

# SATCC Apprenticeship Survey

November  
2017



Saskatchewan  
Apprenticeship and  
Trade Certification  
Commission

insightrix®

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# Report Outline

Introduction and Methodology	3
Summary of Key Findings	5
Satisfaction	9
Services and Staff Ratings	30
Drivers, Motivators, and Barriers	38
Tuition	43
Communications and Information	46
General Comments	49
Demographics	53

# 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 and technical training
  - Determining apprentice satisfaction with SATCC services
- The Apprentice Study was conducted using both phone and online methodologies
- Data were collected between October 5<sup>th</sup> and November 6<sup>th</sup>, 2017
- In total, 378 completed responses were obtained (99 by phone, 279 online). Overall, the response rate is 10%. With this response rate, the margin of error is  $\pm 4.8$  percentage points. Given the nature of the population, a margin of error of under 5 percentage points can be considered statistically reliable.
- 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 (Comparisons made between all displayed years of data).
  - Note that when comparing results with smaller base sizes, larger gaps are required for differences to be statistically significant.
    - In some cases, base sizes may be too small for testing.
  - Please see slide 55 for an example of differences that are not statistically significant.
- Sampling Margin of Error:
  - The Sampling Margin of Error for this study is  $\pm 4.8$  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.

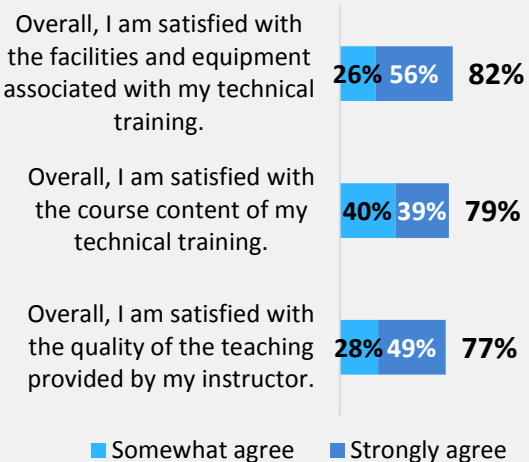
# Summary of Key Findings

# Summary of Key Findings - Satisfaction

## Satisfaction with On-the-Job Training – Statement Agreement

Somewhat and Strongly Agree	2013	2015	2017
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	94%	94%	92%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	92%	93%	91%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	93%	92%	90%
Overall, I am satisfied with the quality of my on-the-job training	88%	89%	90%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	90%	90%	88%

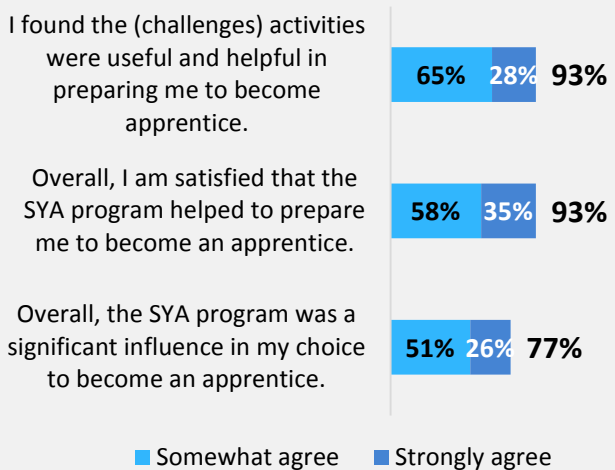
### Satisfaction with Technical Training



### Satisfaction with Staff

Somewhat & Strongly Agree	2013	2015	2017
Staff are friendly and courteous	86% ▲	77% ▼	87% ▲
Staff are helpful	83% ▲	75% ▼	84% ▲
Staff are knowledgeable	84% ▲	73% ▼	85% ▲
I was able to speak with the staff person I needed to without difficulty.	81% ▲	71% ▼	80% ▲

### Satisfaction with SYA Program

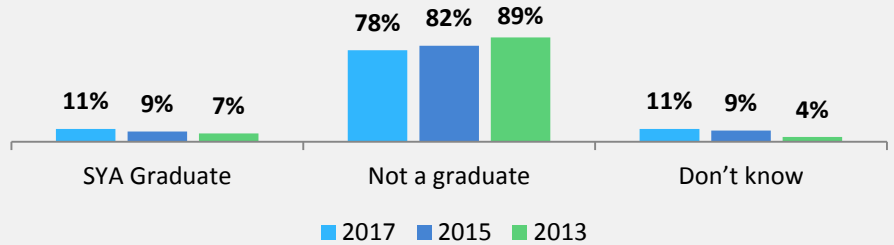


# Summary of Key Findings– General Information

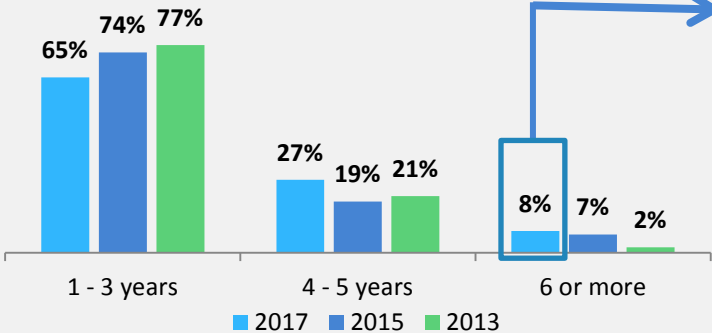
## Most Influential Advice Comes From:

	2013	2015	2017
Relatives/friends	28%	27%	24%
Employers	24%	25%	22%
Co-workers	13%	16%	17%
Parents	19%	16%	16%
High school educator	4%	8%	13%

## Graduates of SYA Program



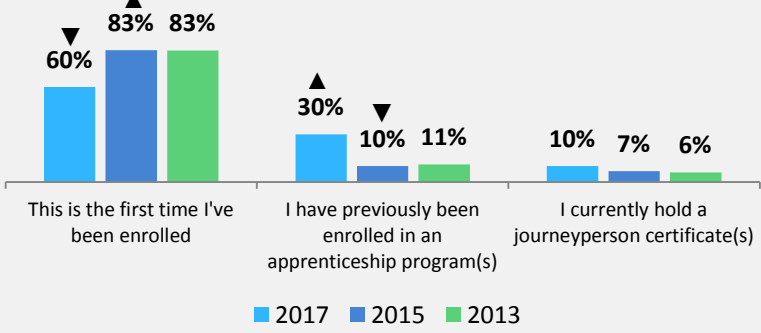
## Years Registered



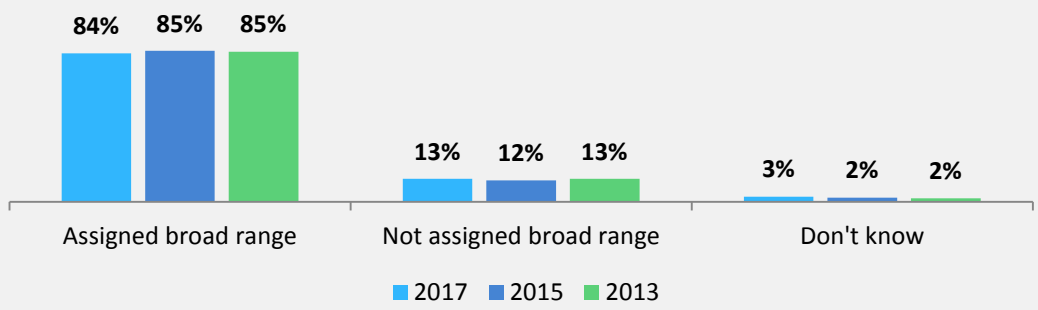
## Reasons For Not Completing 2017 (6 or more years)

Can't pass the exam: 41%  
 Personal reasons: 15%  
 Had to repeat a level: 15%

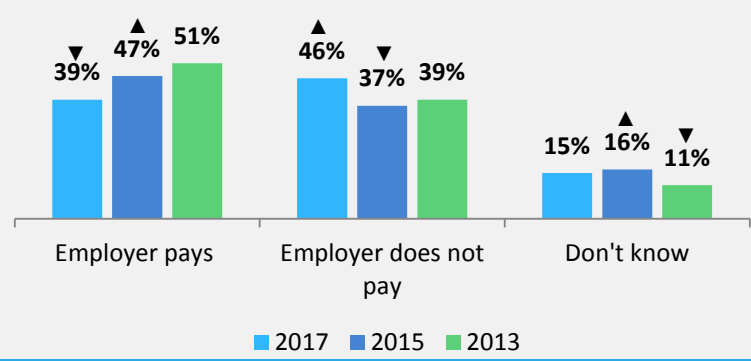
## System Experience



## Task Assignments

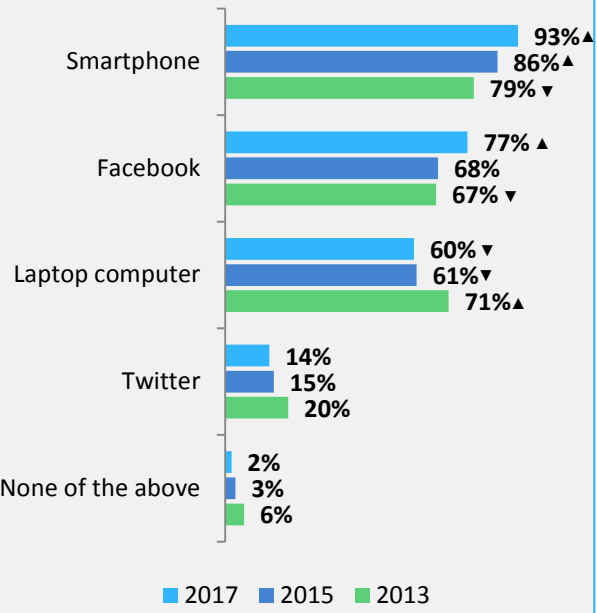


## Contract of Apprenticeship Fee

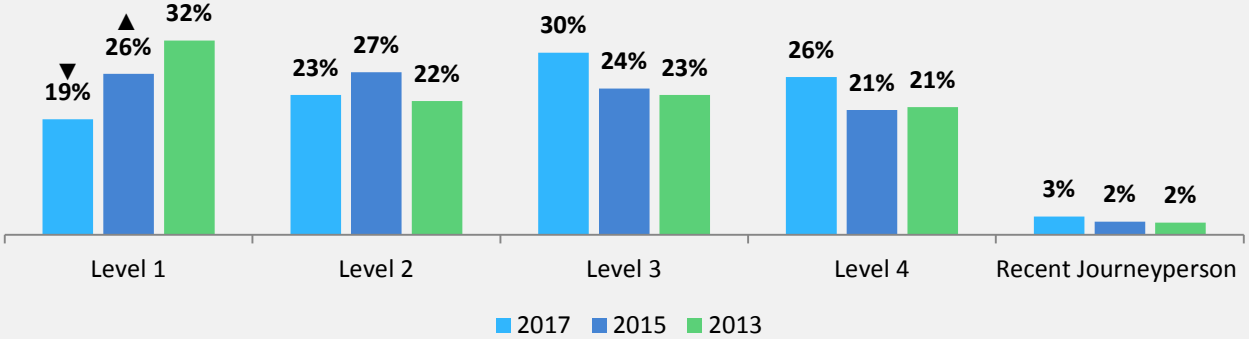


# Summary of Key Findings – Communications and Profile

## Technology Adoption



## Apprenticeship Level



Top 5 Trades Represented in Survey - 2017		
Trade	Count	%
Construction Electrician - Construction	73	19%
Plumber	45	12%
Carpenter	37	10%
Welder	25	7%
Automotive Service Technician	24	6%

## Information Preference

	2013	2015	2017
E-mail	50%▼	55%	60%▲
Letter	40%▲	28%▼	26%▼

## Top Preferred Online Services

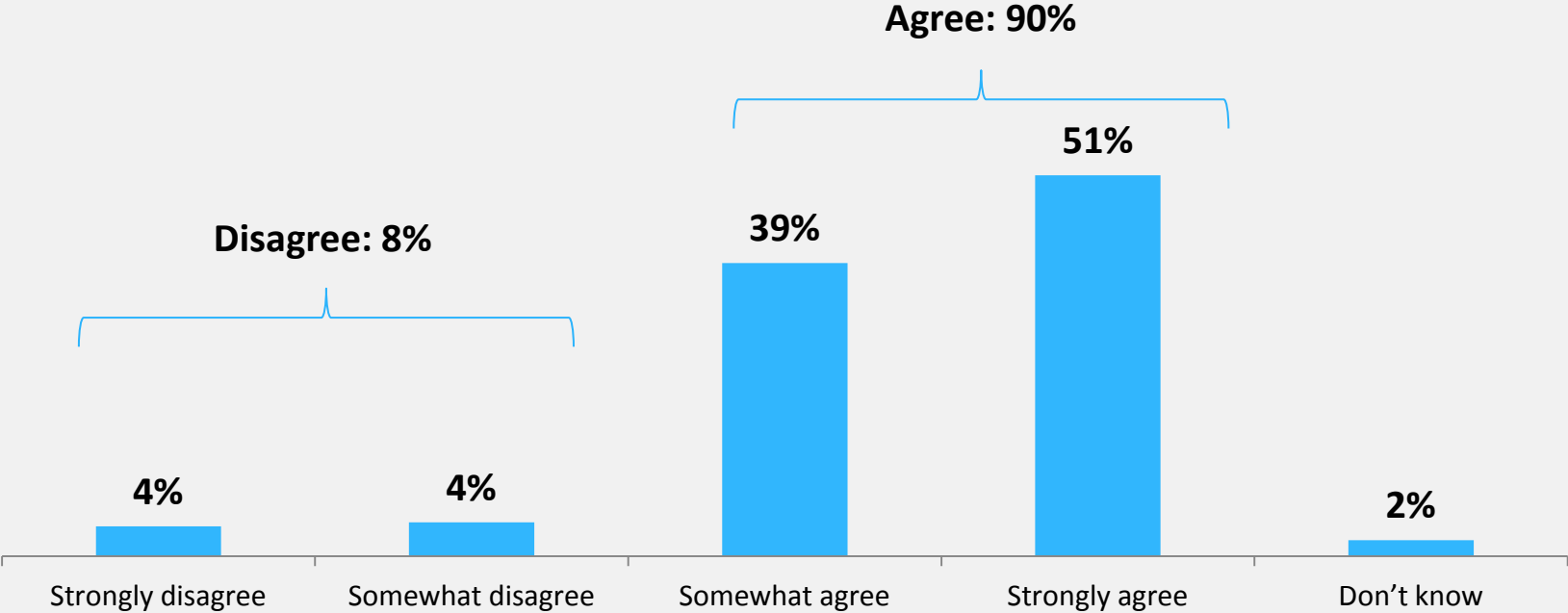
Service	2013	2015	2017
Verifying trade time	72%	76%	74%
General information about apprenticeship or certification	63%▼	70%▲	66%
Updating personal information	61%▼	69%▲	63%
Fee Payments	55%	59%	63%
Registration for technical training	58%▼	66%▲	60%



# Satisfaction

The vast majority (90%) are satisfied with the quality of their on-the-job training.

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



Q19. Please indicate if you agree or disagree with the following: Base: All respondents, n=378.

# 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
Because it is slow right now. It used to be good, but for the last two years, it's slow.
Do not get a wide range of jobs on which to learn on.
Have never worked with a journey person. Have had to figure everything out myself since day 1.
I have been out of a plumbing job for a year, and have worked as a labourer the last few months.
I was assigned to a project, the team leader hasn't given me proper on-the-job training, almost 6 months since I started at her area, I don't think I get enough practice, look like there is a discrimination.
I work in a nursing home, so there is not a lot of fine dining prepared there.
In 18 months employment, I was only working with a journeyman for about 4 weeks. I was not on the tools although I was on a job site. Rather I was collecting hours in the trade working as the sites shipping and receiving personnel. I have over 2600 trade hours and completed two levels of schooling but still don't know how to install pot lights in a home. That's ridiculous. Taught myself more reading the code book and watching YouTube.
Is no training with journeyman.
Job skills training are based on profit not the benefit of student.
Journeyman don't train well enough. It takes a long time to move into different areas on the jobsites.
Limited experience from co-workers.
Limited to the experiences one would need to totally understand all the theoretical questions and labs we take at school.
Lower level apprentices don't shadow journeyman anymore. Most of the time they sweep or clean up areas On the job, actual training is really low.
More hands on experience. Do the work that you are trained for. To gain experience, give more time on the wall to succeed. We don't get enough time on the wall. Apprentices end up doing other tasks instead of what they are being trained for. Better supervision. You should be shadowed until your training is completed.
Most of the journeypersons in charge are not more experienced than me so there isn't much that they can teach me and they don't follow the right procedures always.
Most of time in the teacher not the one being trained.

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*Q19a. 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=27.*

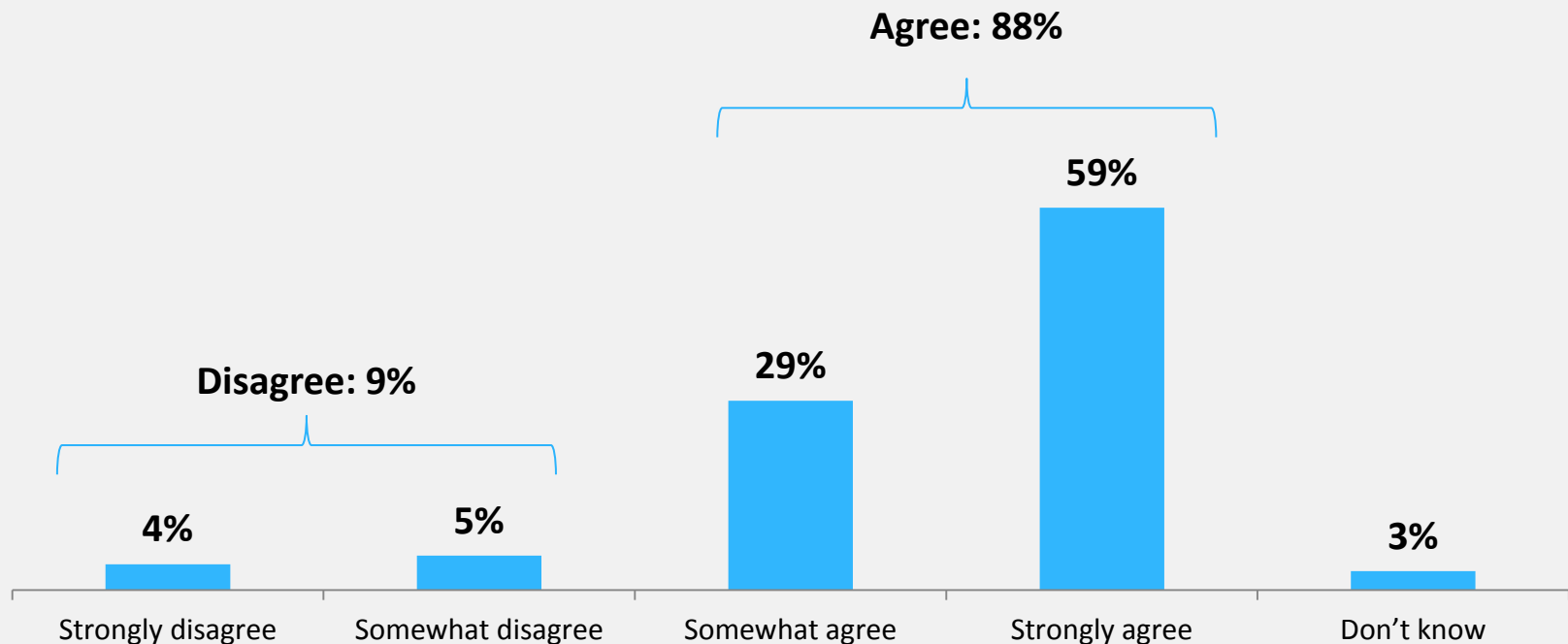
### Reasons for Not Being Satisfied with the Quality of the On-the-Job Training Continued...

