

# SATCC Apprenticeship Survey

January  
2020

# Report Outline

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# 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 for the most recent wave were collected between September 11<sup>th</sup> and October 21<sup>st</sup>, 2019.
- In total, 396 completed responses were obtained (149 by phone, 247 online) from 1796 contacted apprentices. Overall, the 2019 response rate is 23% compared to 10% in 2017. The margin of error is  $\pm 4.7$  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.
- Due to rounding, percentages may not sum to 100%. Questions in which more than one response can be selected will result in totals of more than 100%.
- Statistical Significance Testing:
  - Significance testing has been done between results from previous years where possible.
  - 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.
- Sampling Margin of Error:
  - The Sampling Margin of Error for this study is  $\pm 4.7$  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

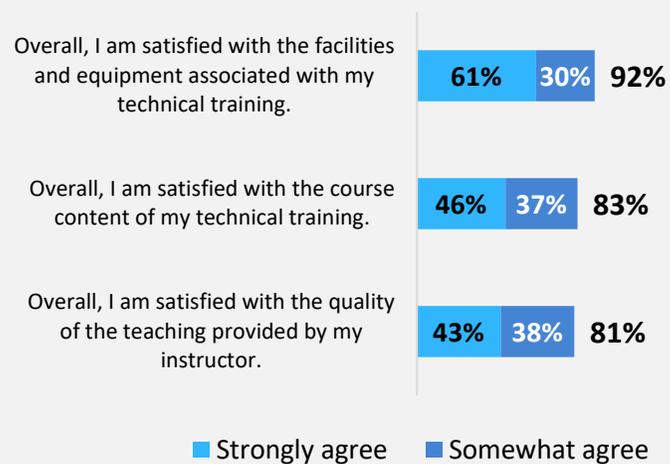
# Summary of Key Findings - Satisfaction

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

Somewhat and Strongly Agree	2013	2015	2017	2019
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	94%	94%	92%	94%
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%	93%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	93%	92%	90%	92%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	90%	90%	88%	91%
Overall, I am satisfied with the quality of my on-the-job training*	88%	89%	90%	90%

\*This metric is included on the Board's Balanced Scorecard and the 90% target for 2019 has been achieved.

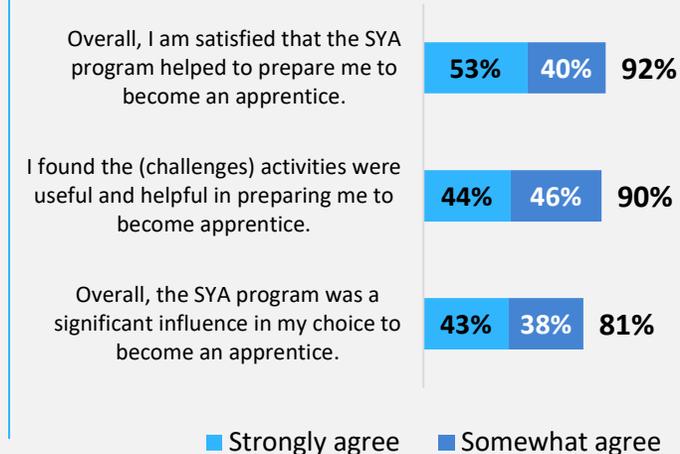
### Satisfaction with Technical Training



### Satisfaction with Staff

Somewhat & Strongly Agree	2013	2015	2017	2019
Staff are friendly and courteous	86%▲	77%▼	87%▲	92%▲
Staff are helpful	83%▲	75%▼	84%▲	89%▲
Staff are knowledgeable	84%▲	73%▼	85%▲	89%▲
I was able to speak with the staff person I needed to without difficulty.	81%▲	71%▼	80%▲	85%▲

### Satisfaction with SYA

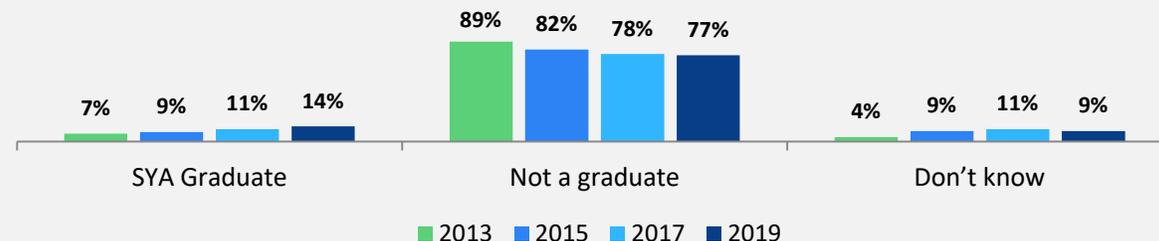


# Summary of Key Findings– General Information

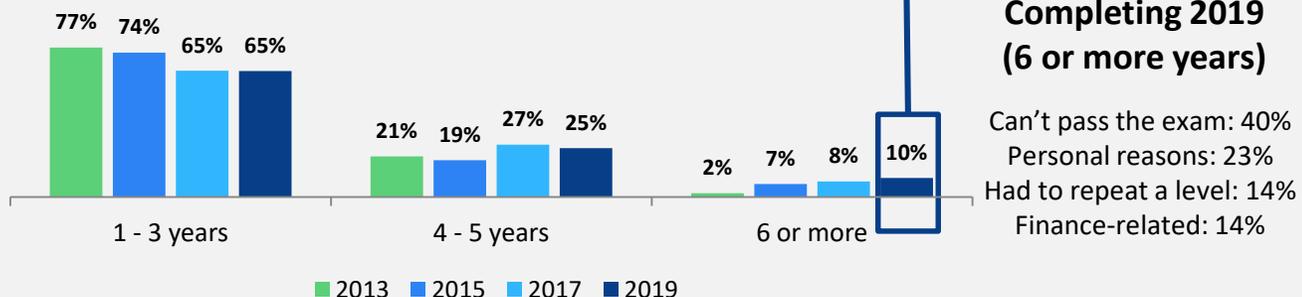
## Most Influential Advice Comes From:

	2013	2015	2017	2019
Relatives/friends	28%	27%	24%	26%
Employers	24%	25%	22%	23%
Parents	19%	16%	16%	19%
Co-workers	13%	16%	17%	13%
High school educator	4%	8%	13%	12%

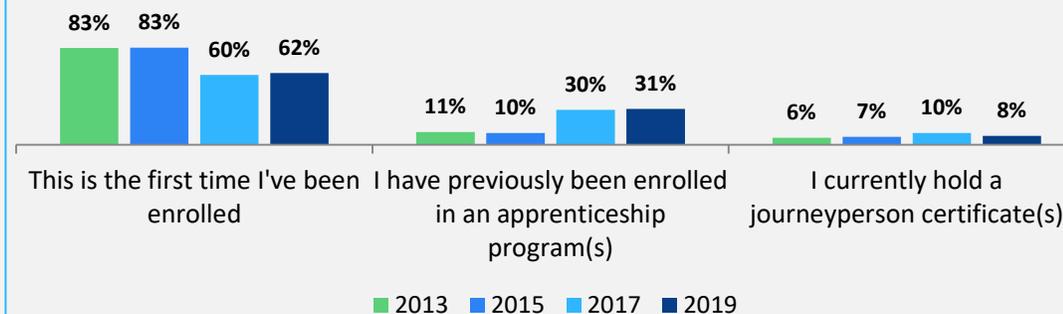
## Graduates of SYA Program



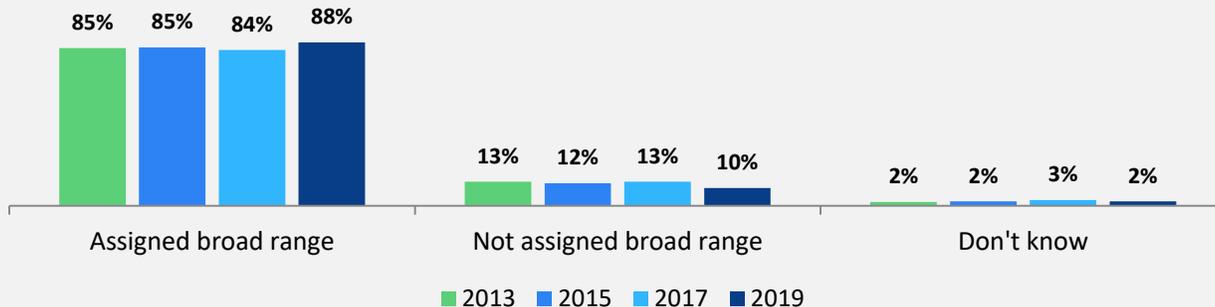
## Years Registered



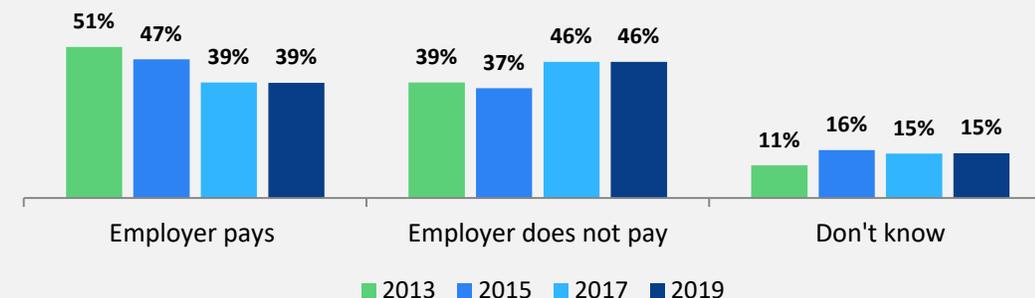
## System Experience



## Task Assignments

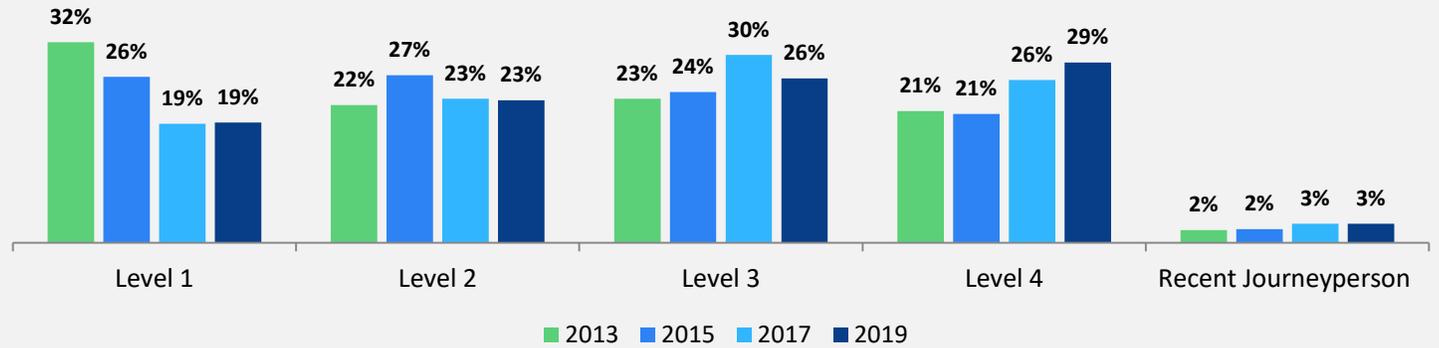
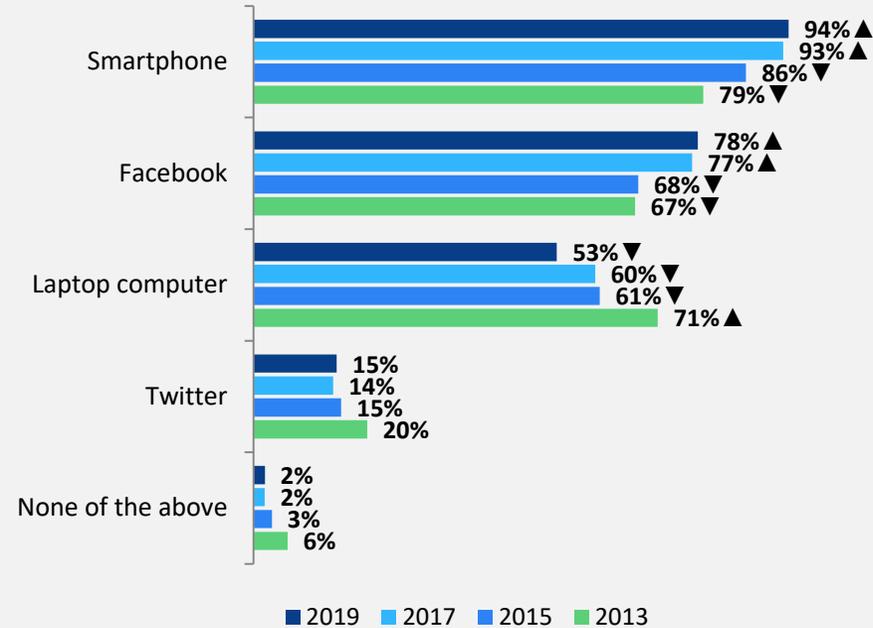


## Contract of Apprenticeship Fee



# Summary of Key Findings – Communications and Profile

## Technology Adoption



Top 5 Trades Represented in Survey - 2019	Count	%
Construction Electrician - Construction	74	19%
Carpenter	44	11%
Plumber	37	9%
Automotive Service Technician	35	9%
Industrial Mechanic (Millwright)	25	6%

## Information Preference

	2013	2015	2017	2019
E-mail	50% ▼	55% ▼	60% ▲	66% ▲
Letter	40% ▲	28% ▼	26% ▼	22% ▼

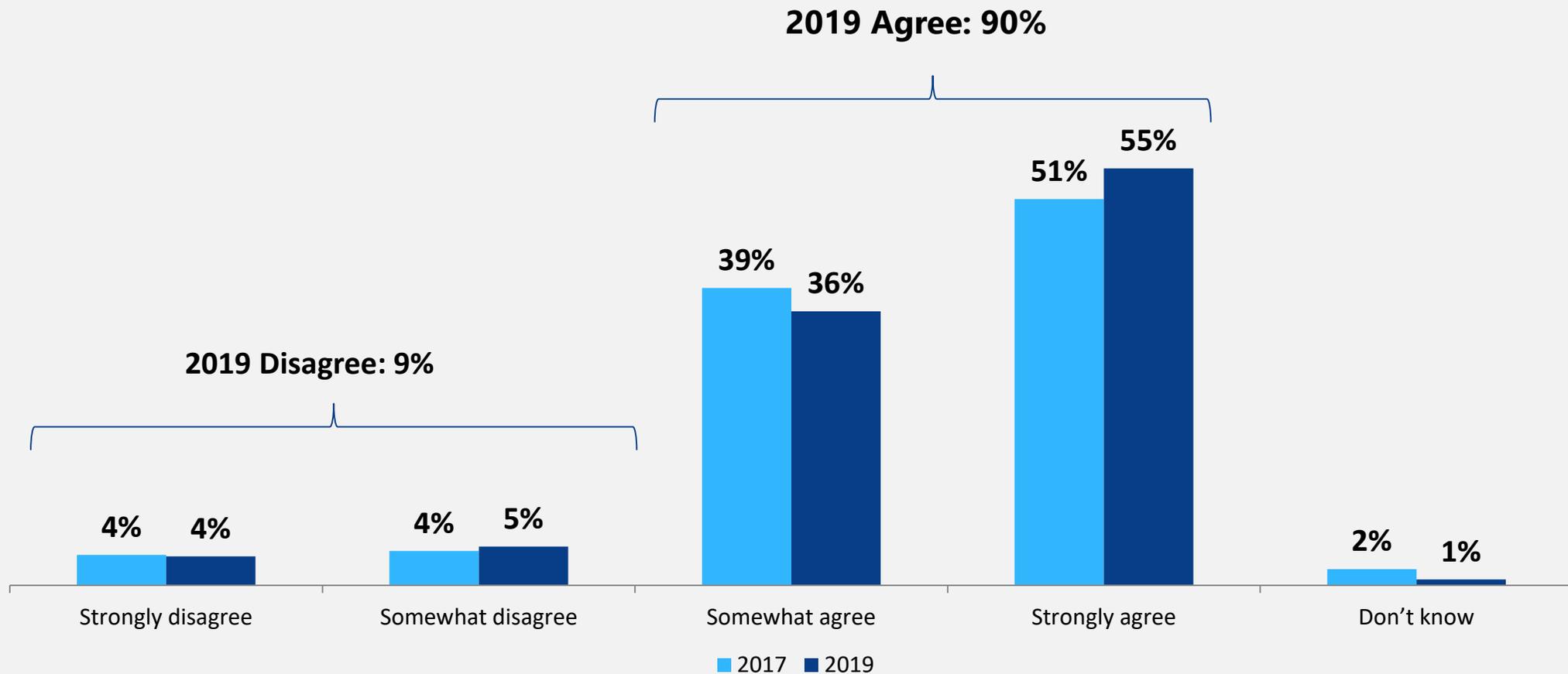
## Top Preferred Online Services

	2013	2015	2017	2019
Verifying trade time	72%	76%	74%	77%
General information about apprenticeship or certification	63% ▼	70%	66% ▼	74% ▲
Updating personal information	61% ▼	69%	63%	68% ▲
Fee Payments	55% ▼	59% ▼	63% ▼	70% ▲
Registration for technical training	58% ▼	66%	60% ▼	69% ▲

# Satisfaction

The vast majority of apprentices 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. Overall, I am satisfied with the quality of my on-the-job training. Base: All respondents, n=396 (2019).

# A lack of personal instruction and lack of variety in training 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 I don't get on the job training. We don't have a journey person.
Because i think they can do better, I've been lied to in the past, they hired another guy and he is getting all the training i should be getting and I've been put on the back burner, unless they need somebody when they're in a pinch.
Before level 1 apprenticeship had no on the job training, only did oil changes and other lube jobs. No on the job mechanical experience was given until level 1 technical training was completed. I felt pretty far behind the rest of my classmates.
Don't get a good variety of jobs. Work on combines and combines only.
Don't get to learn different types of work from journeypersons as I am in the paint department.
Employer does not take opportunities to expose apprentice to learning opportunities when they present themselves.
Haven't been trained to work for level 1 and I'm a level 2.
I didn't not work under journey person they put me on my own. About 85% of my job was on my own.
I do not get on job training. I am the one who trains people most of the time
I don't have any on the job training. I was hired at my first machining job and was expected to teach myself. The owner got his journeyman's 20 years ago but works in the office and doesn't know enough to teach me anything.
I was never with a journeyperson. I worked nights by myself or with another first year.
I work at saskpower
I'm not exposed to a lot of the work we do. Our day shift crew does all rebuild projects, my supervisors have me on a shift crew that does breakdowns. I am not getting enough variety
Im a 4th year electrician taking orders from a 1st year electrician who knows nothing about the trade. The foreman treats me like crap, does not like teaching new guys anything. One of the part owners, like to yell at apprentices or talk down to them making them feel stupid or unwanted. He picks and chooses who he wants to talk down to. No one is willing to teach new people anything at this company. I have been here since february and i can honestly say they have had more guys quit from the company then the
Instructors are garbage and don't help. Think you should know it all
Its just not broad enough.
Journeyman wouldn't allow me to do more than run round duct pipe.

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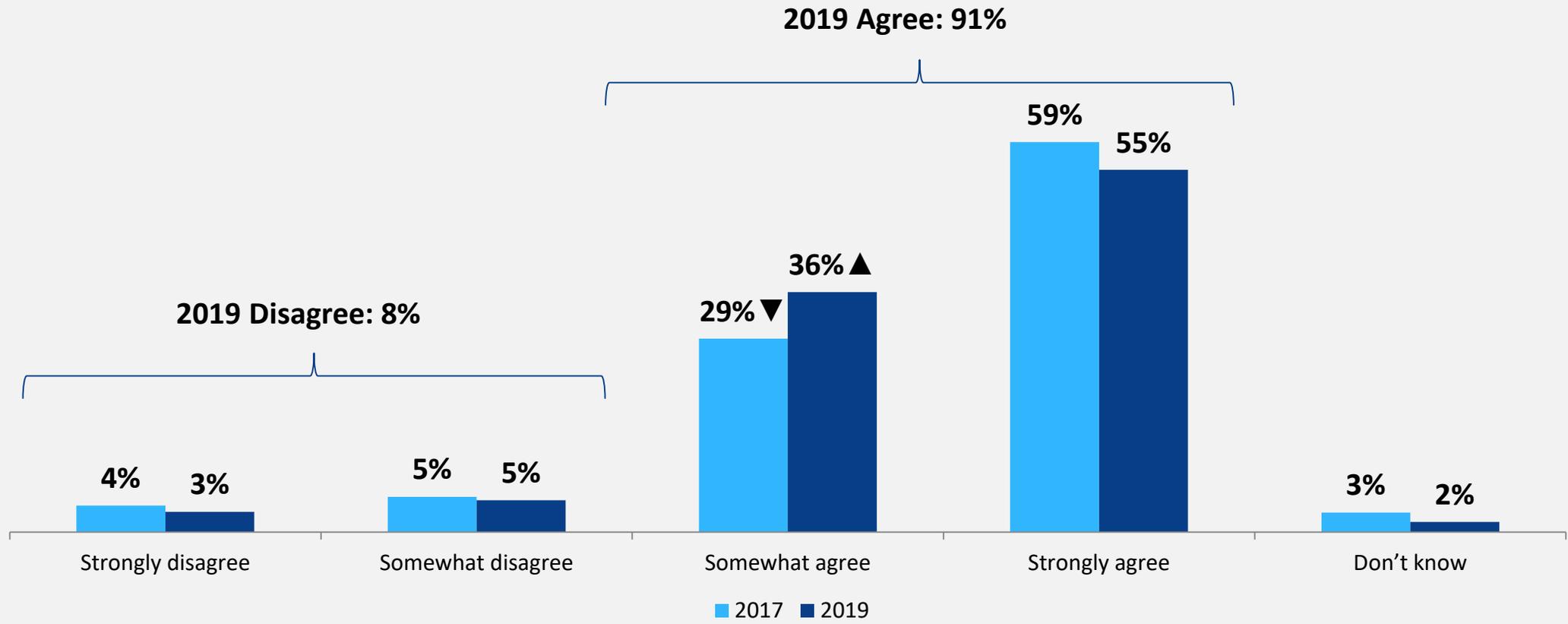
*Q19a. Why are you not satisfied with the quality of your on-the-job training? Base: Respondents that disagree with the statement and left a comment, n=30.*

Reasons for Not Being Satisfied with the Quality of the On-the-Job Training Continued...
My foreman lies about my abilities and holds me back.
Not enough one on one time with a journeyman. Not enough work in other aspects of the trade.
Not much time working with journeyman.
Not very often is my journeyman on site. My foreman has no technical training at all.
Often not enough work. Limited scope of work. Journeypersons not willing to teach.
Once you get good at something, it's very hard to get out of doing it. You can ask to do something else or work with someone else to show you things but most of the time it no sadly. I strongly believe that this is why so many people in steamfitting are having a tuff time getting there Journey man statues. When I also went to school it was very rushed as well, the instructors did all they could to get us by, but there was just to much info in such a short time.
Personal reasons
They tell me i should have learned it in school.
Variety of work isn't available in my area. Once you get good at something it is very common for an employer to pigeon hole you to that task and not let you learn other areas. Certain areas of the trade will never be available in my areA due to size. Family obligations don't allow for me to travel to experience either. I won't gain experience in large commercial or high rise projects.
Wasn't taught how to do anything and the company I worked for wouldn't allow me to weld or do any actual work
We don't work with a journeyman as much as we should.

