

Saskatchewan Apprenticeship and Trade  
Certification Commission (SATCC)  
**Apprentice and Employer Satisfaction  
Survey Report**  
August 2010

# **Apprentice and Employer Satisfaction Survey Report**

Prepared for

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

Submitted by



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# Executive Summary

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## Introduction

Fast Consulting was contracted by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) to survey apprentice satisfaction with technical training and the apprenticeship program, and to measure employer satisfaction with apprentice quality.

The June 2010 survey was conducted with a representative sample of 386 Saskatchewan apprentices and 351 Saskatchewan employers. The sample sizes let us say with a 95% level of certainty that the overall results are within plus or minus 4.88 percentage points if all apprentices in the province were polled and 4.85 percentage points if all employers in the province were polled.

## Satisfaction at a Glance

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

	Don't know	Disagree	Agree
Overall, I am satisfied with the quality of my on-the-job training.	4.4%	11.4%	84.1%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journey person(s).	5.4%	12.5%	82.2%
Overall, I am satisfied with the technical knowledge and skill of my journey person(s).	5.7%	6.2%	88.1%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade.	5.7%	11.4%	82.9%
Overall, I am satisfied that the work practices and procedures used by my employers reflect the modern standards in the industry.	6.0%	8.1%	86.0%

### Apprentice Satisfaction with Technical Training

	Don't know	Disagree	Agree
Overall, I am satisfied with the quality & breadth of technical training available from the training provider.	13.2%	9.6%	77.2%
Overall, I am satisfied with the teaching and mentoring skill of my instructors.	13%	9.3%	77.7%
Overall, I am satisfied with the technical knowledge and skill of my instructors.	12.4%	7.0%	80.6%

	Don't know	Disagree	Agree
Overall, I am satisfied that the theory portion of my classes was relevant and up-to-date.	15.0%	14.7%	70.2%
Overall, I am satisfied that the hands-on portion of my classes was relevant and up-to-date.	15.0%	12.7%	72.2%
Overall, I am satisfied that the equipment and facilities at the institute was modern, well-maintained and available in sufficient quantities for the number of students.	15.3%	16.6%	68.2%

### Employer Satisfaction with Apprentice Quality & Training

	Don't know	Disagree	Agree
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.	2.0%	3.4%	94.6%
Overall, I am satisfied with the apprentices' ability to contribute to the success of my company.	0.9%	2.9%	96.3%
Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional colleges, unions or private sector trainers).	4.6%	12.3%	83.2%

## Highlights

### On-the-Job Training

- About half (50.5%) of apprentices are aware of the on-the-job training guide prepared for each trade by the SATCC. This compares to roughly 43.9% employers who are aware of the on-the-job training guide prepared.
- The majority (78.5%) of apprentices who are aware of the guide say it helps them learn what they need to succeed in their trade. Among those employers who are aware of the guide, the majority (70.8%) think it is a valuable tool for them as an employer.
- The large majority (83.2%) of apprentices say their employer assigns work that enables them to experience a broad range of tasks. This is supported by employers, the vast majority (96.3%) of whom say they make every effort to assign a broad range of work. Most employers do not have any trouble assigning a range of tasks.
- Similarly, apprentices are less likely to say their employer paid their tuition fee for technical training. Approximately 36% of apprentices say their employer paid at least some of their tuition fees, compared to 50.8% of employers who say they paid at least some of their apprentices' tuition fees.
- Most (89.1%) apprentices have not been refused time off to attend technical training. Employers confirm this: 88.9% say they have not refused an apprentice time off for training.
- Most (75.6%) apprentices have never had any trouble getting registered for technical training.

- The large majority (82.3%) of employers agree they are satisfied with the quality of the journeyperson following completion of apprenticeship – including 50.4% who strongly agree.

### **Relevance of Training**

- The majority (70.2%) of apprentices agree that the competencies for the designated trade listed by the SATCC are important to their ability to perform on the job. Employers agree: 82% say the competencies listed by the SATCC are relevant for their apprentices to perform on the job.
- Most apprentices (63.8%) agree that the competencies listed for their trade have helped them to find sufficient work at reasonable rates of pay and 51.3% agree that they are important to job mobility – although the high incidence (38.9%) of ‘don’t know’ to this latter question indicates younger apprentices who have not yet had different employers or tried to find work in other provinces.