My employer does not see the value in having an apprentice work with a journeyman. This is challenging to learn the skills needed to advance self in the trade.
No control over what you're learning.
No journeyman guidance.
Not a broad range of training.
Not enough diversity.
Not enough electrical work, too much data cabling.
Often times the journeyman will do a majority of the work. And some crews get bigger projects than other so you do not get a wide range of experience.
Only taught what people want to teach. Bad journeymen = bad training.
Rarely have I ever worked with a journeyman. As well, every employer I have had couldn't have cared less about making me a well-rounded plumber.
That I'm not working under a journeyman and am not working on different types of equipment in the industry. I am only working on combines and air seeders in the ag industry and nothing else.
The scope of the work can be limiting depending on what company you work, for example, just bending conduit or pulling wire.

Q19a. 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=27.

Most (88%) are satisfied with the supervisory, teaching and mentoring ability of their journeyperson(s).

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



Q20. Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s). Base: All respondents, n=378.

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

## Reasons for Not Being Satisfied with the Supervisory, Teaching and Mentoring Ability of your Journey person(s)

A lot of the time it seems as though I'm left alone to figure things out myself when I have never seen certain projects.

Bad journeymen = bad mentoring.

Because he's the branch manager.

For the first 3 years I was working in the trade, I was working alone. Very little guidance. It wasn't until later when I was matched up with a small jobs crew I would get the proper training I needed to do the jobs.

I have to teach them things about equipment and tools. 9/ 10 times I ask for help and there is none there. Just figure it out on my own then.

I question the welder's abilities.

I realize I am only a first year; however, for the most part we are cheap labor and treated as such. I hope in the coming years, I am pushed to learn more than one task done for months on end. Will know more of this in the coming years.

I was seeking alright guidance at my previous plumbing job, but I have not been plumbing for a year.

I've worked for a good majority under people who were not journeypersons. I've often been asked to do work that I'm not trained to do other than 5 minute brief instructions. Working at heights. Rigging. Working near high voltage equipment.

In 18 months on the job, I was only mentored 4 weeks before being laid off.

Is no supervisory training.

It's hard to get any teaching and mentoring when the apprentice is working independently.

Lack of experience.

Little training is given. Often learn on own.

Lots of questions and not a lot of answers. Somewhat skewed from what we learn at school. The right way. The wrong way. And then the way that it's done.

My certified instructor is very nice; she gave me all material I need for the course and helped me how to learn. My manager, she's new in this position, so I don't think she takes care enough about my case, and the team leader at the area I'm practicing she need my request on every skill I need to learn.

**Continued on next slide...**

*Q20a. Why are you not satisfied with the supervisory, teaching and mentoring of your journey person(s)? Base: Respondents that disagree with the statement and left a comment, n=31.*

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

Never just have one journeyman I work with. Some journeyman and apprentices out on my last job site have trouble communicating in English. Some of the journeyman had a lack of knowledge in the Industrial oilfield electrical work we were doing.

No one has time for guidance and instruction.

No variety.

Not experienced enough.

One of the journeypersons I am under is a hard person to learn from and is sometimes rude and degrading.

Rarely worked with a journeyperson and have never had real instruction.

Rushing, too many schedule deadlines. It kind of just, sometimes training gets hard on the side and doesn't seem as important as it should be.

Self-trained work alone.

Some are very good teachers others would rather do it themselves. You will not learn until you do it.

Some teachers are not as good as others.

The journeyman parts technician I apprentice under is our corporate parts manager and it's slim to none that I get hands on in person assistance since he isn't based out of our branch.

The journeyperson I work under I have found that he does not know or understand a lot about our trade. I have to study at home every night about what jobs I will be working on the next day. There is a lack of teaching and supervising in our trade.

They aren't around to assist me.

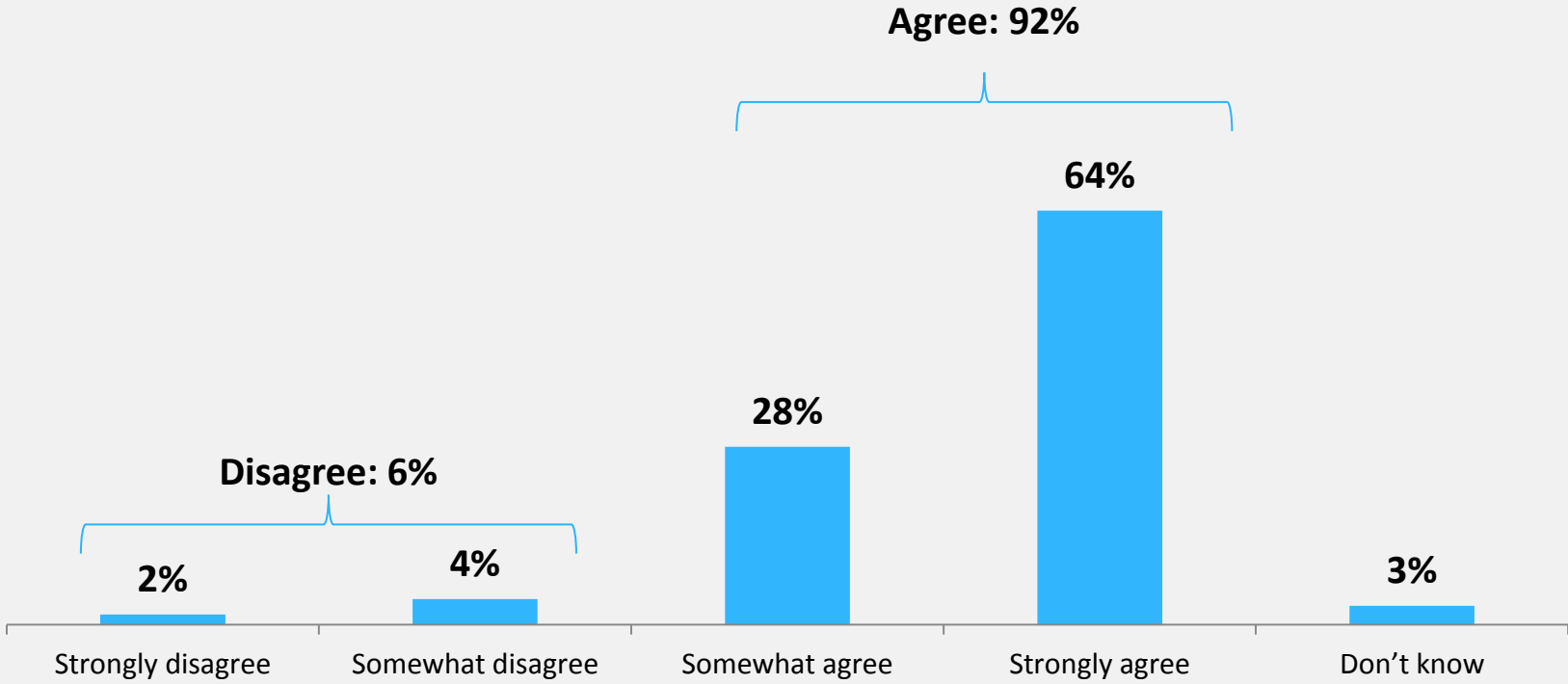
Too understaffed to teach properly.

Working with first year all the time.

Q20a. Why are you not satisfied with the supervisory, teaching and mentoring of your journeyman(s)? Base: Respondents that disagree with the statement and left a comment, n=31.

Almost all (92%) are satisfied with the technical knowledge and skill of their journeyperson(s).

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



Q21. Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s). Base: All respondents, n=378.



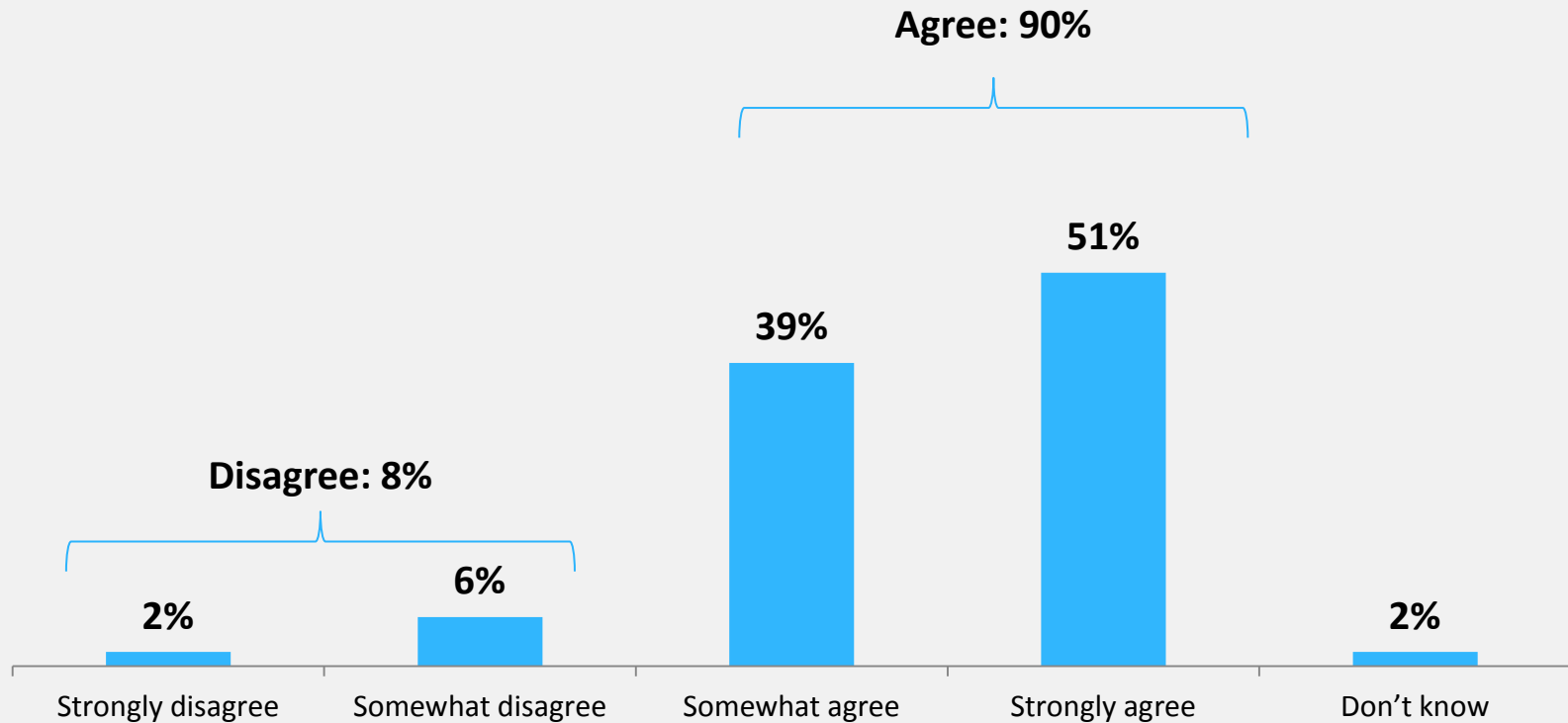
# Lack of knowledge/skills are typical reasons given for not being satisfied.

Reasons for Not Being Satisfied with the Technical Knowledge and Skill of Journeyperson(s)
Arrogance gets in the way of teaching.
Bad journeymen = bad skills.
Because everyone has a different way and each way makes sense in a different way. Learn lots of tricks that save you time and effort but technically probably not the way everyone would like it done. Still safe as long as you are aware of the risks.
Do not have one.
Don't have a lot of hands on experience.
He retains zero knowledge from training and does not take after hours training to stay updated with the technology. His way of fixing is throwing parts at the vehicle until it works and can't explain how it fixed the issue.
I question the journeyman's welding ability.
I'm satisfied with the knowledge, because the company bought a package from IPC, which is accessible for every worker. I don't have enough time for practice my skill.
Most of the journeypersons that I have met have a journeyperson ticket but they don't have experience or technical knowledge.
No comment.
No journeyman around.
Older mechanic computer diagnostics limited.
Supervision skill varies from job to job.
The journey persons at my work other than [XX] and a only a couple other people there are idiots and barely know how to pull a trigger better than some of the lols 2 apprentices in the shop.
The journeyman I had worked with before were pretty good. Lately, being out of a plumbing job for year, there has been no one to lean on.
Was not around self-taught.

Q21a. 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=16.

Most (90%) 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"**



Q22. Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade. Base: All respondents, n=378.

# 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 it's all very old and out of date.
Because it's slow right now.
Company is too cheap to supply machinery for making the job faster and easier. It's almost like they want us to do it the hardest way possible.
Currently I have been only working on apartment complexes and overall there is not of variation in the work. Both companies I have been employed with only do apartments/condos so in future I will have to change employers to get more exposure.
Don't always have proper equipment or any facilities.
Don't get experience in all aspect of the trade.
I don't get a broad exposure to the trade.
I have done most of my apprenticeship in a residential setting. I have now been laid off and am finding it difficult to find work as I don't have the experience many employers are looking for.
It is a small shop. Sometimes we have to pass up on complicated jobs due to space or lack of special tools.
It is old and we don't have many of the things we work on at the school.
It's old.
Just generally poor equipment, dealing with lower end equipment which is not up to date.
Most of the specialty tools we do not have. I have to find and purchase tools needed for specific jobs, costing a lot. The hoists are way out dated.
Needs some updated equipment.
Not enough benders or rollers available for use.
Old dated tools, older facilities.
Only 2 major processes of welding available.
Some of the equipment I work with, sometimes it's not practical to use and sometimes everyone doesn't have access to them like some cutting tools.
Some of the stuff is out of date or we don't have the proper equipment to get the job done properly and shop is too small.

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Q22a. 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=27.

### Reasons for Not Being Satisfied with the Facilities and Equipment at the Worksite

Sticking to same thing from one than a year.

The equipment and facilities were there the willingness to teach were not.

They don't provide anything. E.g., tools, equipment, anything.

Tools and facilities very sparse.

Trade is so big, with a small company there is a lot of things I will never experience, like working with the larger pipe sizes and working with complex boiler systems, etc.

Very few diagnostic tools.

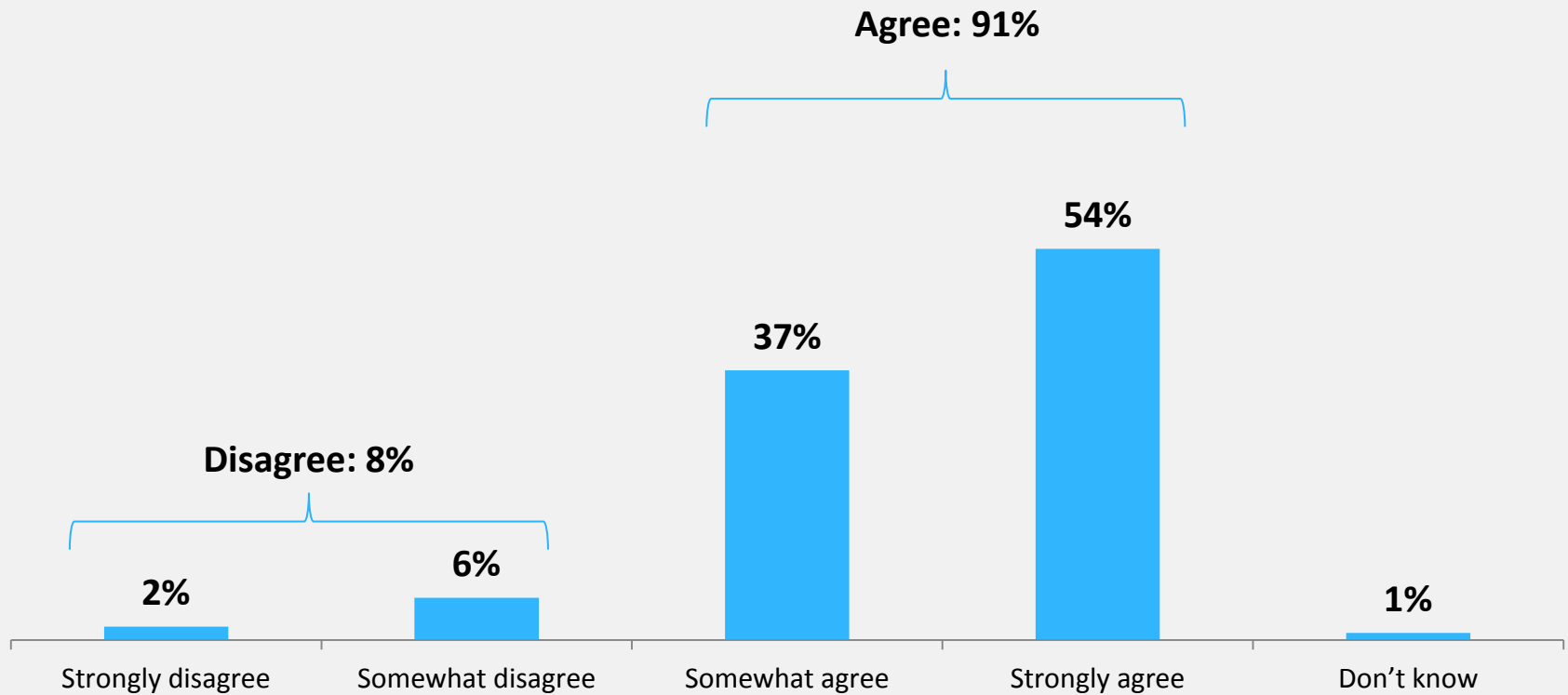
Well they didn't buy me tools. They wanted me to supply my own tools.

With the industrial mechanic trade the work scope is so broad and my work place is so specialized. I am missing out on major parts of the trade.

Q22a. 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=27.

Most agree (91%) 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"**



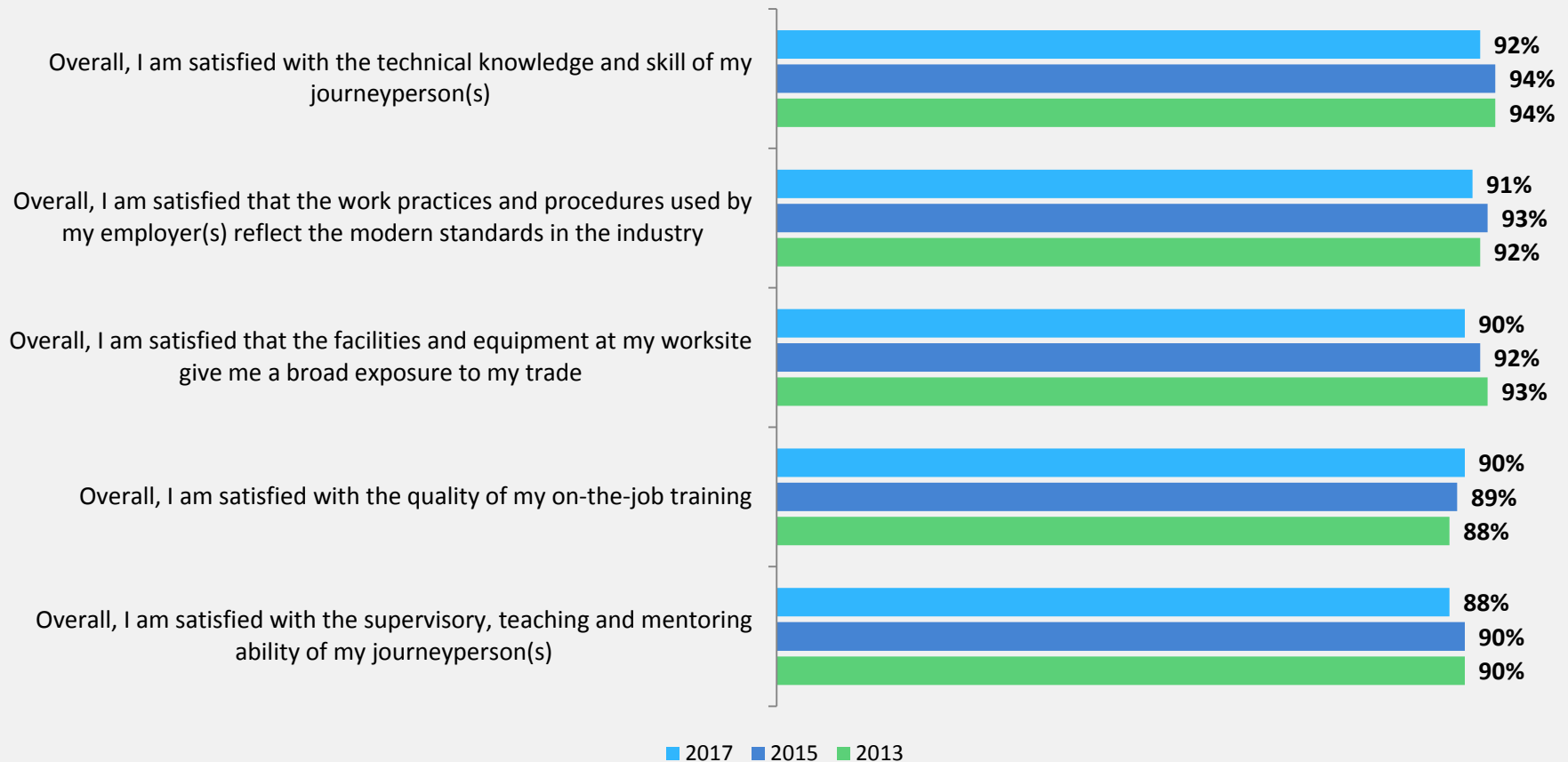
Q23. Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry. Base: All respondents, n=378.