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=30.

Most are satisfied with the supervisory, teaching and mentoring ability of their journey person(s).

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



Q20. Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journey person(s). Base: All respondents, n=396 (2019).

Not being told answers to questions and not having an available 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)
Was not about to do all tasks or aloud to to complete my tests
They don't teach me or mentor
They do not teach you anything at my company. They expect you to know everything, and when you dont or have to ask them questions they get angry with you, talk down, or make you look stupid. Constantly put me down because im new to the company and dont know a whole lot.
The main reason I would disagree with this is that there's a real lack of barbers in this industry to seek guidance from. The reason behind this is because of the lack of education towards male grooming/barbering I feel that there should be a programme for students who only want to become barbers. I would love to discuss this further possibly in person.
Some journeyman will just have you run and get tools and that's it. Wouldn't let you work on something or learn due to not having any patients, but you also due get some that want to show you everything. It's luck of the draw who you work with
Same reason. I didn't work under one.
On several occasions was told I wasn't cut out for the trade or was told I wasn't smart enough.
Of four journeypersons, only one was willing to teach, another was somewhat helpful.
No guidance it's a figure it out for yourself if a questin is asked
My journeyman is not always on site.
My journey person knows less about electrical than I do. He is almost never able to answer my questions and more often then not I have to correct his work.
Lack of experience
Just how I feel.

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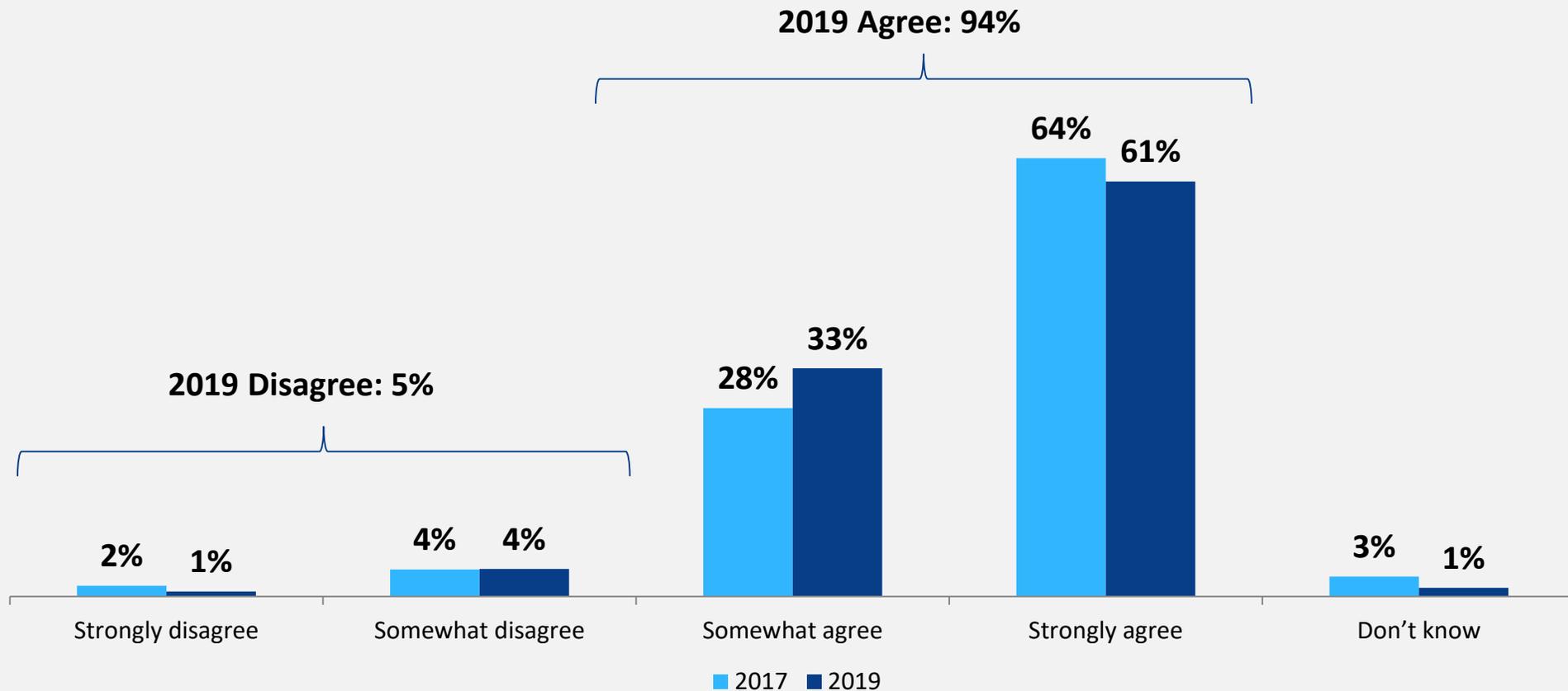
*Q20a. Why are you not satisfied with the supervisory, teaching and mentoring of your journeyperson(s)? Base: Respondents that disagree with the statement and left a comment, n=25.*

Reasons for Not Being Satisfied with the Supervisory, Teaching and Mentoring Ability of your Journeyperson(s) Continued...
It's a bro-zone . I'm not from this trade and have no background in agriculture and am constantly mocked for not knowing the terms of the industry or what specific numbers mean regarding equipment. Consistently told to figure it out yourself or I had to learn that myself, not sure why I have to teach you how to do your job
I've worked with some companies and journeymen who were unwilling to give guidance and teach a younger tech with how to do the job. I've experienced also being talked down to and abused
I'm the only one on sites a lot
I rarely work with a journeyperson.
I never worked with a guy.
I don't have one specifically. My company has a journeyperson, but due to my training I don't need to talk to him much.
I don't work with a journeyman on site. There is only one in this company and he stays in the office.
Haven't been mentored at all really to learn the equipment.
Gets mad when I don't know how to do something. See my response to the previous question. Doesn't know enough to teach me anything. I'm on my own since my first day.
Either not working with them and not using my skills to full capability
Dont have a journey person all the time !No direction learn alot on my own trial and error
because i don't have anyone that teaches me things right now, its strictly computer so far.

Q20a. 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=25.

Almost all 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=396 (2019).

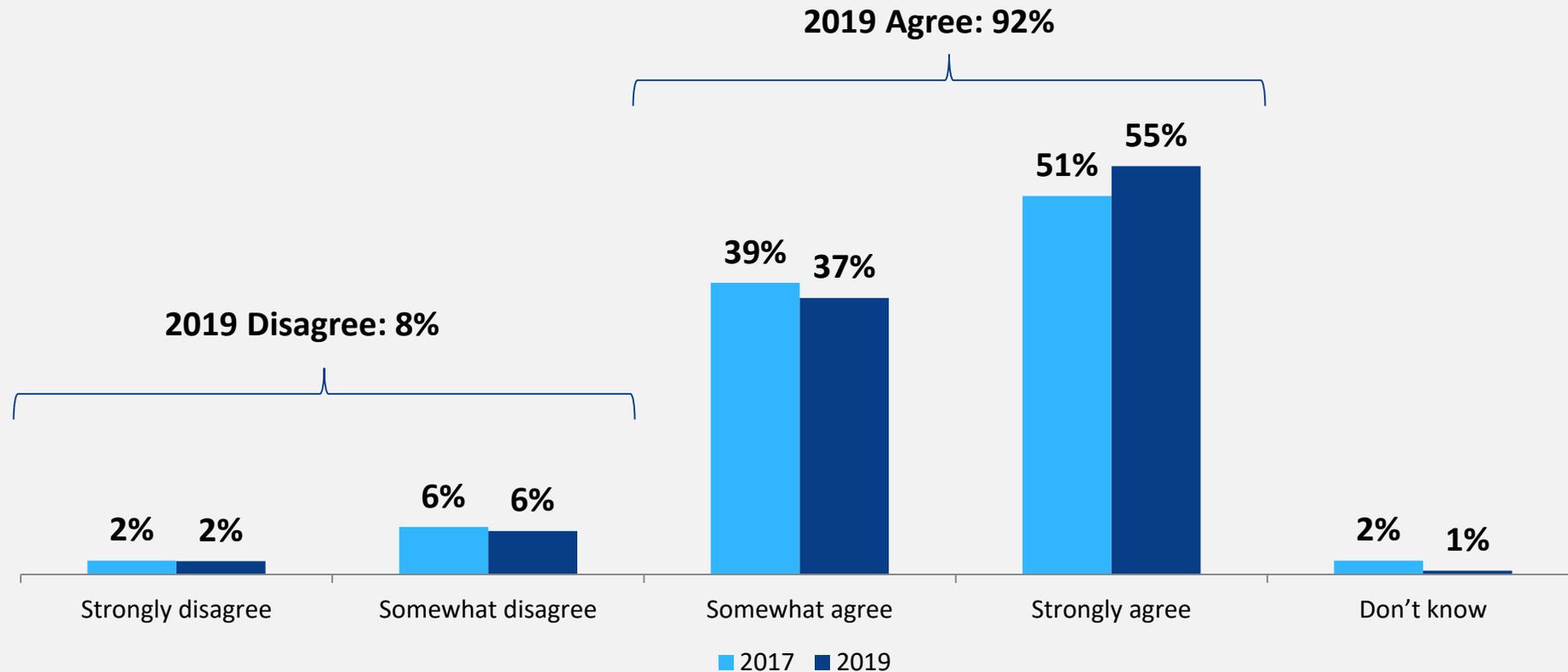
A lack of hands-on training and a lack of relevant teaching are typical reasons given for not being satisfied.

Reasons for Not Being Satisfied with the Technical Knowledge and Skill of Journeyperson(s)
2 months is a short time to learn so much and it's hard to apply all new knowledge while working. Easy to forget all of the material
Anyone can pass a test and be book smart. Doesn't mean there a knowledgeable mechanic
because I am apprenticing underneath of a cosmetologist and not a esthetician skin care technician
Because it could be more hands on where i'm learning more rather than sitting at a computer, and all of my training is done on my own time where i don't get paid for it.
Code is adhered to as long as it is easy. Lack of quality inspection allows for too many things to slip by.
Dont got one
Got grandfathered in I believe didnt have to pass no ip exam/ red seal exam
He, like most people that come out of the apprenticeship program, doesn't know shit about electrical and in most cases has completely forgot everything school might have taught him. If the schooling I've taken is any indication of my future classes I'd say he forgot it all because there was nothing to learn. The instructors are shit and the curriculum is hot garbage.
I feel as though my journeyperson is stuck in the 90's. I feel Like our salon doesn't update on techniques or anything.
I need more opportunities for more difficult tasks.
Just how I feel.
See previous questions response
sometimeslack of knowledge

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=13.

Most 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=396 (2019).

# Having outdated tools is the main reason for dissatisfaction with facilities and equipment at worksites.

Reasons for Not Being Satisfied with the Facilities and Equipment at the Worksite
Company lives in the Stone age
Don't always have the proper tools we need for the job.
for the services that I would like to preform I don't have quiet space to preform those services.
I work doing maintenance in the grain industry, so don't get a lot of exposure to a broad spectrum of the trade
its a really broad trade, in any industry you're not going to get a good exposure to everything.
Just how I feel.
most of my hours are on preventative maintenance for conveying equipment. very little experience with pumps, almost no machine installation/overhaul experience.
Old broken equipment. Employer refuses to pay for equipment to lift heavy items which forces us to use unsafe work practices to complete the job. Or face being laid off
Old equipment, employers wages are low, resulting in losses of incredible journey persons
Old school
Slow few years, not much work to go around, JP's get work before apprentices.
Some companies just don't care about there technicians, also the trade I'm in requires a lot of expensive tools.. it's disappointing that the government removed are tax grant for tool purchases
Some of the equipment while were working is from the 70s. Our paint booth is literally falling apart at the moment. They plan to get a new one in March. Other things haven't been fixed despite many complaints.
There are some programs I need access to that my company has blocked on the Internet. There are some SIAST programs that are hard to do at work.
Tools older than me.
We are constantly waiting on tools and we don't have the tools we need .

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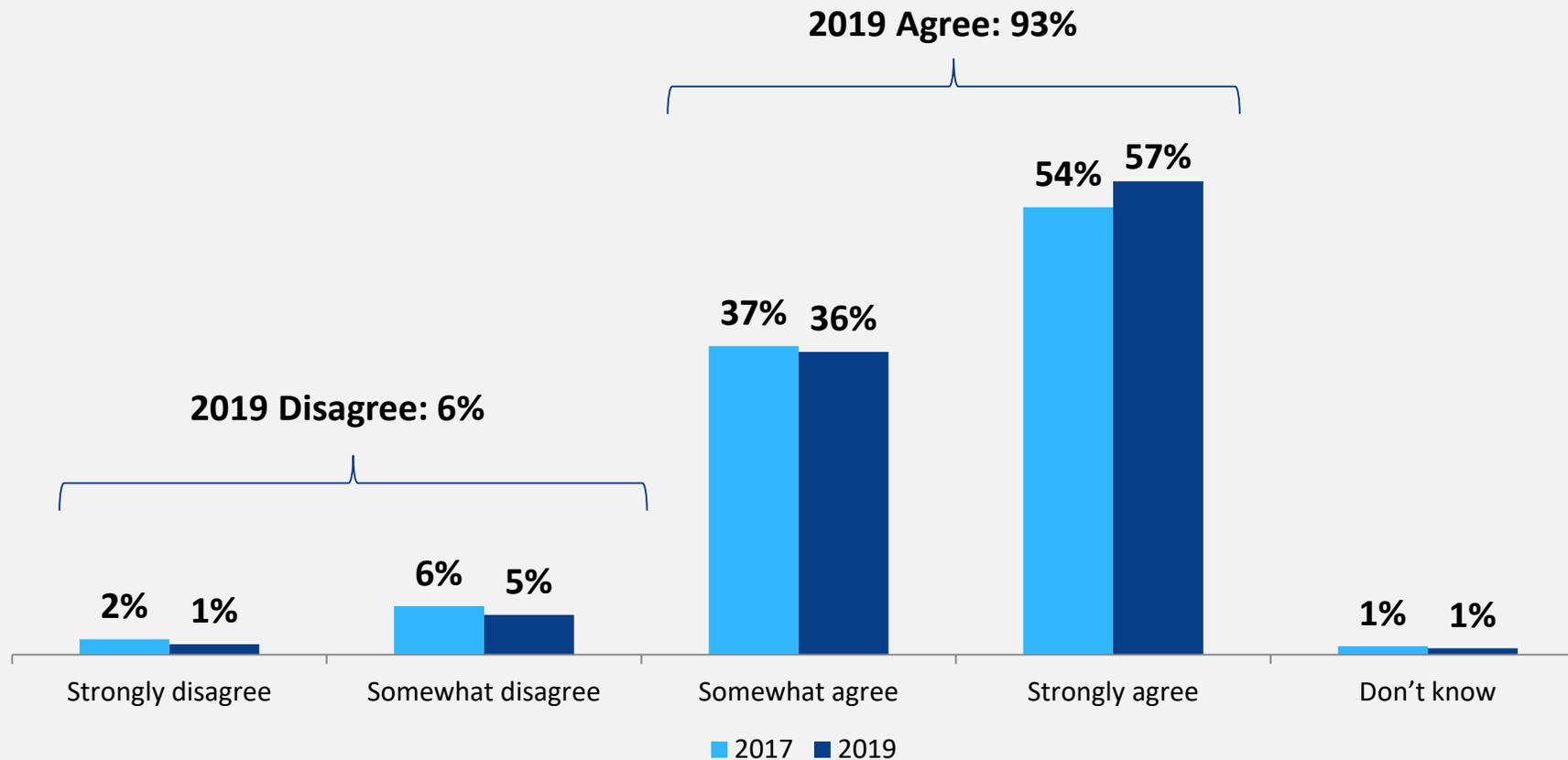
Q22a. Why are you not satisfied with the facilities and equipment at your worksite? Base: Respondents that disagree with the statement and left a comment, n=25.

Reasons for Not Being Satisfied with the Facilities and Equipment at the Worksite
we are mostly residential company so i don't see a lot of exposure to commercial or industrial equipment
We don't fix things, we replace them with new components
We don't have the proper tools most of the time to even do the job correctly
We don't have a very good scope of work. We require a specific set of skills.
We don't have a wide variety of equipment. It's hard to get equipment.
We don't have some of the newer equipment we should have, its pretty old and home-made, too small of a shop.
We just don't have a lot of equipment that we need
We were not set up to train an apprentice
We work in a limited scope.

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=25.

Most agree 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=396 (2019).

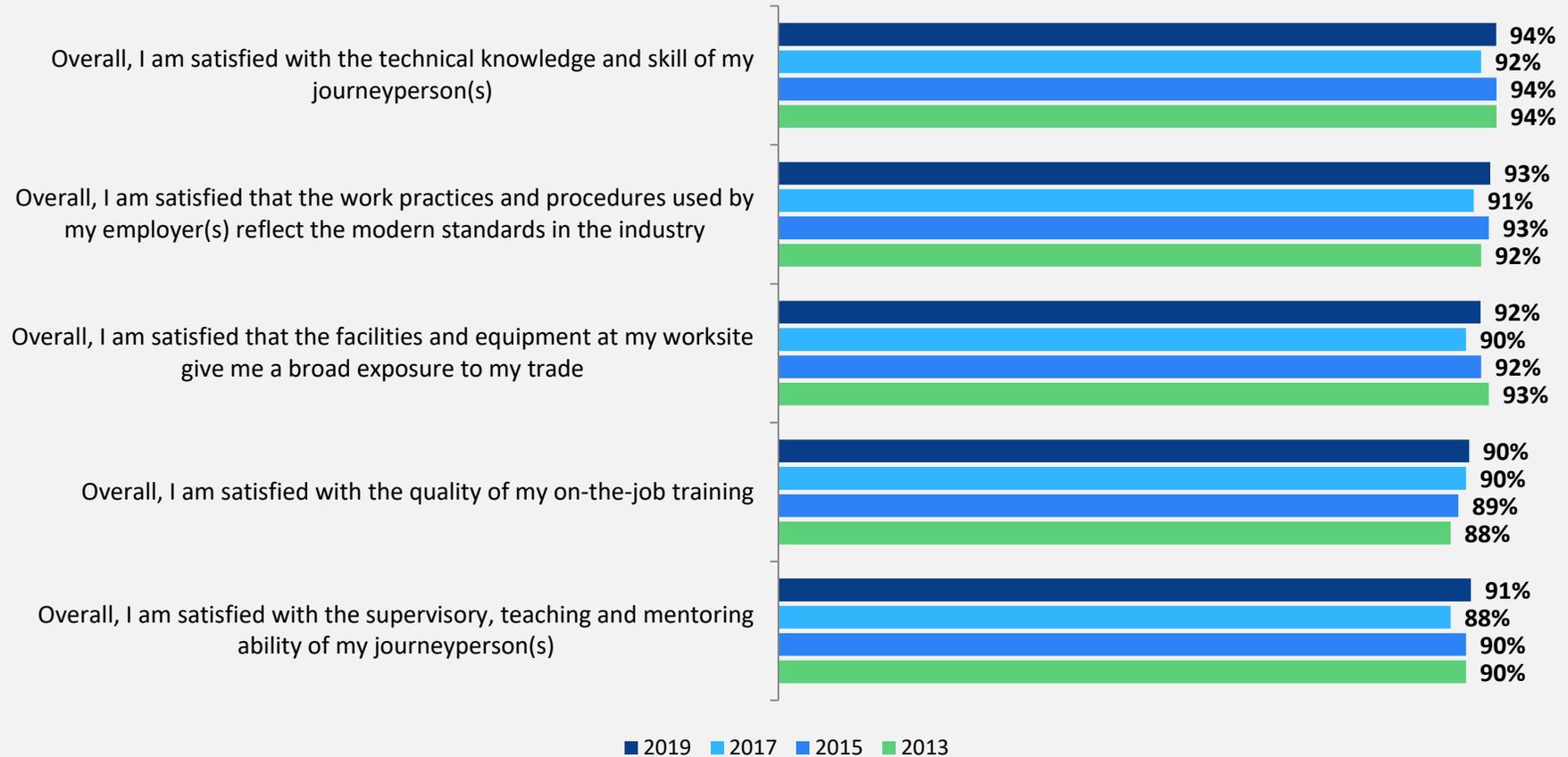
A variety of reasons are given for not being satisfied with the work practices and procedures used by their employers.