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

- The clear majority of apprentices are satisfied with the quality of their on-the-job training (84.1%), the supervisory, teaching and mentoring abilities of their journeyperson (82.2%), the technical knowledge and skill of their journeyperson(s) (88.1%), that the facilities and equipment at their worksite give them broad exposure to the trade (82.9%), that the work practices and procedures used by their employers reflect the modern standards in the industry (86%).
- Roughly 39.9% of apprentices are satisfied that their on-the-job training prepared them to write the Journeyperson exam – but this low level may have more to do with inexperience than with actual satisfaction: most respondents are currently enrolled in level 1, 2 or 3 of their apprenticeship training. This is evident in the high response rate (47.9%) for ‘don’t know’.

### **Apprentice Satisfaction with Technical Training**

- The majority of apprentices are also satisfied with the quality of their in-school technical training. Most (77.2%) are satisfied with the overall quality and breadth of training available. The large majority are satisfied with their instructors’ technical knowledge and skills (80.6%) and teaching & mentoring ability (77.7%). Most are also satisfied with the relevance of the theory (70.2%) and hands-on (72.2%) portions of their classes, and with the equipment and facilities at the institute (68.2%).
- Roughly 42% are satisfied that their in-school technical training prepared them to write the Journeyperson exam – but the high level of ‘don’t know’ responses (54.4%) combined with the demographic profile of respondents indicates that many do not yet have experience writing the Journeyperson exam.

### Employer Satisfaction with Apprentice Quality and Training

- The vast majority of employers are satisfied with the ability of their apprentices to perform tasks as expected (94.6%) and to contribute to the success of their company (96.3%). The large majority (83.2%) are satisfied with the quality and breadth of technical training available from technical training providers.

### Perceptions of Peer Groups

- More than half of apprentices (53.1%) and employers (57.8%) agree that the skilled trades are still viewed by many as a ‘second career’ choice.
- In apprentice families and in the industry, however, the skilled trades are clearly not viewed as a second choice. The large majority of apprentices (88.4%) and employers (90.4%) say their family/industry understands the apprenticeship process and the earning potential of careers in the skilled trades.
- The large majority of apprentices (80%) and employers (86.9%) say perceptions have improved over the past 5 years.

### Satisfaction with SATCC

	SOMEWHAT/STRONGLY AGREE	
	Apprentices	Employers
The SATCC has done a good job promoting skilled trades as careers.	81.7%	81.2%
The SATCC has done a good job supporting apprentices in the system.	74.8%	82.1%
The SATCC has done a good job supporting employers in the system.	65.6%	75.5%

- The large majority of apprentices (81.7%) and employers (81.2%) agree that the SATCC has done a good job promoting the skilled trades as careers.
- Employers are more likely to agree that that the SATCC has done a good job supporting apprentices in the system – but overall agreement is high for both apprentices (74.8%) and employers (82.1%).
- Employers are also more likely to agree that the SATCC has done a good job supporting employers in the system, at 75.5% compared to 65.6% of apprentices.

### Satisfaction with Employers

	SOMEWHAT/STRONGLY AGREE	
	Apprentices	Employers
Employers have done a good job recruiting apprentices.	66.3%	79.5%
Employers have done a good job retaining apprentices (e.g. good pay, broad work experience, etc.)	65.0%	85.7%

- Employers are clearly more inclined to think employers in their industry have done a good job recruiting apprentices, at 79.5% compared to 66.3% of apprentices.

- Employers are significantly more likely to think employers in their industry have done a good job retaining apprentices, at 85.7% compared to 65% of apprentices.

### Suggestions for Improvement: SATCC

Both apprentices and employers are asked for their suggestions on what they feel the Saskatchewan Apprenticeship and Trade Certification Commission could do better.

	Apprentices	Employers
Promote skilled trades in the schools.	45.3%	90.0%
Provide flexible scheduling options for apprentices attending technical training.	41.7%	87.5%
Keep the curriculum up to date.	39.1%	79.2%
Provide a “matching” service between employers and potential apprentices.	37.0%	77.2%
Help employers organize the on-the-job training component.	33.7%	66.1%
Monitor compliance with the legislation.	26.9%	65.2%

