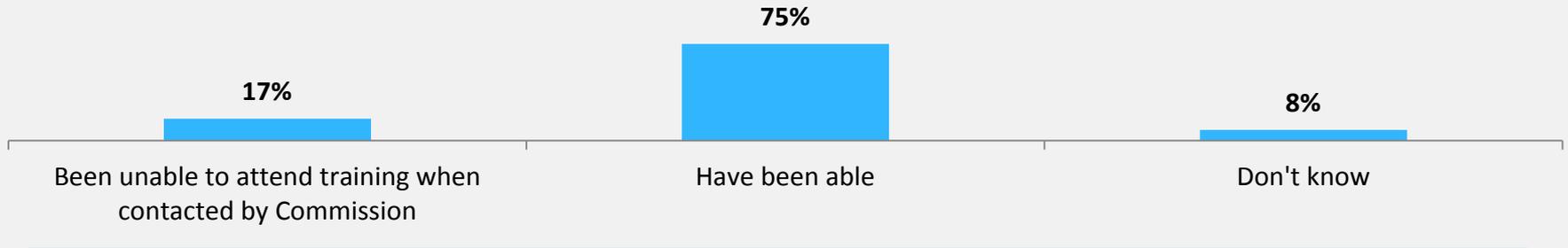


Q11. How many years have you been registered in your current apprenticeship? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

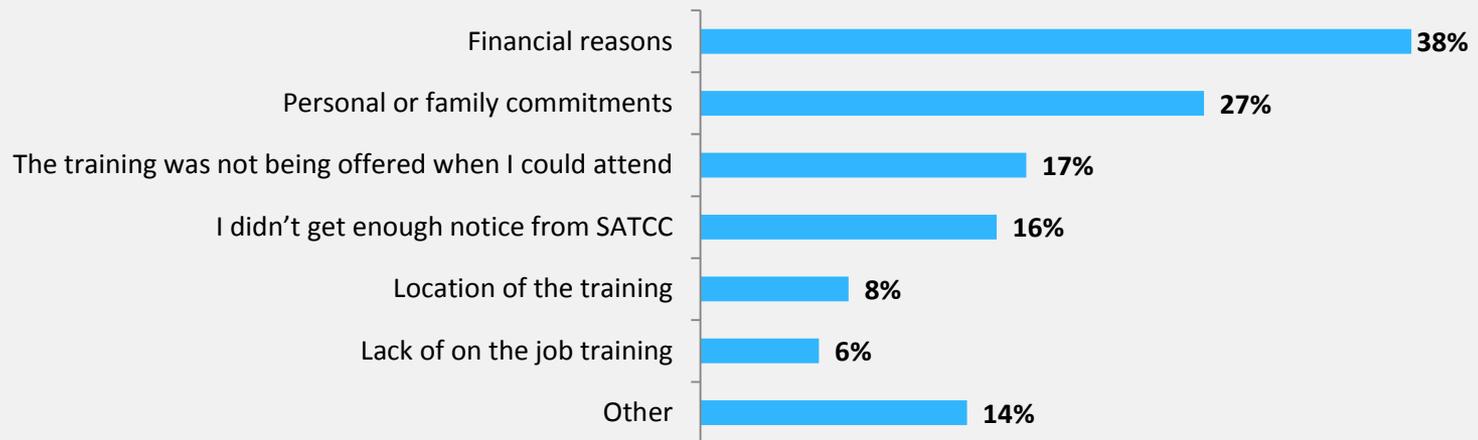
Q12. What is the main reason you have not yet completed your apprenticeship? Base: Respondents that have been registered for 6 or more years, n=25.

Most respondents say they have been able to attend a level of technical training when contacted by the Commission. Those who have not been able most commonly say it was due to financial reasons (38%).

### Ability to Attend Training



### Reasons for Being Unable to Attend a Level of Technical Training



Q23. Have you ever been unable to attend a level of technical training when contacted by the Commission? Base: All respondents, n=370.

Q24. Why were you unable to attend a level of technical training? Base: Respondents who have been unable to attend training, n=63.

## Common reasons given for additional technical training registration difficulties include employer issues and previous commitments.

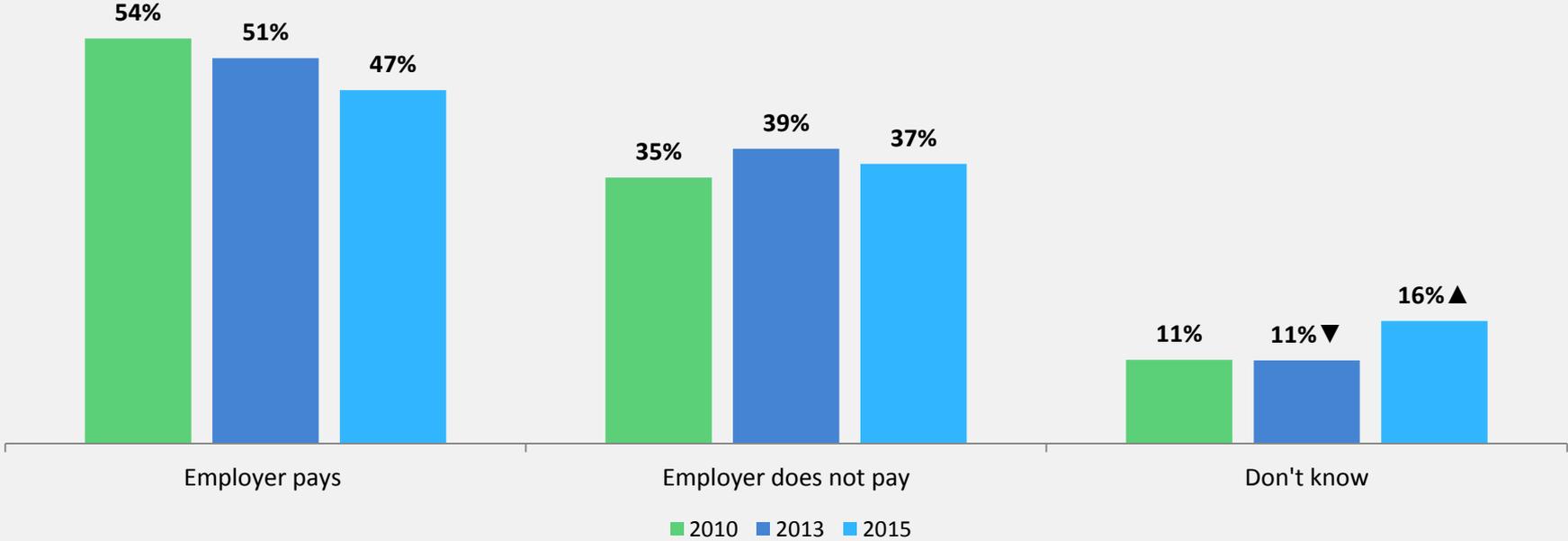
Additional Technical Training Registration Difficulties
Because it was farming season and I had harvest.
Booked a 2 week vacation I couldn't back out of.
Did not get enough info on what I need to go for my first year.
Didn't work for my boss, convenience.
Employer didn't pay tuition on time.
Employer forbid it.
Employer thought I needed more hours of work even though I've been doing carpentry for 11 years, but only 4 and a half with present employer.
Employer would not allow me to pursue further training.
Farming as well.
First time was work requirement and then for medical reason.
Got it done earlier.
Holidays.
I had too many commitments in my self-employed business.
Let someone go before.
Postponed it.
Request was sent to the wrong address.
Supervisor wouldn't allow my attendance.
Switching employer.
There's only two journeyman mechanics I work under in the shop and one of the two mechanics had cancer and took a leave of absence to under go treatment. Had to put level two training off to cover for him while he was recovering from cancer treatment.
Wanted to work through the winter and go to school in spring.
Was challenging that level.
Wish they had level 234 in Saskatoon.
Work.

Q25. Did you experience any other difficulties in getting registered for technical training?

# Tuition

About half (47%) say their employer pays their Contract of Apprenticeship registration fee.

### Contract of Apprenticeship Registration Fee



Q20. Does your employer pay the fee for registering the Contract of Apprenticeship with the SATCC? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

Fewer than half of respondents (37%) report that their employer contributes to their tuition. These respondents report most commonly paying less than 50%.