Reasons for Not Being Satisfied with the Work Practices and Procedures used by Your Employers
Agribusinesses seem to be a bit behind industry. Work practices and procedures seem to be geared toward labour and sales type positions.
Apprentice not utilized in learning opportunities
As stated in previous message
Haven't taken updated classes on new methods and don't ever get on board with new training
I feel like all electrical work is done up to code, but sometimes work has to be done in probably not the safest manor to get the job done (such as ladder safety not really being used).
Just how I feel.
Just outdated technology.
No enough enforcement by office. Guys are going in lifts with no harnesses, they dont have proper PPE nor do they care about safety paperwork.
not sure about other places but working on units older than me is not in the training.
Old school/ safety isn't a priority/ just want to get the job done
Old shop equipment in the shop
Once again company living in a Stone age, boss is to cheap to by newer tools to get the job done safer, faster, and better
Safety violations, no organization, wasted material as a habit, the list goes on. Just because he bought a business doesn't mean he can run it and I'm not paid enough to fix everything wrong with the place.
Some ways of completing certain jobs are not up to date with the ways they could be completed in the industry today
There are many differences in the practices that I have learned compared to what is used in my job sites
There are some unsafe practices he gets us to do that I am not comfortable doing!
We come from the old boys club of Saskatchewan. New ways or technical up grades are not or slow to be implemented.
We waste money sending things out to get fixed when they could be done 'in house' , but we still see layoffs

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=18.

# Apprentices give higher satisfaction ratings for each apprenticeship area in 2019.

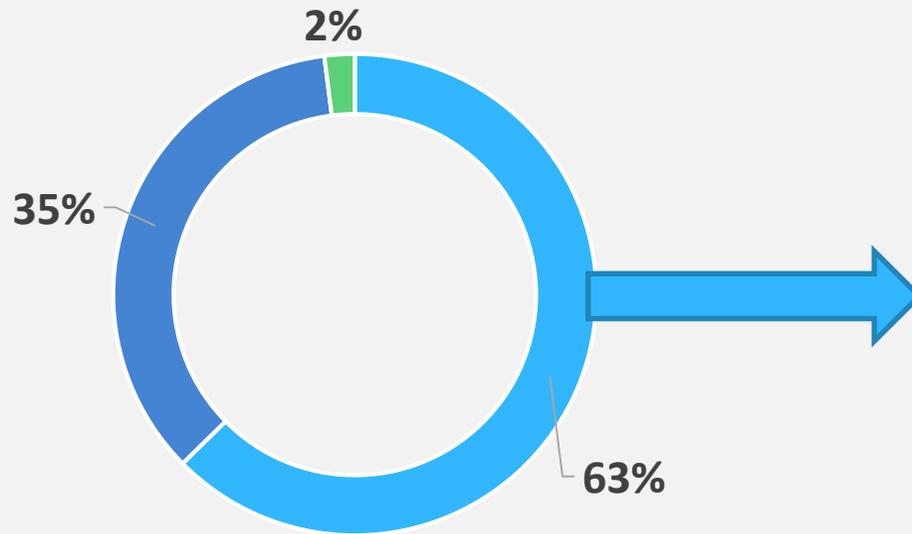
## % Strongly or Somewhat Agree



Base: n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

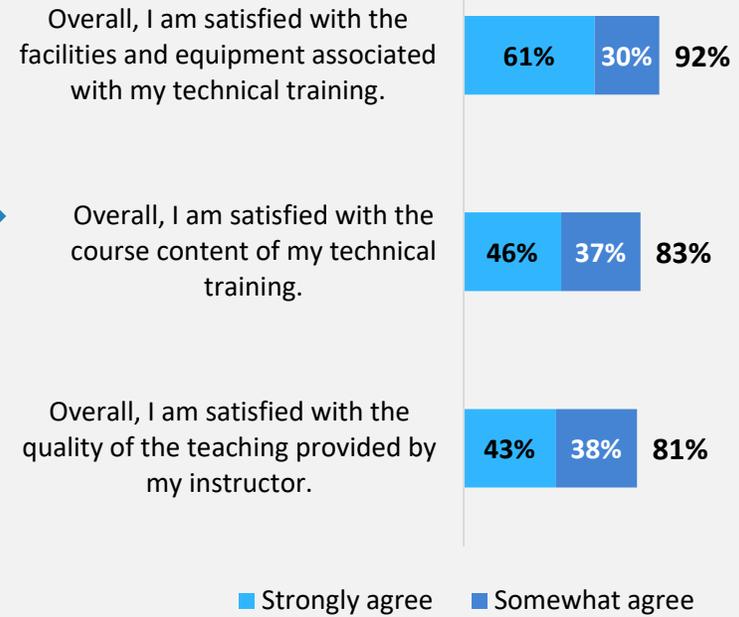
Nearly two thirds attended technical training between July 2018 and June 2019. Among them, the majority are satisfied with all aspects of the training.

### Attended Technical Training



- Attended technical training between July 2018 and June 2019
- Did not attend
- Don't know

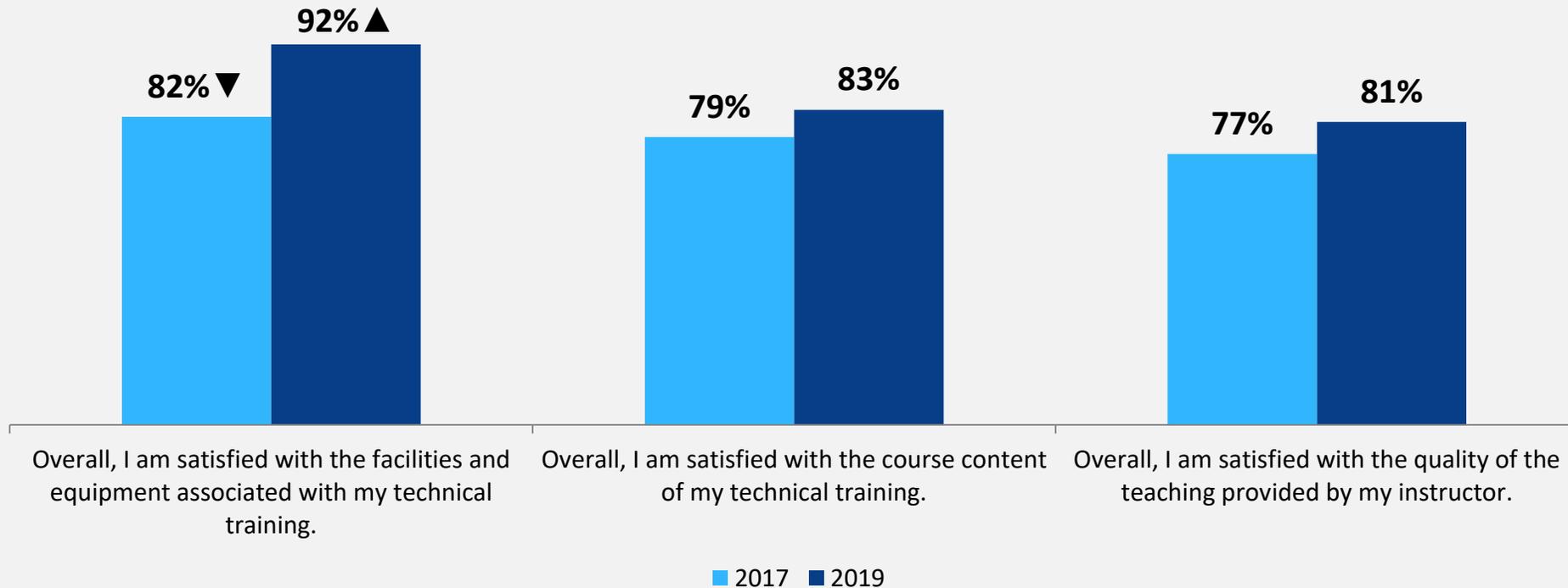
### Satisfaction with Technical Training



Q23b. Did you attend technical training at any time between July 2018 and June 2019? Base: All respondents, n=396.  
 Q23c. Please indicate how strongly you agree or disagree with the following... Base: Those who took technical training, n=248.

A rise in satisfaction with each aspect of technical training is noted in 2019.

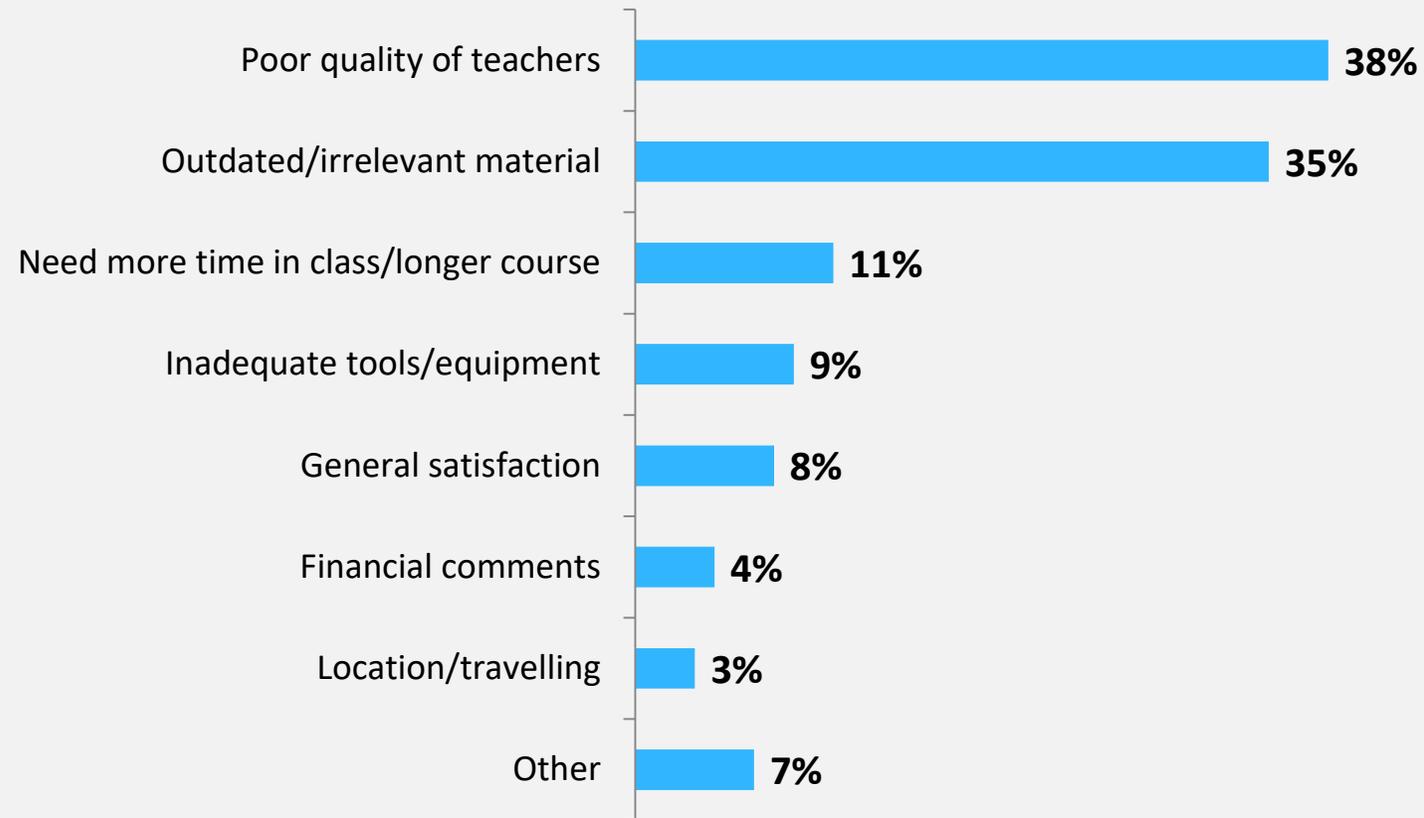
### Satisfaction With Technical Training (Strongly and Somewhat Agree)



Q23c. Please indicate how strongly you agree or disagree with the following... Base: Those who took technical training, n=248 (2019).

The quality of teachers and the relevance of material are the two most common areas of dissatisfaction among those who are not satisfied with the technical training they took.

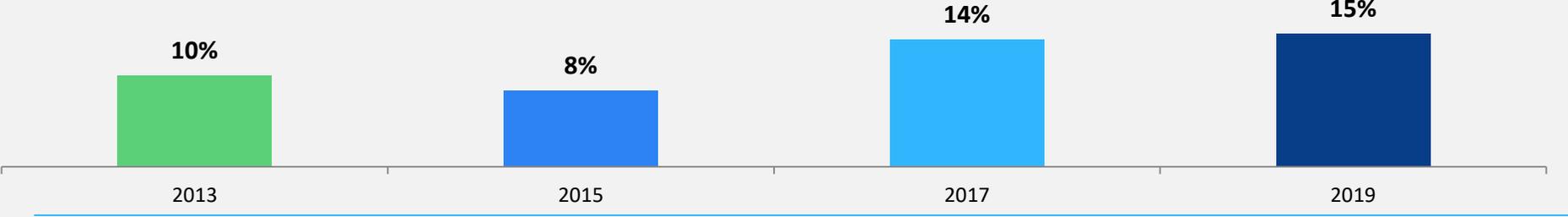
### Technical Training Comments



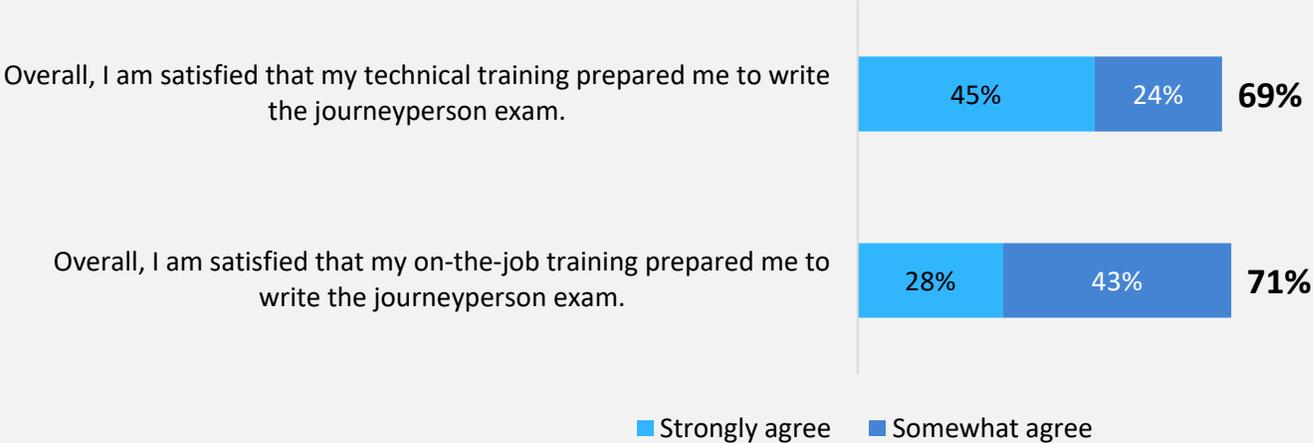
Q23d. Do you have any additional comments related to your technical training? Base: Those not satisfied with technical training, n=91 (2019).

Similar proportions of 2019 and 2017 respondents report having recently completed their apprenticeship and written their exam. Among these, similar proportions agree that their technical and on-the-job training helped prepare them, although respondents more often strongly agree that their technical training was helpful.

### Recently completed apprenticeship and wrote journeyperson exam



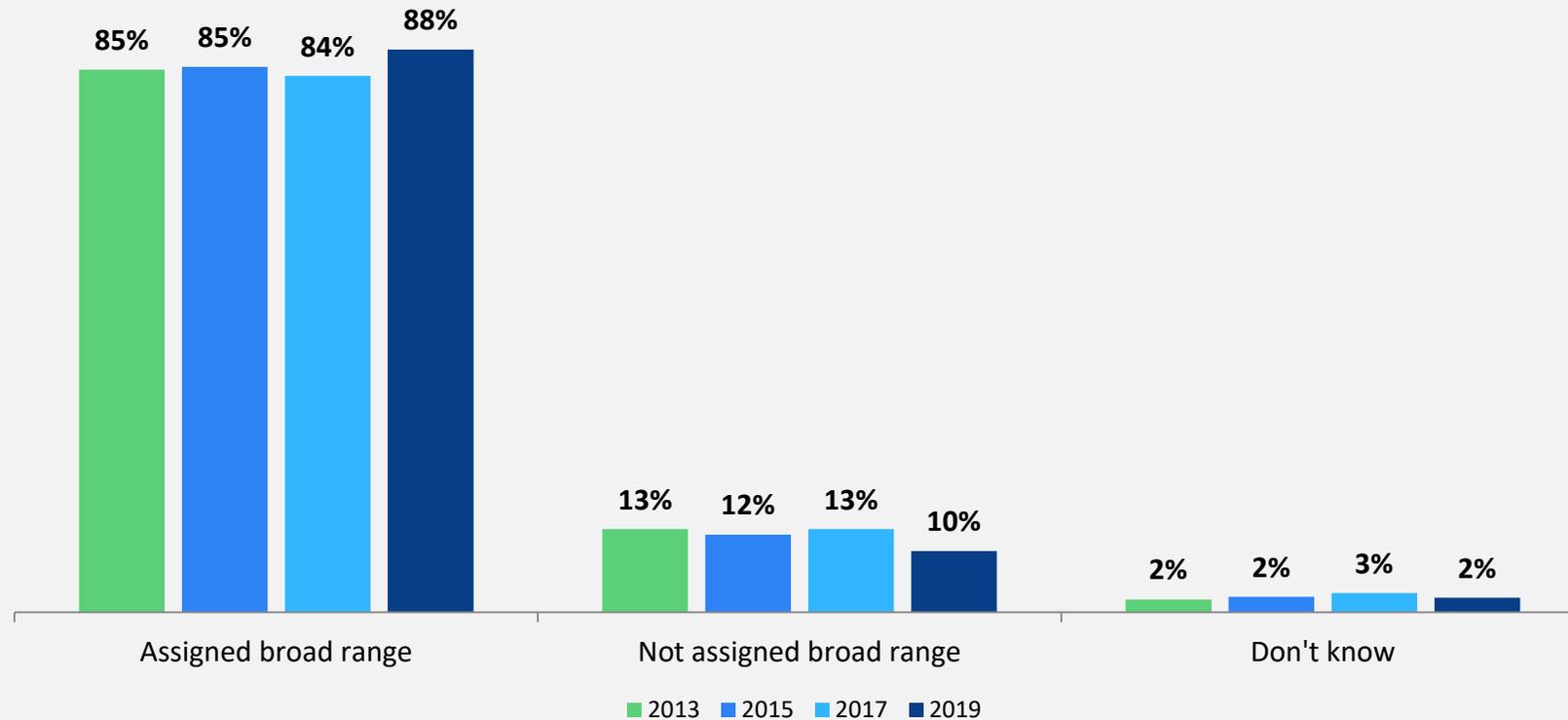
### 2019 Agreement with Training Attributes



Q24. Did you recently complete your apprenticeship and write your journeyperson exam? Base: All respondents, n=396 (2019), 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 journeyperson exam, n=58 (2019).

Nearly nine in ten say that their employer assigns them a broad range of tasks. While this number is slightly lower than the proportion reported by employers, a similar pattern was noted in 2017.

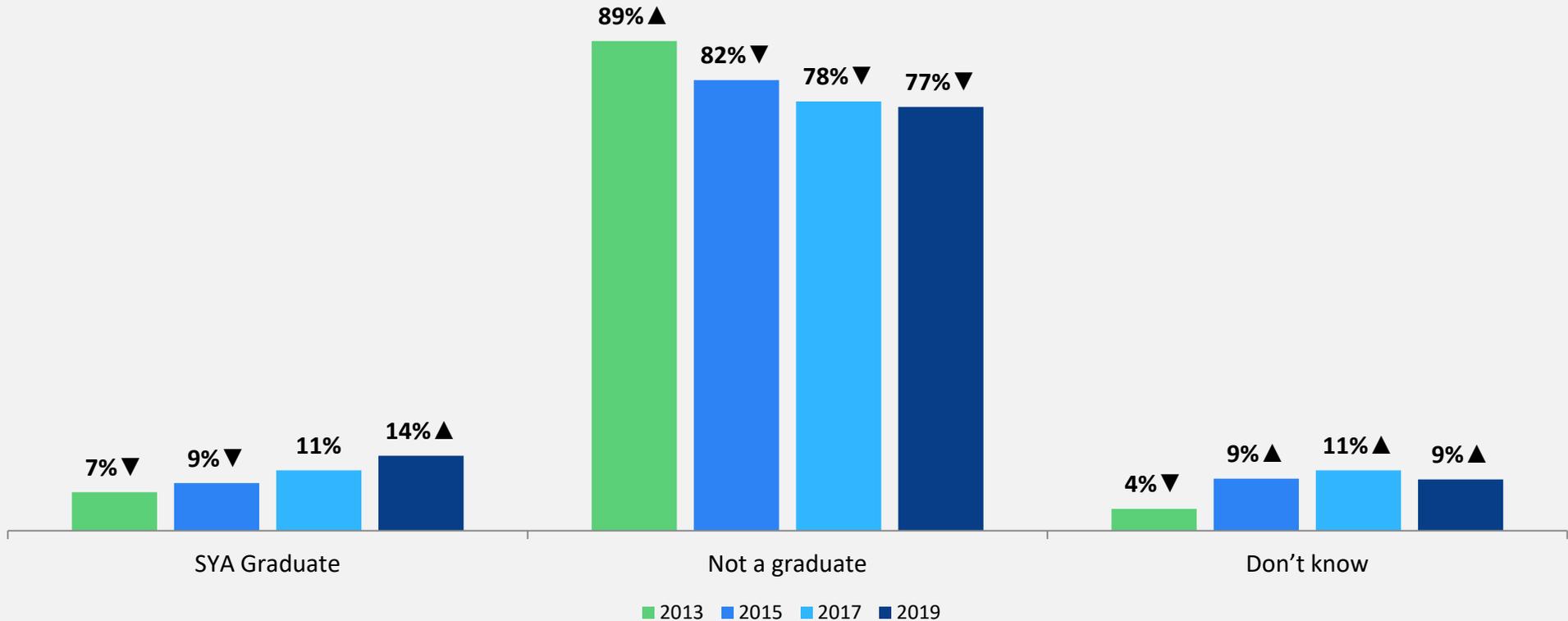
### Task Assignments



Q12. Does your employer assign work so that you experience a broad range of tasks at the workplace? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

The proportion of apprentices that are SYA graduates reaches its highest level since tracking started.