- Employers are significantly more likely to think the SATCC could do a better job in key areas, particularly promoting skilled trades in schools (90% compared to 45.3% of apprentices). This is not a sign of dissatisfaction – the survey shows the large majority of employers (81.2%) and apprentices (81.7%) agree the SATCC has done a good job promoting the skilled trades as careers. Instead, this finding would appear to indicate the both employers and apprentices want the SATCC to do even more to promote the skilled trades.
- Employers are also more likely than apprentices to think the SATCC could do more in terms of providing apprentices with flexible options to attend training sessions (87.5% compared to 41.7% of apprentices), keep the curriculum up to date (79.2% vs. 39.1%), provide a matching service (not part of SATCC’s mandate), help employers organize on-the-job training (66.1% vs. 33.7%) and monitor compliance with legislation (65.2% vs. 26.9%).
- Overall, findings suggest that employers and apprentices would like to see the SATCC more involved in to helping build Saskatchewan’s pool of skilled trades people.

### Suggestions for Improvement: Employers

Apprentices and employers are also asked for their suggestions on what employers in the industry could do better.

	Apprentices	Employers
Improve the promotion of trades careers and recruitment of apprentices.	29.0%	82.6%
Improve pay and benefits for apprentices.	57.5%	55.3%
Provide a broad range of work experience for apprentices.	42.7%	63.0%
Assist with developing and maintaining curriculum and exams.	31.6%	82.3%
Provide continuous learning opportunities for journeypersons.	44.0%	88.9%

- Employers are also significantly more likely to think employers in their industry could do a better job in key areas. Employers are most likely to feel employers could do more to provide continuous learning opportunities for journeypersons (88.9%) and improve the promotion of trades careers and recruitment of apprentices (82.6%).
- Apprentices are most likely to feel employers could do more to improve pay and benefits for apprentices (57.5%) – this is lowest on the list for employers.



# Methodology

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## Project Overview

The Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) contracted Fast Consulting to survey apprentice satisfaction with technical training and the apprenticeship program, and to measure employer satisfaction with apprentice quality.

The June 2010 survey was conducted with a representative sample of 386 Saskatchewan apprentices and 351 Saskatchewan employers. Respondents were randomly selected from a generated database provided by the SATCC and standard polling practices were used to ensure the random selection of respondents.

The sample sizes let us say with a 95% level of certainty that the overall results are within plus or minus 4.88 percentage points if all apprentices in the province were polled and 4.85 percentage points if all employers in the province were polled.

	Number of respondents	Completed surveys	Margin of error: +/- points
Apprentice	9,142	386	4.88%
Employer	2,507	351	4.85%

The **margin of error** is the plus-or-minus figure generally reported in newspaper or television polling results. For example, if you use a margin of error of 4 percent and 47% percent of your sample picks an answer, you can be 'sure' that if you had asked the question of the entire relevant population between 43% (47% minus 4%) and 51% (47% plus 4%) would have picked that answer.

The **level of certainty** is expressed as a percentage and represents how often the true percentage of the population who pick an answer lies within the margin of error. A 95% level of certainty (or confidence level) means you can be 95% certain.

The mathematics of probability proves that **population size** is irrelevant unless the size of the sample exceeds a few percent of the total population you are examining. This means that a sample of 500 people is equally useful in examining the opinions of a country of 10 million as it would a city of 100,000 or a group of 1,000. Population size is only likely to be a factor when you work with a relatively small and known group of people (e.g., the members of an association).

## Survey Modalities

The 2010 survey was administered using online and telephone modalities. The Employer survey was administered predominantly by telephone, with an online component to fill out the sample size. The Apprentice survey was initially administered online. In order to meet the required sample, Fast Consulting expanded delivery to include telephone surveys. The telephone/online splits are provided in the table below. Analysis shows that online results do not vary significantly between the two modalities.

	Telephone	Online	Total
Apprentices	191	195	386
Employers	329	22	351

Respondents for each survey were selected from lists of apprentices and employers provided by the SATCC. Surveying took place in June 2010. The online survey was posted from June 14<sup>th</sup> to June 30<sup>th</sup>, 2010. Telephone survey interviews were conducted in the same period at times that were appropriate and convenient for respondents. Interviews were conducted by experienced public opinion interviewers using Fast Consulting’s in-house Computer Aided Interviewing (CATI) system.

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

## Comparing 2010 and 2007 Survey Results

Unless otherwise indicated, Fast Consulting has stated findings as a valid percent of all respondents, including ‘unsure/don’t know’ segments. This impacts our comparison of 2010 with March 2007 survey findings, because the 2007 survey report excluded the ‘unsure/don’t know’ segment when presenting high level findings in the summary results. To ensure we are comparing ‘apples to apples’, we have used the detailed tables of the March 2007 survey, which include the ‘unsure/don’t know’ segment. For this reason, some of the 2007 figures quoted will appear to differ slightly than those presented in the 2007 charts and summary results.