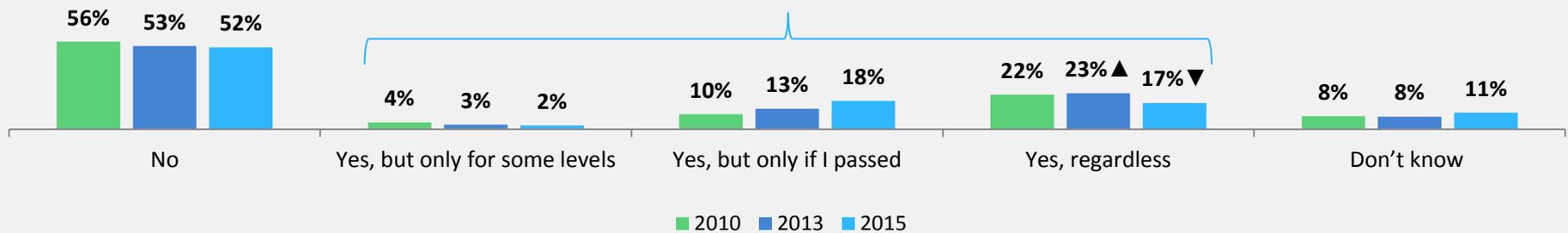
## Tuition Fee Payment - Employer

### Employer Contributes to Tuition

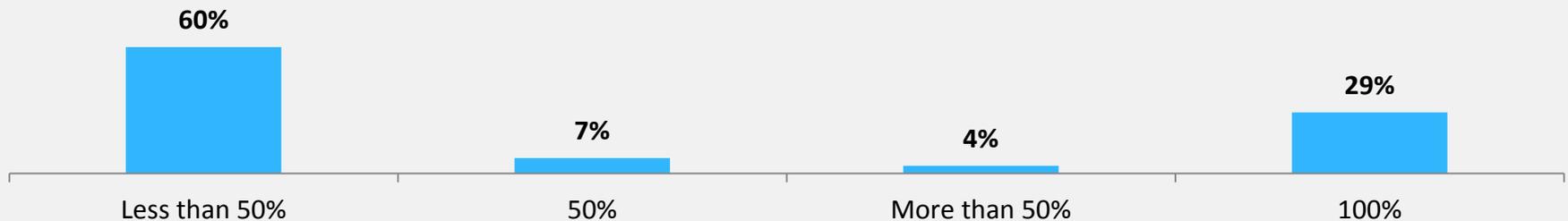
2015: 37%

2013: 39%

2010: 36%



## 2015 Tuition Fee Payment – Personal



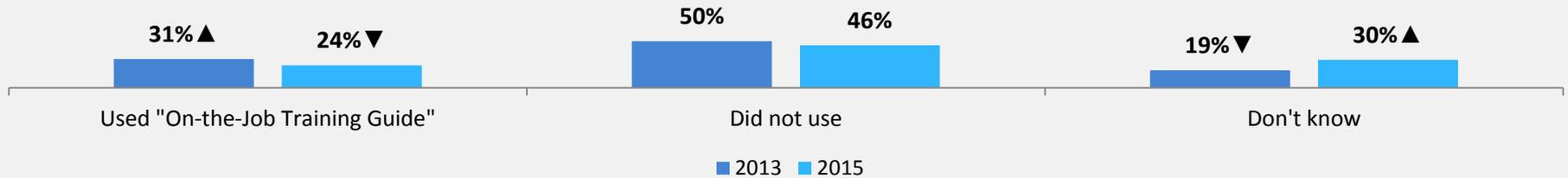
Q21. Did your employer pay the tuition fee for any level of technical training? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

Q22. Please indicate the percentage of tuition fees you pay. Base: All respondents whose employer pays at least part of their tuition, n=138.

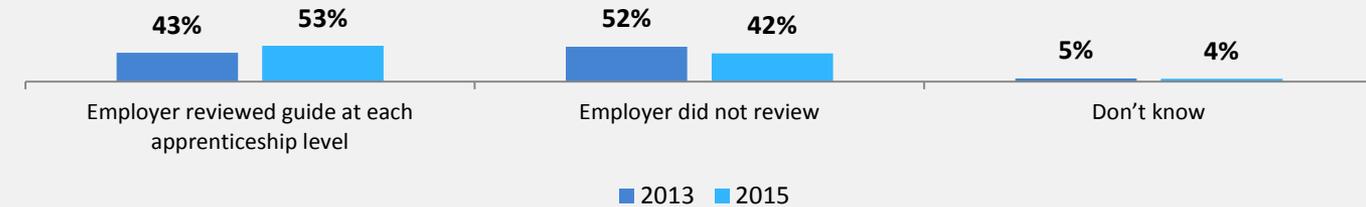
# Communications and Information

About one quarter of respondents (24%) say they used the training guide. Among these, about half (53%) say their employer reviewed the guide with them while 81% say they believe the guide helps them recognize what it takes to be successful.

### Training Guide Usage

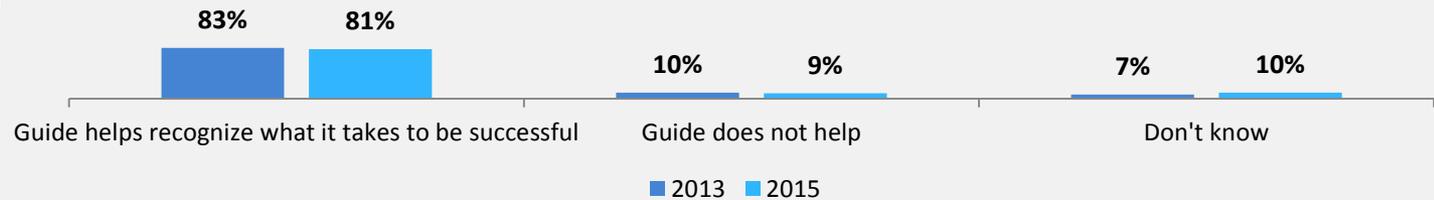


### Employer Review



Among those who used the guide

### Guide Usefulness



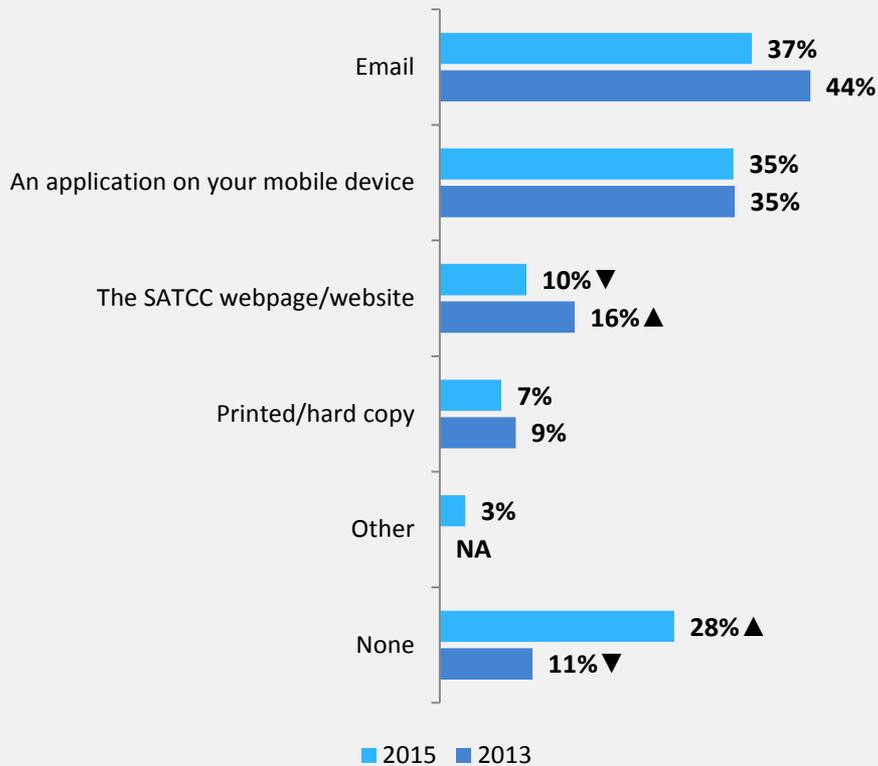
Q14. You received an "On-the-Job Training Guide" from the SATCC for your trade. Did you use it? Base: All respondents, n=370 (2015), n=371 (2013).

Q15. Did your employer review the guide with you at each level of your apprenticeship? Base: Respondents that used the guide, n=90 (2015), n=131 (2013).

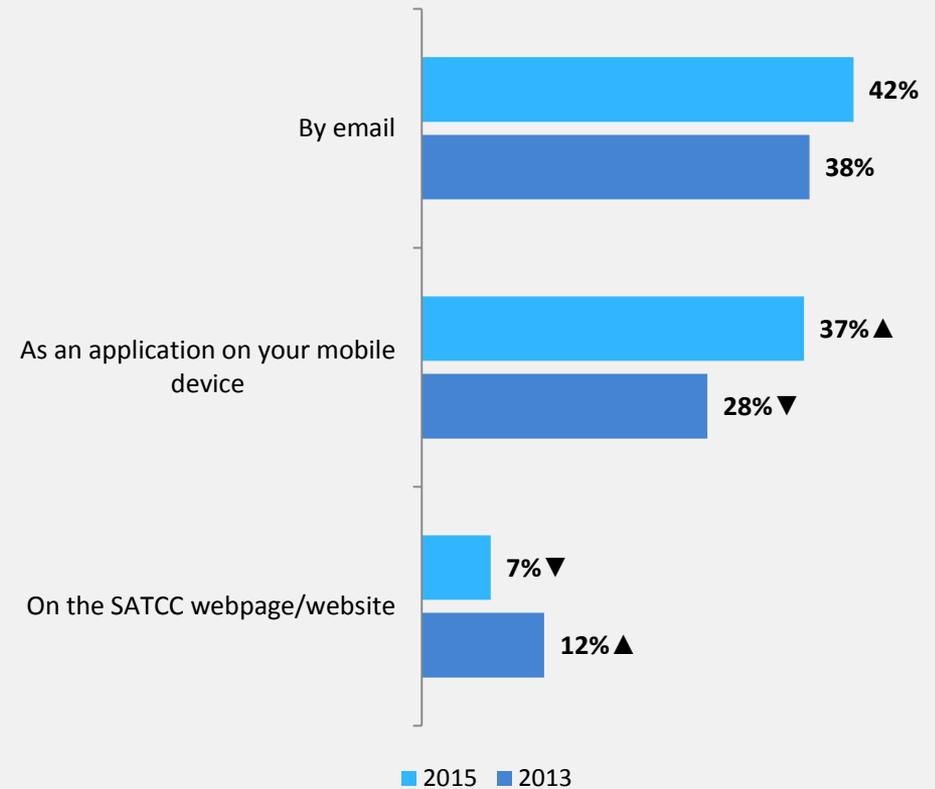
Q16. Do you think the guide helps you recognize what an apprentice needs to learn in order to be successful? Base: Respondents that used the guide, n=90 (2015), n=131 (2013).