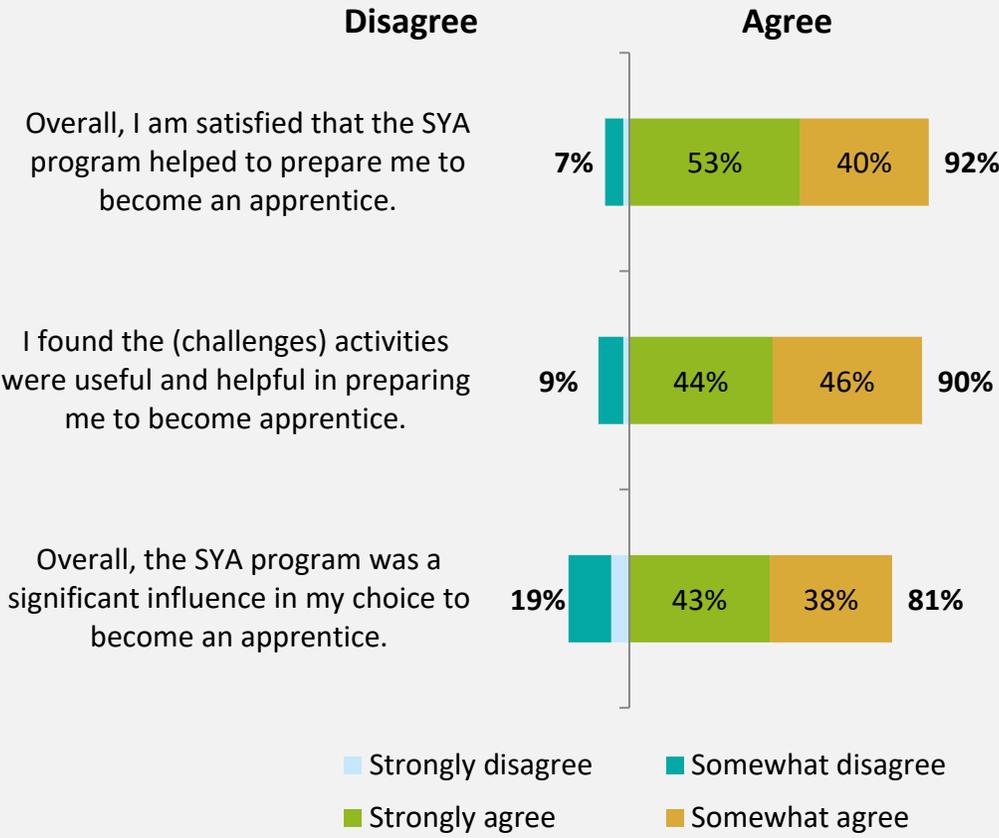
### Graduates of Saskatchewan Youth Apprenticeship (SYA) Program



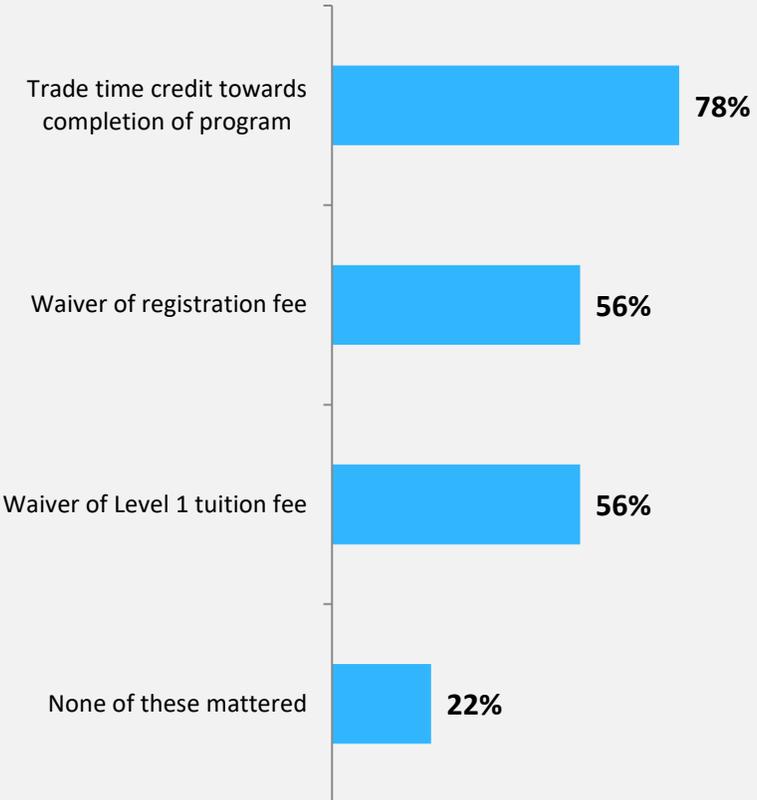
Q5. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

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

### Agreement with SYA Program Attributes



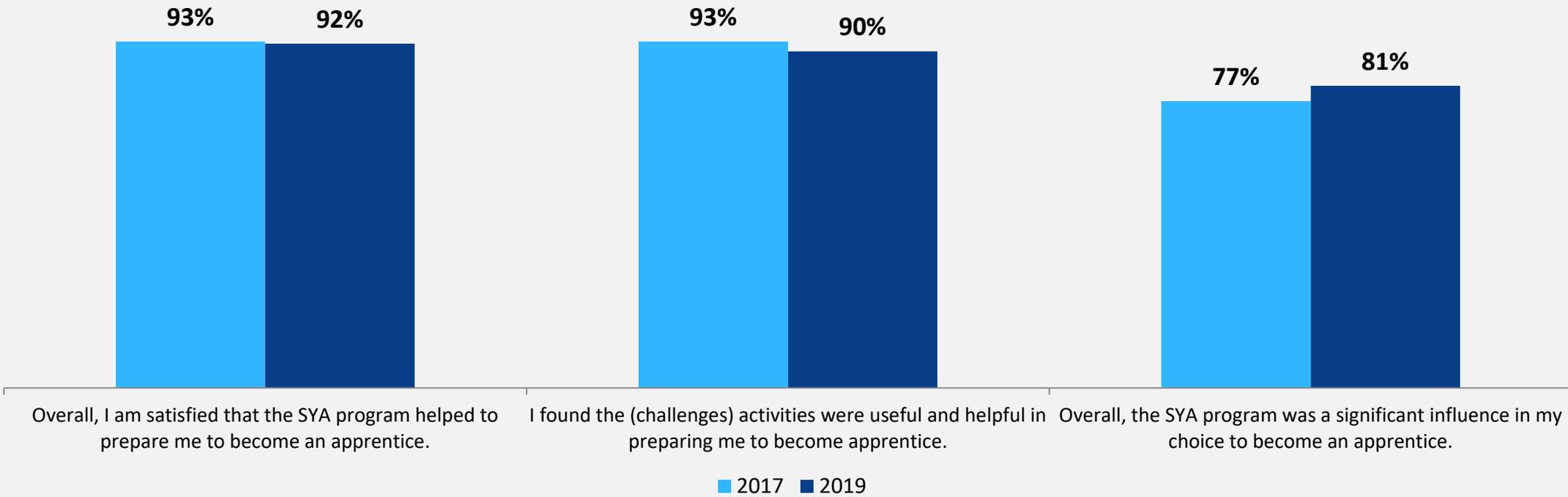
### Influence of Benefits Offered Through the SYA Program



Q5a. Please rate how much you agree or disagree with the following statements: Base: All SYA graduates excluding "Don't know", n=52-53 (2019).  
 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=54 (2019).

Positive opinions of each SYA attribute hold steady from 2017.

### Agreement with SYA Program Attributes (Strongly and Somewhat Agree)



Q5a. Please rate how much you agree or disagree with the following statements: Base: All SYA graduates excluding "Don't know", n=52-53 (2019).

# Services and Staff Ratings

The overall service average increases to 4.0 from 3.8 in 2018. The top rated services include the fee payment process, credential verification and personal information updates.

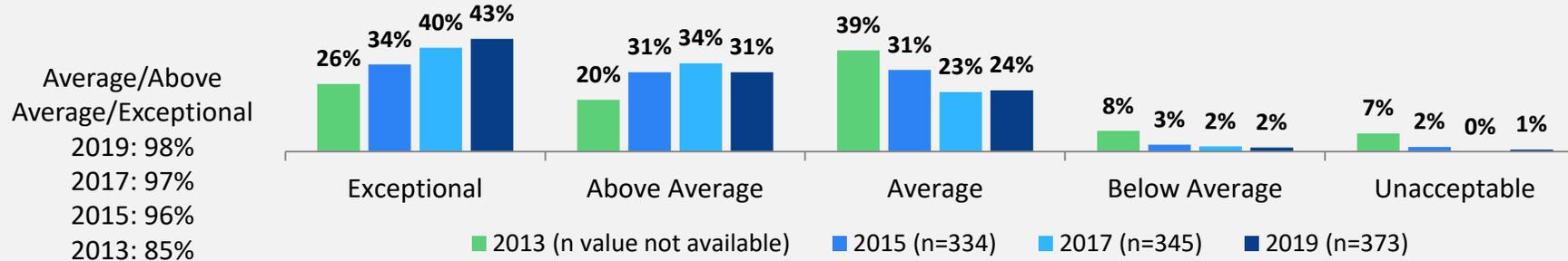
SATCC Service Ratings (Scale: 1 to 5)	Count	Average Rating
Applied for/received a learners' certificate (hairstylists)	13	4.2
Fee payment processed quickly and accurately	373	4.1
Verified credentials	330	4.1
Updated personal information (for example, change of address or of employer)	284	4.0
Tradesperson applications	317	4.0
Registered for technical training	358	4.0
Verified trade time	367	3.9
Registered for apprenticeship	375	3.9
Replaced lost documents	193	3.8
General information about apprenticeship or certification	381	3.6

**Overall Service Average: 4.0**

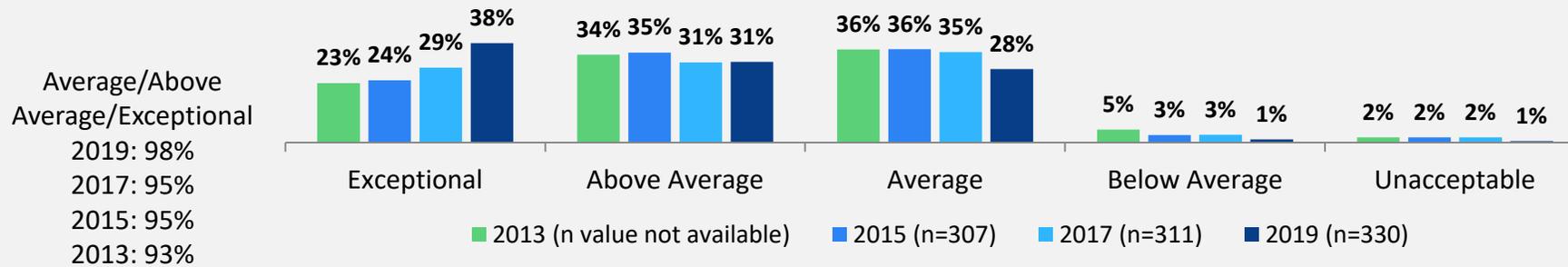
Q26. Using a 1 to 5 scale, where '1' means unacceptable, '2' is below average, '3' is average, '4' is above average and '5' means exceptional, please rate each of the following SATCC services you received in the last twelve months. Base: All respondents, excluding 'don't know', n=13\* to 384.

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

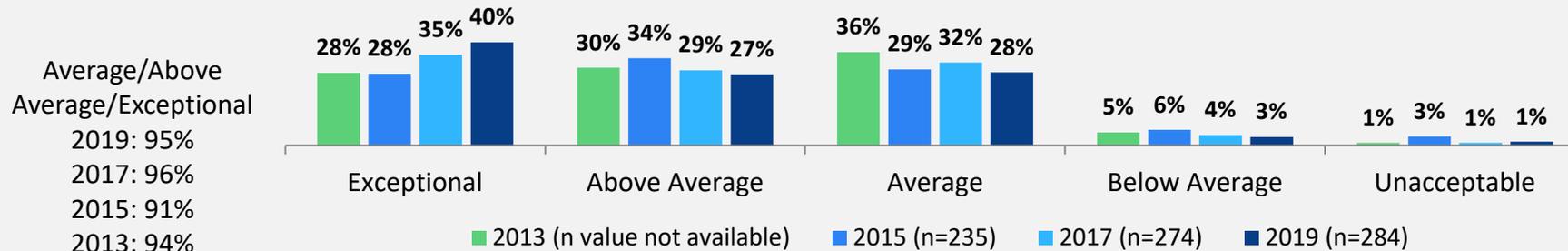
## Fee Payment Processed Quickly and Accurately



## Verified Credentials

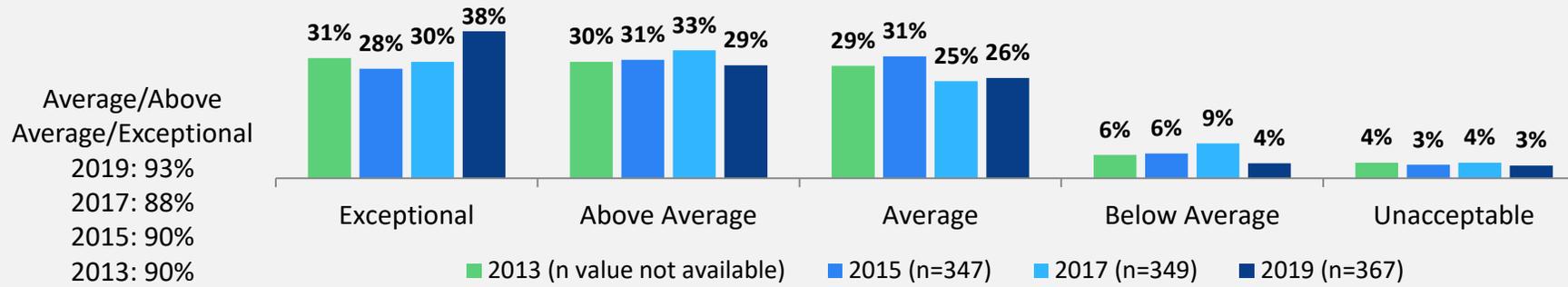


## Updated Personal Information

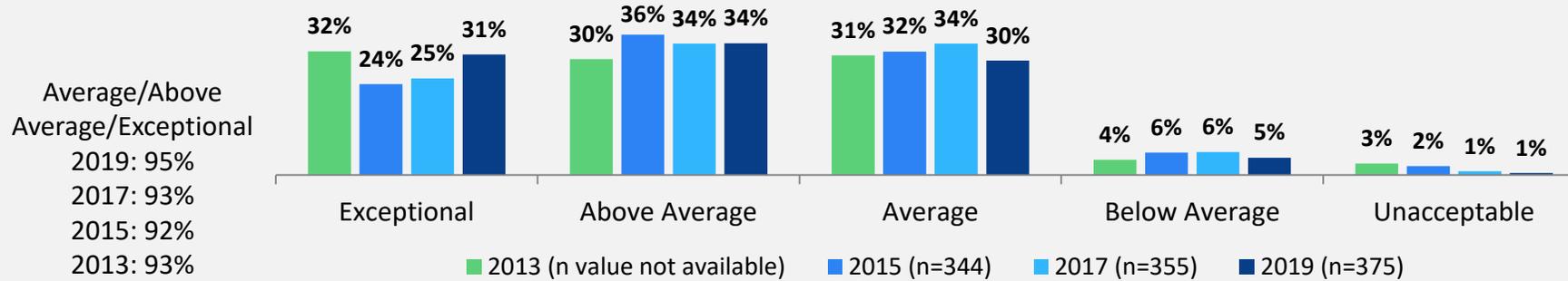


\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

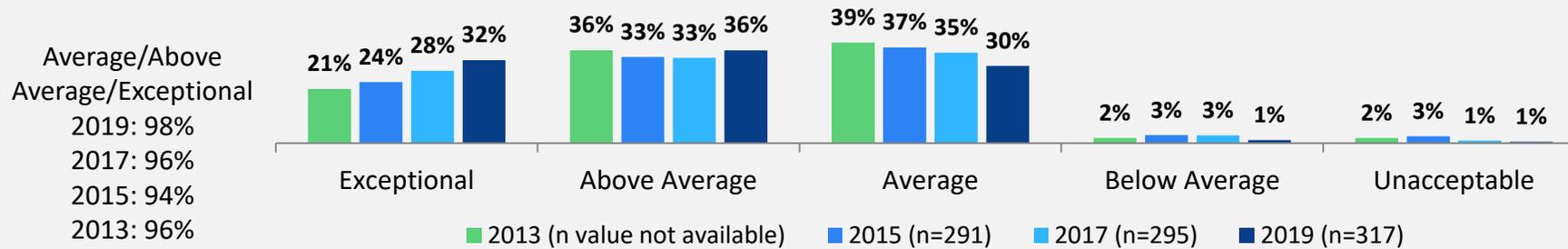
## Verified Trade Time



## Registered for Apprenticeship

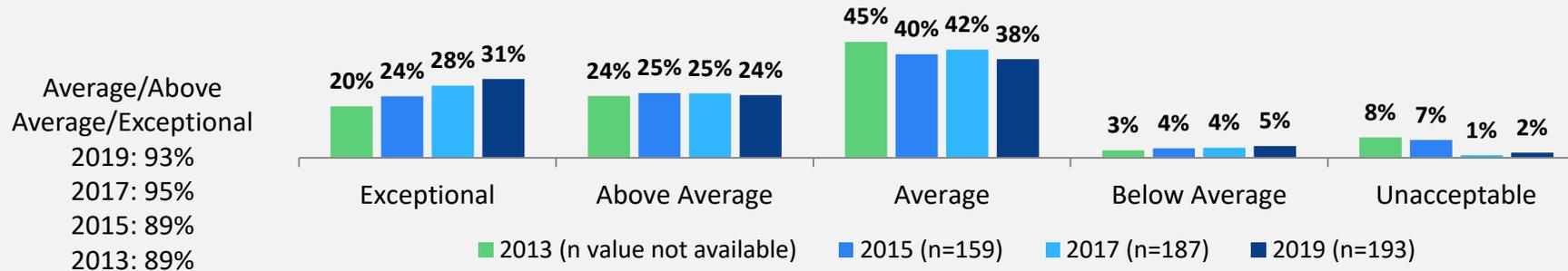


## Tradesperson Applications

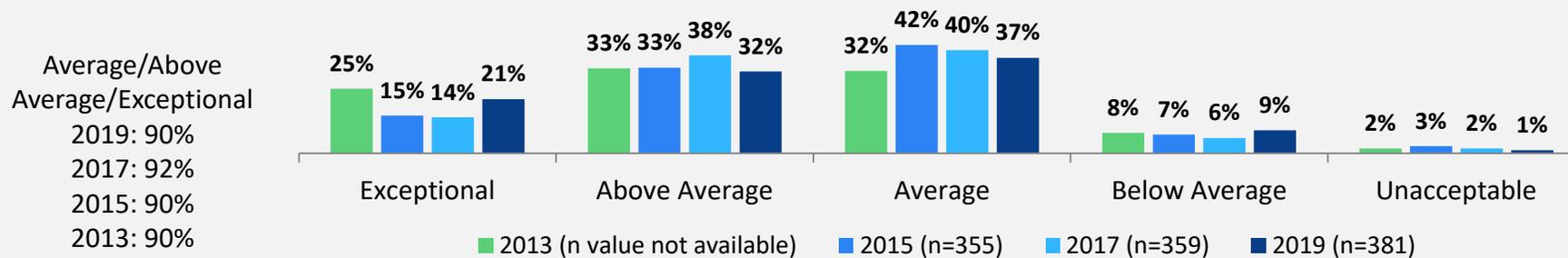


\* N values (respondent counts) not available for 2013, so statistical significance testing is not possible.