# Apprentice Survey

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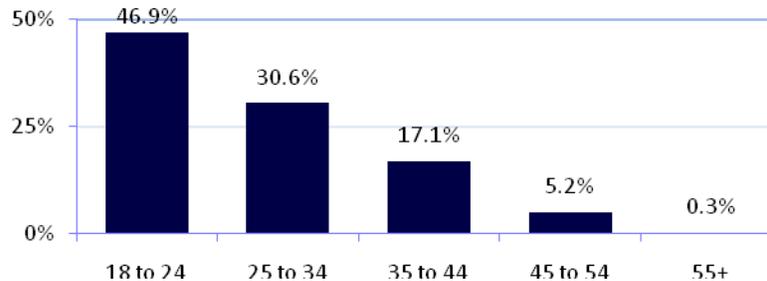
## Overview of Apprentices

Saskatchewan apprentices are predominantly young men. Survey respondents are 92% male and 8% female. This is consistent with Statistics Canada data<sup>1</sup> saying women account for 9.8% of apprentices. Roughly 77% (both male and female) are between the ages of 18-34.

### Gender



### Age



The large majority of Saskatchewan apprentices do not identify themselves as a visible minority (no, 89.1%), of Aboriginal heritage (no, 84.7%) or an immigrant (no, 96.9%). Most do not report any physical, mental or health limitations (no, 95.6%).

<sup>1</sup> Reported in The Daily, November 15, 2007 at [www.statscan.gc.ca](http://www.statscan.gc.ca)

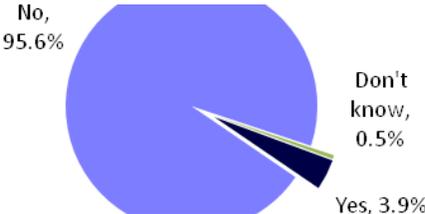
*Visible Minority*



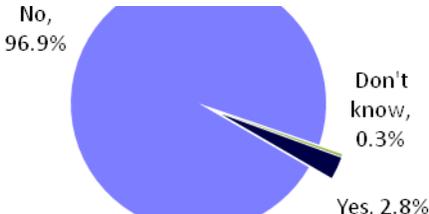
*Aboriginal Heritage*



*Physical/mental Condition or Health Limitations*

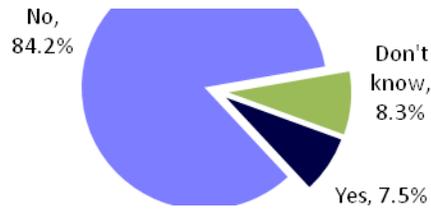


*Immigrant*

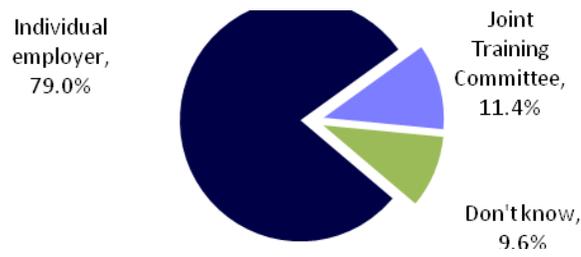


Few apprentices (7.5%) in the survey are graduates of the Saskatchewan Youth apprenticeship program. Most (79%) have a Contract of Apprenticeship with an individual employer. Respondents are fairly evenly divided among apprenticeship levels 1 through 4, and virtually all (95.3%) intend to complete their current apprenticeship and receive a certificate of completion.

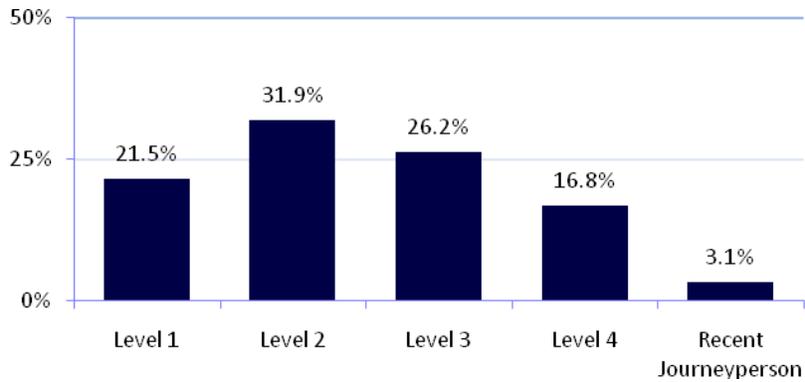
*Saskatchewan Youth Apprenticeship (SYA) Program Graduate*