# E-mail and mobile app are the top preferences for receiving and using the guide.

## More Likely to Use Guide if Received Via..



## Guide delivery Preference

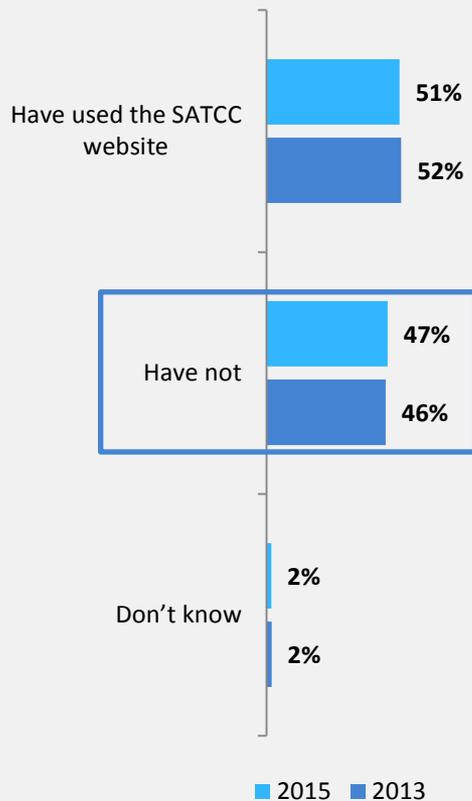


Q17. Would you be more likely to use the "On-the-Job Training Guide" if you received it...? Base: All respondents, n=370 (2015), n=371 (2013).

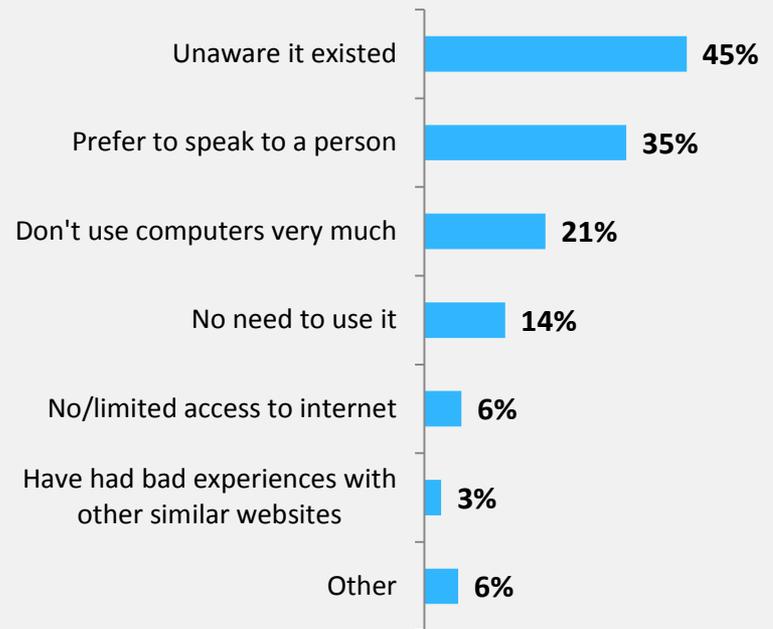
Q18. Of these, which is your preferred method to receive the "On-the-Job Training Guide"? Base: All respondents that have a preference for receiving the guide, n=267 (2015), n=330 (2010).

About half of respondents (51%) have used the SATCC website. The most common reason for not using the website is that the respondent was previously unaware that it existed.

### SATCC Website Usage



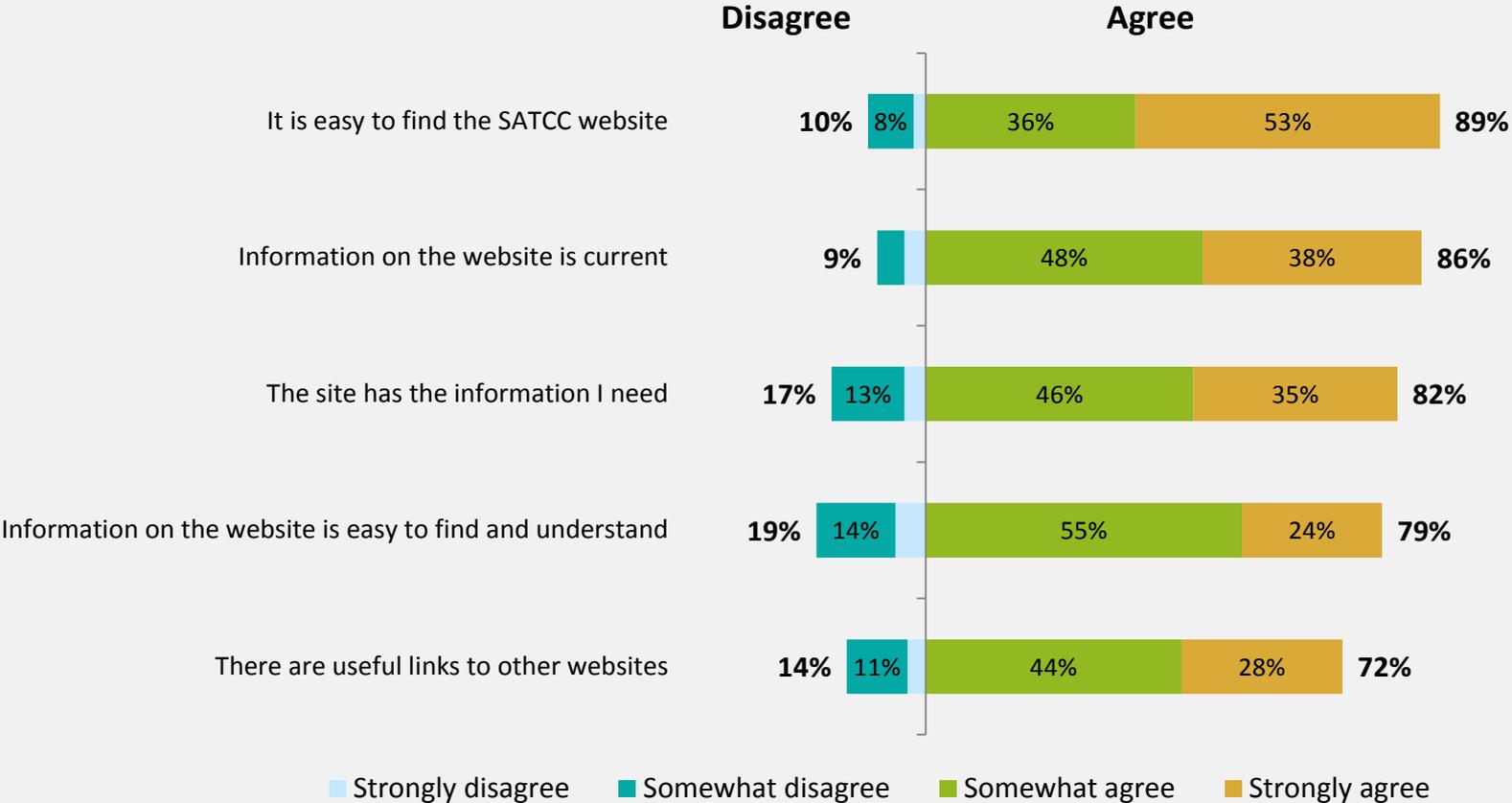
### Reasons for Not Using the SATCC Website - 2015



Q36. Have you ever used the SATCC website? Base: All respondents, n=370 (2015), n=371 (2013).

Q36a. Why have you never used the SATCC website? Base: Respondents that have not used the website, n=173.

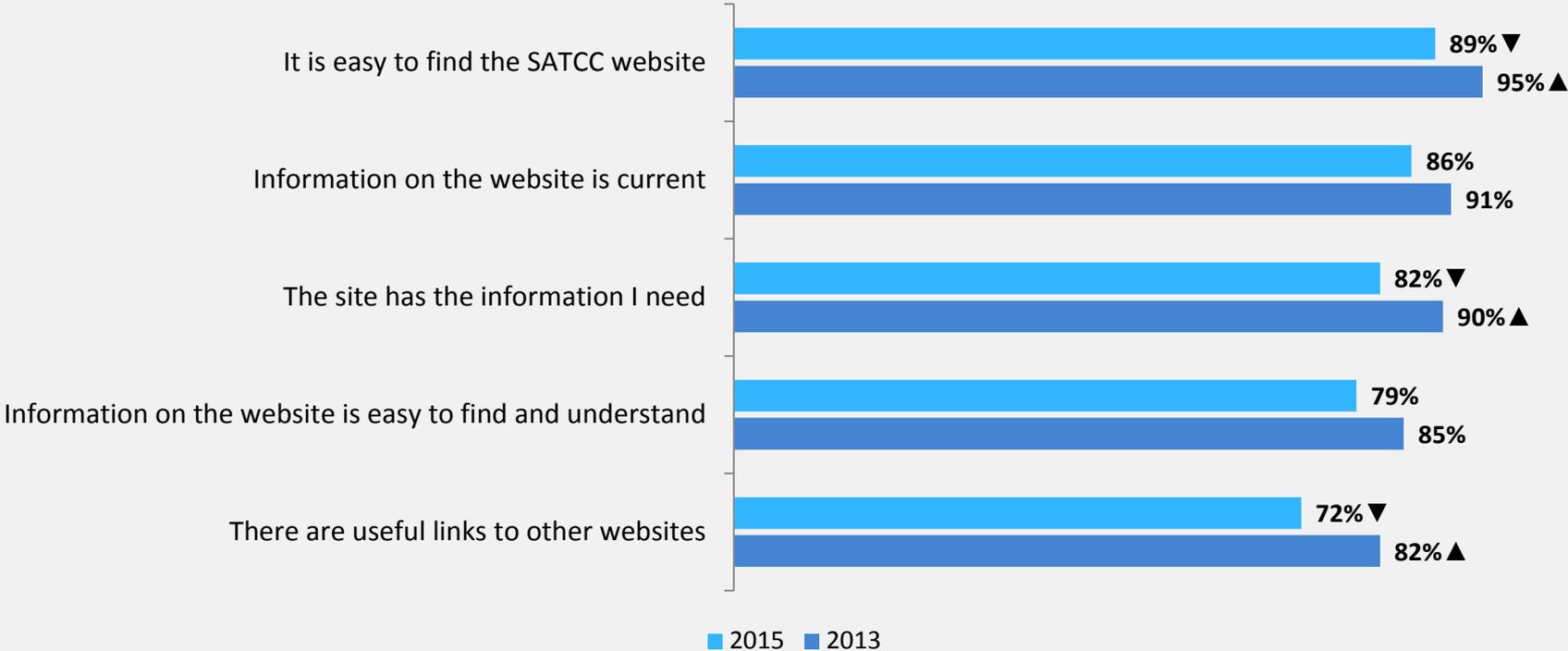
Overall, those that have used the website agree with each aspect of website usage.