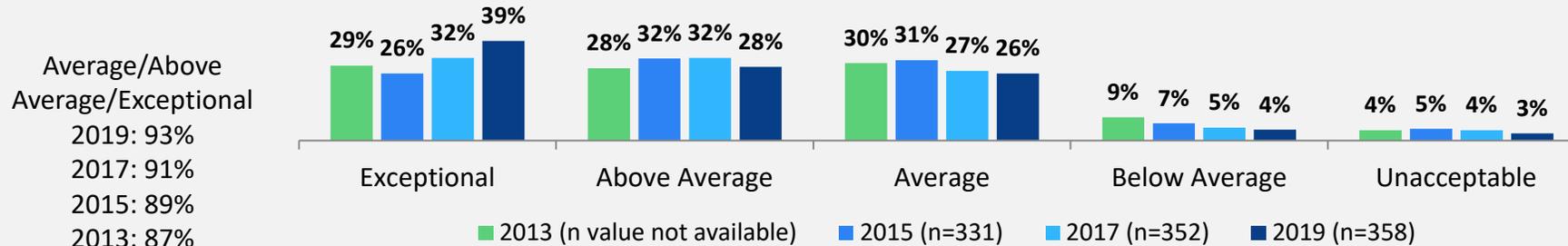
## Replaced Lost Documents



## General Information About Apprenticeship or Certification

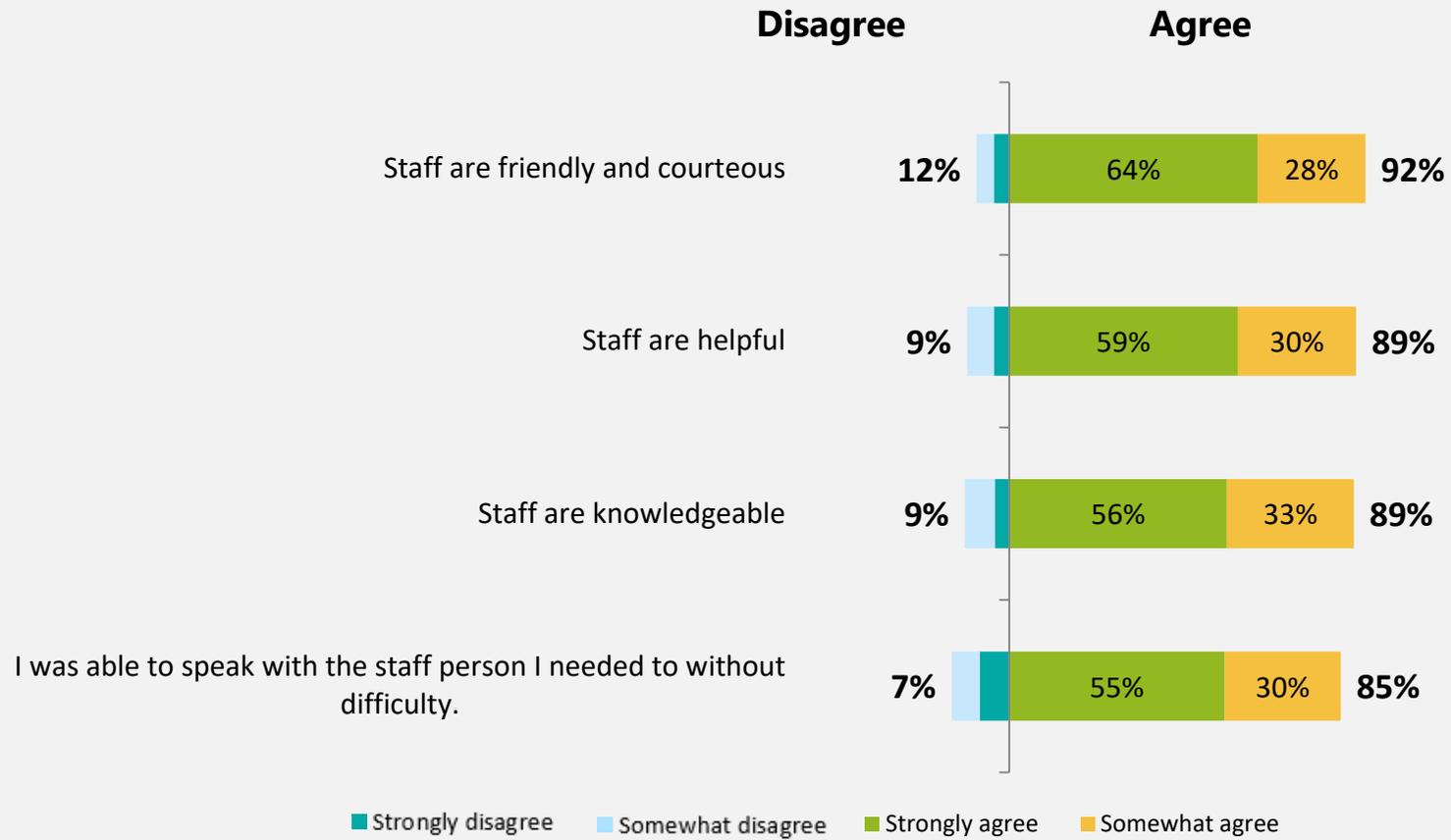


## Registered for Technical Training



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

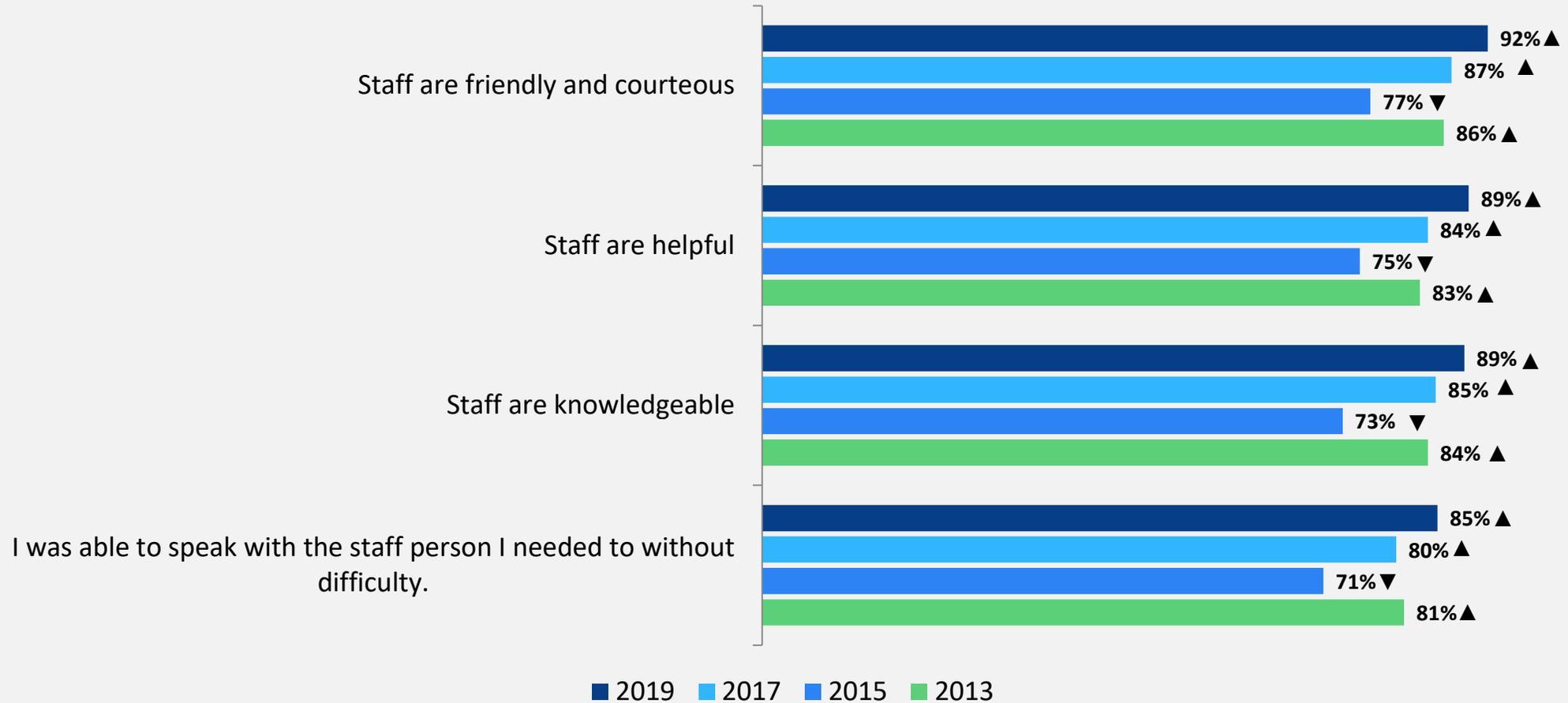
Most apprentices are satisfied with all aspects of SATCC staff. Results from the Employer Survey are similar, although employers report slightly higher agreement levels.



Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know", n=372-379.

# Satisfaction with SATCC staff increases from 2017 and 2015.

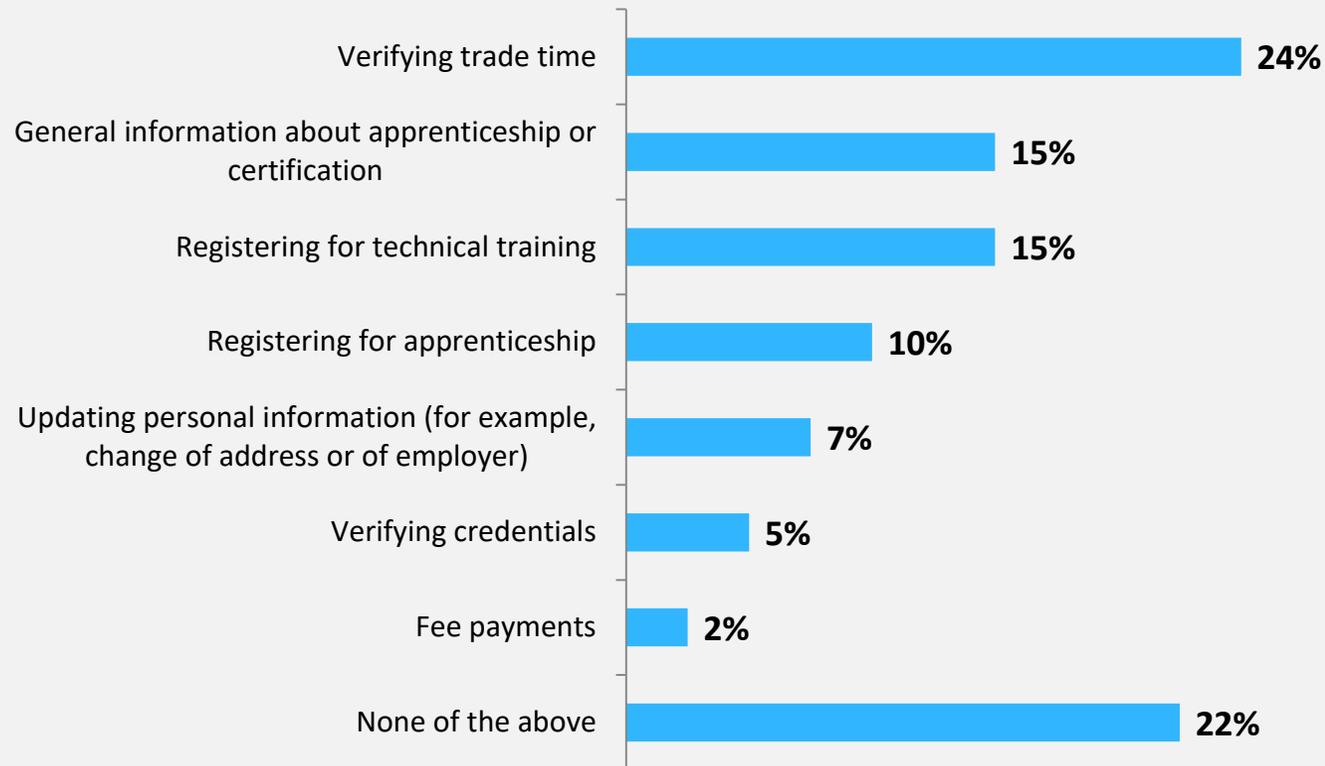
## Satisfaction with Staff



Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Verifying trade time, accessing general information and registering for technical training are the areas that respondents who are dissatisfied with staff were most commonly trying to access.

### Services Attempted to Access (Caution in interpretation as n=41)

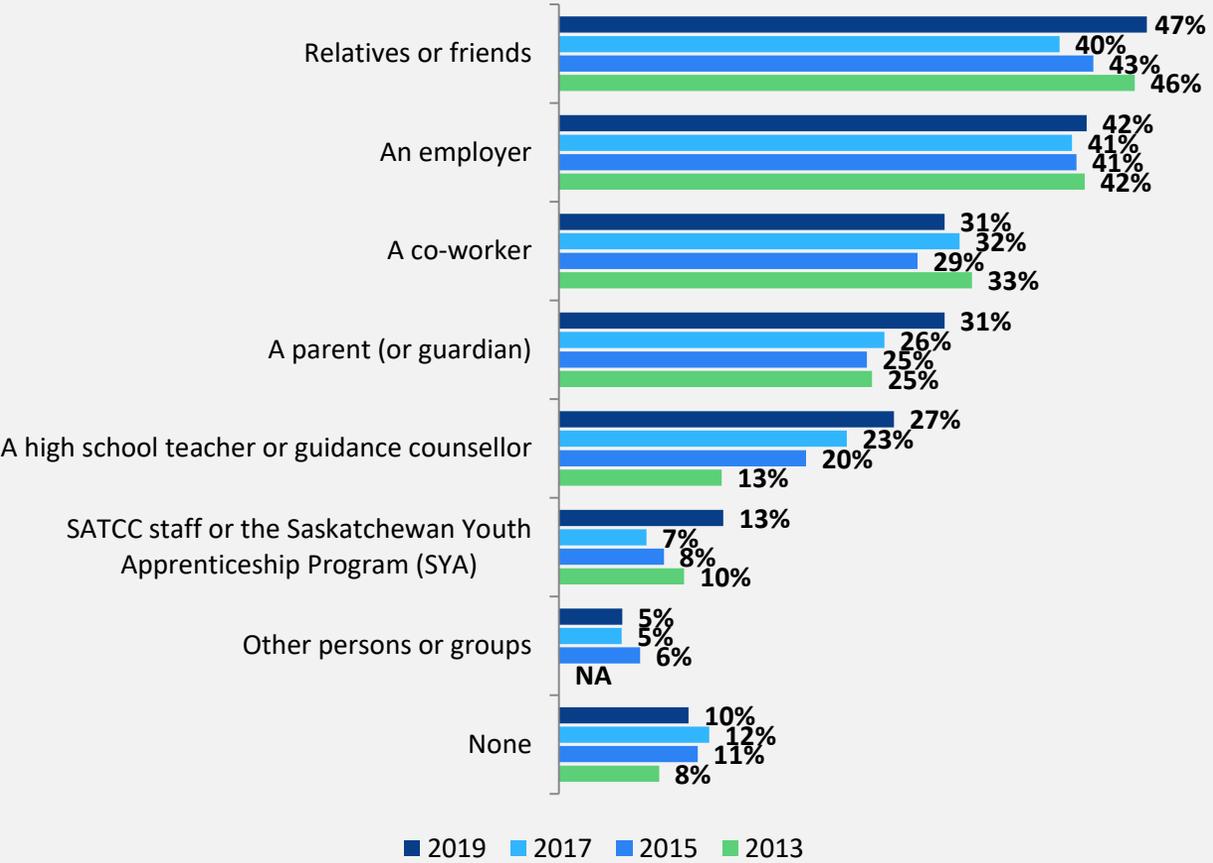


Q27a. What service were you trying to access? Base: Respondents that disagree that staff are helpful, n=41 (2019).

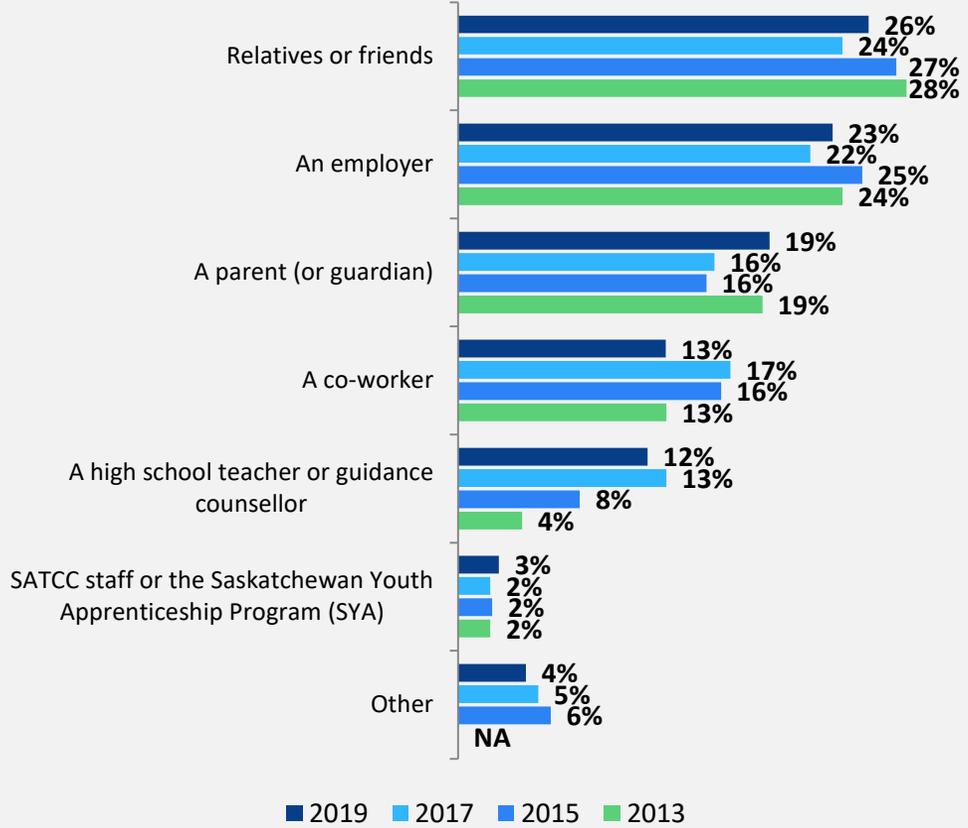
# Drivers, Motivators and Barriers

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

### Apprenticeship Advice - General



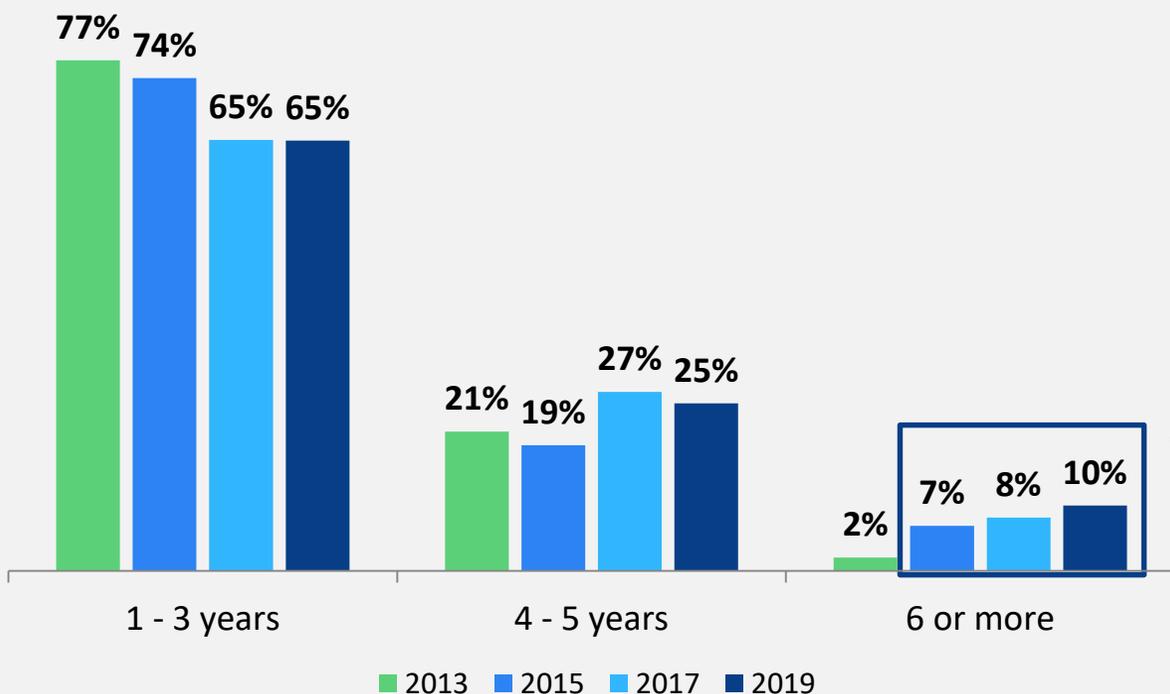
### Apprenticeship Advice – Most Influential



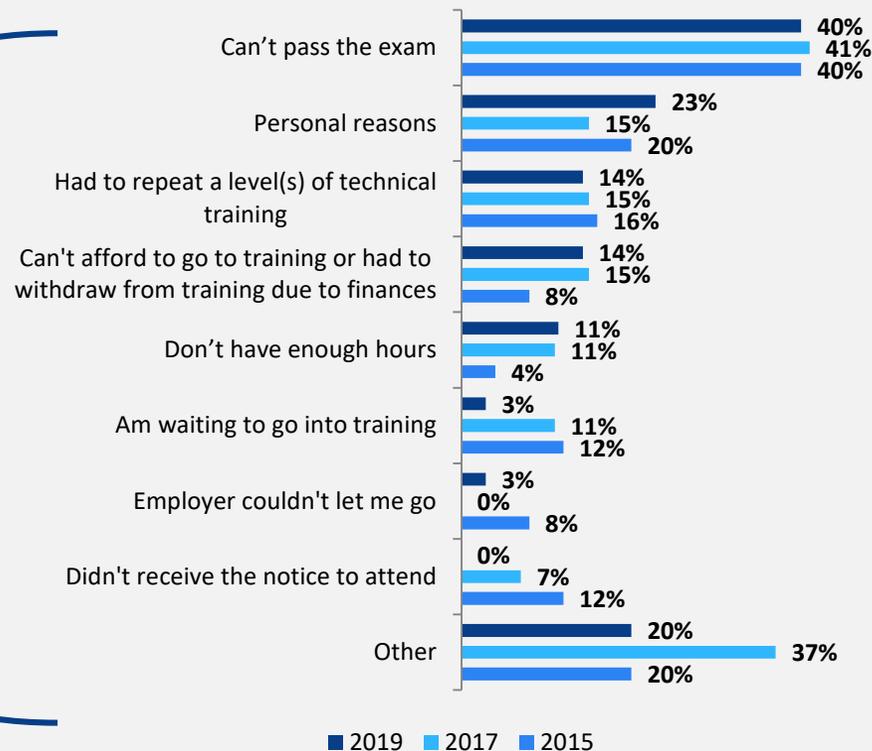
Q6. Before starting your apprenticeship, from which of the following people or groups did you receive advice or information about apprenticeship in general. Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).  
 Q7. Of those, which had the greatest influence on you? Base: Respondents who received apprenticeship advice, n=355 (2019), n=333 (2017), n=329 (2015), n=341 (2013).