*Contract of Apprenticeship*



*Current Level of Apprenticeship*



## Apprenticeship Trades

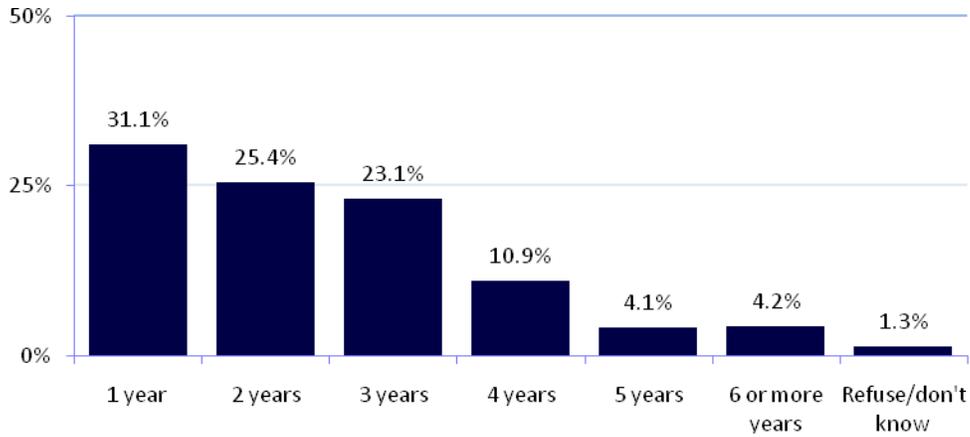
Sector & Trade	Number	Percentage
<b>AGRICULTURE, TOURISM &amp; SERVICE</b>	<b>29</b>	<b>7.6%</b>
Cook	7	1.8%
Food and Beverage Person	1	0.3%
Guest Service Representative	3	0.8%
Hairstylist	15	3.9%
Horticulture Technician	1	0.3%
Meat Cutter	2	0.5%
<b>CONSTRUCTION</b>	<b>207</b>	<b>53.6%</b>
Boilermaker	2	0.5%
Bricklayer	3	0.8%
Carpenter (4 Framer, 9 Scaffolder)	46	11.9%
Construction Craft Labourer	3	0.8%
Crane and Hoist Operator (2 Boom Truck Operator "A", 2 Boom Truck Operator "B", 2 Hydraulic Crane Operator, 1 Lattice Boom Crane Operator)	6	1.6%
Electrician	63	16%
Industrial Mechanic (Millwright)	2	0.5%
Ironworker Reinforcing Rebar	1	0.3%
Ironworker Structural	1	0.3%
Pipeline Equipment Operator	1	0.3%
Plasterer	5	1.3%
Plumber	39	10.1%
Powerline Technician	4	1.0%
Refrigeration Mechanic	2	0.5%
Roofer	2	0.5%
Sheet Metal Worker	13	3.4%
Sprinkler Systems Installer	2	0.5%
Steamfitter-Pipefitter	7	1.8%
Tilesetter	2	0.5%
Water Well Driller	1	0.3%
<b>PRODUCTION &amp; MAINTENANCE</b>	<b>91</b>	<b>23.5%</b>
Electrician	17	4.4%
Industrial Instrument Technician	8	2.1%
Industrial Mechanic (Millwright)	23	6.0%
Machinist	4	1.0%
Refrigeration Mechanic	4	1%
Rig Technician (1 Motorhand Level One, 1 Derrickhand Level Two)	3	0.8%
Steel Fabricator	1	0.3%
Welder (5 Semiautomatic Welding Production Operator)	31	8.0%
<b>MOTIVE REPAIR</b>	<b>60</b>	<b>15.5%</b>
Agriculture Machinery Technician	11	2.8%
Automotive Service Technician	21	5.4%
Heavy Duty Equipment Mechanic	15	3.9%
Motor Vehicle Body Repairer ( 2 Motor Vehicle Body Refinisher)	3	0.8%
Partsperson	3	0.8%
Truck and Transport Mechanic	7	1.8%