Q37. Now, I would like you to use the 4 point scale to rate the following statements regarding your experience with the SATCC website. Do you agree or disagree with the following statements... Base: All respondents that have used the website, n=190.

Agreement with each aspect of the website has declined as compared to 2013.

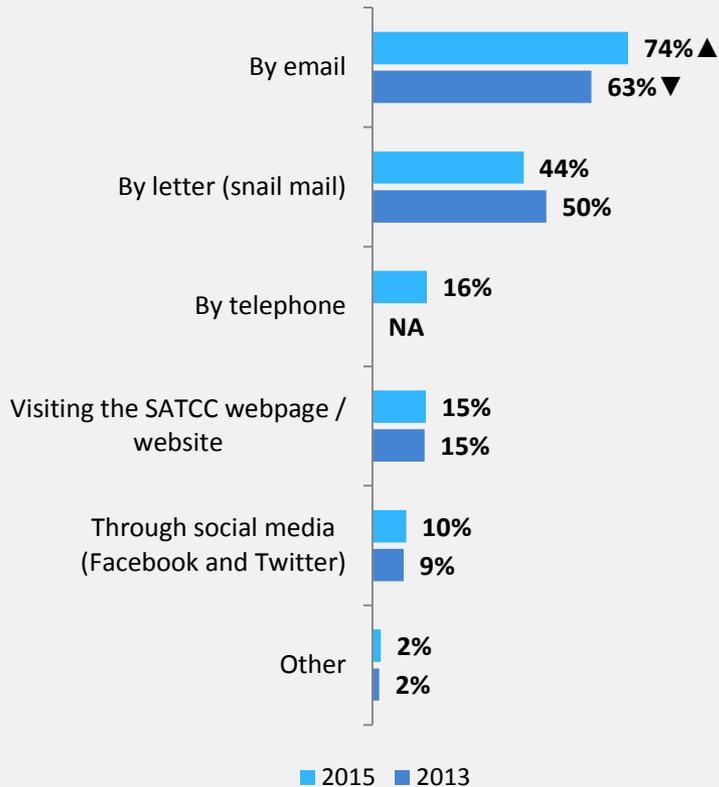
### Website Statement Agreement (Somewhat and Strongly Agree)



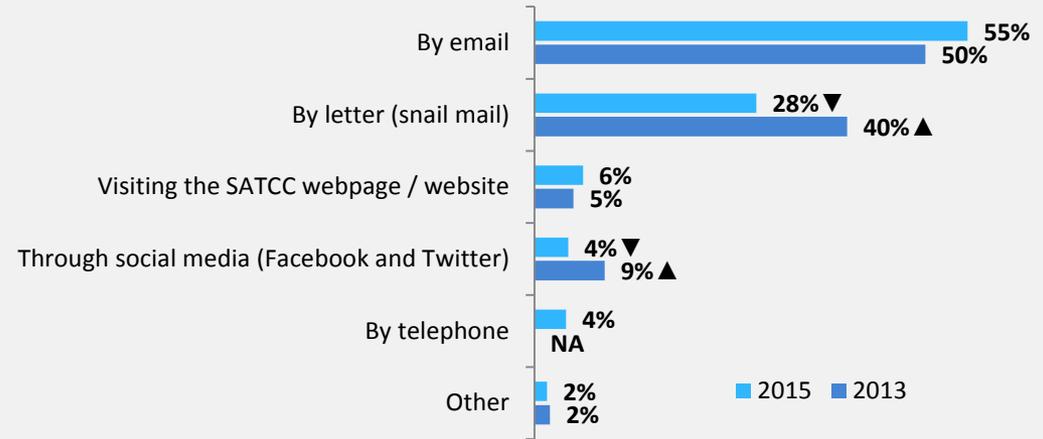
Q37. Now, I would like you to use the 4 point scale to rate the following statements regarding your experience with the SATCC website. Do you agree or disagree with the following statements... Base: All respondents that have used the website, n=190 (2015), n=193 (2013).

# Most respondents say they prefer to receive information by email or letter.

## Information Preference - Overall



## Information Preference - Top Choice



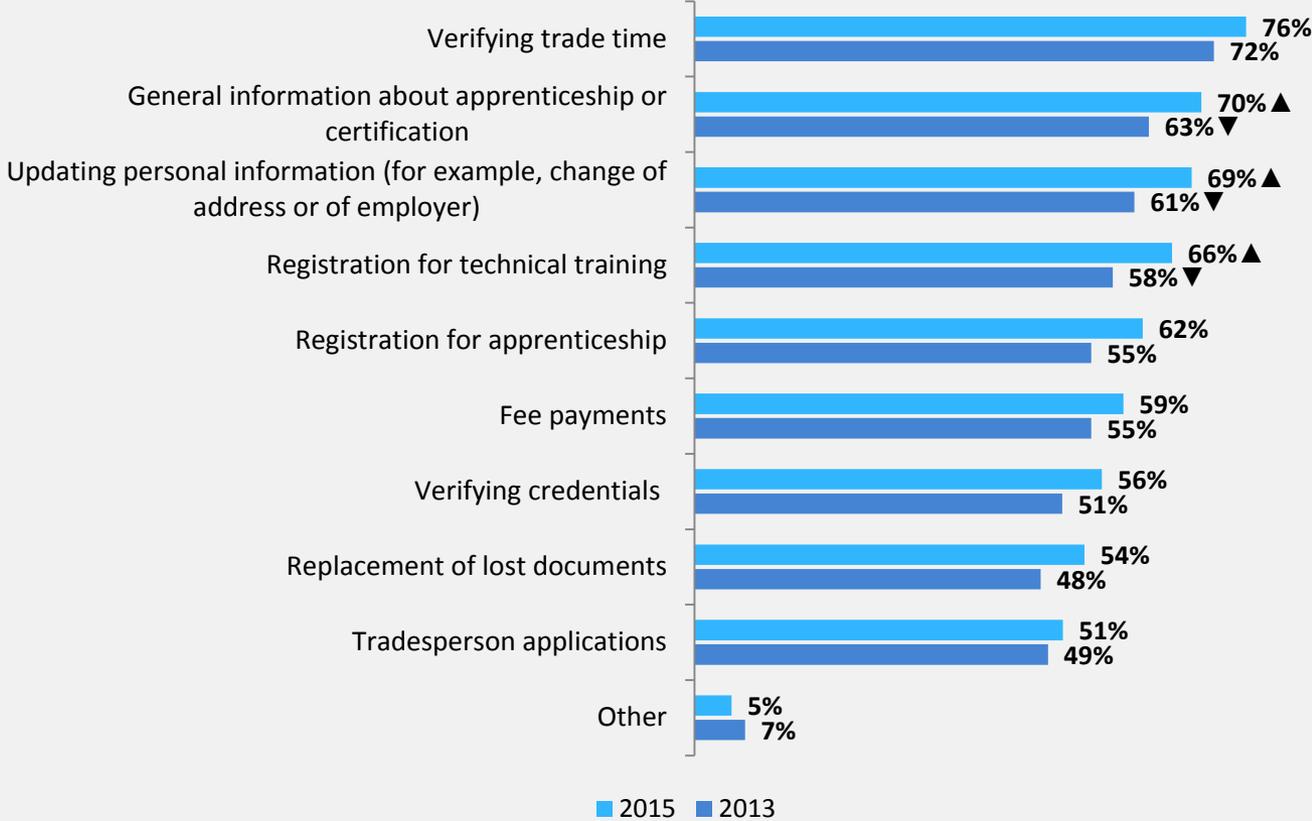
Top Information Preference by Method of Contact (2015)	Phone (n=82)	Online (n=288)
<b>By email</b>	29%	<b>63%</b>
<b>By letter (snail mail)</b>	<b>49%</b>	23%
Visiting the SATCC webpage / website	10%	5%
By telephone	5%	4%
Through social media (Facebook and Twitter)	6%	4%
Other	1%	2%

Q38. How would you like to receive information from the SATCC? Base: All respondents, n=370 (2015), n=371 (2013).

Q39. Of these methods, which is your preferred or favourite method? Base: All respondents, n=370 (2015), n=371 (2013).