## 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
Because right now there is no apprentice welder.
Everything is about speed and making the biggest buck for the employer. In some cases, I have been given a great deal of time and patience to learn a task and it has paid off as I understand the task and how to get it done relatively efficiently. Other times, it's just get it done doesn't matter what it looks like so long as it works.
Everything we do and everyone I work with had the pound it to fit paint it to match mentality.
I do not like shooting the parts canon at a vehicle to fix it. Diagnosing is what we are supposed to do, fix it the first time.
I find that many of the cooks that train me use hot water from the tap in their foods. I was taught not to do that in school as well as in food safety. Almost every cook I work with does use hot water from the tap.
I've worked for some employers who would not supply a clean place to eat or change for work. Who wouldn't supply portable washrooms?
Lack of variance.
Many times an employer will keep an apprentice on one task for months at a time dramatically diminishing the ability to learn and grow as a plumber.
My last employer didn't have any safety procedures. I had to be responsible for every aspect of my job and when they did get involved they made a mess of it. They didn't have any safety procedures outlined when I got there.
Out of date machines.
Preach safety but reality is just doing the job.
Sticking to same thing from more than a year.
They are biased. We are paid a minimum of \$5 less than what we're worth. You get what you pay for.
They are not just up to date.
They miss a lot of stuff they don't communicate enough if you have to redo something you have to do it over and over again I guess better planning.
Work for a potash mine. Very limited to a wide variety that applies to the trade. A lot of what I do does not apply to the code book or involved with the trade.
Would like to do more commercial work.

Q23a. 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=17.

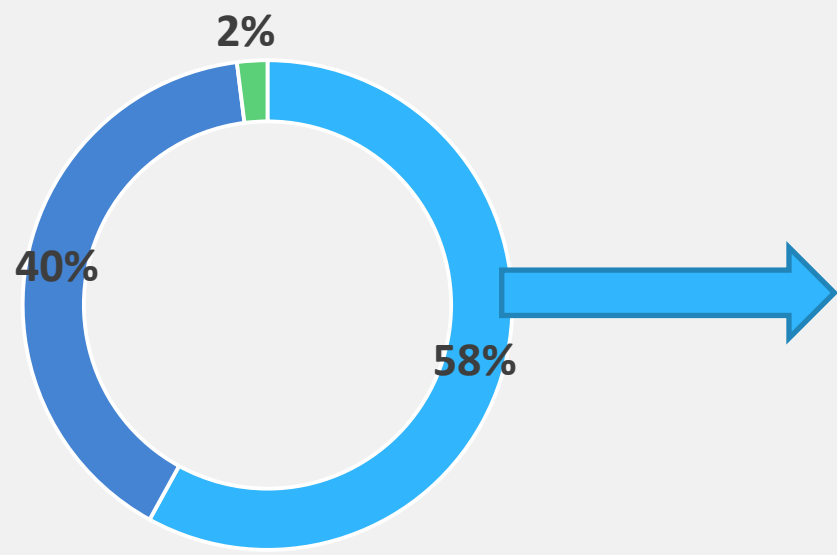
# Most 2017 satisfaction results have slightly decreased since 2015.



Base: n=378 (2017), n=370 (2015), n=371 (2013).

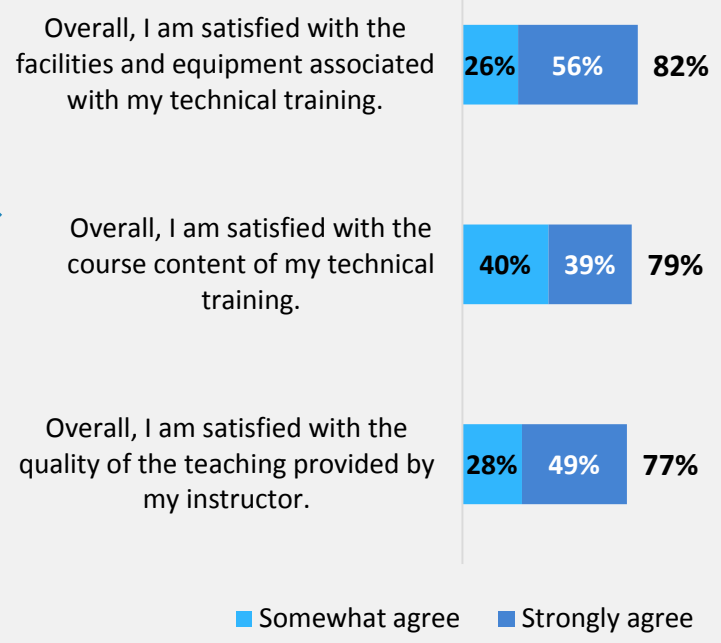
Over one-half attended technical training between July 2016 and June 2017. Among them, the majority are satisfied with all aspects of the training.

### Attended Technical Training



- Attended technical training between July 2016 and June 2017
- Did not attend
- Don't know

### Satisfaction with Technical Training

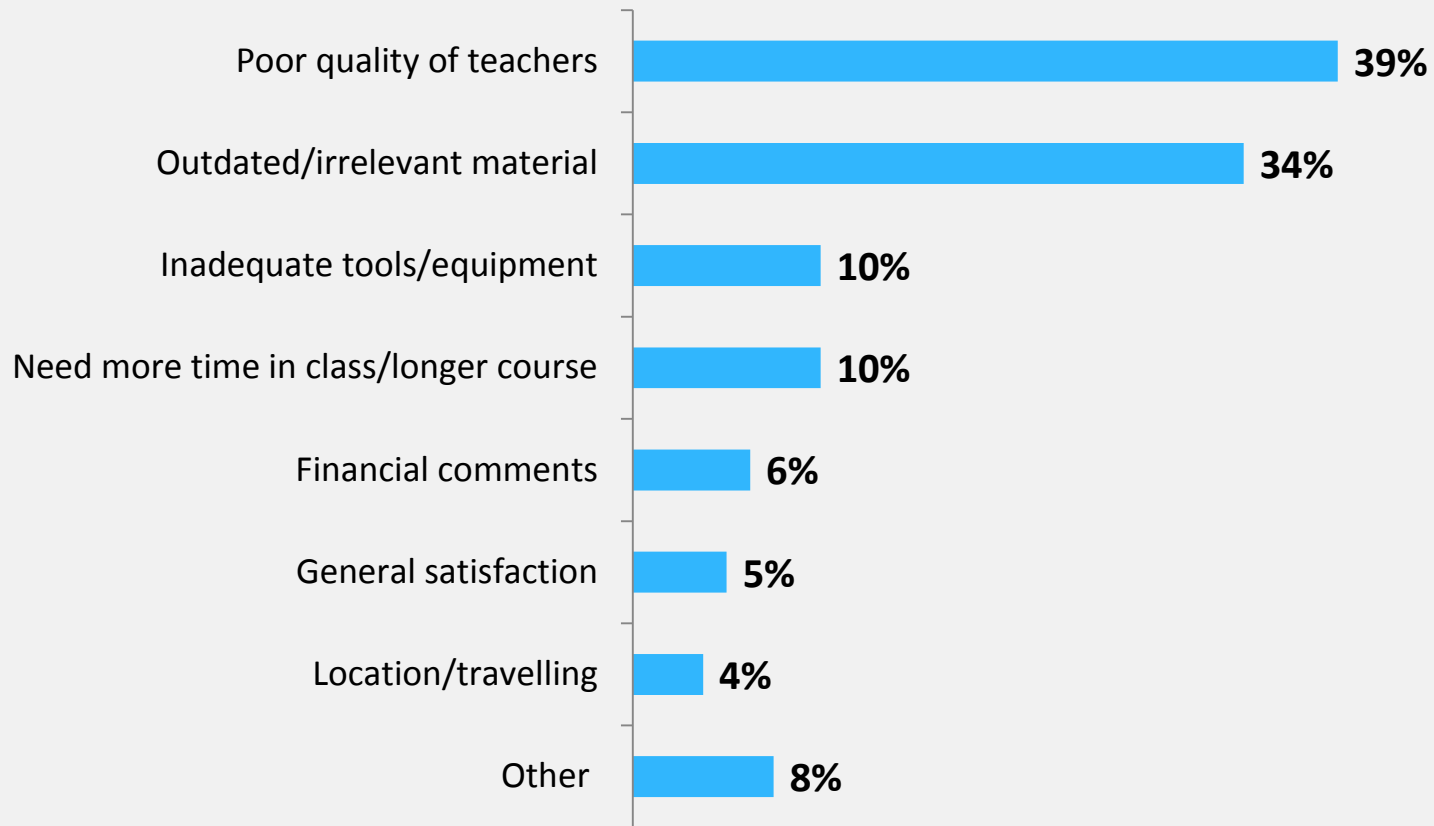


Q23b. Did you attend technical training at any time between July 2016 and June 2017? Base: All respondents, n=378 (2017).  
 Q23c. Please indicate how strongly you agree or disagree with the following... Base: Those who took technical training, n=219 (2017).



Among those not satisfied with the technical training they took, most commonly it is due to the quality of teachers and outdated material.

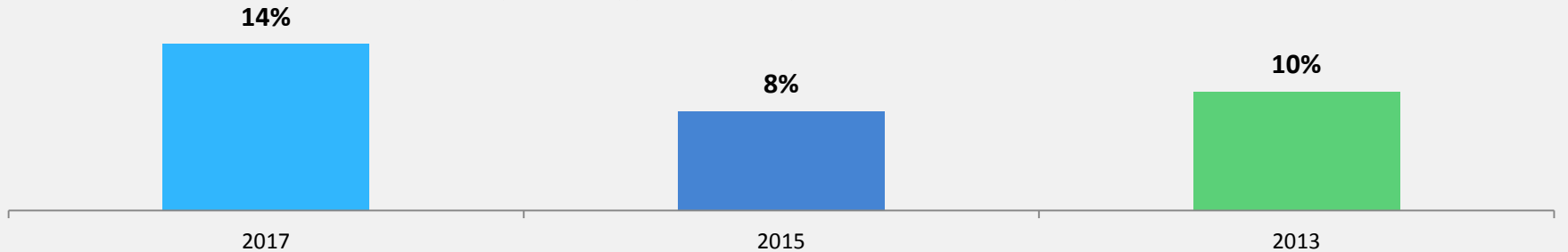
### Technical Training Comments



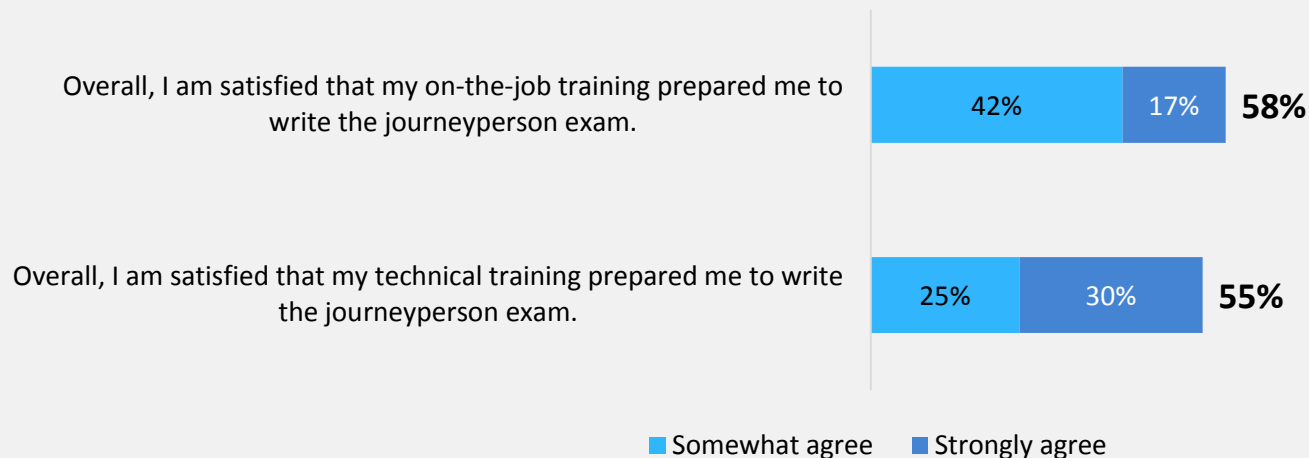
Q23d. Do you have any additional comments related to your technical training? Base: Those not satisfied with technical training, n=77 (2017).

Up slightly since 2015, over one in ten (14%) report having recently completed their apprenticeship and written their exam. Among these, most are satisfied that their on-the-job and technical training helped to prepare them.

### Recently Completed Apprenticeship and Wrote Journeyman Exam



### 2017 Agreement with Training Attributes

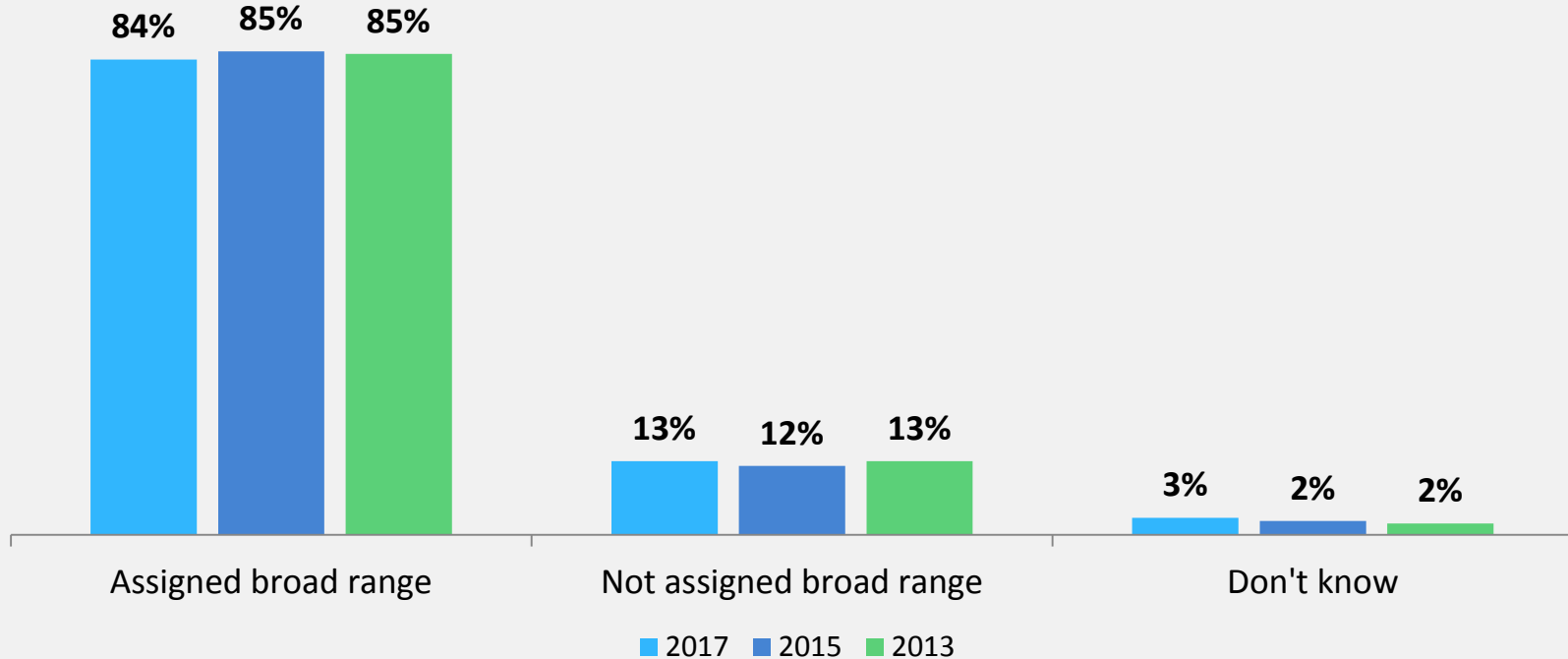


Q24. Did you recently complete your apprenticeship and write your journeyman exam? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Q25. Please rate how strongly you agree or disagree with the following statements: Base: Respondents who recently completed their journeyman exam, n=53 (2017).

Most (84%) continue to say that their employer assigns them a broad range of tasks. This is similar to the results from the Employer Survey.

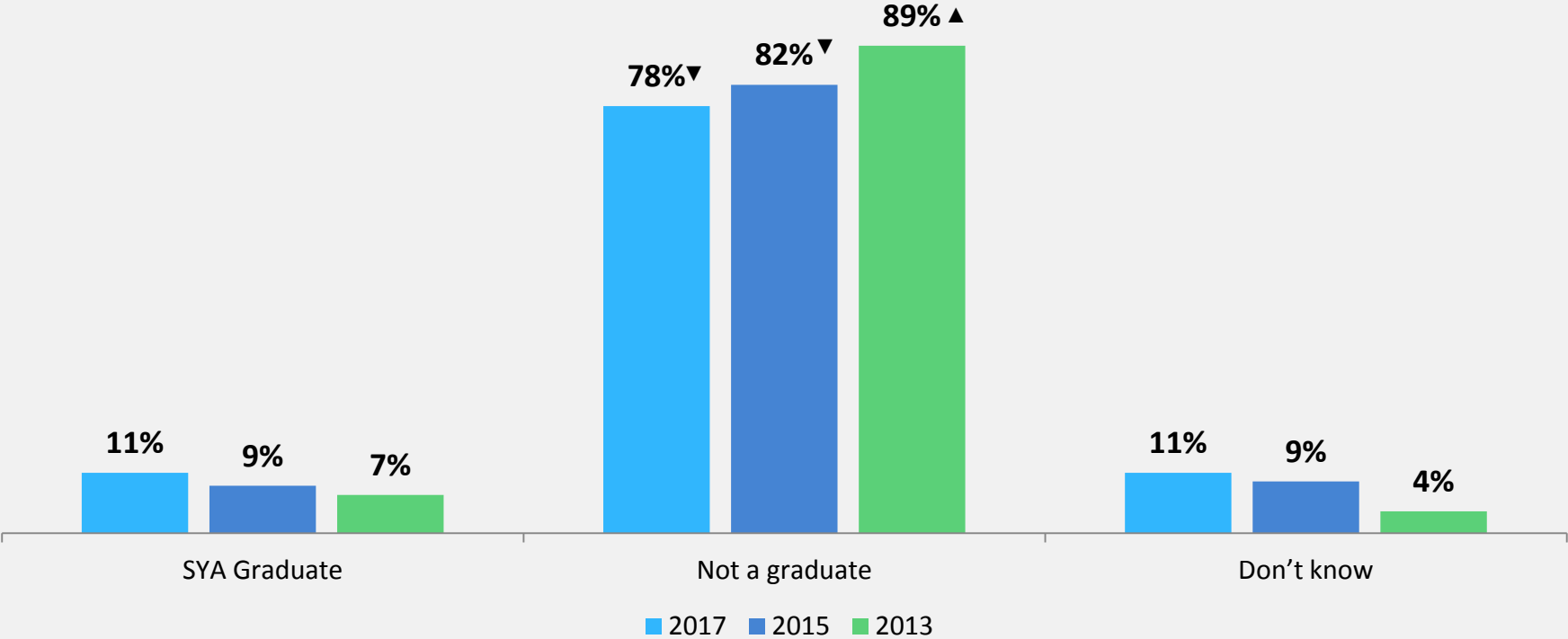
### Task Assignments



Q12. Does your employer assign work so that you experience a broad range of tasks at the workplace? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

One in ten apprentices (11%) are SYA graduates. This proportion has increased over the research waves since 2013.