A majority of the respondents have been in the apprenticeship program for three years or less, which is very similar to 2017. Consistent with past years, 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.

### Years Registered in Apprenticeship Program



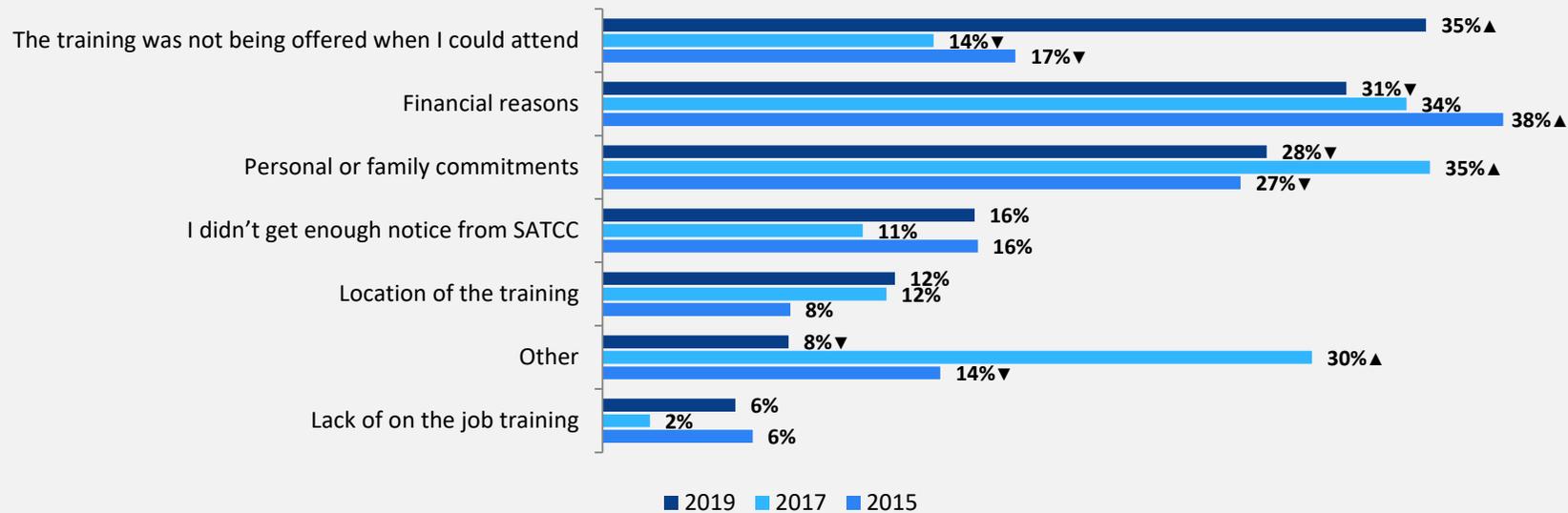
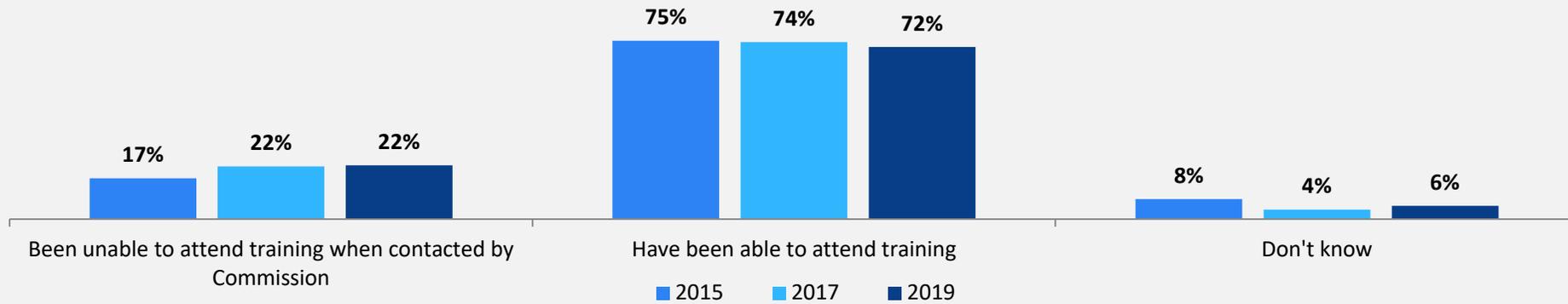
### Main Reason For Not Yet Completing Apprenticeship (6 or more years)



Q9. How many years have you been registered in your current apprenticeship? Base: All respondents, n=396 (2019), 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=35 (2019), n=27 (2017), n=25 (2015).

More than seven out of ten respondents say they have been able to attend a level of technical training when contacted by the Commission. Training times are cited as a barrier by an increased proportion of respondents.

### Ability to Attend Training

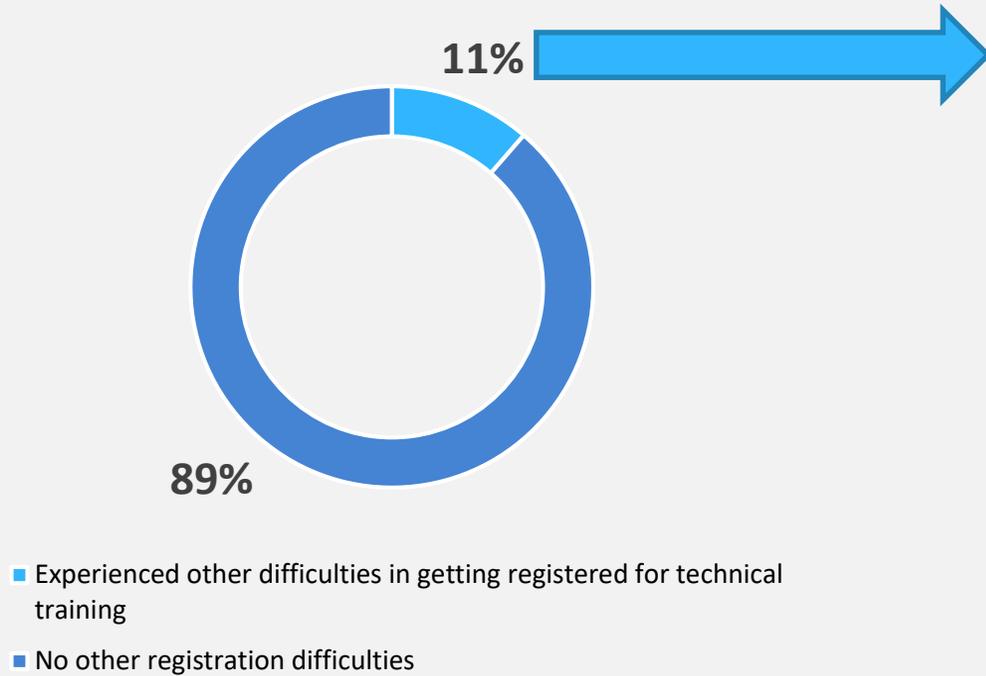


Q16. Have you ever been unable to attend a level of technical training when contacted by the Commission? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015).

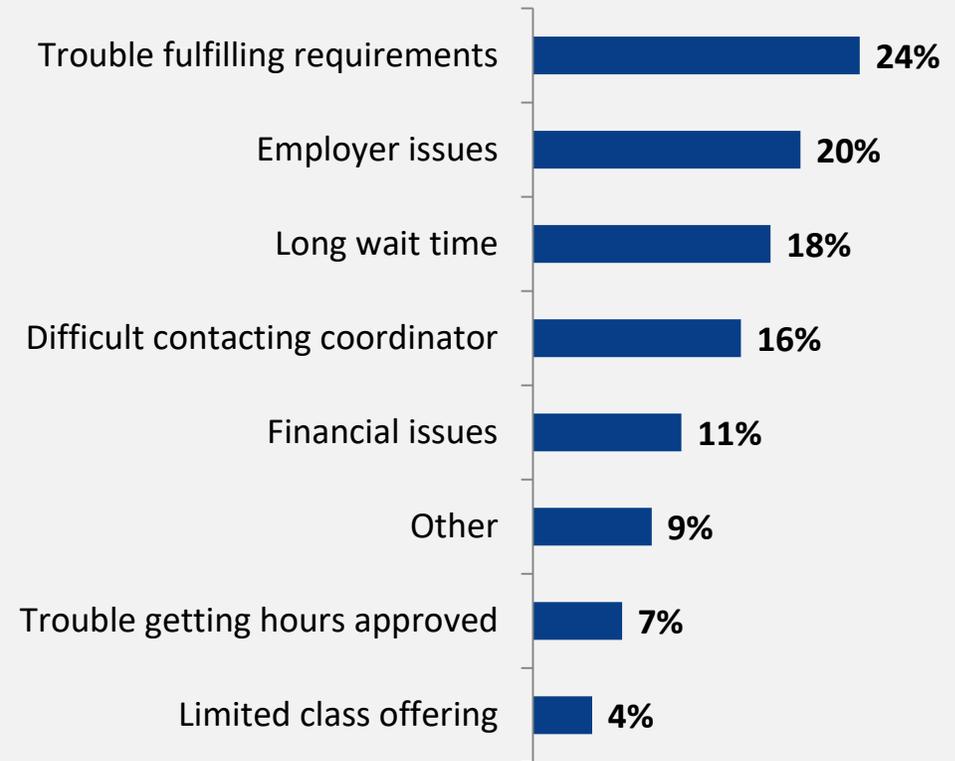
Q17. Why were you unable to attend a level of technical training? Base: Respondents who have been unable to attend training, n=89 (2019), n=83 (2017), n=63 (2015).

Most respondents registered for technical training without any difficulties. Trouble fulfilling requirements and employer issues are most commonly mentioned by those who did experience such difficulties.

### Registration Difficulties



### Technical Training Additional Comments

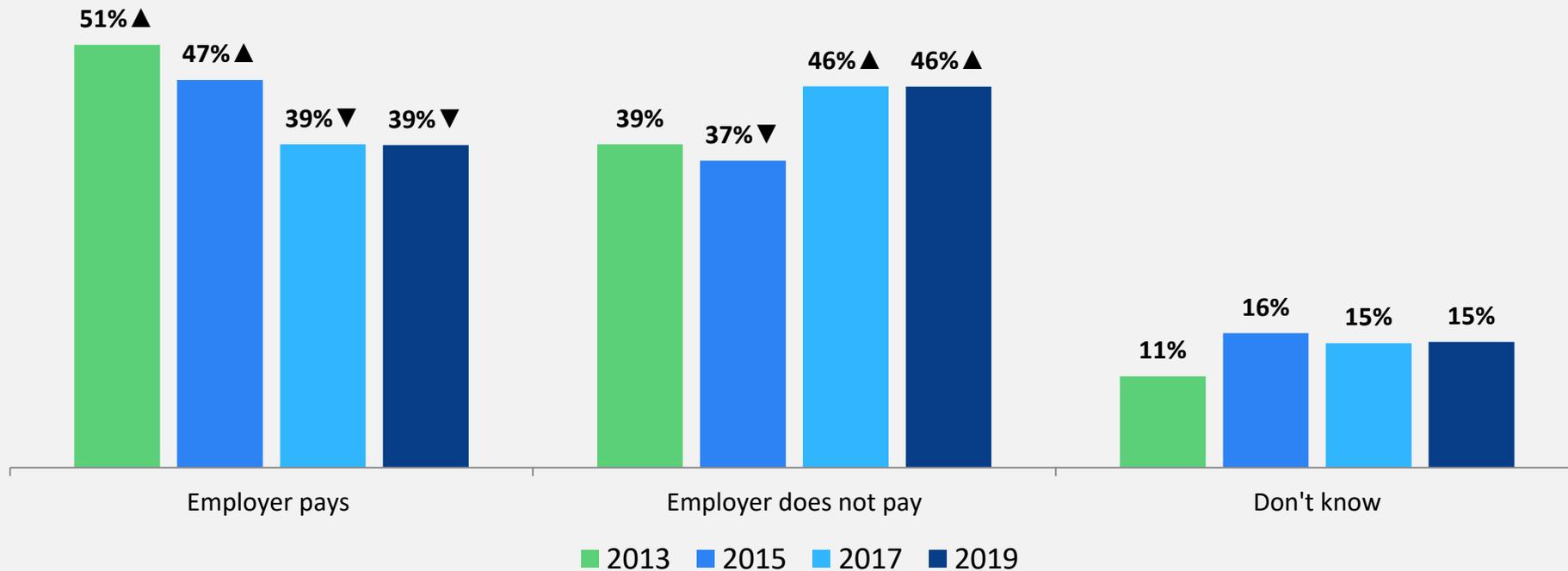


Q18. Did you experience any other difficulties in getting registered for technical training? Base: All Respondents, n=396 (2019).

# Tuition

About four in ten apprentices say their employer pays their Contract of Apprenticeship registration fee, which is in line with results from 2017.

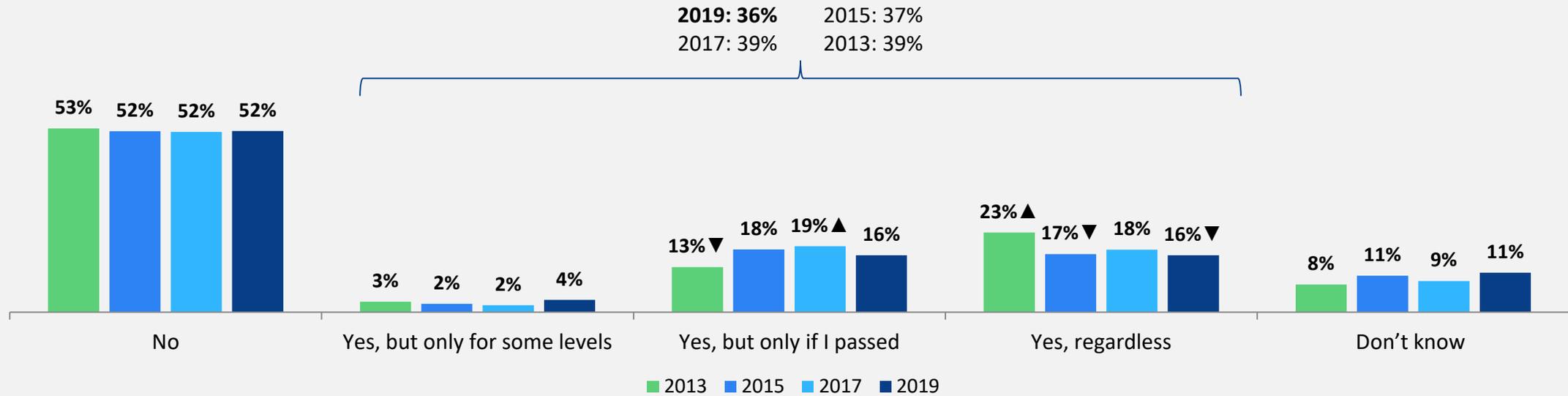
## Contract of Apprenticeship Registration Fee



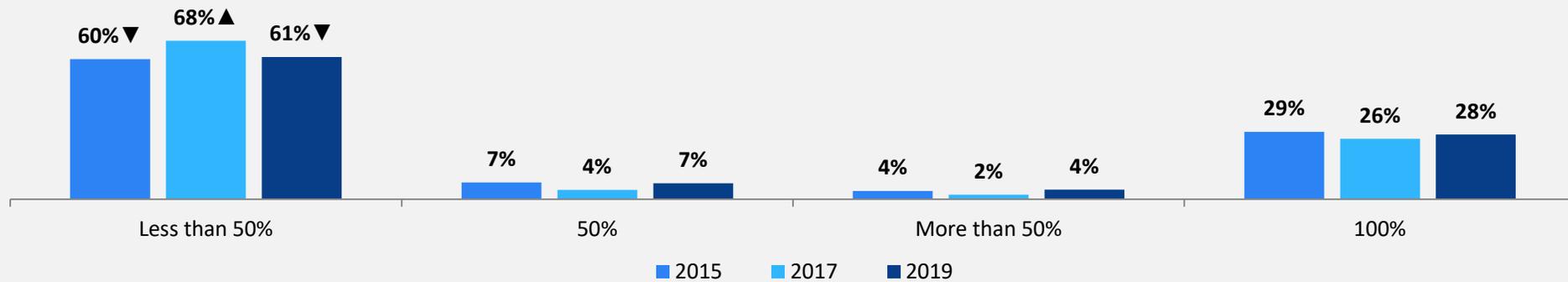
Q13. Does your employer pay the fee for registering the Contract of Apprenticeship with the SATCC? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Just over a third of apprentices report that their employer contributes to their tuition. While half of employers report paying fees, this difference is likely due to the proportion of apprentices who do not know and those who will later be reimbursed.

### Employer Contributes to Tuition



### Tuition Fee Payment - Personal

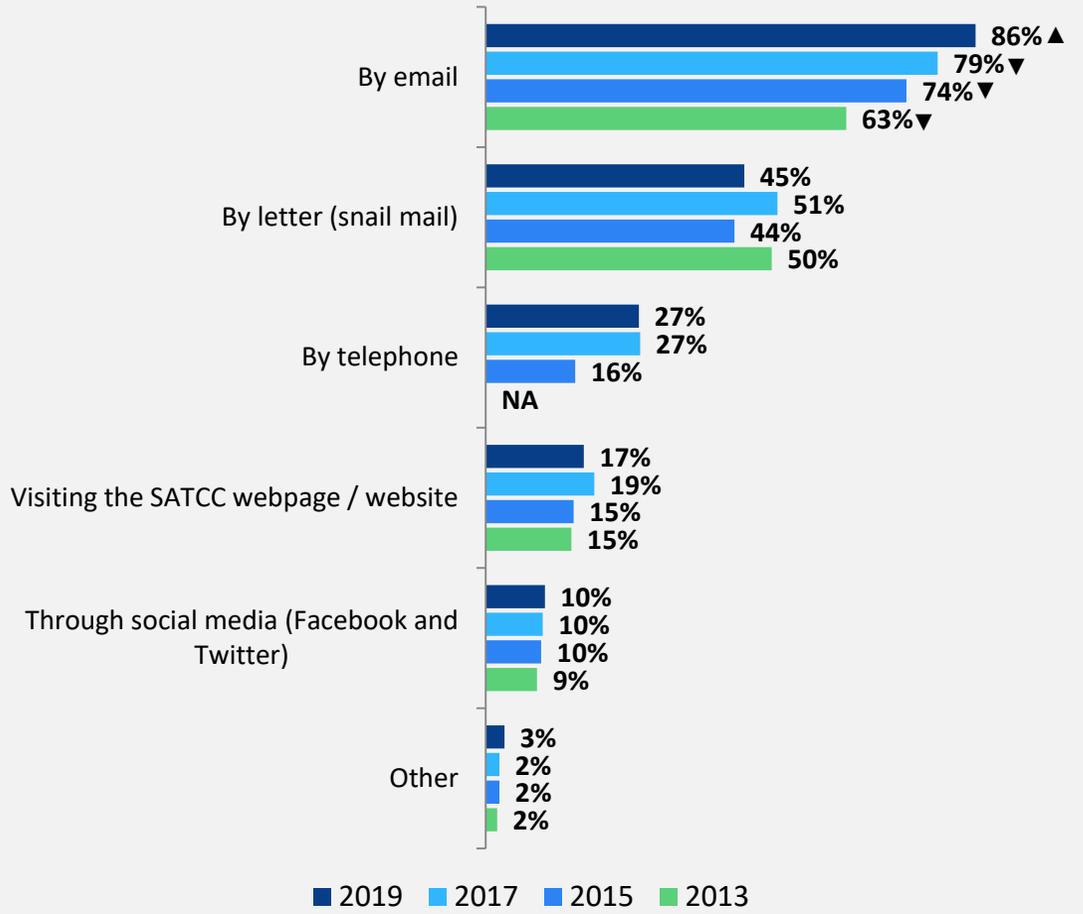


Q14. Did your employer pay the tuition fee for any level of technical training? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).  
Q15. Please indicate the percentage of tuition fees you pay. Base: All respondents whose employer pays at least part of their tuition, n=133 (2019), n=145 (2017), n=138 (2015).