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

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

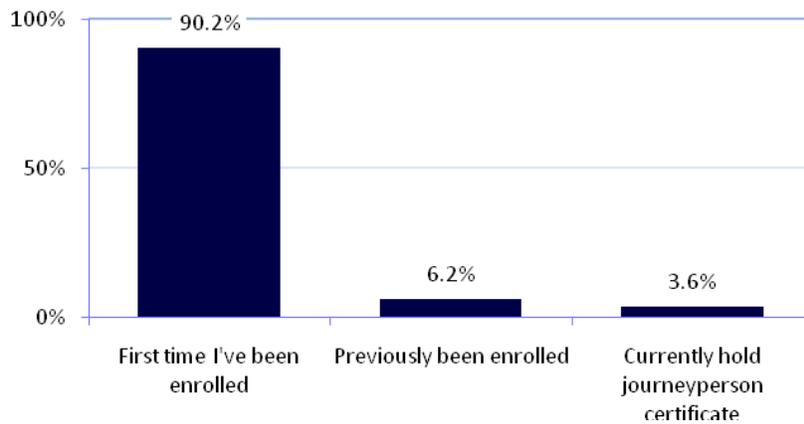
- ▶ Most (53.6%) apprentices are registered in trades in the Construction sector, followed by 23.5% in the Production and Maintenance sector, 15.5% in the Motive Repair sector and 7.5% in the Agriculture, Tourism and Service sector.

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



➤ Survey respondents are fairly new to the trade: most (56.5%) have only been registered in their current apprenticeship for 1 or 2 years, and another 34% have been registered 3 or 4 years.

Q. Please indicate your experience with the apprenticeship system.

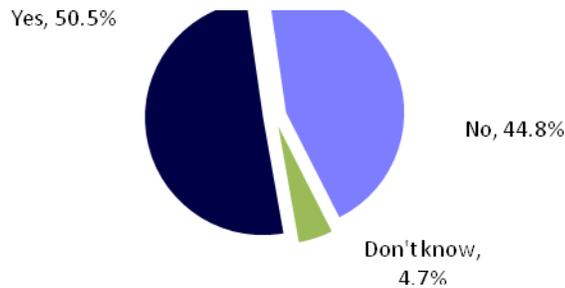


➤ This is the first time the majority (90.2%) of respondents have been enrolled in the system. Only 3.6% (or 14 respondents) have a journey person certificate.

## On-the-Job Training

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

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



- ▶ Roughly half (50.5%) of apprentices are aware of the on-the-job training guide prepared for each trade by the SATCC. This is on par with the 51.6% awareness level reported in the SATCC's March 2007 survey.
- ▶ Of those who are aware of the guide, 45.6% say their employer reviewed the guide with them at each level of their apprenticeship. This is consistent with March 2007 survey results in which 41.4% of apprentices said their employer reviewed the guide with them.

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



- The large majority (78.5%) of apprentices who are aware of the guide say it helps them learn what they need in order to be successful in their trade.



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



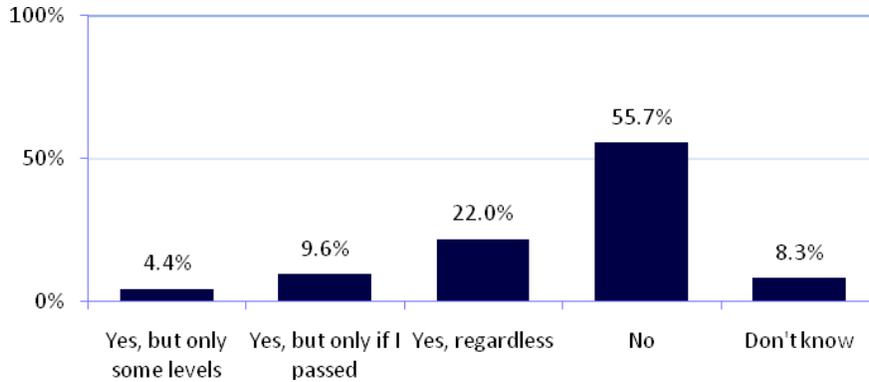
- ▶ The large majority (83.2%) of apprentices say their employer assigns work so that they can experience a broad range of tasks.
- ▶ This is consistent with the March 2007 survey, in which 81.3% answered 'yes'. The difference, however, is that in 2007 the question was only asked of apprentices who were aware of the SATCC guide; in 2010 it is asked of all apprentices.