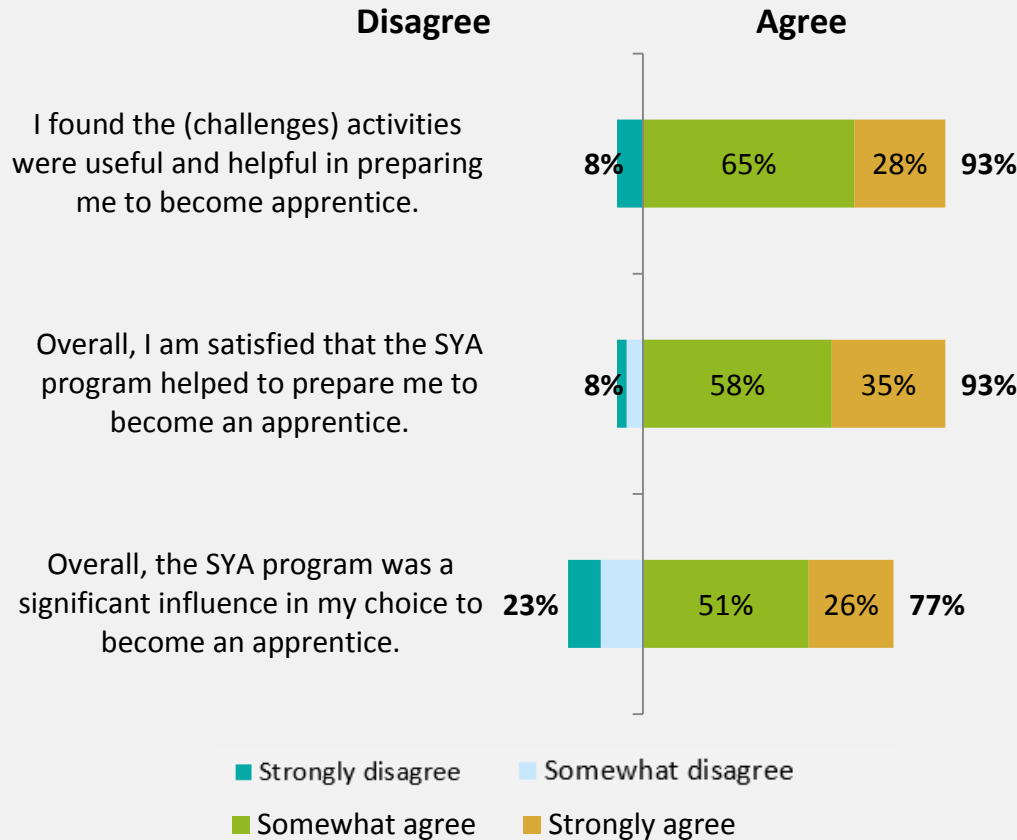
### Graduates of Saskatchewan Youth Apprenticeship (SYA) Program



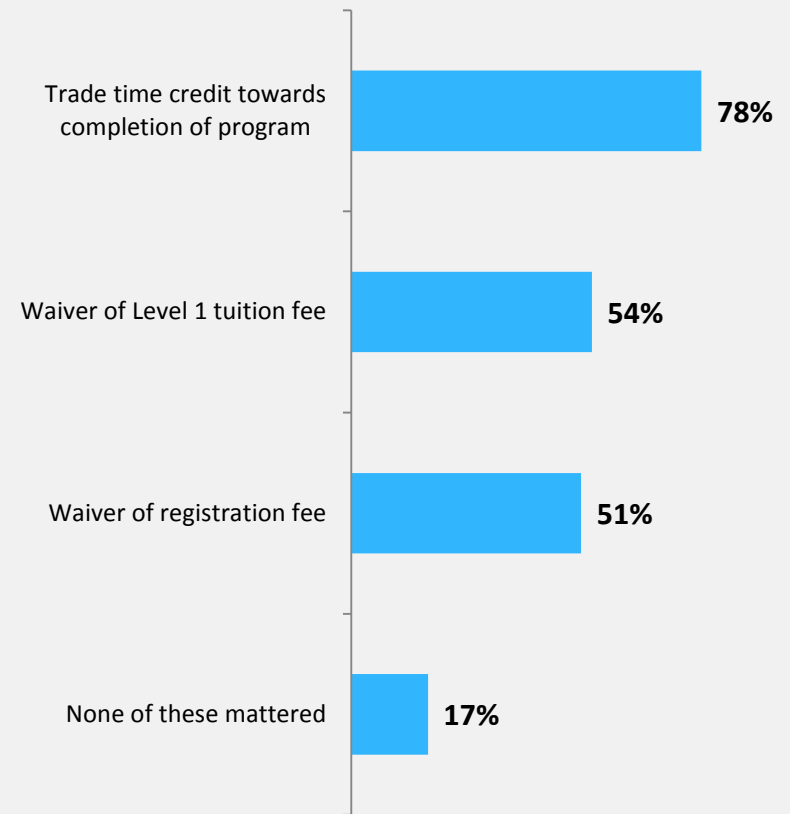
Q5. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Among SYA graduates, the majority are satisfied with key aspects of the program. Further, 78% of SYA graduates say that the trade time credit offered through the program had influence on their decision to become an apprentice.

### Agreement with SYA Program Attributes



### Influence of Benefits Offered Through the SYA Program



Q5a. Please rate how much you agree or disagree with the following statements: Base: All SYA graduates, n=41 (2017).

Q5b. Did any of the following benefits offered by completing the SYA program influence your choice to become an apprentice? Base: All SYA graduates, n=41 (2017).

# Services and Staff Ratings

On average, the top rated services include fee payment process (4.1), tradesperson applications (3.9) and personal information updates (3.9).

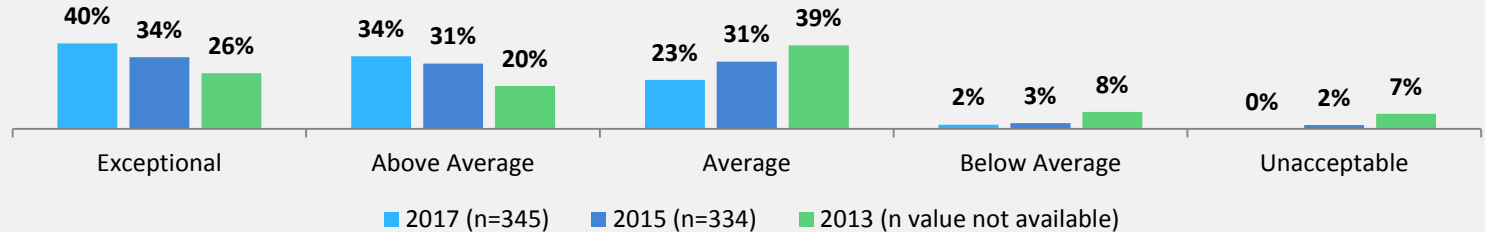
SATCC Service Ratings (Scale: 1 to 5)	Count	Average Rating
Fee payment processed quickly and accurately	345	4.1
Tradesperson applications	295	3.9
Updated personal information (for example, change of address or of employer)	274	3.9
Verified trade time	349	3.8
Registered for apprenticeship	355	3.8
Verified credentials	311	3.8
Registered for technical training	352	3.8
Replaced lost documents	187	3.8
Applied for/received a Learner's Certificate (hairstylists)*	13	3.8
General information about apprenticeship or certification	359	3.5

**Overall Service Average: 3.8**

Q26. 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=13\* to 355. \*Only asked to Hairstylist respondents- suppressed on next slides due to low base (n=13).

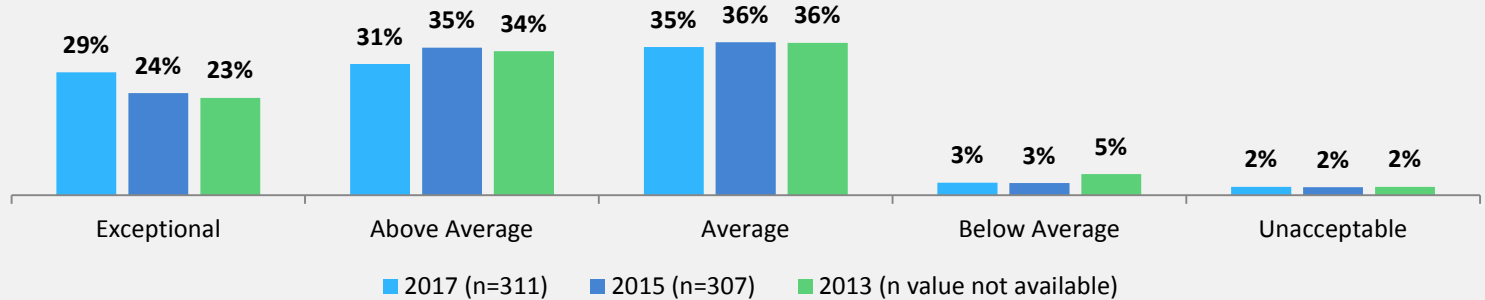
## Fee Payment Processed Quickly and Accurately

Average/Above  
Average/Exceptional  
2017: 97%  
2015: 96%  
2013: 85%



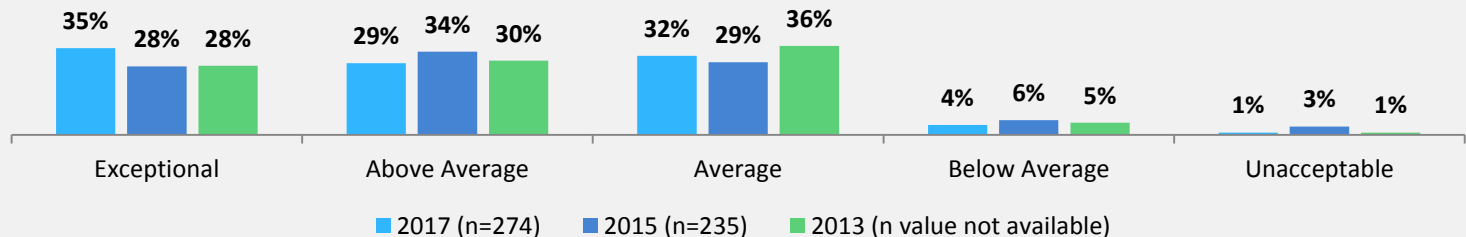
## Verified Credentials

Average/Above  
Average/Exceptional  
2017: 95%  
2015: 95%  
2013: 93%



## Updated Personal Information

Average/Above  
Average/Exceptional  
2017: 96%  
2015: 91%  
2013: 94%

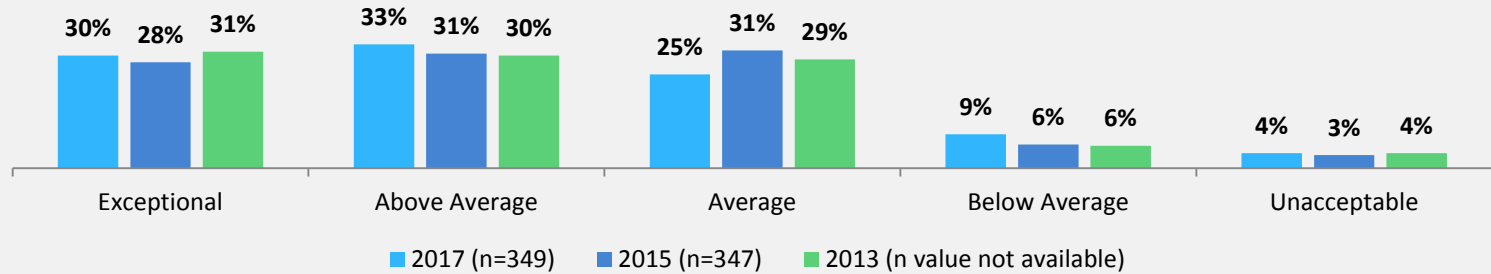


\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.



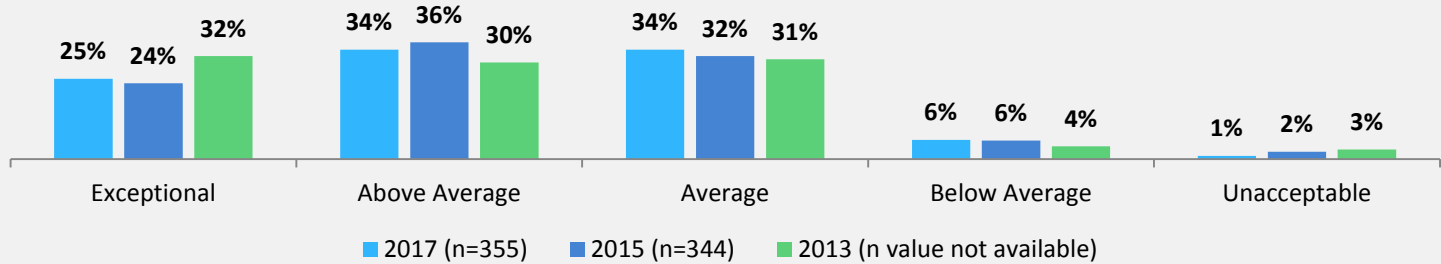
## Verified Trade Time

Average/Above  
Average/Exceptional  
2017: 88%  
2015: 90%  
2013: 90%



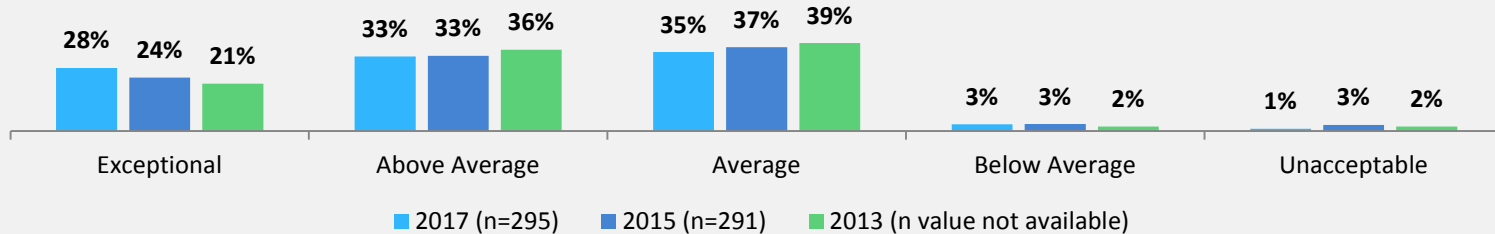
## Registered for Apprenticeship

Average/Above  
Average/Exceptional  
2017: 93%  
2015: 92%  
2013: 93%



## Tradesperson Applications

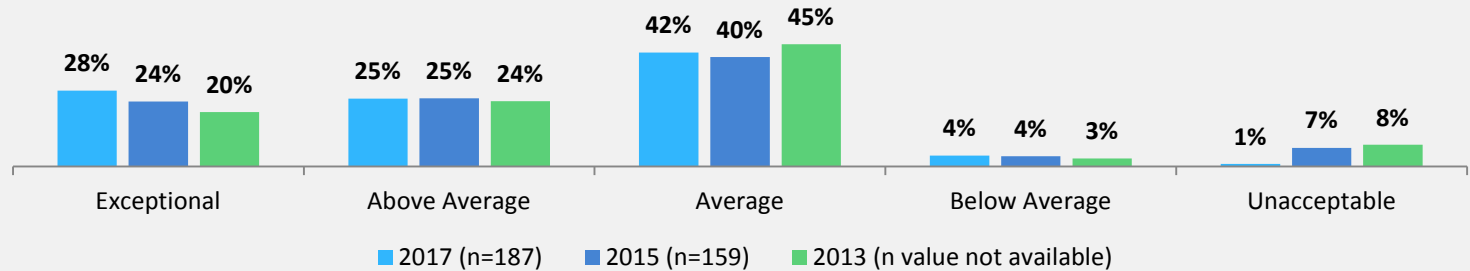
Average/Above  
Average/Exceptional  
2017: 96%  
2015: 94%  
2013: 96%



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

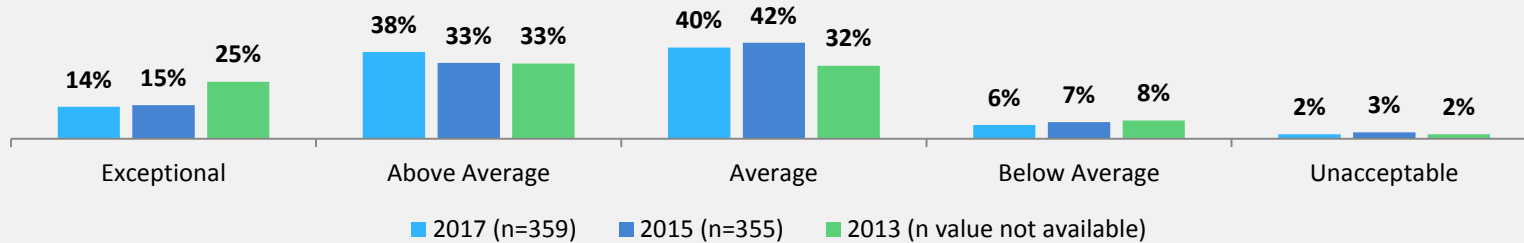
## Replaced Lost Documents

Average/Above  
Average/Exceptional  
2017: 95%  
2015: 89%  
2013: 89%



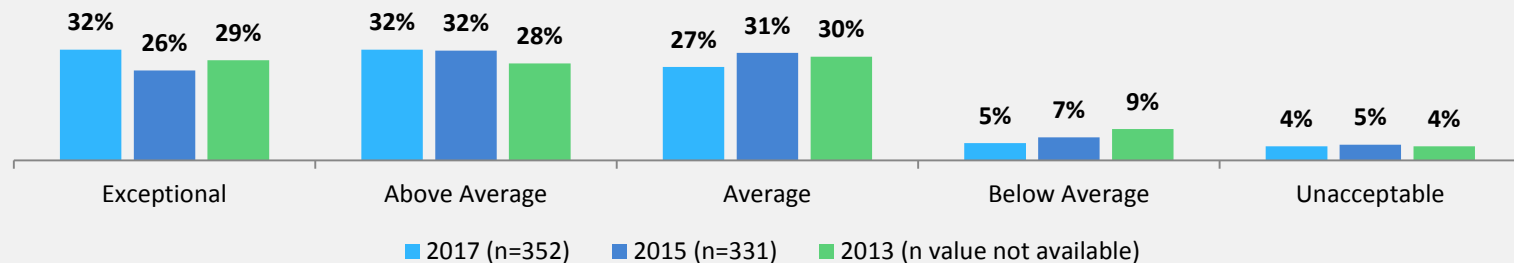
## General Information About Apprenticeship or Certification