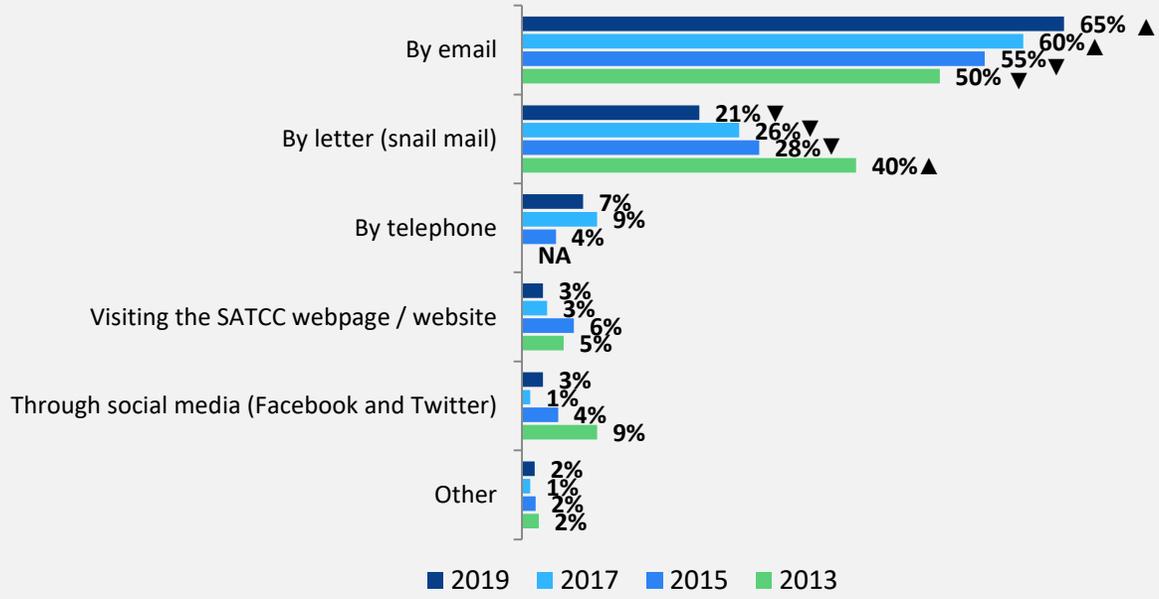
# Communications and Information

# Email and letter remain the two most preferred methods of communication.

## Information Preference - Overall



## Information Preference – Top Choice

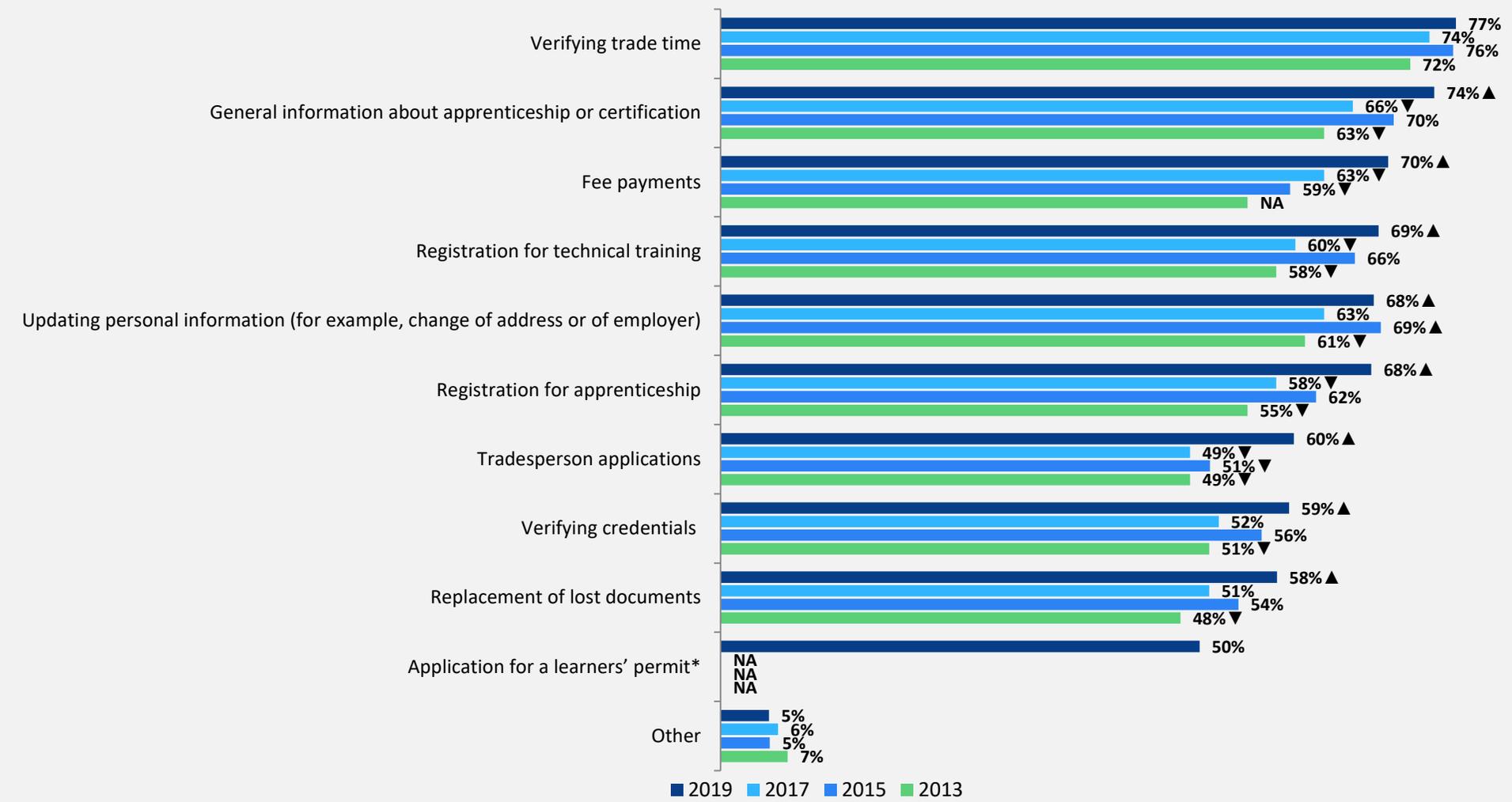


Top Information Preference by Method of Contact (2019)	Phone (n=149)	Online (n=247)
<b>By email</b>	52%	<b>72%</b>
<b>By letter (snail mail)</b>	<b>30%</b>	16%
By telephone	8%	7%
Visiting the SATCC webpage / website	3%	2%
Through social media (Facebook and Twitter)	3%	0%
Other	4%	5%

Q28. How would you like to receive information from the SATCC? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).  
 Q29. Of these methods, which is your preferred or favourite method? Base: All respondents, n=396 (2019), n=378 (2017), 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

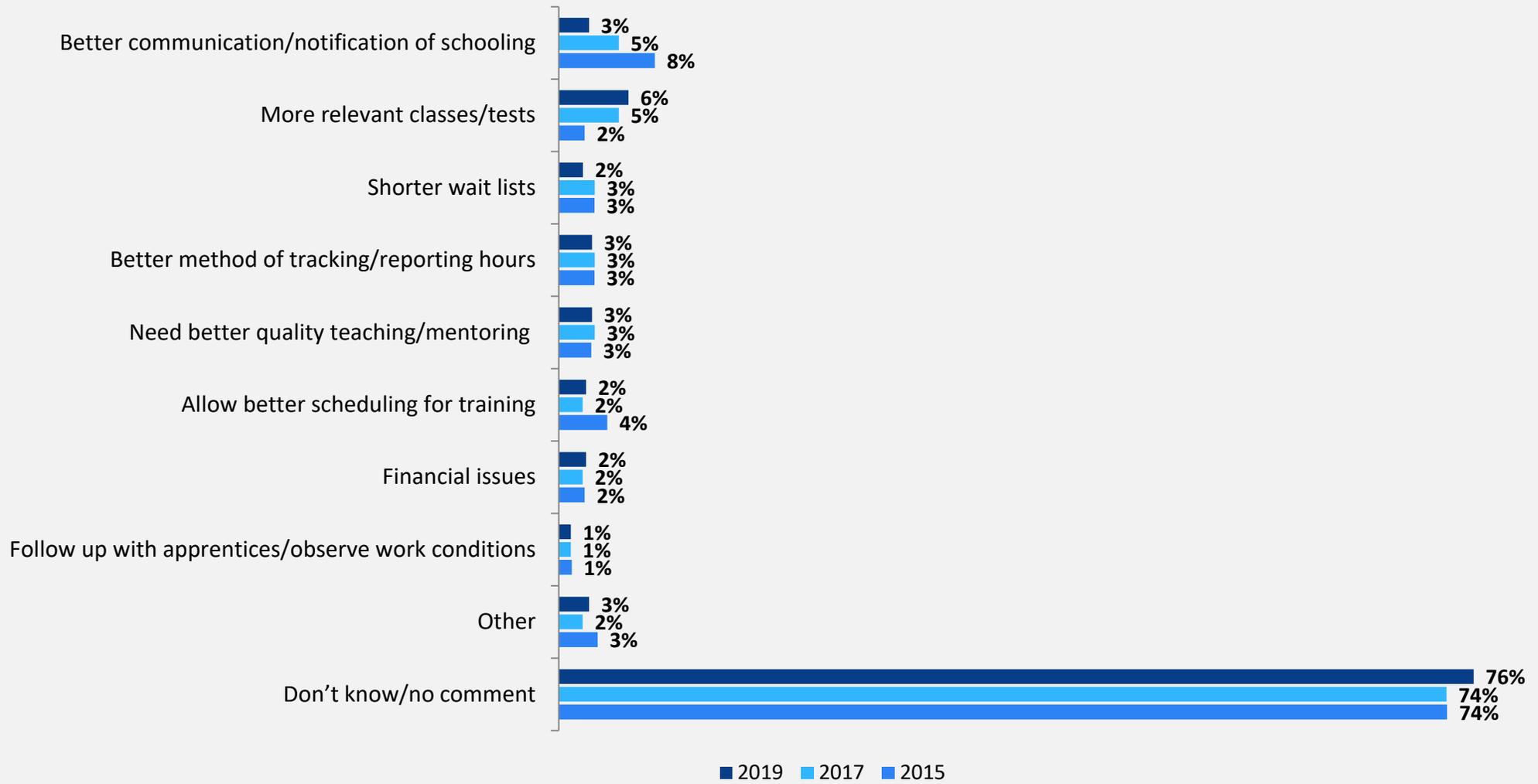


Q30. Which of the following services would you like to be able to complete online? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

\*Hairstylists only

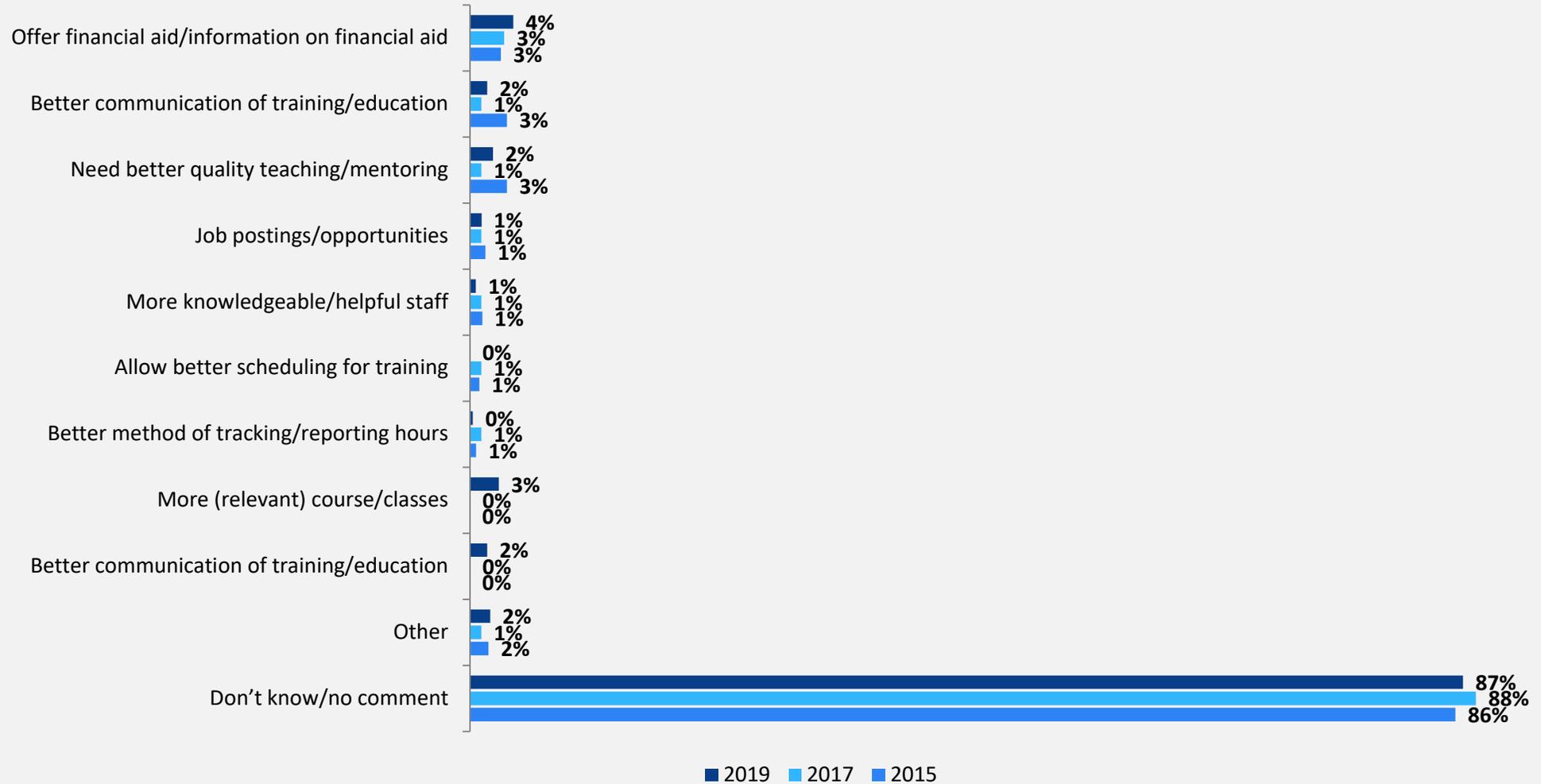
# General Comments

# What could the SATCC do better?



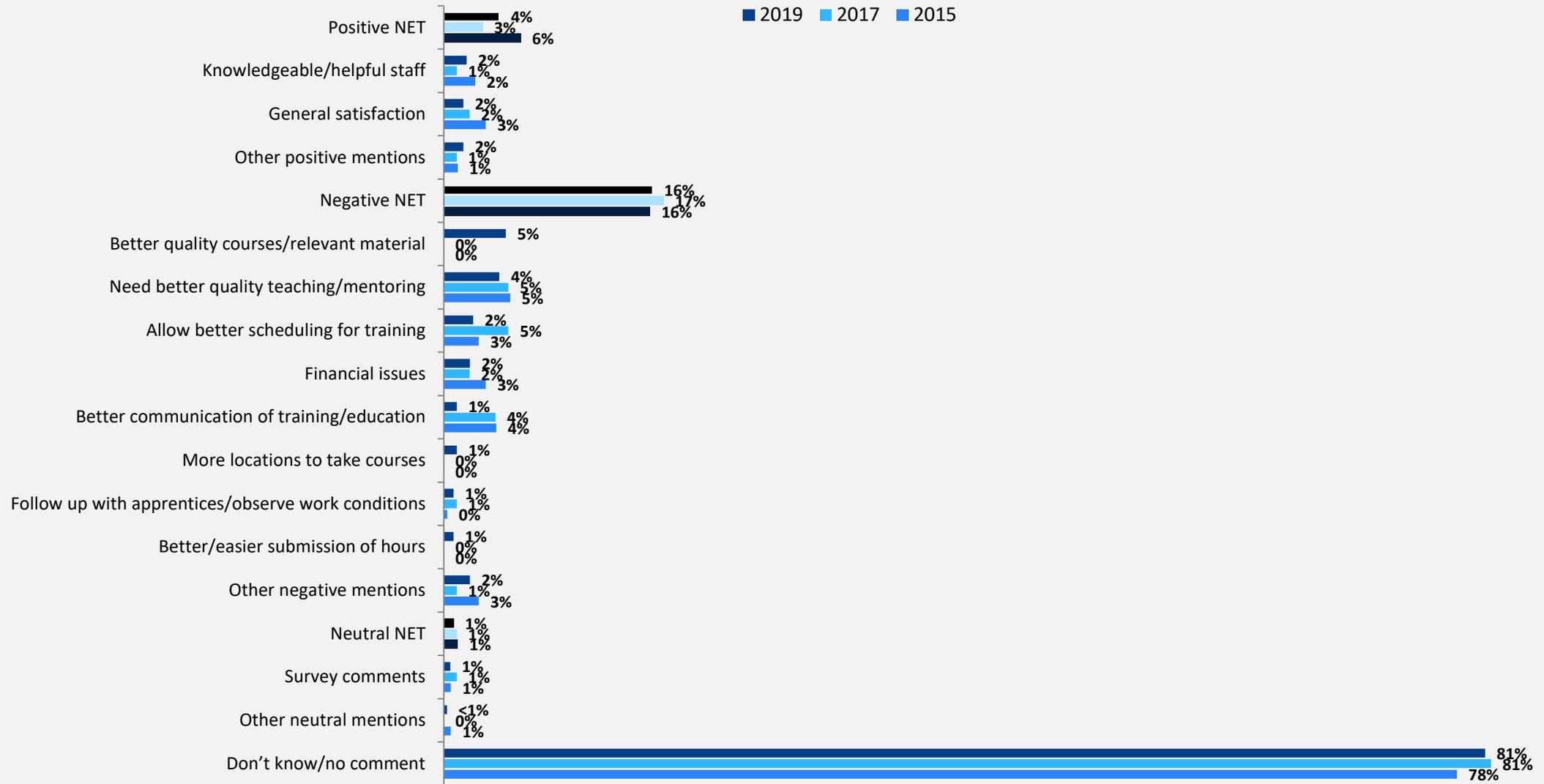
Q31. Is there anything the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015).

# Suggested Additional SATCC Services



Q32. Are there other services you would suggest the SATCC provide to apprentices? Base: All respondents, n=396 (2019), 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 2019 is 16% but the individual statements add up to 19%.



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=396 (2019), 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 quality of my on-the-job training	% Agree	86%	91%	▲ 94%	90%	▼ 83%
	Count	38	320	151	135	70
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	% Agree	91%	91%	▲ 95%	89%	▼ 86%
	Count	40	319	152	133	72
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	% Agree	89%	95%	▲ 96%	95%	▼ 88%
	Count	39	333	154	142	74
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	% Agree	93%	92%	94%	90%	90%
	Count	41	323	151	135	76
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	% Agree	95%	93%	95%	93%	90%
	Count	42	327	152	139	76

Base: All respondents, n=396.

# Demographics

## Satisfaction by Key Profile Demographics

		Contract of Apprenticeship		Visible Minority		Indigenous Ancestry		Method of Contact	
		Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
Overall, I am satisfied with the quality of my on-the-job training	% Agree	91%	87%	94%	90%	94%	90%	94%	88%
	Count	302	26	29	317	49	301	140	218
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	% Agree	91%	90%	94%	90%	88%	91%	▲ 95%	▼ 88%
	Count	303	27	29	317	46	304	142	217
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	% Agree	95%	93%	90%	94%	98%	93%	96%	93%
	Count	314	28	28	330	51	312	143	229
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	% Agree	92%	90%	90%	92%	88%	93%	92%	92%
	Count	307	27	28	324	46	310	137	227
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	% Agree	94%	93%	94%	93%	98%	93%	▲ 97%	▼ 91%
	Count	311	28	29	327	51	309	145	224

Base: All respondents, n=396.