# At least half of respondents say they would like to be able to complete all services online.

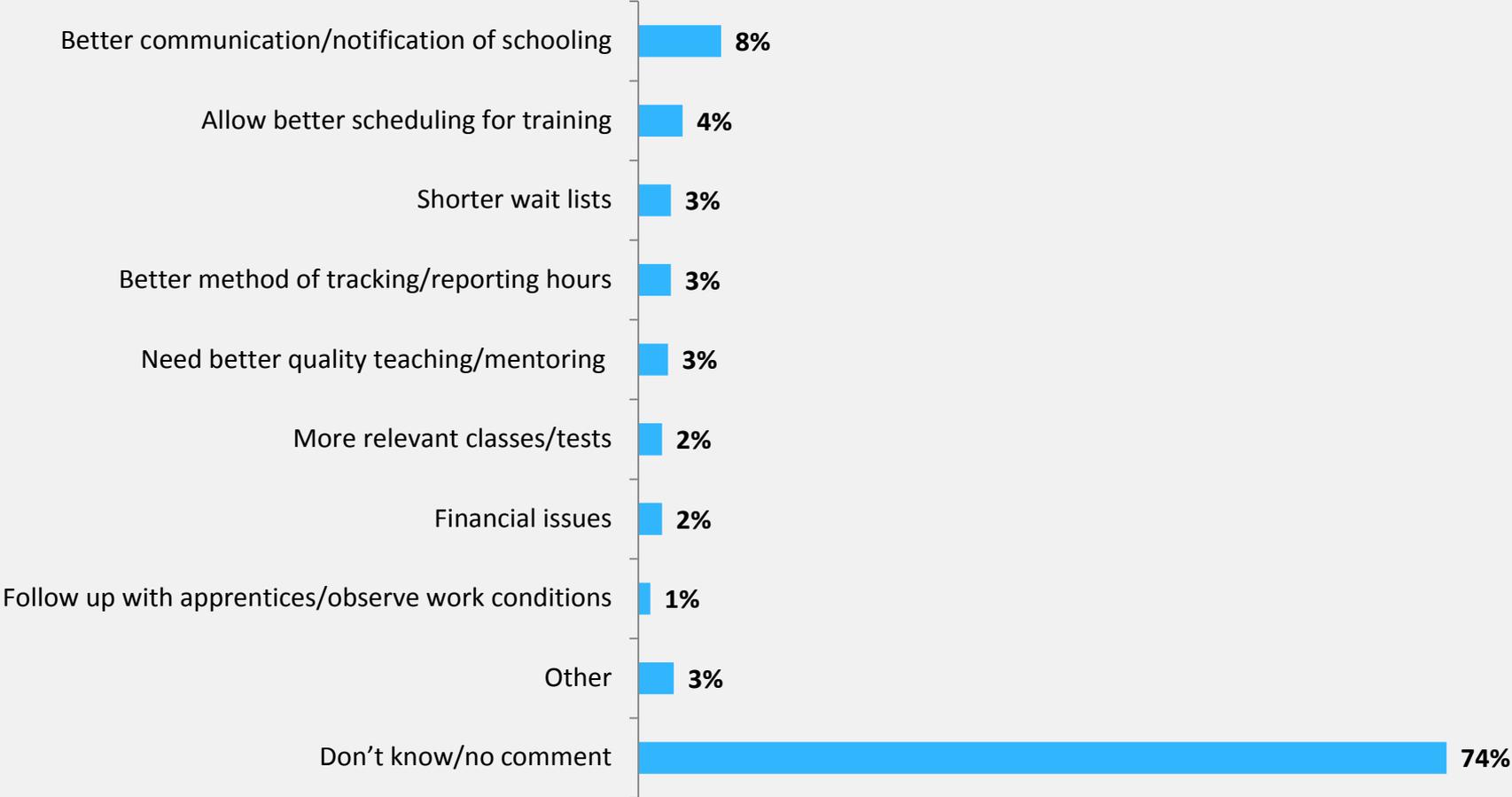
## Preferred Online Services



Q40. Which of the following services would you like to be able to complete online? Base: All respondents, n=370 (2015), n=371 (2013).

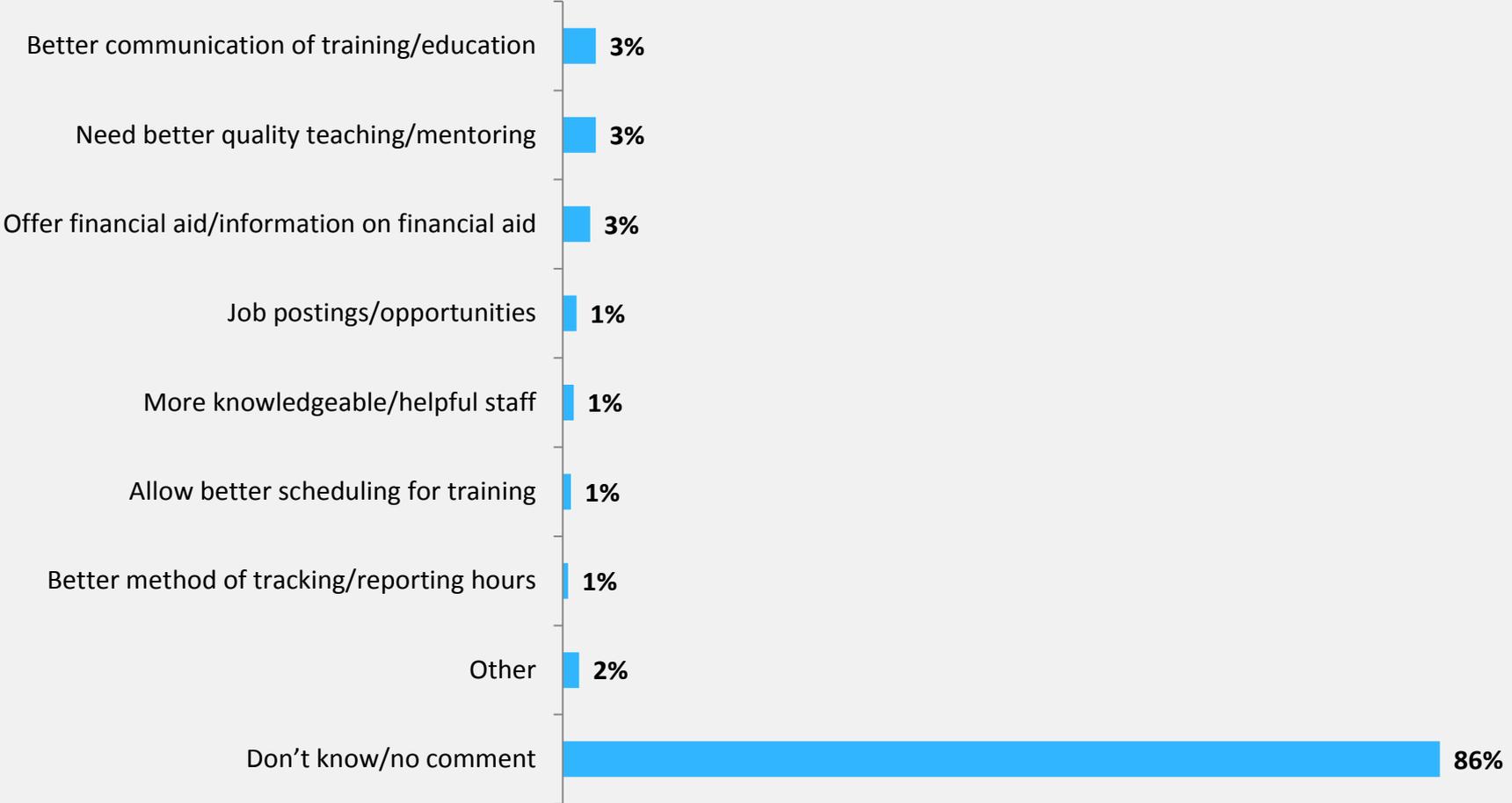
# General Comments

# What could the SATCC do better?



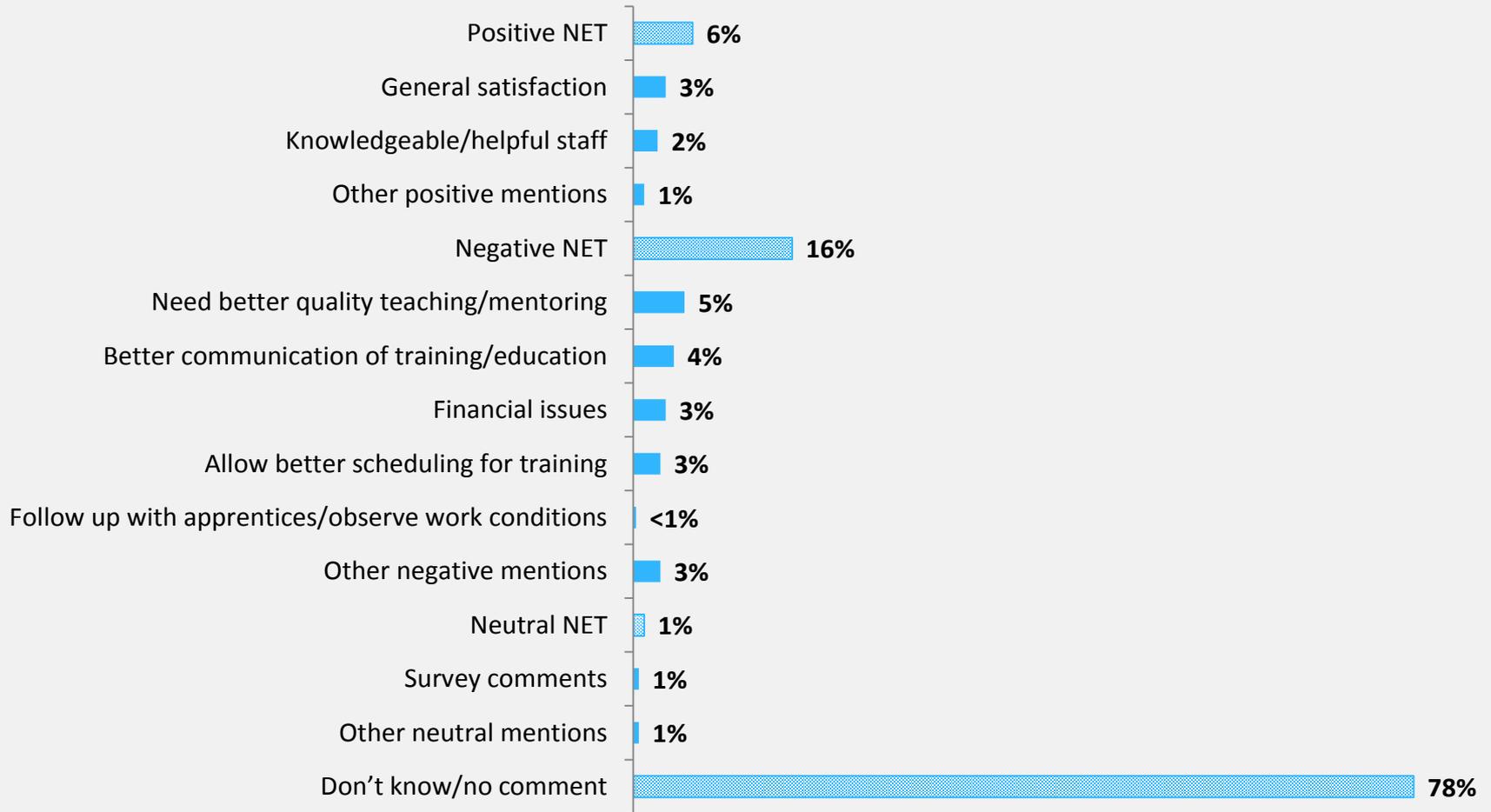
Q41. Is there anything the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents, n=370.