Average/Above  
Average/Exceptional  
2017: 92%  
2015: 90%  
2013: 90%



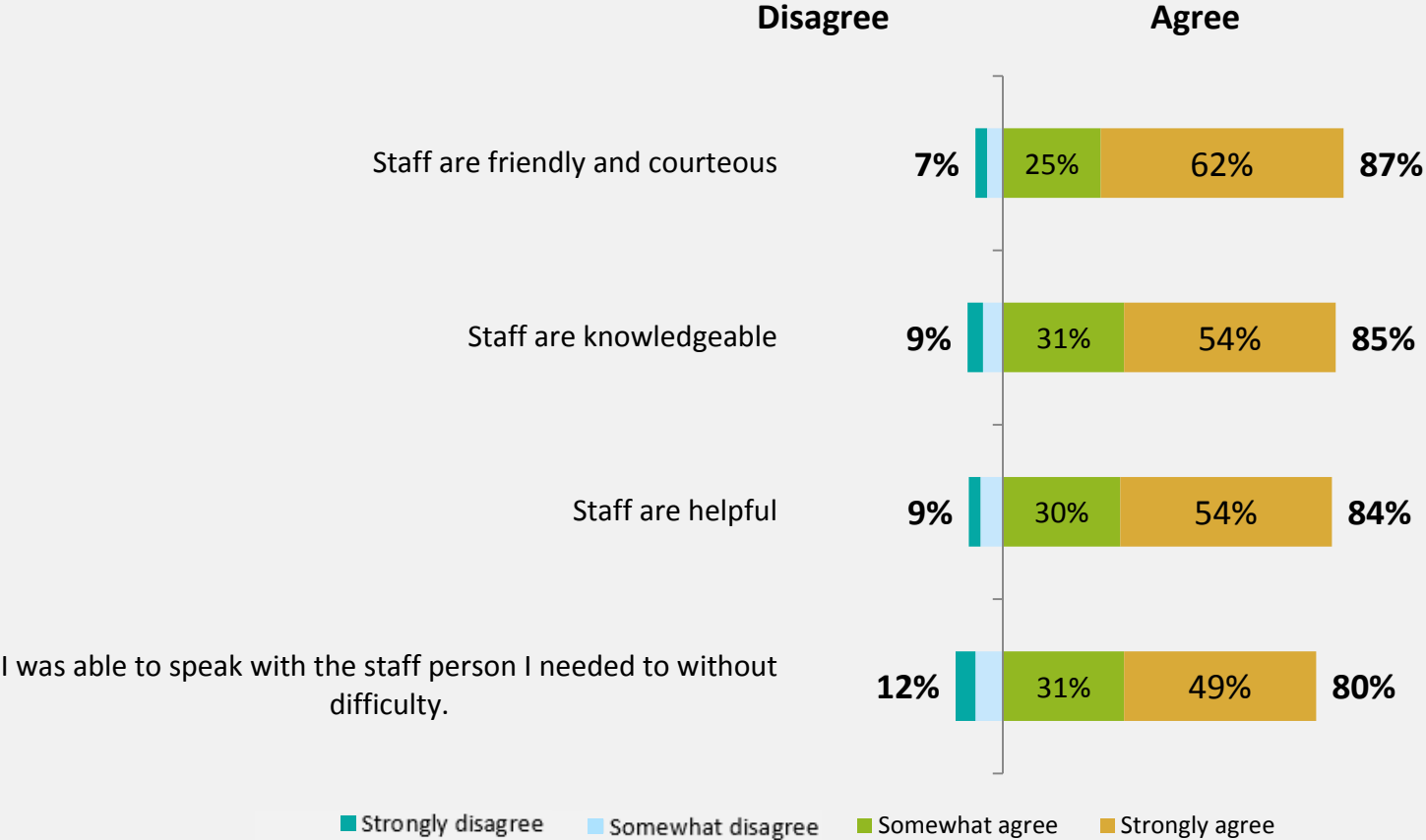
## Registered for Technical Training

Average/Above  
Average/Exceptional  
2017: 91%  
2015: 89%  
2013: 87%



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

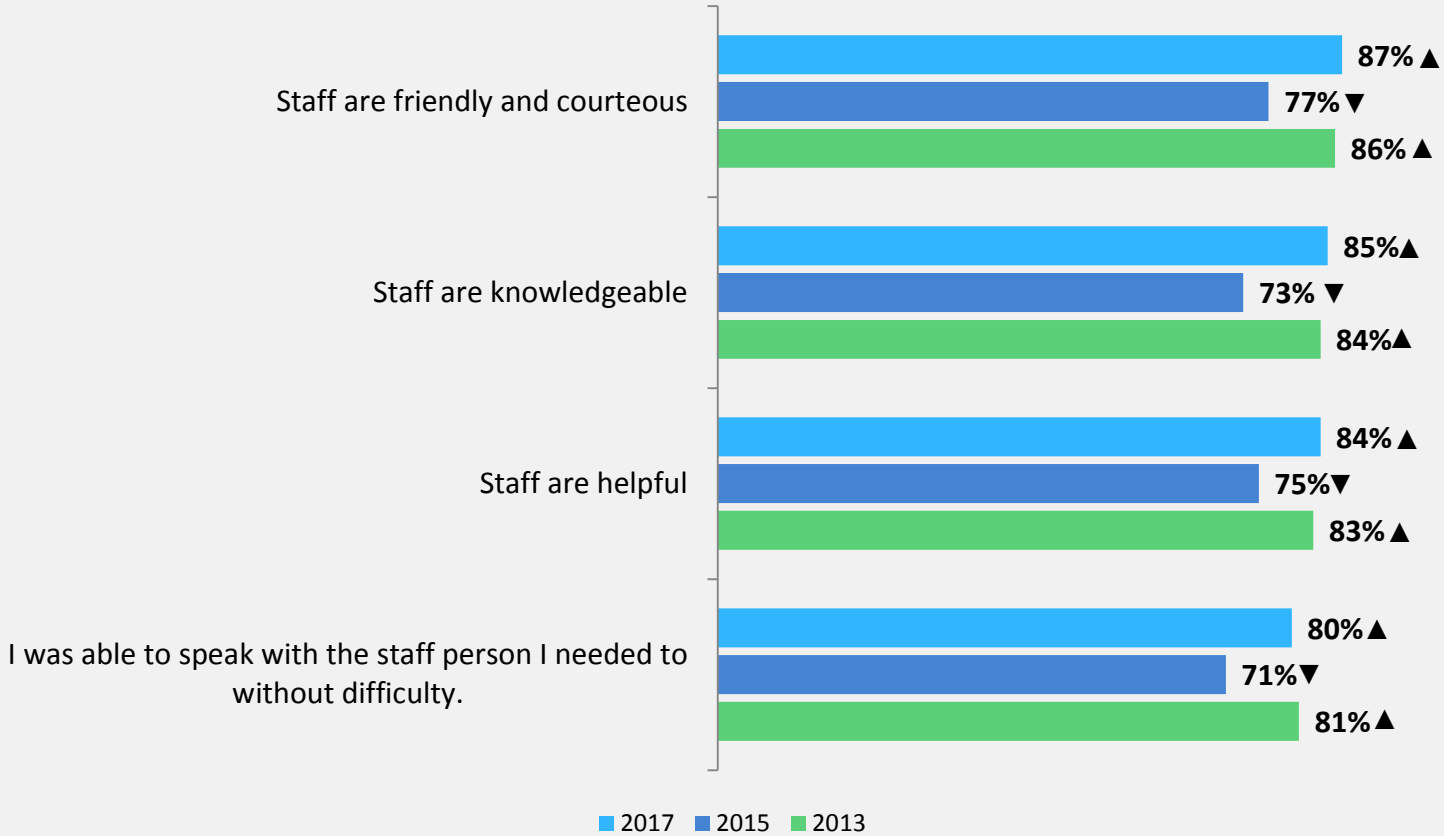
Most apprentices are satisfied with all aspects of SATCC staff. Note that this is very similar to results from the Employer Survey, although employers report slightly higher agreement levels.



Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=378.

After declining in 2015, satisfaction with SATCC staff has increased significantly in 2017 and returns to levels noted in 2013.

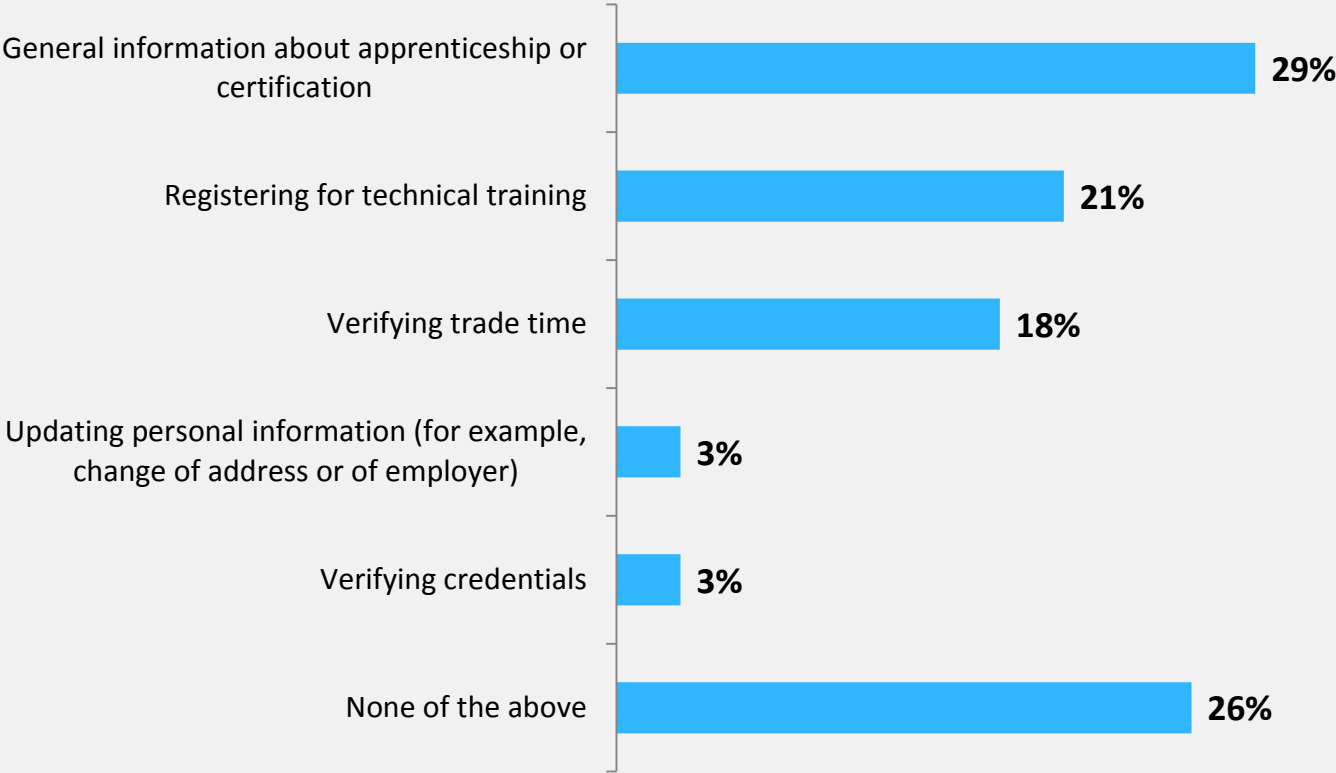
### Satisfaction with SATCC Staff (Somewhat and Strongly Agree)



Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Among apprentices who disagree that SATCC staff are helpful, most commonly, these apprentices were trying to access general information about apprenticeships or certification.

### Services Attempted to Access (Caution in interpretation as n=34)

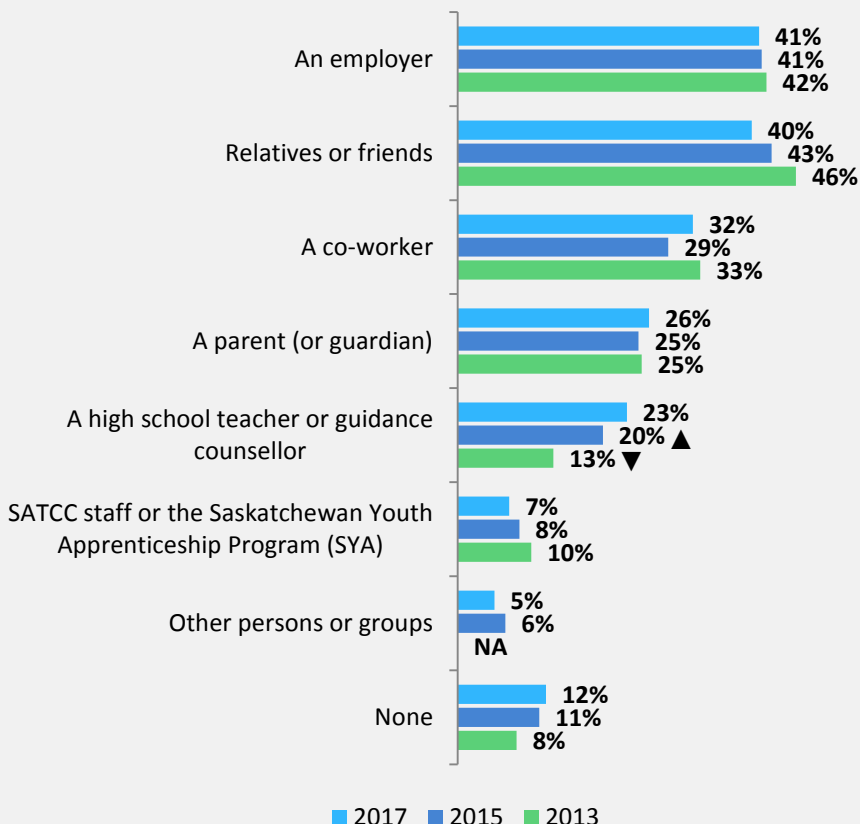


Q27a. What service were you trying to access? Base: Respondents that disagree that staff are helpful, n=34 (2017).

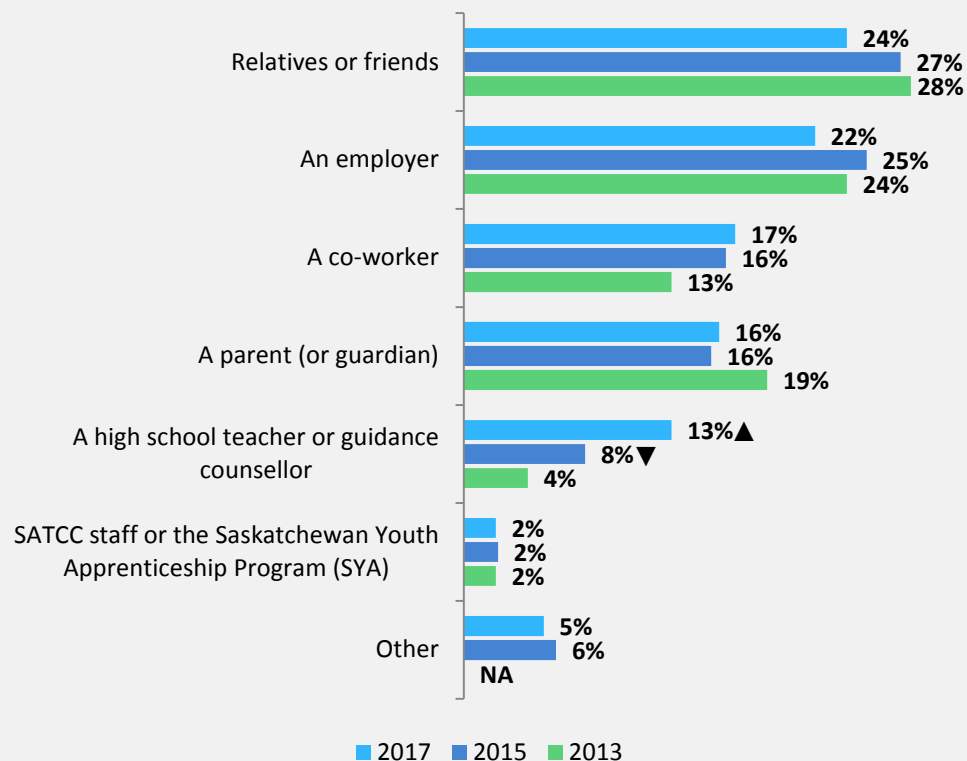
# Drivers, Motivators, and Barriers

Similar to previous waves, advice and information about apprenticeship most commonly comes from relatives, friends, employers and co-workers.

### Apprenticeship Advice - General



### Apprenticeship Advice - Most Influential

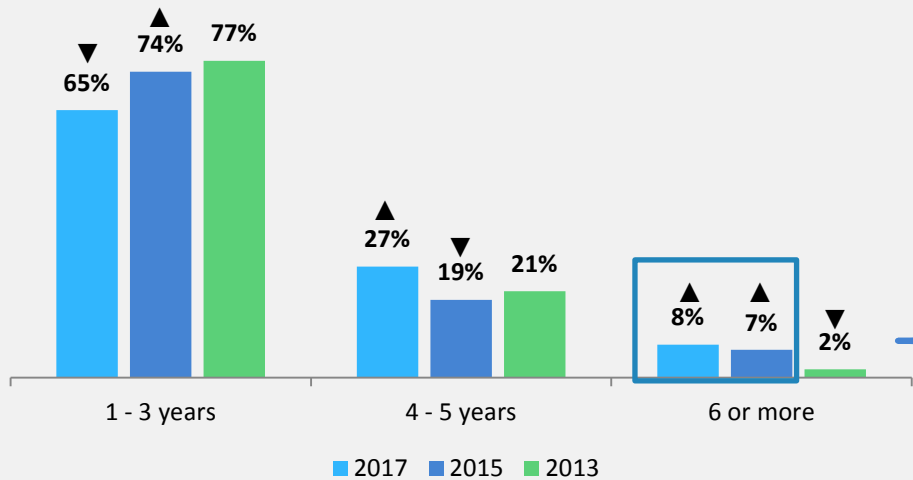


Q6. Before starting your apprenticeship, from which of the following people or groups did you receive advice or information about apprenticeship in general. Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

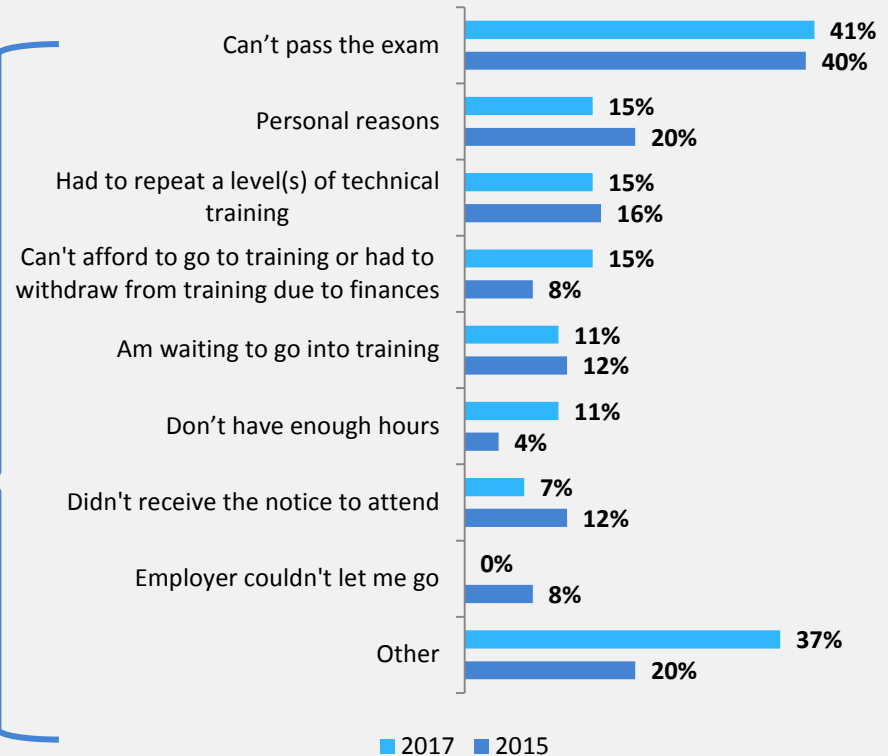
Q7. Of those, which had the greatest influence on you? Base: Respondents who received apprenticeship advice, n=333 (2017), n=329 (2015), n=341 (2013).

Most respondents (65%) have been in the apprenticeship program for three years or less, though this proportion is down since 2015. Those that have been in the program for 4 to 5 years has increased. Consistent with 2015, those who have been in the program for 6 or more years most commonly say they are still in the program because they are unable to pass the exam (41%).