# Demographics

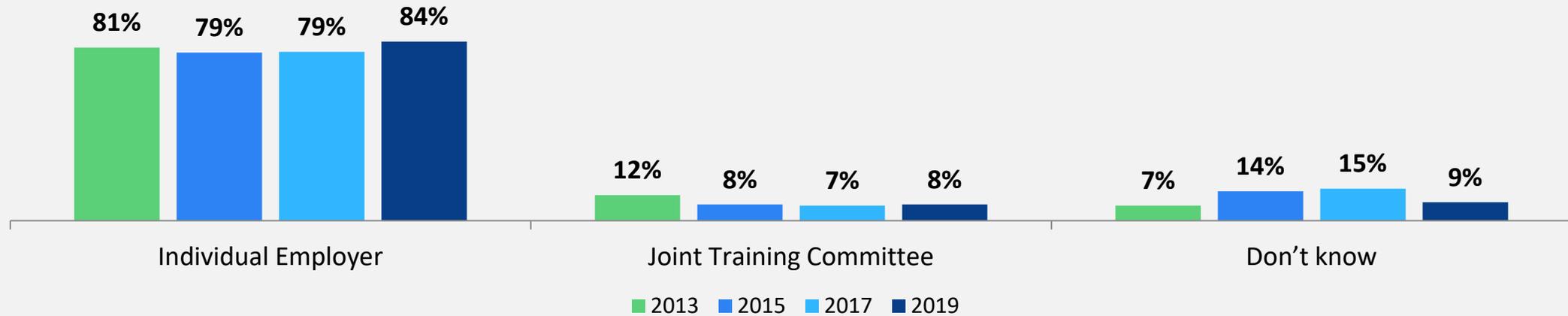
## Staff Satisfaction by Key Profile Demographics

		Gender		Age			Contract of Apprenticeship		Visible Minority		Indigenous Ancestry		Method of Contact	
		Female	Male	18-24	25-34	35+	Individual Employer	Joint Training Committee	Yes	No	Yes	No	Phone	Online
Staff are friendly and courteous	% Agree	82% ▼	93% ▲	91%	92%	91%	92%	86%	90%	92%	90%	92%	▲ 97%	▼ 88%
	Count	36	311	141	129	75	292	24	28	309	46	292	143	204
Staff are helpful	% Agree	80% ▼	90% ▲	89%	91%	88%	89%	93%	94%	90%	86%	90%	▲ 96%	▼ 85%
	Count	35	302	138	127	71	282	26	29	299	44	284	142	195
Staff are knowledgeable	% Agree	84%	89%	89%	90%	86%	89%	89%	87%	89%	88%	89%	▲ 95%	▼ 84%
	Count	37	297	137	126	70	279	25	27	297	45	281	141	193
I was able to speak with the staff person I needed to without difficulty	% Agree	81%	86%	85%	87%	84%	85%	90%	94% ▲	85% ▼	82%	86%	▲ 94%	▼ 80%
	Count	35	282	130	118	68	263	26	29	280	42	268	138	179

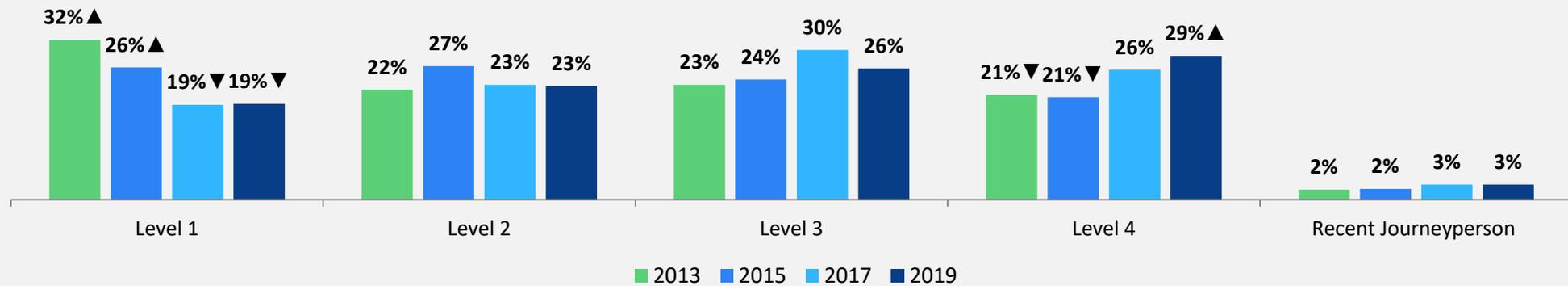
Base: All respondents excluding "Don't know", n=372-379.

# Demographics

## Contract of Apprenticeship Through:



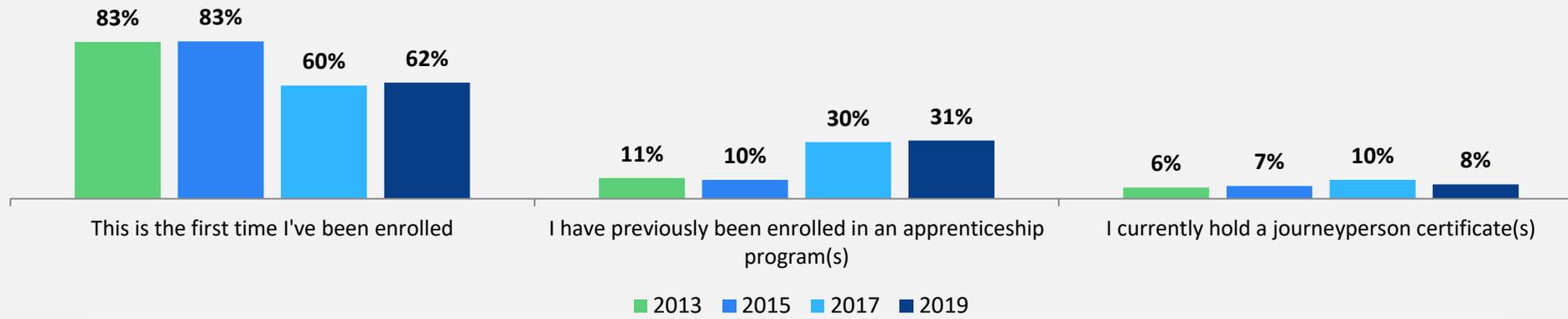
## Apprenticeship Level



Q2. Who is your Contract of Apprenticeship with? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).  
 Q3. What level of apprenticeship are you currently enrolled in? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Apprenticeship System Experience



Previous Program - 2019	Count
Level 4 (unspecified trade)	2
Boom truck	2
Carpentry	2
Plumbing	1
Polytechnic	1
Linesmen	1
Millwright	1
Agricultural equipment tech	1

Journeyperson Certificate - 2019	Count
Plumber	1
Red seal	1
Structural Ironworker	1

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

# Demographics

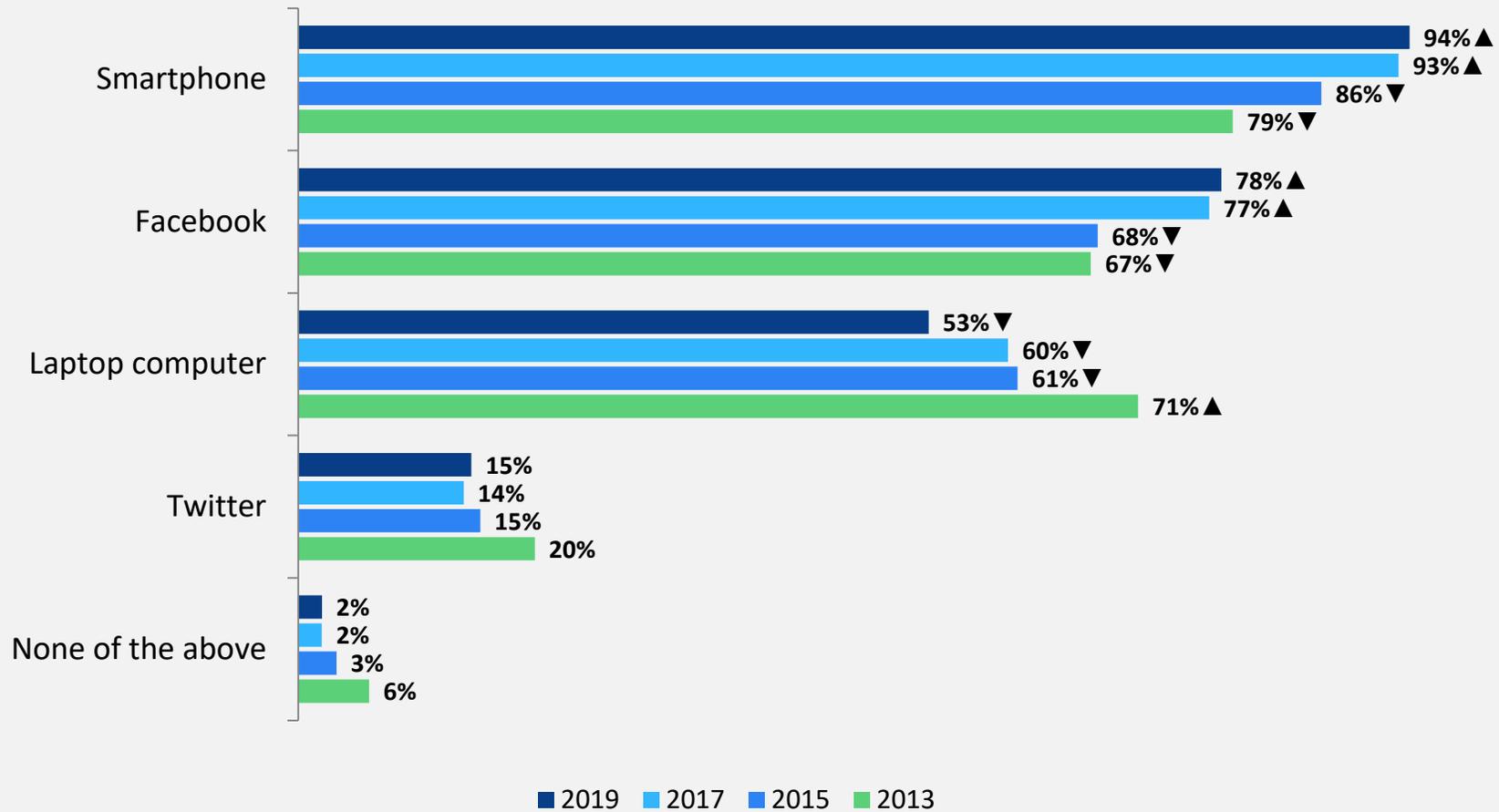
Trade	%	Count
Construction Electrician - Construction	19%	74
Carpenter	11%	44
Plumber	9%	37
Automotive Service Technician	9%	35
Industrial Mechanic (Millwright) - Production and Maintenance	6%	25
Welder	6%	23
Agricultural Equipment Technician	5%	19
Heavy Duty Equipment Technician	4%	16
Hairstylist	4%	14
Sheet Metal Worker	3%	13
Powerline Technician	3%	12
Partsperson	3%	10
Machinist	2%	8
Steamfitter-Pipefitter	2%	6
Truck and Transport Mechanic	2%	6
Cook	1%	5
Instrumentation and Control Technician	1%	5
Industrial Mechanic (Millwright) - Construction	1%	5
Motor Vehicle Body Repairer	1%	5

Trade	%	Count
Boom Truck Operator "A"	1%	4
Mobile Crane Operator	1%	4
Automotive Painter	1%	3
Ironworker (Structural/Ornamental)	1%	3
Refrigeration and Air Conditioning Mechanic - Construction	1%	3
Roofer	1%	3
Construction Craft Labourer	1%	2
Metal Fabricator (Fitter)	1%	2
Refrigeration and Air Conditioning Mechanic - Production and Maintenance	1%	2
Rig Technician - Derrickhand (Level Two)	1%	2
Bricklayer	<1%	1
Cabinetmaker	<1%	1
Construction Electrician - Production and Maintenance	<1%	1
Esthetician - Nail Technician	<1%	1
Esthetician - Skin Care Technician	<1%	1
Scaffolder	<1%	1

Q8. In which trade are you currently registered? Base: All respondents, n=396.

# Demographics

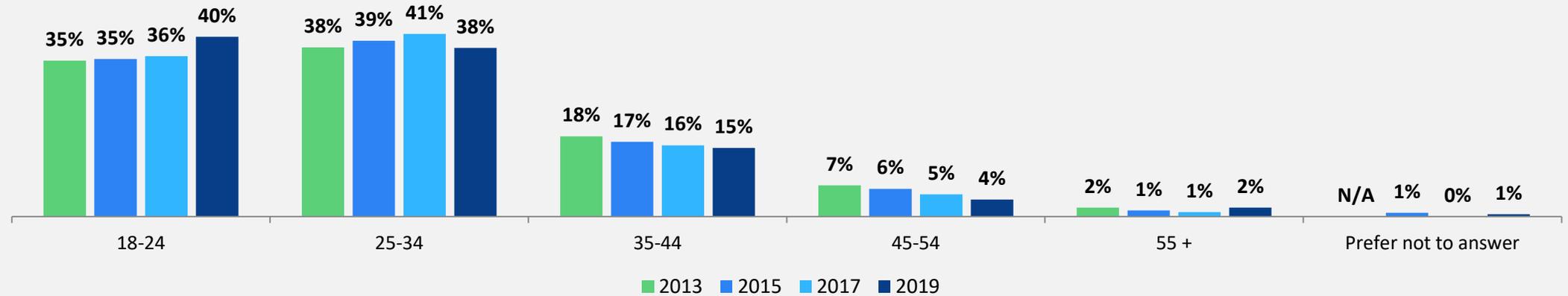
## Device & Social Media Usage



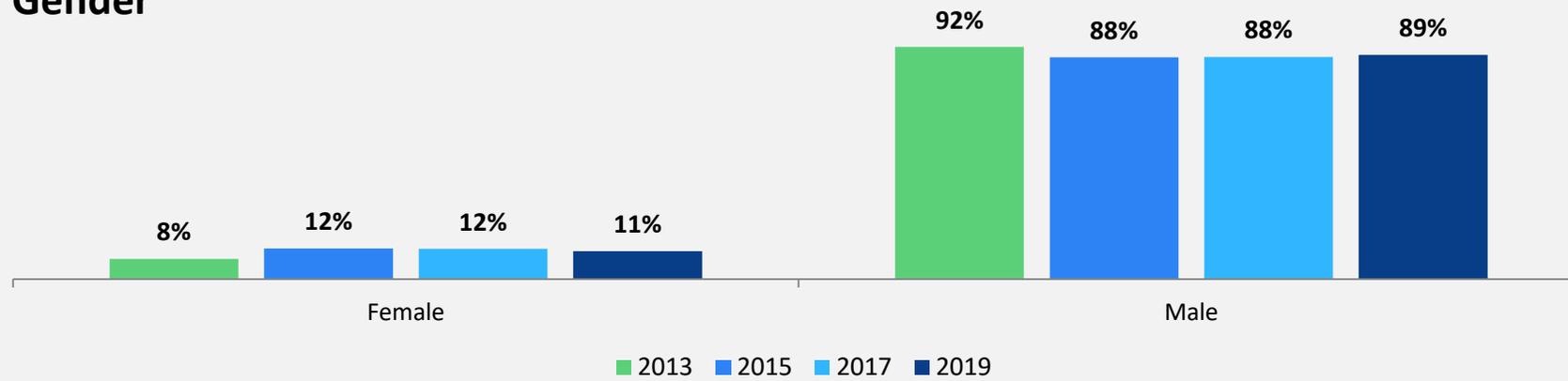
Q4. Do you use the following...? Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Age Range



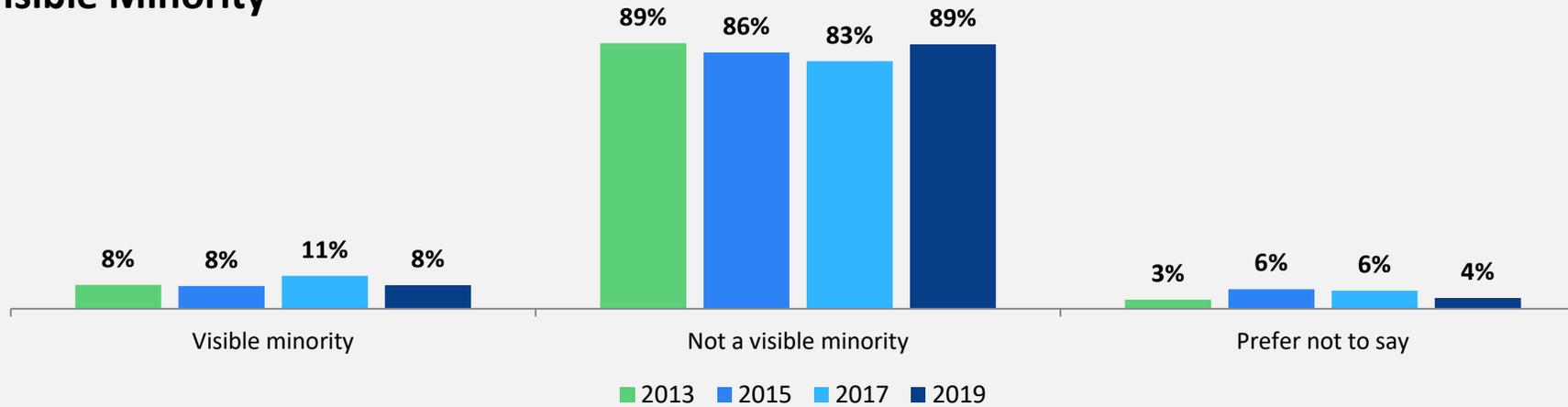
## Gender



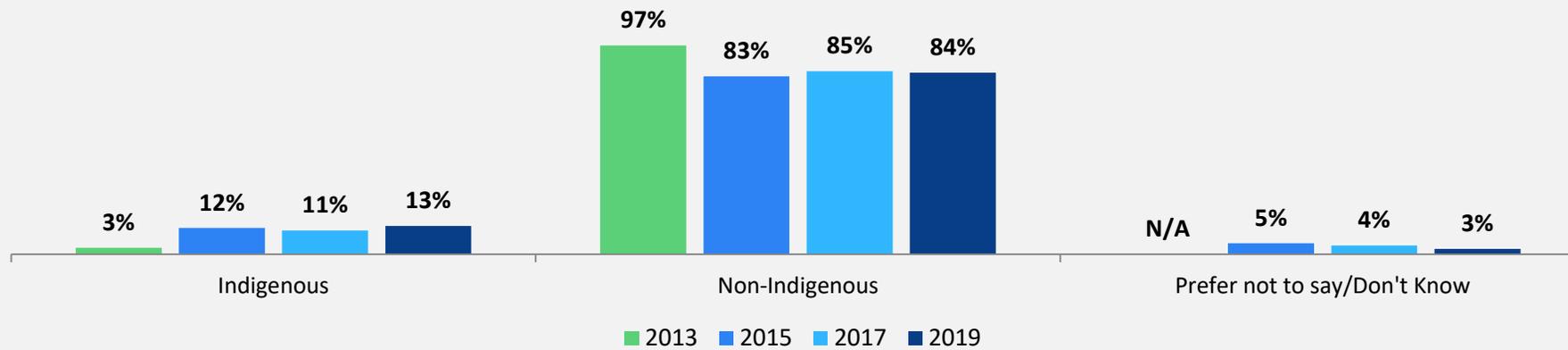
Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Visible Minority



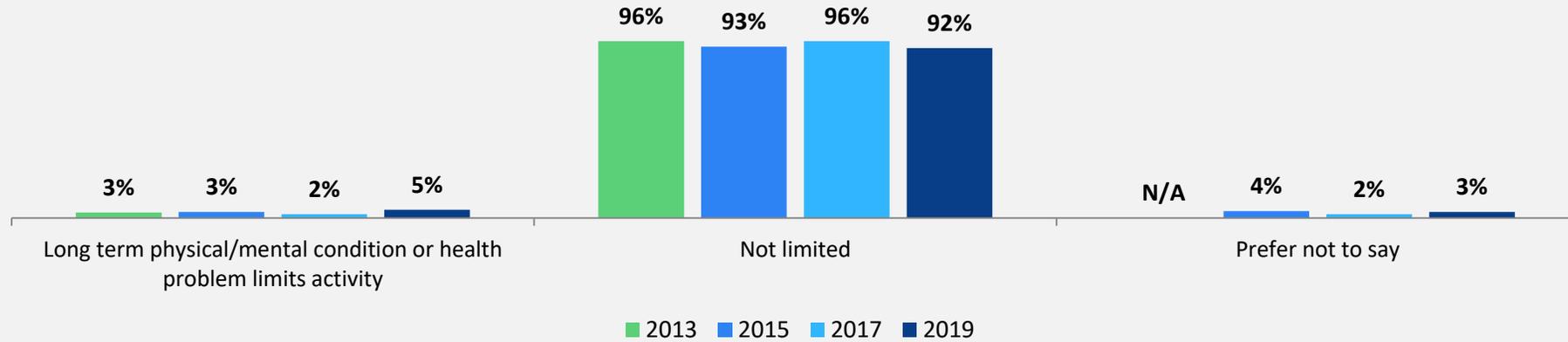
## Indigenous Ancestry



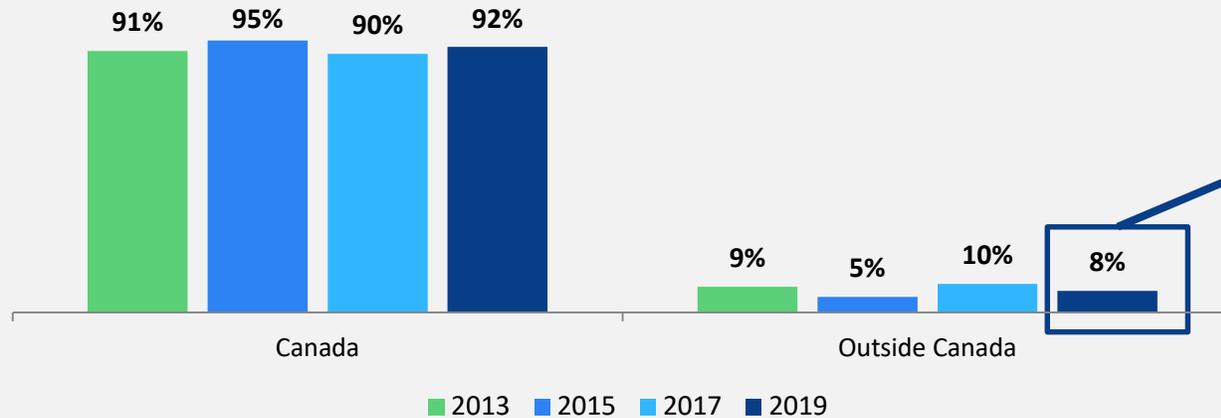
Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

# Demographics

## Limited Activity



## Country of Origin



Time in Canada (2019)	Count	%
2 years to just under 5 years ago	5	17%
5 years to just under 10 years ago	14	47%
More than 10 years ago	11	37%

Base: All respondents, n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).