# Suggested Additional SATCC Services



Q42. Are there other services you would suggest the SATCC provide to apprentices? Base; All respondents, n=370.

# Final Comments



Q43. Do you have any comments 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. Base: All respondents, n=370.

# Demographics

# Demographics

## Satisfaction by Key Profile Demographics

		Gender		Age			Contract of Apprenticeship		Visible Minority		Aboriginal Ancestry		Method of Contact	
		Female	Male	18-24	25-34	35+	Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	Count	42	304	129	136	79	275	26	26	299	41	289	81	265
	% Agree	93%	94%	98%	93%	88%	95%	93%	93%	94%	91%	94%	99%	92%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	Count	41	305	128	135	81	274	28	27	299	43	288	81	265
	% Agree	91%	94%	98%	92%	90%	94%	100%	96%	94%	96%	94%	99%	92%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	Count	41	302	127	137	77	271	28	24	299	42	285	80	263
	% Agree	91%	93%	97%	94%	86%	93%	100%	86%	94%	93%	93%	98%	91%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	Count	40	290	126	130	72	263	26	26	284	39	277	79	251
	% Agree	89%	89%	96%	89%	80%	90%	93%	93%	89%	87%	91%	96%	87%
Overall, I am satisfied with the quality of my on-the-job training	Count	39	288	124	128	73	261	26	26	281	40	273	78	249
	% Agree	87%	89%	95%	88%	81%	90%	93%	93%	88%	89%	89%	95%	86%

# Demographics

## Service Ratings by Key Profile Demographics

		Gender		Age			Contract of Apprenticeship		Visible Minority		Aboriginal Ancestry		Method of Contact	
		Female	Male	18-24	25-34	35+	Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
General information about apprenticeship or certification	Count	42	313	127	141	84	281	26	25	307	44	293	78	277
	Rating	3.5	3.5	3.6	3.4	3.4	3.5	3.7	3.7	3.5	3.5	3.5	3.5	3.5
Registered for apprenticeship	Count	40	304	118	140	83	271	26	26	298	44	284	79	265
	Rating	3.6	3.8	3.9	3.7	3.5	3.7	3.9	4.0	3.7	3.8	3.7	3.8	3.7
Fee payment processed quickly and accurately	Count	38	296	114	140	77	266	24	26	287	42	276	76	258
	Rating	3.9	3.9	4.0	3.9	3.8	3.9	3.8	3.7	3.9	4.0	3.9	4.0	3.9
Applied for/received a learners' certificate (hairstylists)	Count	14	102	48	43	25	86	12	14	94	23	88	28	88
	Rating	3.7	3.3	3.7	3.3	2.8	3.4	3.3	3.3	3.4	3.2	3.4	3.6	3.3
Replaced lost documents	Count	20	139	56	69	34	122	12	14	135	25	126	42	117
	Rating	3.4	3.6	3.8	3.4	3.4	3.6	3.5	3.3	3.6	3.1	3.7	3.8	3.5

# Demographics

**Service Ratings by Key Profile Demographics**

		Gender		Age			Contract of Apprenticeship		Visible Minority		Aboriginal Ancestry		Method of Contact	
		Female	Male	18-24	25-34	35+	Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
Updated personal information	Count	33	202	83	101	50	178	22	19	204	32	193	58	177
	Rating	3.6	3.8	3.9	3.7	3.6	3.8	3.9	3.9	3.8	3.5	3.8	3.9	3.7
Verified credentials	Count	33	274	108	125	72	240	24	21	267	39	253	66	241
	Rating	3.6	3.8	3.9	3.8	3.6	3.8	3.8	3.6	3.8	3.6	3.8	4.0	3.7
Verified trade time	Count	42	305	121	139	85	272	27	25	299	43	287	77	270
	Rating	3.5	3.8	3.9	3.8	3.4	3.7	4.3	3.8	3.7	3.6	3.8	4.1	3.6
Registered for technical training	Count	38	293	114	134	80	260	25	24	288	42	274	78	253
	Rating	3.4	3.7	3.7	3.6	3.7	3.7	4.0	3.5	3.7	3.5	3.7	3.9	3.6
Tradesperson applications	Count	33	258	104	116	69	229	23	22	252	39	240	71	220
	Rating	3.7	3.7	3.9	3.7	3.6	3.7	4.0	3.5	3.8	3.7	3.8	3.9	3.7

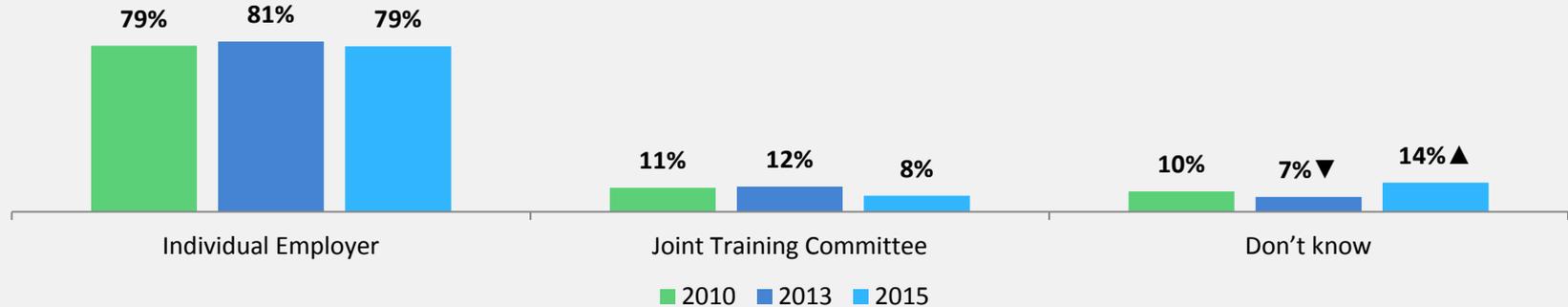
# Demographics

## Staff Satisfaction by Key Profile Demographics

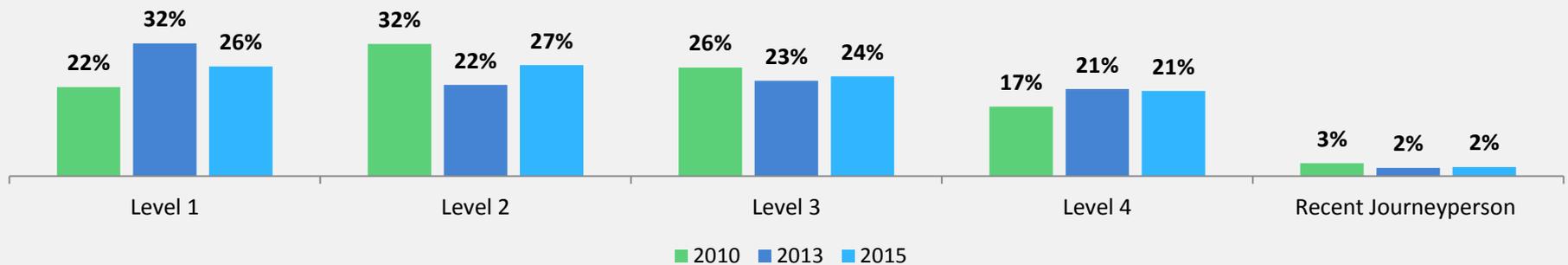
		Gender		Age			Contract of Apprenticeship		Visible Minority		Aboriginal Ancestry		Method of Contact	
		Female	Male	18-24	25-34	35+	Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
I was able to speak with the staff person I needed to without difficulty.	Count	26	236	83	111	65	205	21	17	227	30	218	72	190
	% Agree	67%	79%	74%	80%	78%	78%	88%	63%	79%	71%	78%	92%	73%
Staff are knowledgeable	Count	29	242	90	115	63	212	21	18	235	33	225	72	199
	% Agree	74%	80%	79%	82%	75%	79%	88%	67%	80%	77%	80%	92%	76%
Staff are friendly and courteous	Count	30	254	94	121	66	223	21	17	247	33	236	76	208
	% Agree	77%	84%	82%	86%	80%	83%	88%	65%	84%	77%	84%	97%	79%
Staff are helpful	Count	31	248	92	121	63	221	22	17	243	33	232	74	205
	% Agree	79%	82%	80%	86%	75%	82%	92%	63%	83%	77%	82%	95%	77%