### Years Registered in Apprenticeship Program



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



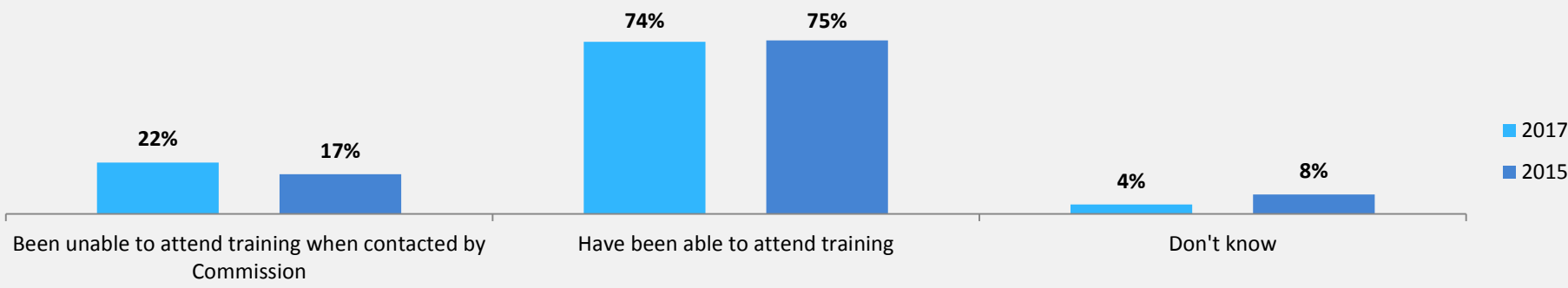
Q9. How many years have you been registered in your current apprenticeship? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Q10. What is the main reason you have not yet completed your apprenticeship? Base: Respondents that have been registered for 6 or more years, n=27 (2017), n=25 (2015).

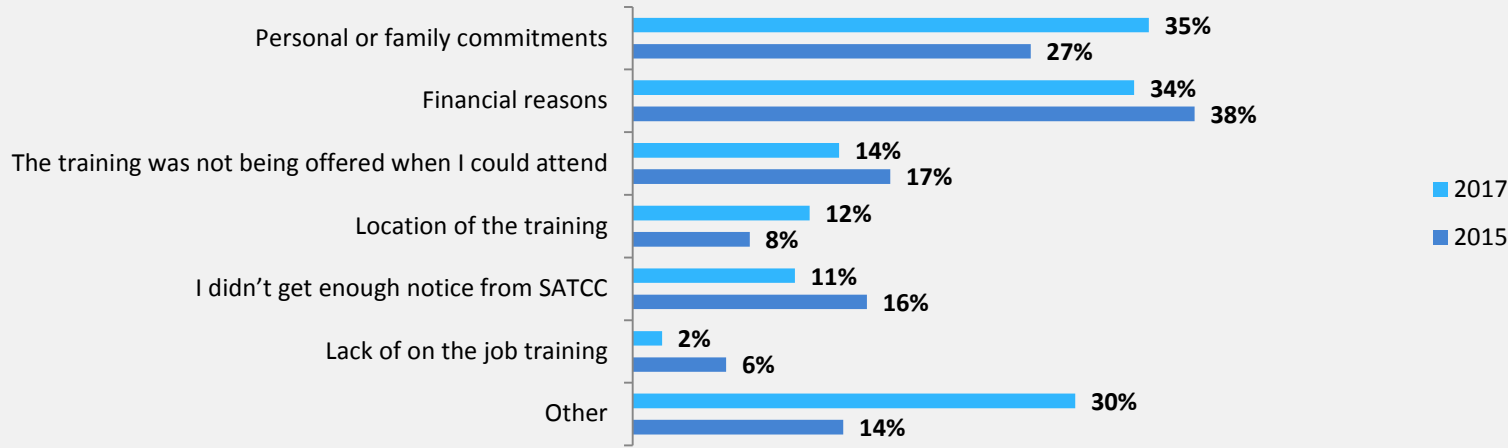


Consistent with 2015, about three quarters of respondents say they have been able to attend a level of technical training when contacted by the Commission. Those who have not been able to continue most commonly say it was due to personal (35%) or financial reasons (34%).

### Ability to Attend Training



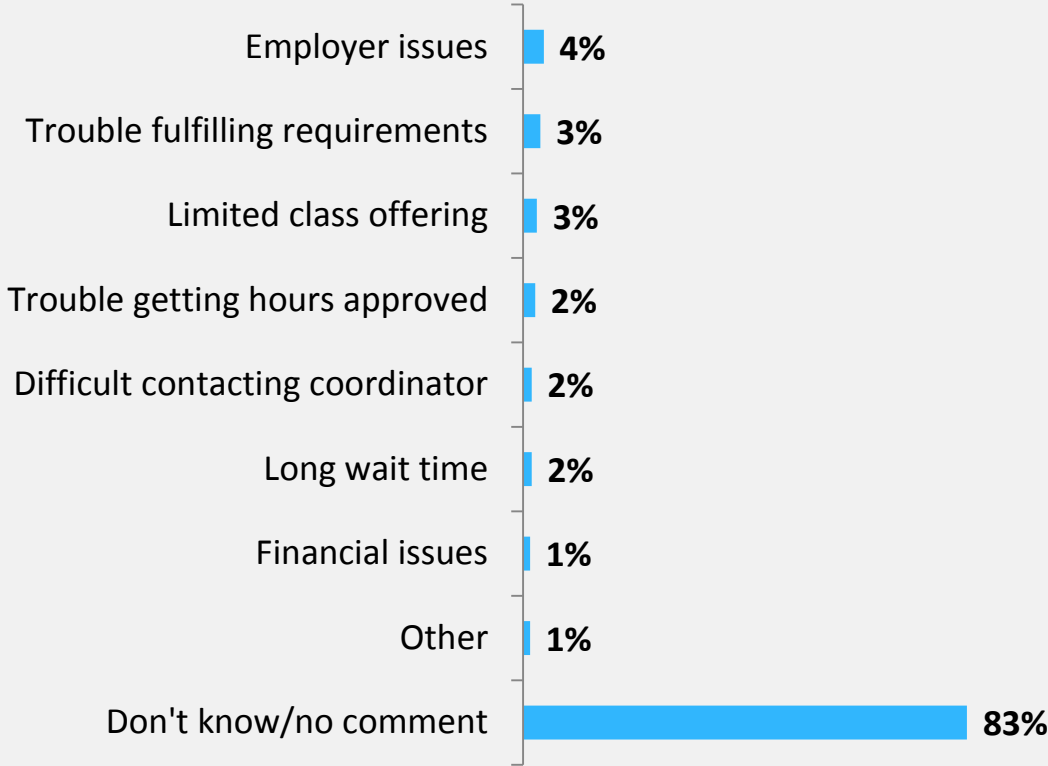
### Reasons for Being Unable to Attend a Level of Technical Training



Q16. Have you ever been unable to attend a level of technical training when contacted by the Commission? Base: All respondents, n=378 (2017), n=370 (2015).  
 Q17. Why were you unable to attend a level of technical training? Base: Respondents who have been unable to attend training, n=83 (2017), n=63 (2015).

In terms of additional technical training comments, 4% of apprentices say they had employer issues and another 3% say they had trouble fulfilling requirements.

### Technical Training Additional Comments

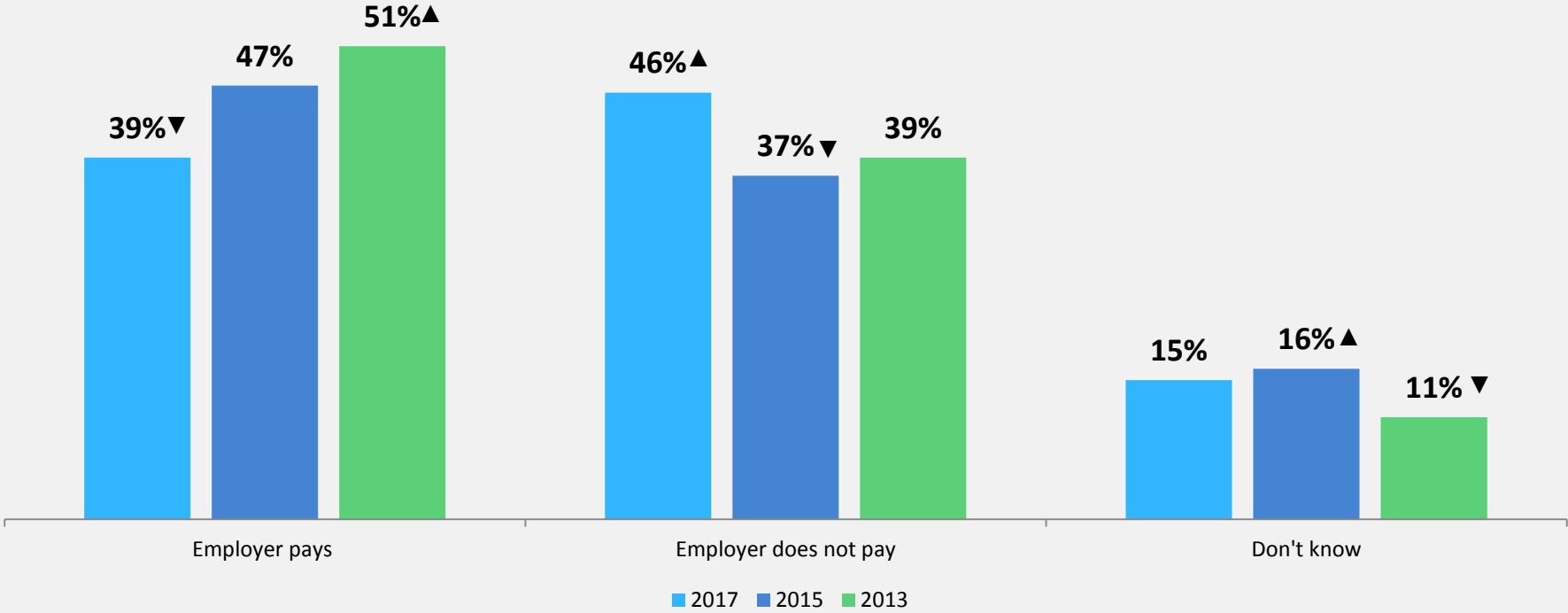


Q18. Did you experience any other difficulties in getting registered for technical training? Base: Those who haven't been unable to attend technical training, n=307 (2017).

# Tuition

Down since 2015, about four in ten (39%) say their employer pays their Contract of Apprenticeship registration fee. Significantly more in 2017 say their employer does not pay the fee. Results from the Employer Survey are consistent where 43% of employers state they pay the fee.

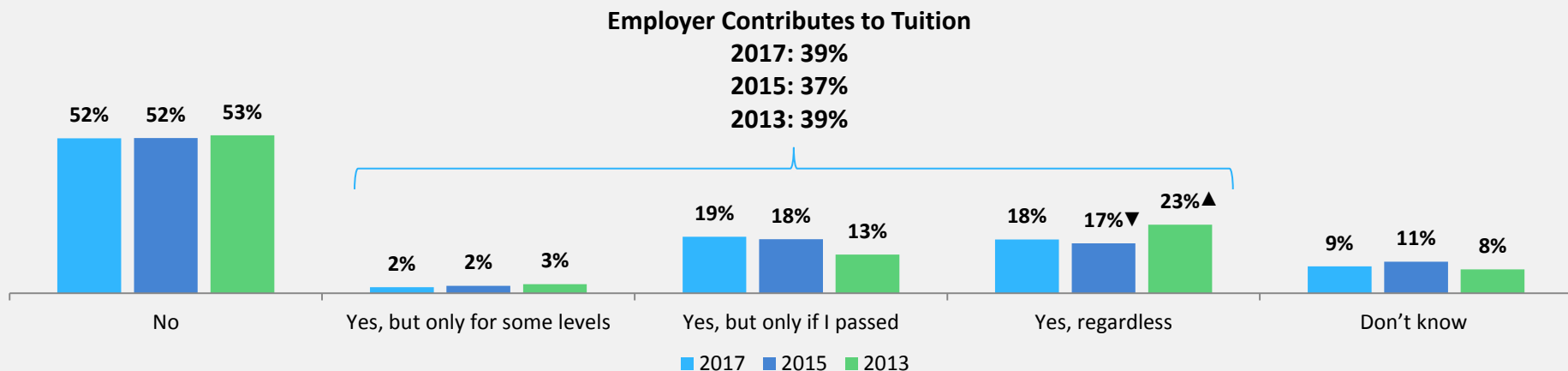
### Contract of Apprenticeship Registration Fee



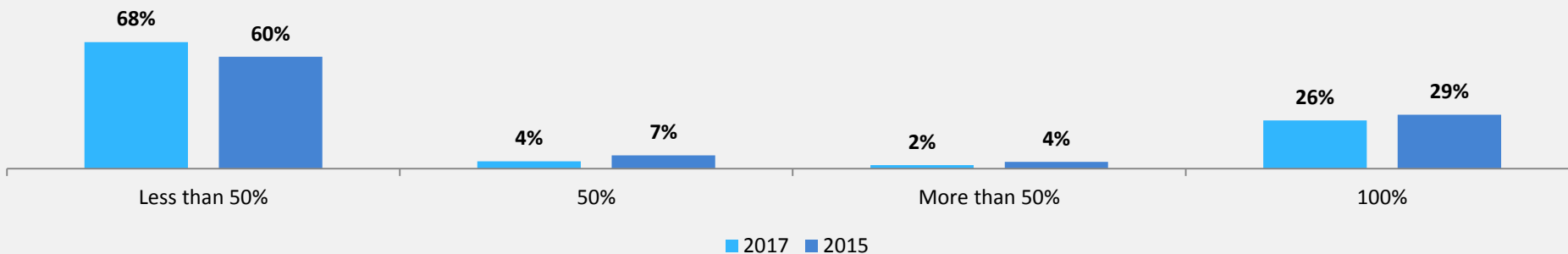
Q13. Does your employer pay the fee for registering the Contract of Apprenticeship with the SATCC? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Similar to previous waves, about four-in-ten respondents (39%) report that their employer contributes to their tuition. Important to note that the Employer Survey suggests a higher proportion (52%) of employers are contributing to tuition payments.

### Tuition Fee Payment - Employer



### Tuition Fee Payment - Personal



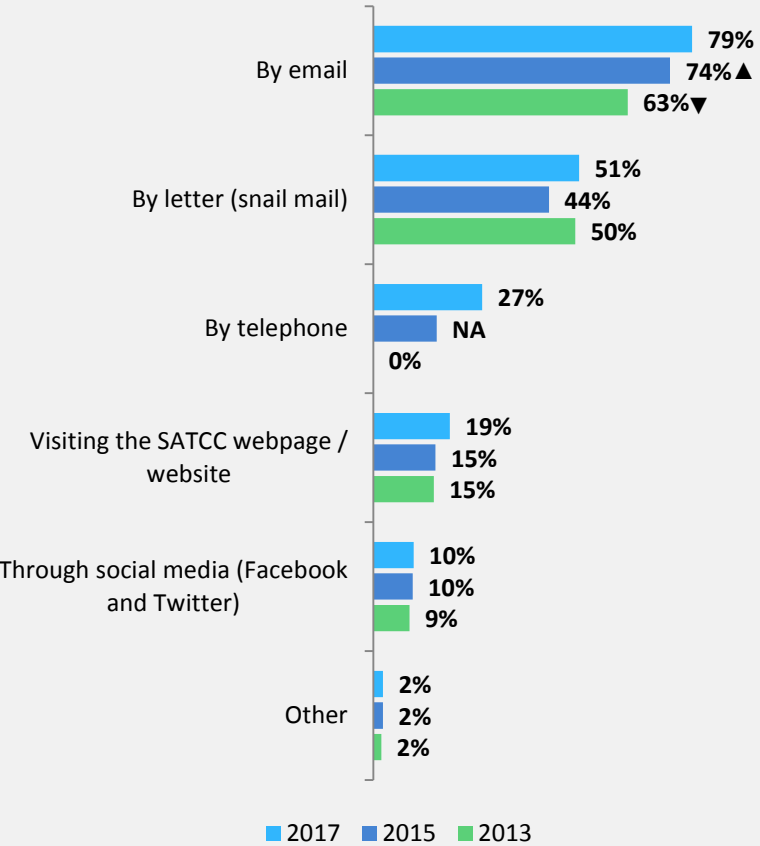
Q14. Did your employer pay the tuition fee for any level of technical training? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Q15. Please indicate the percentage of tuition fees you pay. Base: All respondents whose employer pays at least part of their tuition, n=145 (2017), n=138 (2015).

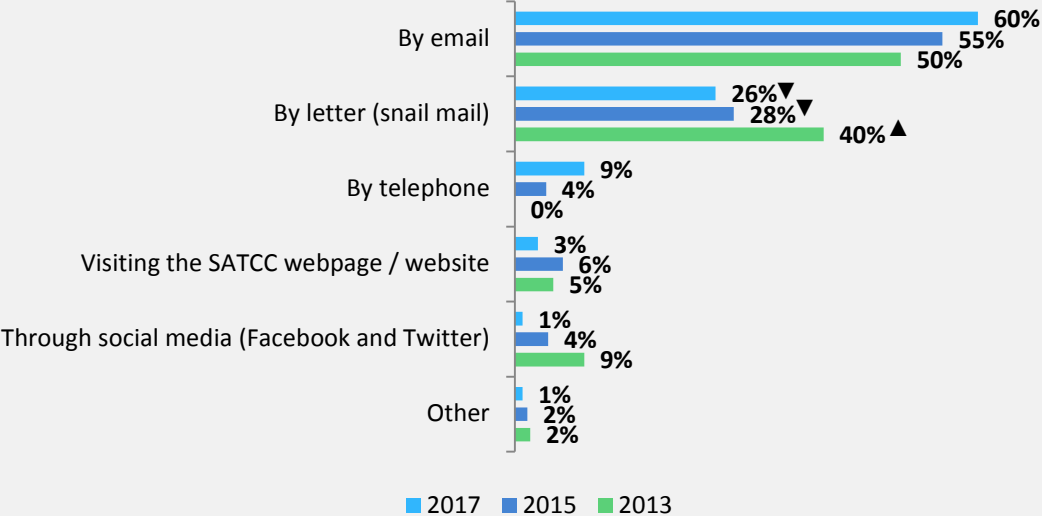
# Communications and Information

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

## Information Preference - Overall



## Information Preference - Top Choice

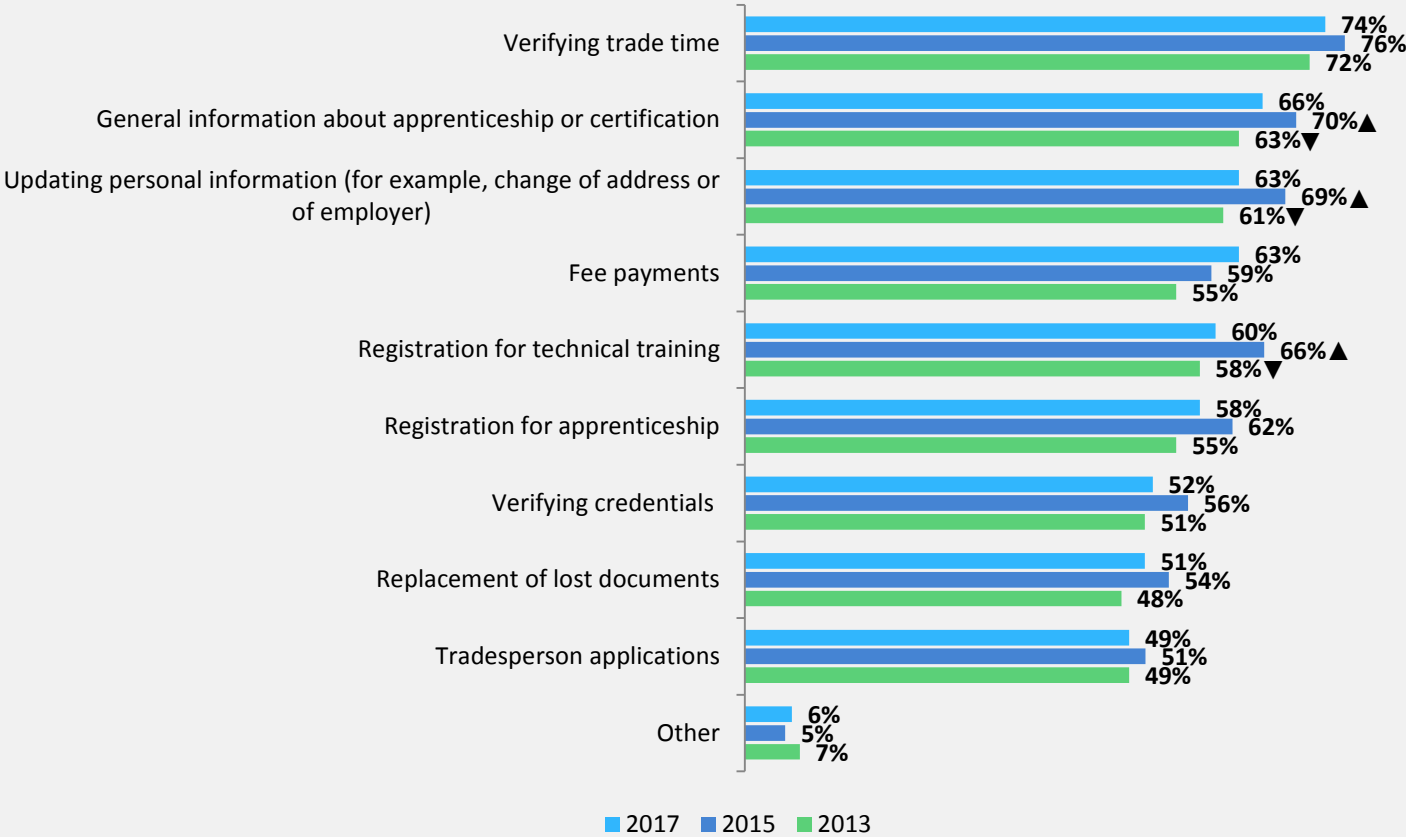


Top Information Preference by Method of Contact (2017)	Phone (n=99)	Online (n=279)
<b>By email</b>	43%	<b>66%</b>
<b>By letter (snail mail)</b>	<b>36%</b>	23%
By telephone	12%	8%
Visiting the SATCC webpage / website	1%	4%
Through social media (Facebook and Twitter)	4%	0%
Other	3%	0%

Q28. How would you like to receive information from the SATCC? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).  
 Q29. Of these methods, which is your preferred or favourite method? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Similar to 2015, at least half of respondents say they would like to be able to complete all services online.