# Demographics

## Contract of Apprenticeship Through:



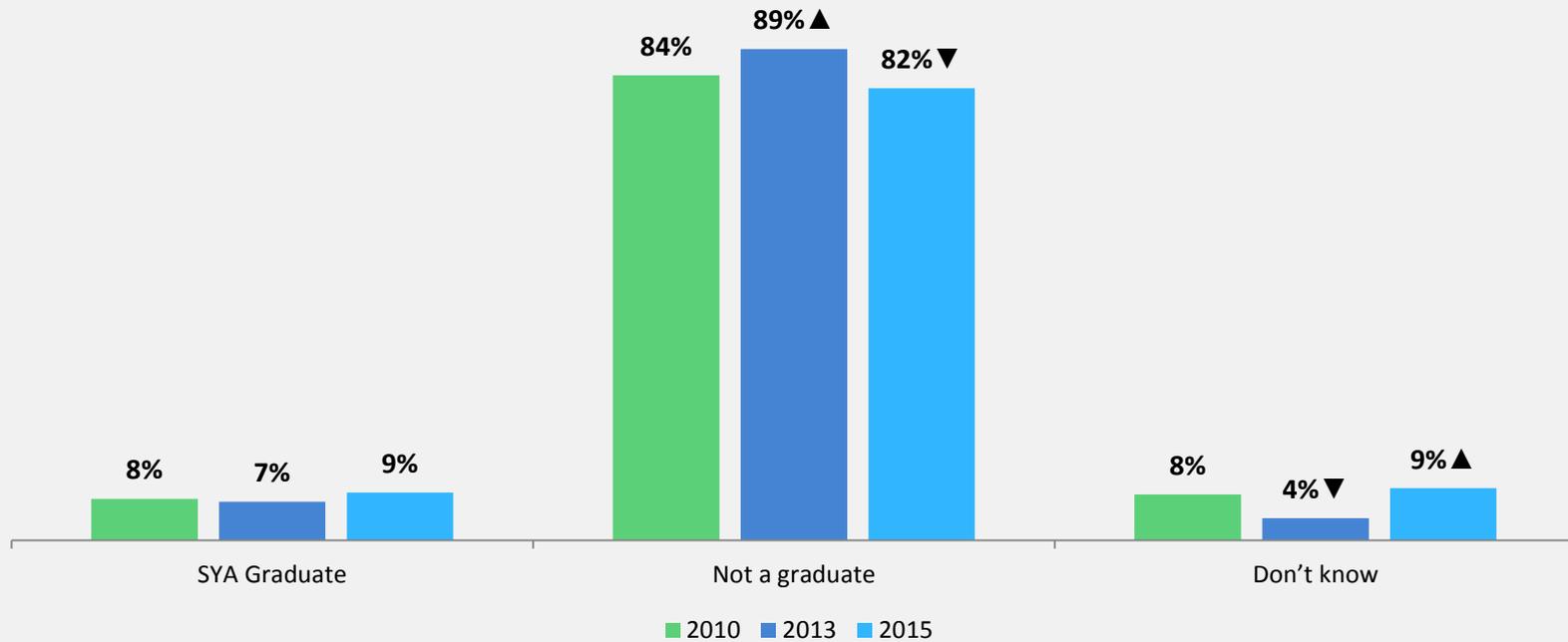
## Apprenticeship Level



Q2. Who is your Contract of Apprenticeship with? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).  
 Q3. What level of apprenticeship are you currently enrolled in? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Demographics

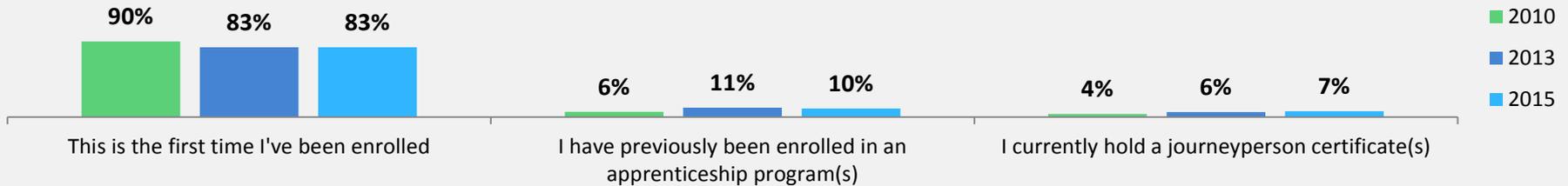
## Graduates of Saskatchewan Youth Apprenticeship (SYA) Program



Q5. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program? Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Demographics

## Apprenticeship System Experience



Previous Program - 2015	Count
Carpentry	13
Electrician	9
Plumbing	4
Welding	3
Automotive Mechanic	2
Roofing	1
Pipefitting	1
Vehicle Tech	1
Boom Truck	1
Agricultural Machinist Technician	1
Heavy Duty Tech	1
Power Line Technician	1
Sheet Metal	1
Unspecified	2

Journeyman Certificate - 2015	Count
Welding	8
Electrician	4
Machinist	3
Automotive Service Tech	2
Wellhead Boom Truck	1
Rig Tech	1
Industrial Instrument Mechanic	1
Hairstylist	1
Crane Operator	1
Hydraulic	1
Cosmetology	1
Carpentry	1
Heavy Duty	1

Q13. Please indicate your experience with the apprenticeship system. Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Demographics

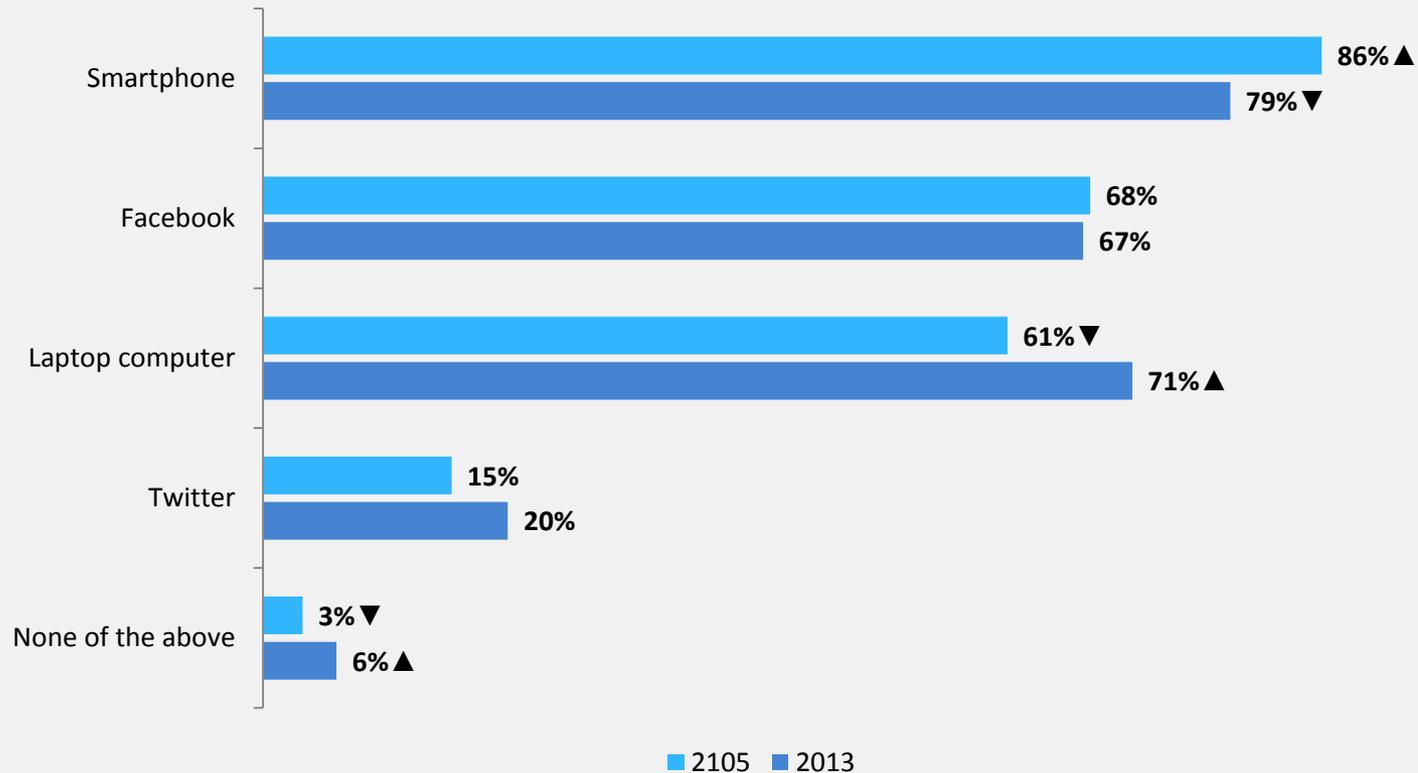
Trade	Count	%
Agriculture Machinery Technician	19	5%
Automotive Service Technician	17	5%
Boilermaker	1	<1%
Cabinetmaker	1	<1%
Carpenter - Framer	41	11%
Carpenter - Scaffolder	6	2%
Construction Craft Labourer	3	1%
Cook	8	2%
Crane and Hoist Operator - Boom Truck Operator "A"	1	0%
Crane and Hoist Operator - Lattice Boom Crane Operator	2	1%
Drywall and Acoustical Mechanic	1	<1%
Electrician - Construction	60	16%
Electrician - Production and Maintenance	20	5%
Esthetician - Skin Care Technician	1	<1%
Hairstylist	10	3%
Heavy Duty Equipment Technician	13	4%
Hydraulic Crane Operator	2	1%
Industrial Instrument Technician	12	3%
Industrial Mechanic (Millwright) - Construction	6	2%

Trade	Count	%
Industrial Mechanic (Millwright) - Production and Maintenance	13	4%
Insulator	3	1%
Ironworker Structural	2	1%
Machinist	5	1%
Motor Vehicle Body Repairer - Motor Vehicle Body Refinisher	5	1%
Partsperson	7	2%
Plumber	41	11%
Powerline Technician	3	1%
Refrigeration Mechanic - Construction	3	1%
Refrigeration Mechanic - Production and Maintenance	2	1%
Rig Technician - Derrickhand (Level Two)	2	1%
Rig Technician - Driller (Level Three)	2	1%
Roofer	1	<1%
Sheet Metal Worker	9	2%
Sprinkler Systems Installer	2	1%
Steamfitter-Pipefitter - Petroleum Installer Technician	10	3%
Steel Fabricator	3	1%
Truck and Transport Mechanic	10	3%
Welder - Semiautomatic Welding Production Operator	23	6%

Q8. In which trade are you currently registered? Base: All respondents, n=370.

# Demographics

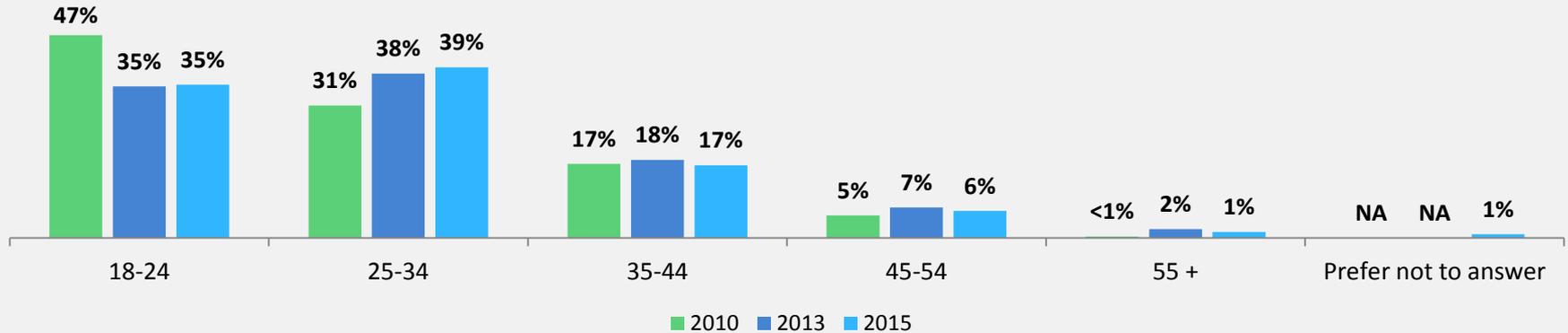
## Device & Social Media Usage



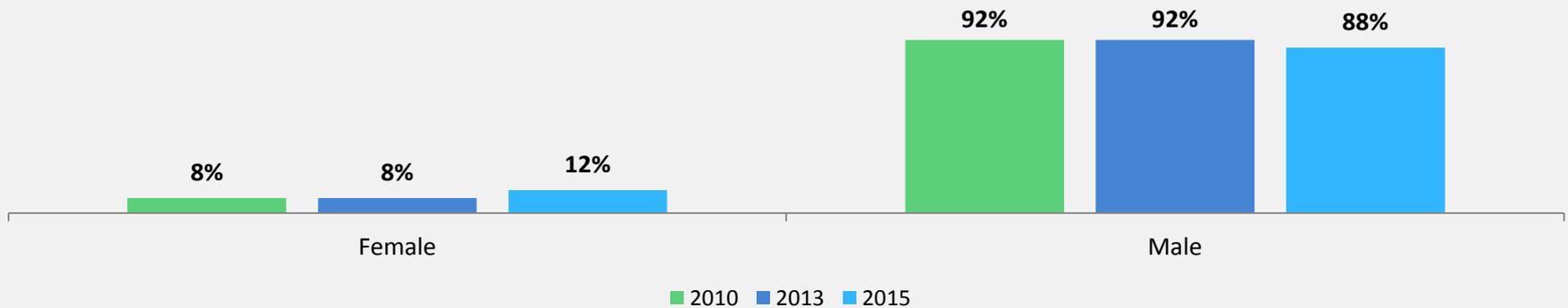
Q4. Do you use the following...? Base: All respondents, n=370 (2015), n=371 (2013).

# Demographics

## Age Range



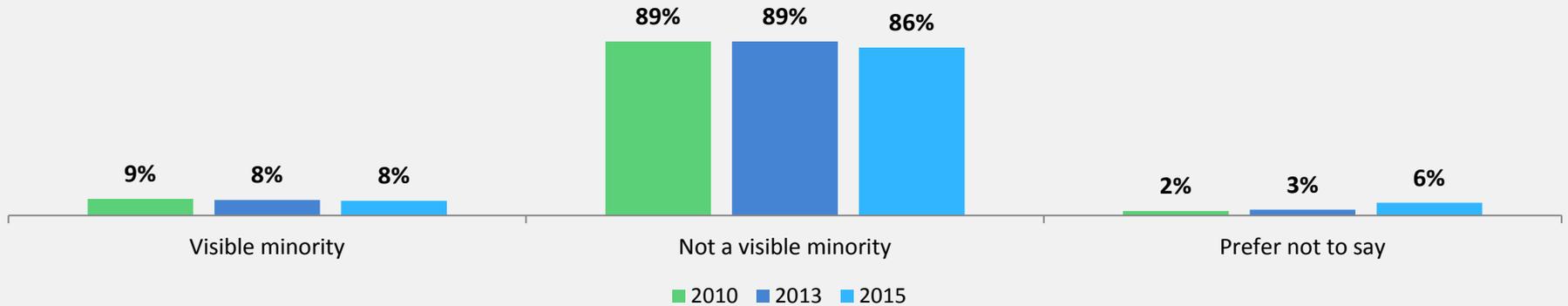
## Gender



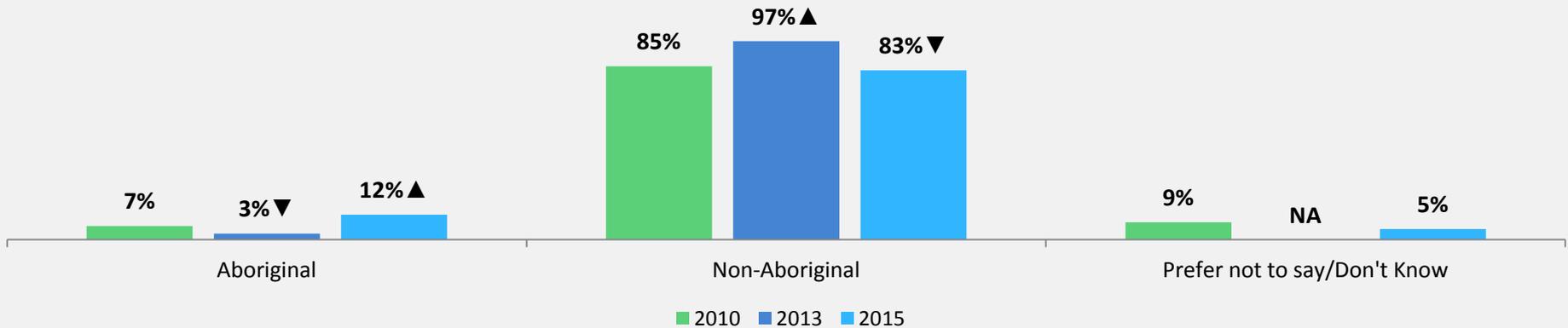
Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Demographics

## Visible Minority



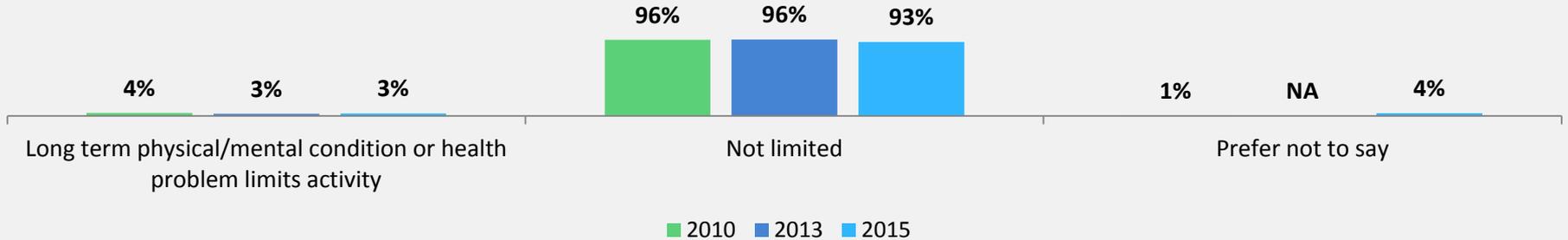
## Aboriginal Ancestry



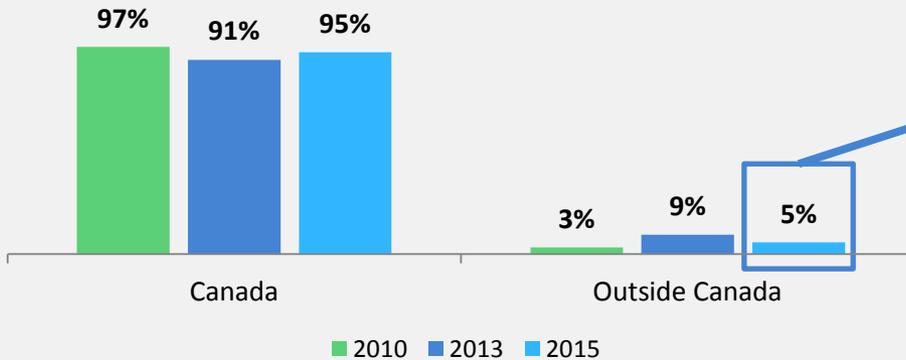
Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).

# Demographics

## Limited Activity



## Country of Origin



Time in Canada (2015)	Count	%
2 years to just under 5 years ago	6	30%
5 years to just under 10 years ago	11	55%
More than 10 years ago	3	15%

Base: All respondents, n=370 (2015), n=371 (2013), n=370 (2010).