### Preferred Online Services

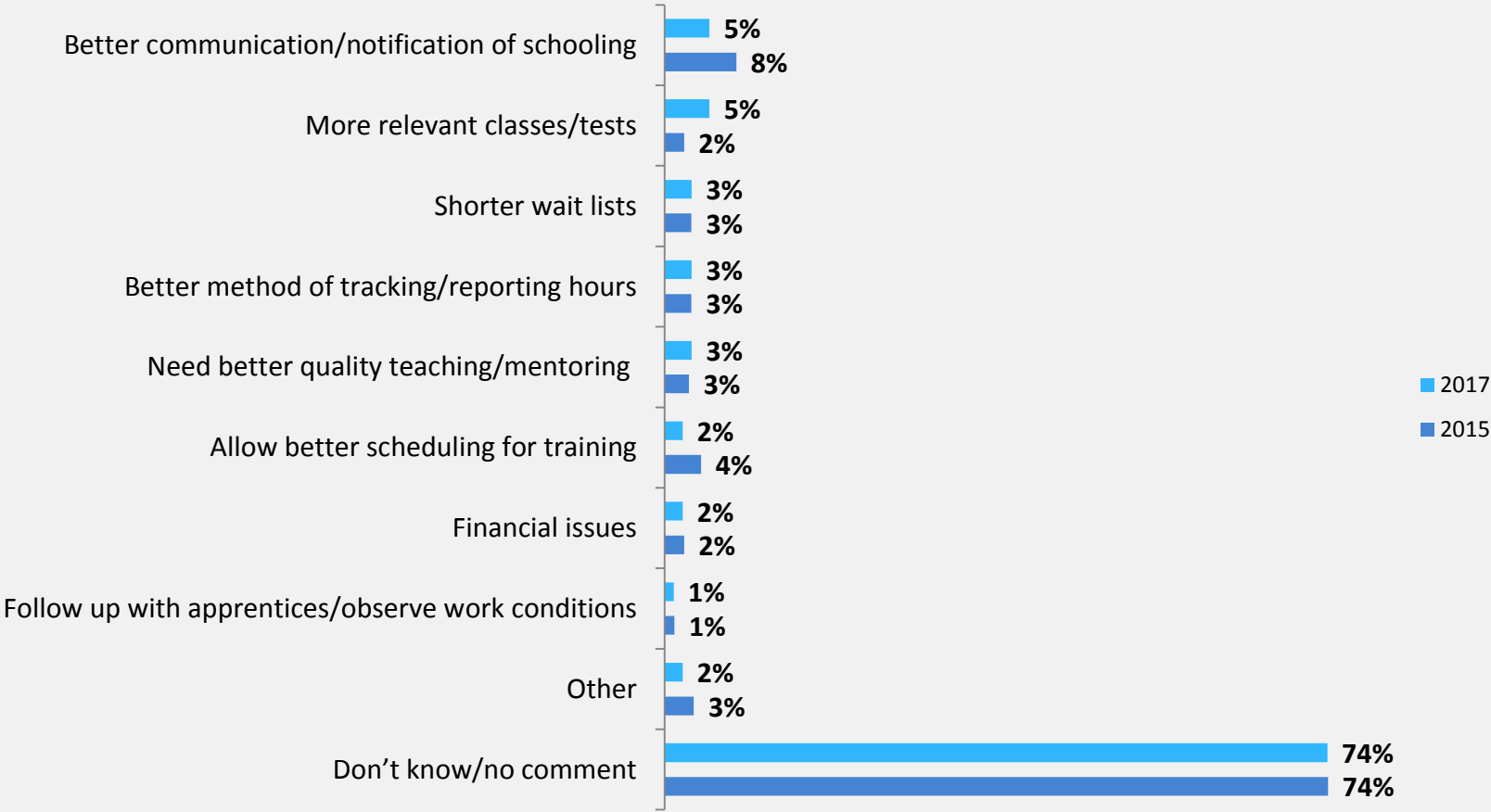


Q30. Which of the following services would you like to be able to complete online? Base: All respondents, n=370 (2015), n=371 (2013).



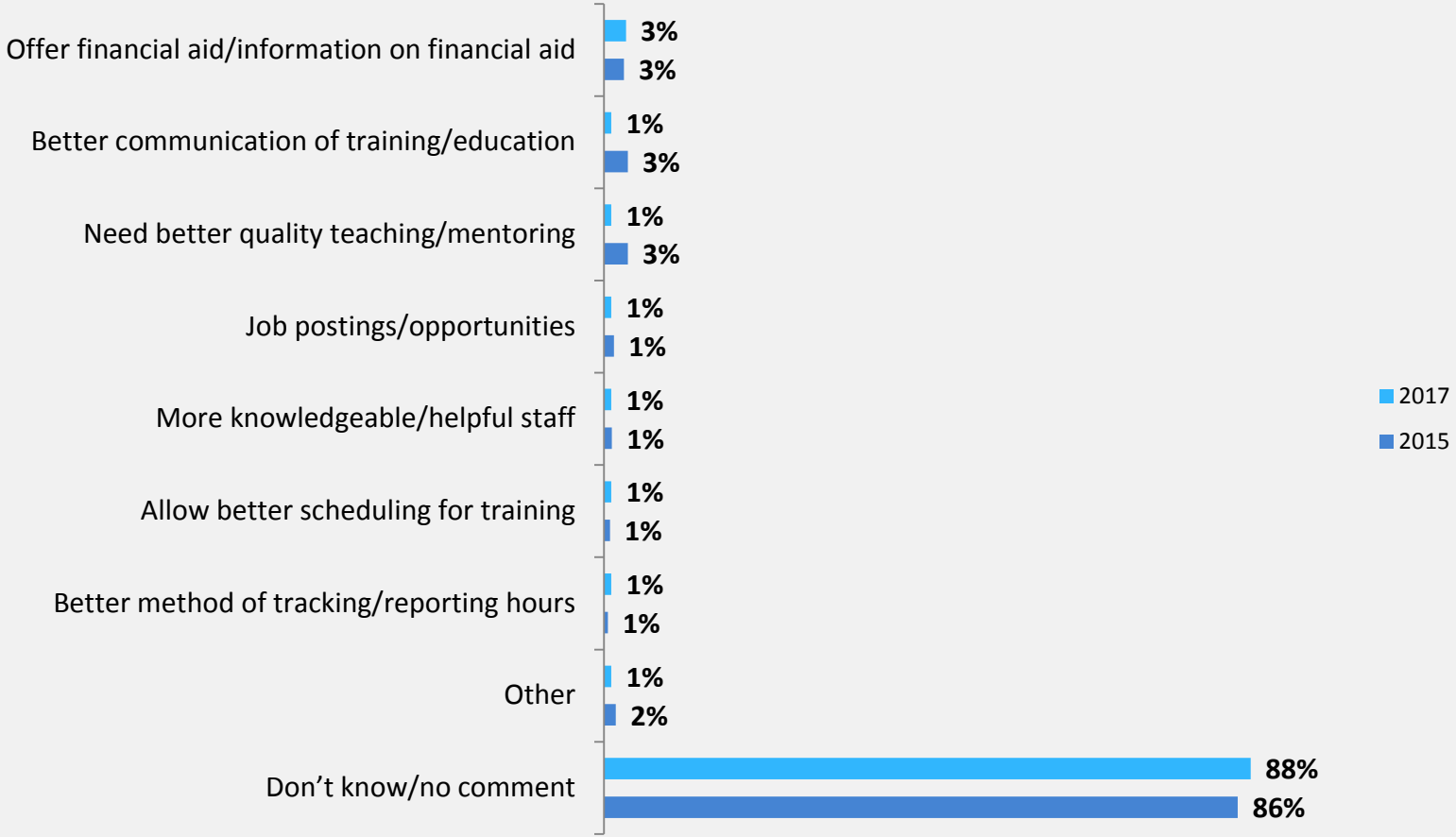
# General Comments

# What could the SATCC do better?



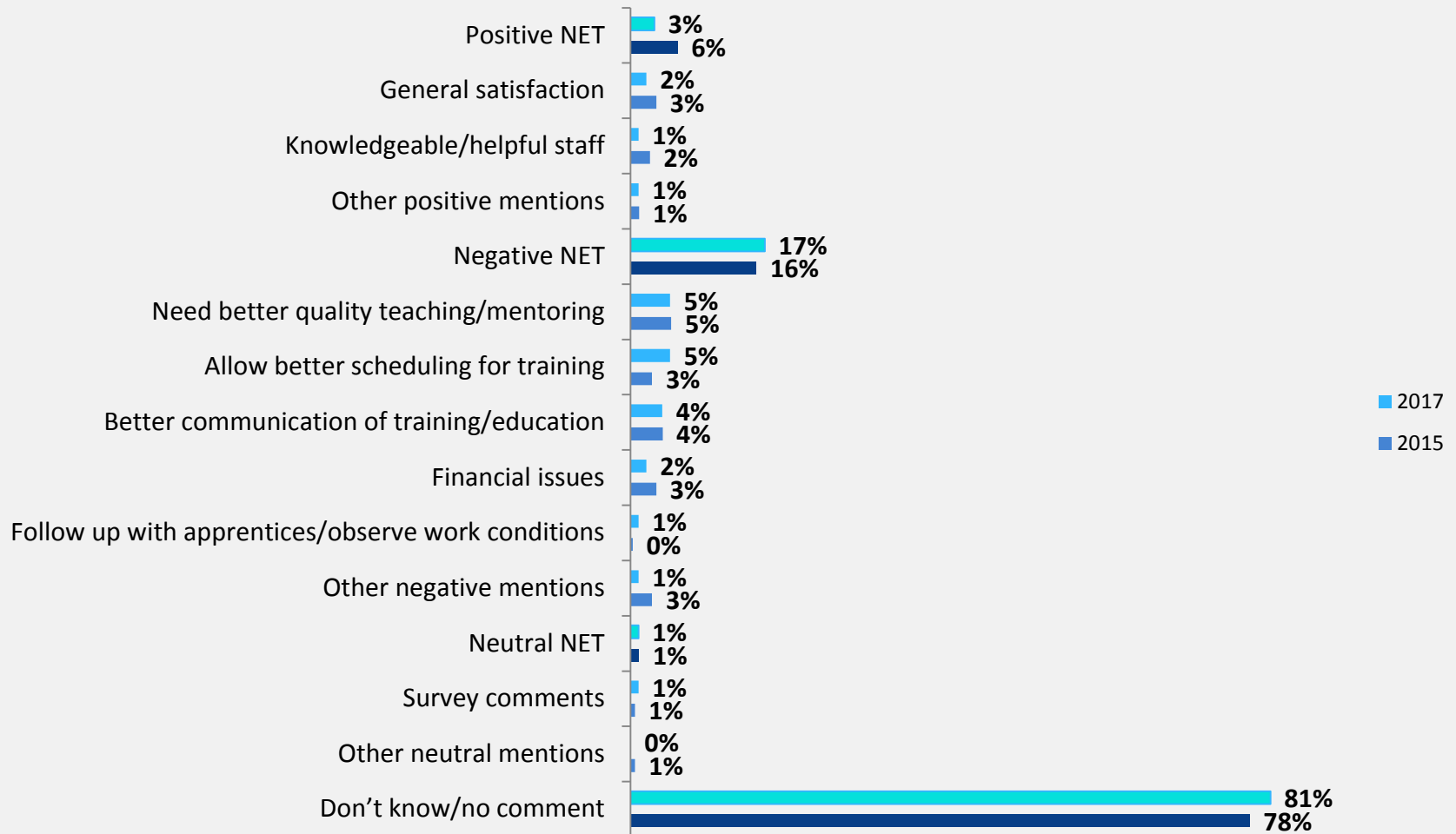
Q31. Is there anything the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents, n=378 (2017), n=370 (2015).

# Suggested Additional SATCC Services



Q32. Are there other services you would suggest the SATCC provide to apprentices? Base: All respondents, n=378 (2017), n=370 (2015).

Final Comments- The “Nets” below are aggregates of the comments below the Nets. Please note that the comments may sum to more than the “net” proportions due to comments fitting into more than one category. For example total negative net for 2017 is 17% but the individual statements add up to 18%.



Q33. 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=378 (2017), n=370 (2015).

# Demographics

# Demographics

## Satisfaction by Key Profile Demographics

		Gender		Age		
		Female	Male	18-24	25-34	35+
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	Count	42	304	132	142	72
	% Agree	91%	92%	96%	91%	85%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	Count	40	303	130	140	73
	% Agree	87%	91%	95%	90%	86%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	Count	39	301	127	141	72
	% Agree	85%	91%	93%	90%	85%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	Count	39	293	128	137	67
	% Agree	85%	88%	93%▲	88%	79%▼
Overall, I am satisfied with the quality of my on-the-job training	Count	37	301	130	141	67
	% Agree	80%	91%	95%▲	90%	79%▼

# Demographics

## Satisfaction by Key Profile Demographics

		Contract of Apprenticeship		Visible Minority		Aboriginal Ancestry		Method of Contact	
		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	276	23	36	293	36	297	97	249
	% Agree	93%	92%	84%	93%	88%	92%	98%	89%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	Count	276	22	37	287	39	289	94	249
	% Agree	93%	88%	86%	91%	95%	90%	95%	89%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	Count	272	22	39	285	36	291	91	249
	% Agree	92%	88%	91%	91%	88%	90%	92%	89%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	Count	267	20	36	280	33	287	96	236
	% Agree	90%	80%	84%	89%	80%	89%	97%▲	85%▼
Overall, I am satisfied with the quality of my on-the-job training	Count	273	20	36	287	36	290	97	241
	% Agree	92%	80%	84%	91%	88%	90%	98%▲	86%▼

# Demographics

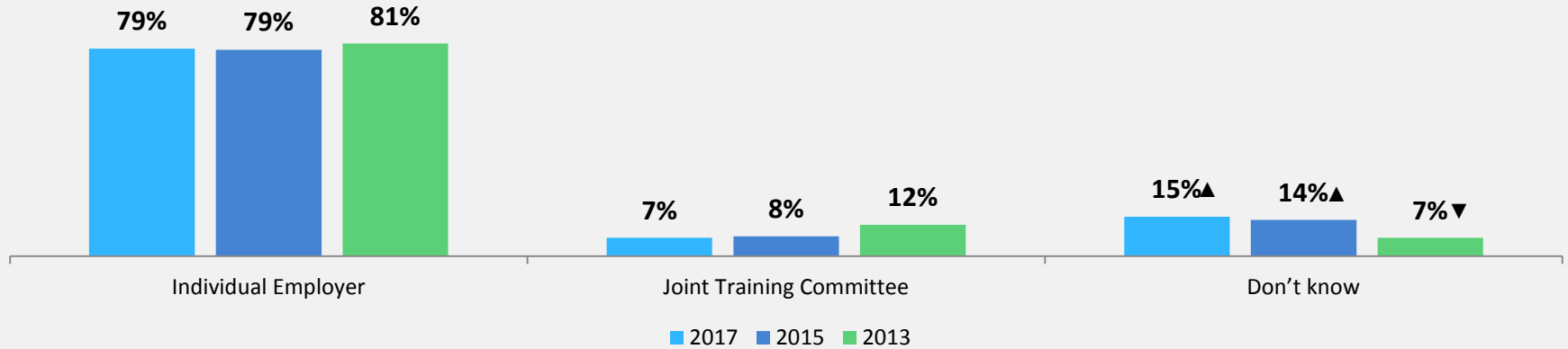
## Staff Satisfaction by Key Profile Demographics

		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	36	265	106	122	73	238	22	38	249	35	253	91	210
	% Agree	79%	80%	77%	78%	86%	80%	88%	88%	79%	85%	79%	92%	75%
Staff are knowledgeable	Count	40	280	116	127	77	252	22	39	264	37	269	91	229
	% Agree	87%	84%	85%	81%	91%	85%	88%	91%	84%	90%	84%	92%	82%
Staff are friendly and courteous	Count	42	286	115	137	76	259	22	40	270	37	277	94	234
	% Agree	91%	86%	84%	88%	89%	87%	88%	93%	86%	90%	86%	95%	84%
Staff are helpful	Count	40	279	116	127	76	251	23	39	264	35	270	93	226
	% Agree	87%	84%	85%	81%	89%	85%	92%	91%	84%	85%	85%	94%	81%

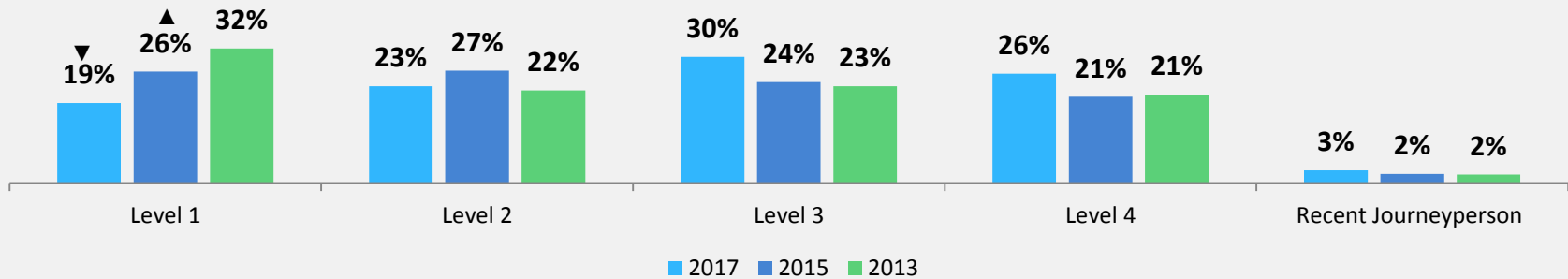


# Demographics

## Contract of Apprenticeship Through:



## Apprenticeship Level

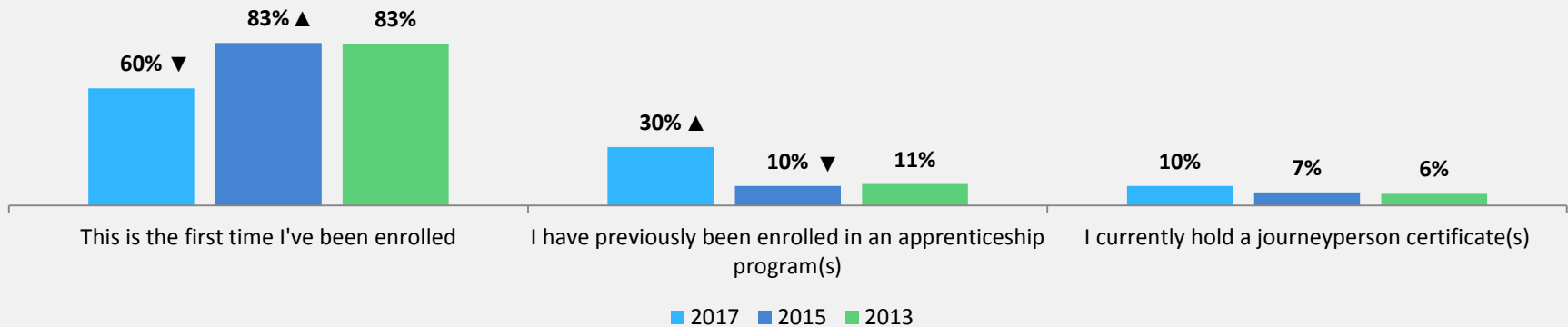


Q2. Who is your Contract of Apprenticeship with? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

Q3. What level of apprenticeship are you currently enrolled in? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Apprenticeship System Experience



Previous Program - 2017	Count
Sheet metal	2
Carpenter and Scaffolder	1
Electrical	1
IP upgrader program	1
Ontario apprenticeship	1
Plumbing	1
Sask Polytech	1

Journeyman Certificate - 2017	Count
Carpentry	2
Powerline	1

Q11. Please indicate your experience with the apprenticeship system. Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

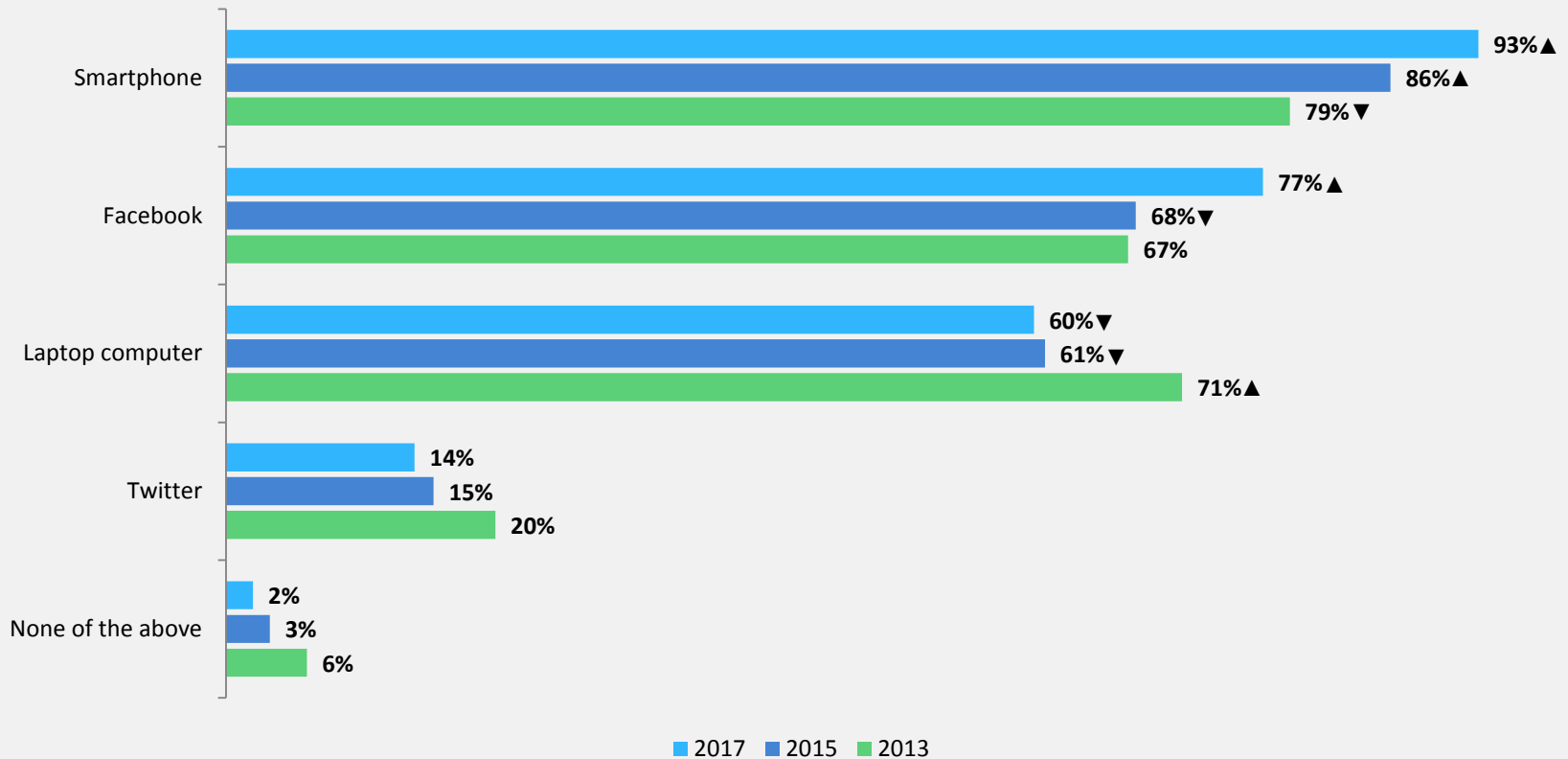
Trade	Count	%
Construction Electrician - Construction	73	19%
Plumber	45	12%
Carpenter	37	10%
Welder	25	7%
Automotive Service Technician	24	6%
Agricultural Equipment Technician	20	5%
Heavy Duty Equipment Technician	18	5%
Industrial Mechanic (Millwright) - Production and Maintenance	16	4%
Powerline Technician	16	4%
Hairstylist	13	3%
Sheet Metal Worker	13	3%
Partsperson	11	3%
Construction Electrician - Production and Maintenance	7	2%
Steamfitter-Pipefitter	7	2%
Cook	6	2%
Instrumentation and Control Technician	6	2%
Scaffolder	5	1%
Truck and Transport Mechanic	5	1%
Ironworker (Structural/Ornamental)	4	1%

Trade	Count	%
Machinist	3	1%
Rig Technician - Derrickhand (Level Two)	3	1%
Boilermaker	2	1%
Boom Truck Operator "A"	2	1%
Bricklayer	2	1%
Construction Craft Labourer	2	1%
Industrial Mechanic (Millwright) - Construction	2	1%
Metal Fabricator (Fitter)	2	1%
Mobile Crane Operator	2	1%
Refrigeration and Air Conditioning Mechanic - Construction	2	1%
Automotive Painter	1	<1%
Boom Truck Operator "B"	1	<1%
Electronics Assembler	1	<1%
Motor Vehicle Body Repairer	1	<1%
Refrigeration and Air Conditioning Mechanic - Production and Maintenance	1	<1%

Q8. In which trade are you currently registered? Base: All respondents, n=378.

# Demographics

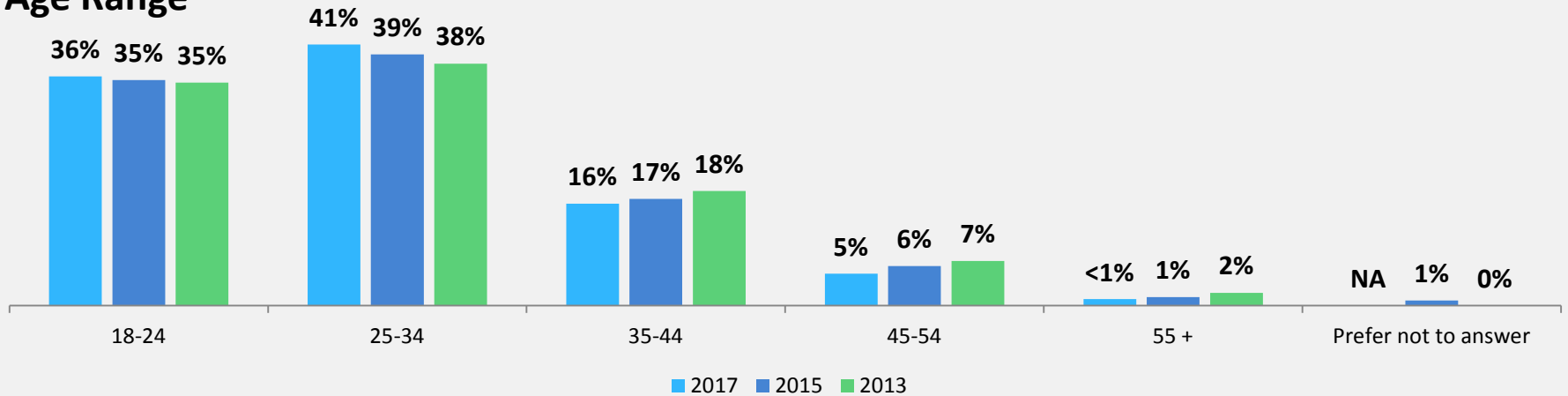
## Device & Social Media Usage



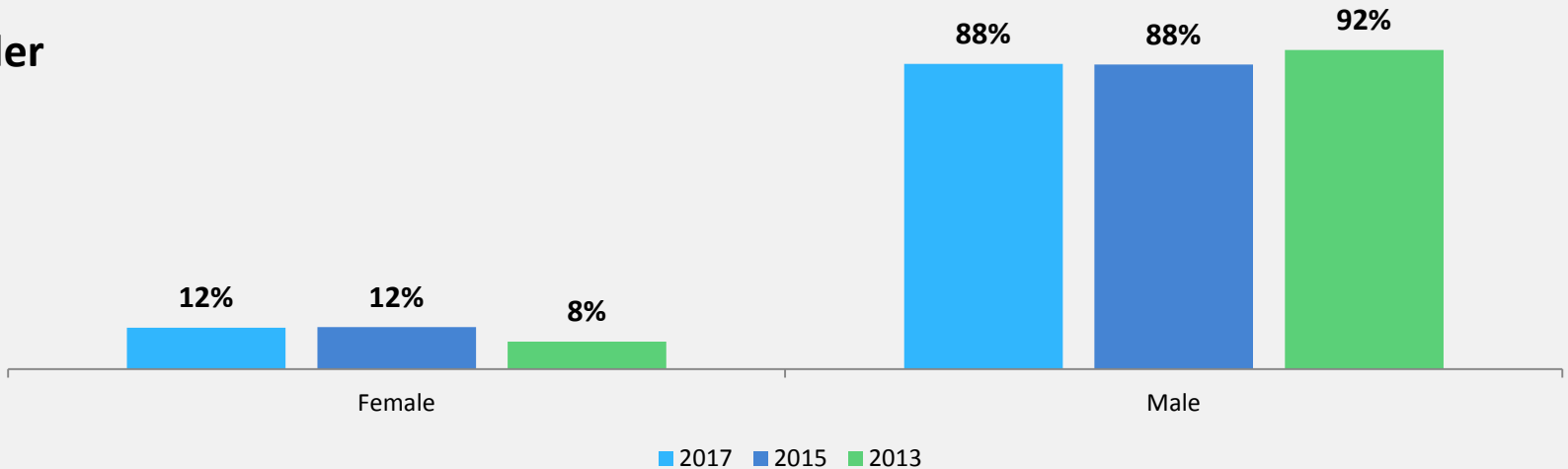
Q4. Do you use the following...? Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Age Range



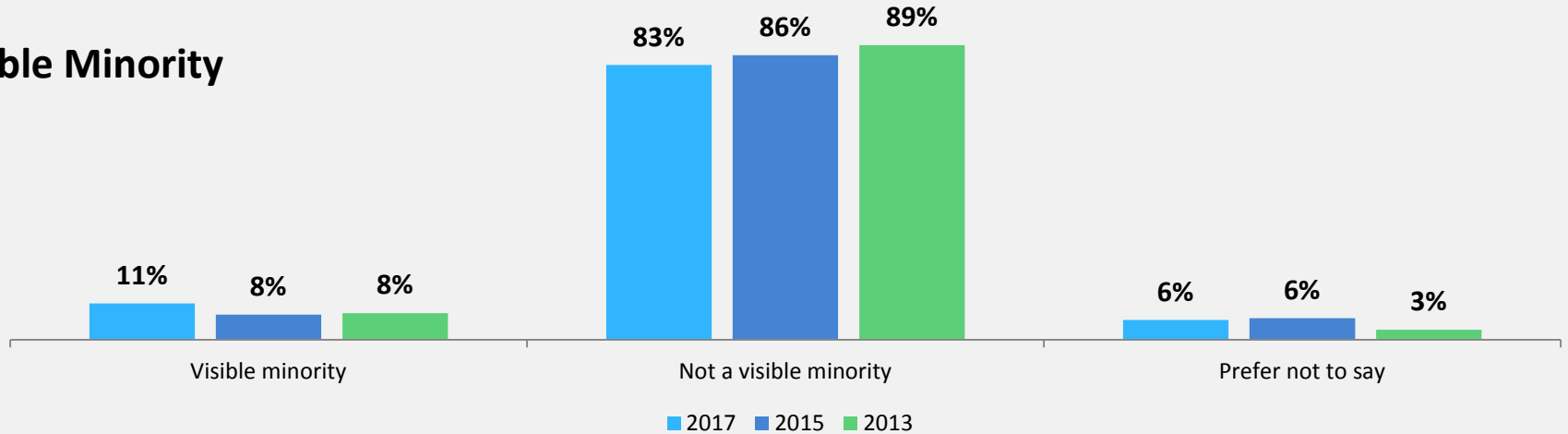
## Gender



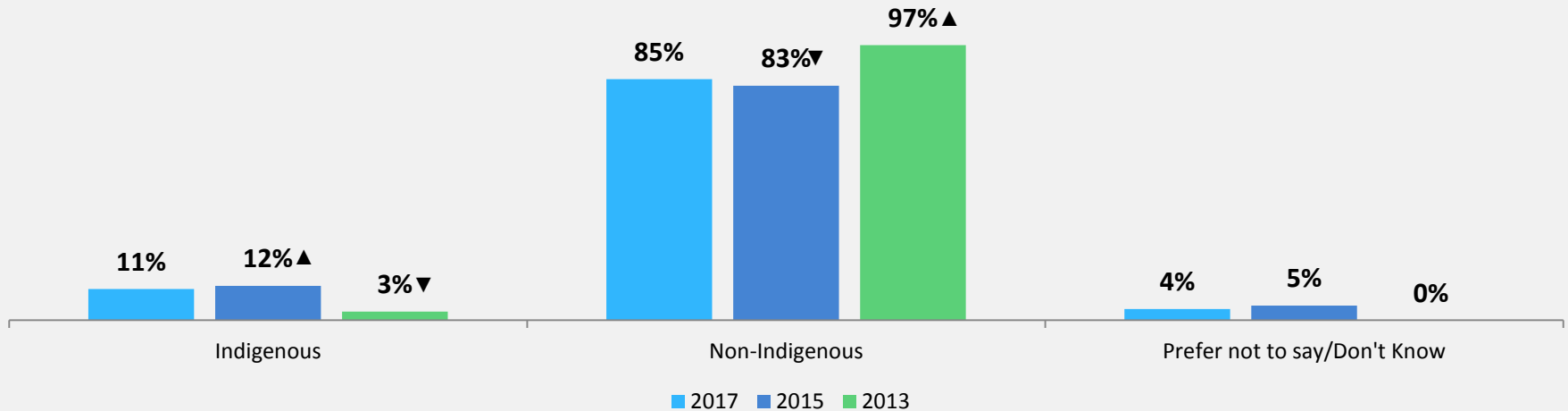
Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Visible Minority



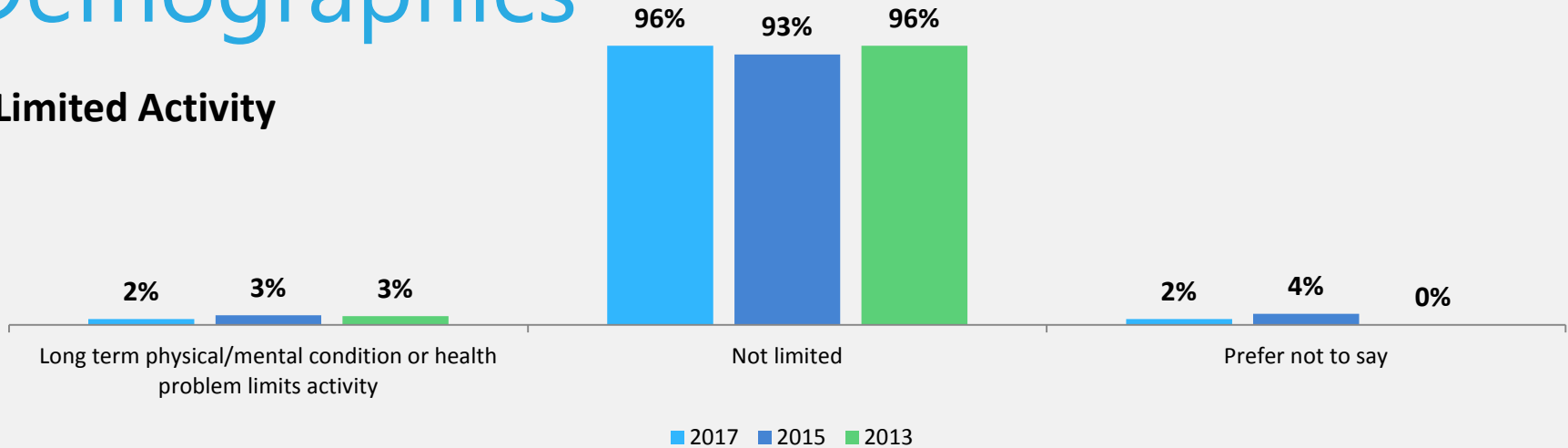
## Aboriginal Ancestry



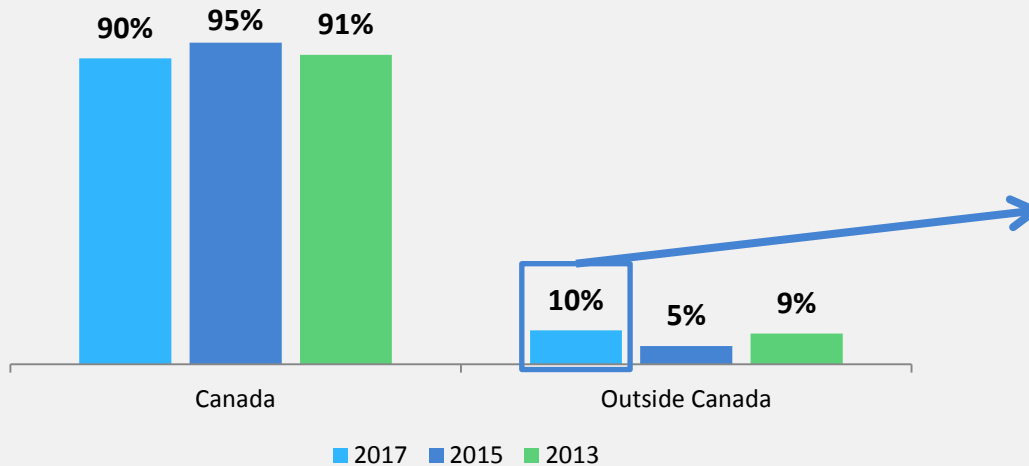
Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Limited Activity



## Country of Origin



Time in Canada (2017)	Count	%
2 years to just under 5 years ago	9	24%
5 years to just under 10 years ago	15	39%
More than 10 years ago	14	37%

Base: All respondents, n=378 (2017), n=370 (2015), n=371 (2013).