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



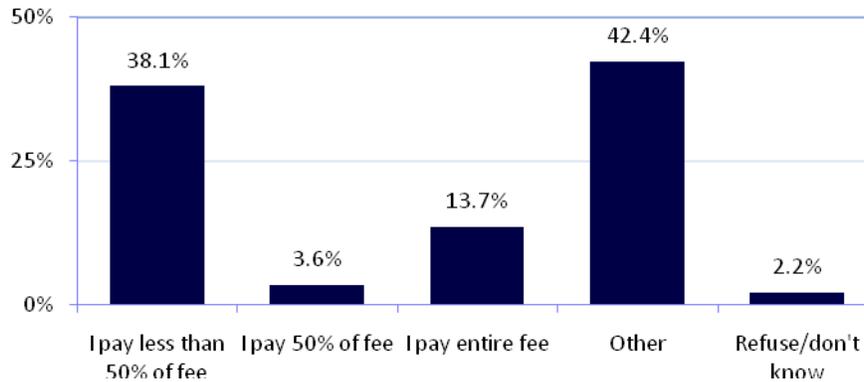
- ▶ More than half (53.6%) of apprentices report that their employer paid to register the Contract of Apprenticeship with the SATCC. This is generally consistent with the March 2007 survey in which 56.5% said their employer paid the registration fee.

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



- ▶ Approximately 36% of apprentices say their employer paid at least some of their tuition fees, including 22% who report that their employer covered the cost regardless of the level or whether or not they passed. This is in line with the 33.4% 'yes' and 'some levels' response in the March 2007 survey.

Q. Please indicate the level of tuition fee payment.



- ▶ Of the 36% (or 139) of apprentices whose employer paid at least some of their fees, 38.1% (or 13.7% of all apprentices) say their employer's payment meant they themselves pay less than 50% of the tuition fee. This compares to 13.7% (4.9% of all apprentices) who pay the entire fee.
- ▶ A large percentage (42.4% or 15.3% of all apprentices) pay some other amount.

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



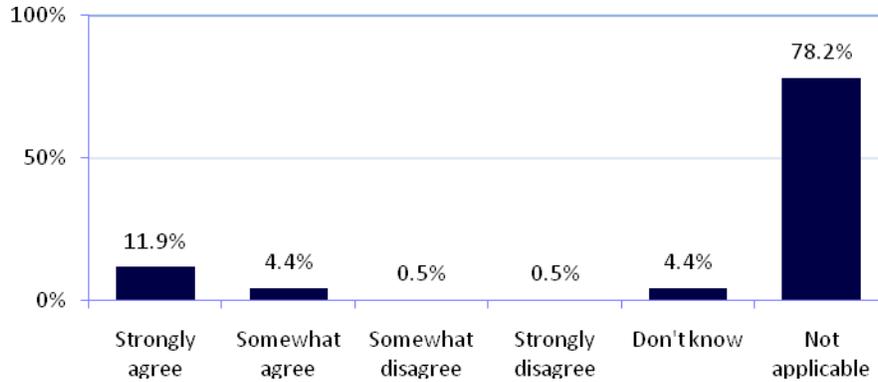
- ▶ Most (89.1%) apprentices have not been refused time off to attend technical training. This is consistent with the March 2007 survey (88.9% of apprentices had not been refused time off for training).
- ▶ Of the few (7.3% or 28 apprentices) who have been refused time off, opinion as to why seems to be evenly divided between 'my employer was unfair/arbitrary' (48.1%) and 'my employer had too much work at the time to let staff off' (46.4%). Another 21.4% say it was because several apprentices from the company wanted to go at the same time. Verbatim responses are included in Appendix 1, question 19b, page 46. (*Note: multiple response allowed.*)

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



- ▶ This was the first time this question was asked. Most (75.6%) apprentices have never had any trouble getting registered for technical training.
- ▶ Of the few (21.6% or 83 apprentices) who have experienced difficulties, 22.9% say it was because the SATCC did not provide enough notice and 14.5% were unable to attend on the scheduled dates. Location of training and financial reasons were cited by 7.3% and

7.6%, respectively, and 6% didn't think they were ready to attend. Verbatim responses are included in Appendix 1, question 20b, page 46. (Note: multiple response allowed.)  
Q. *I am satisfied with how I was treated by my employer once I became a journeyperson.*

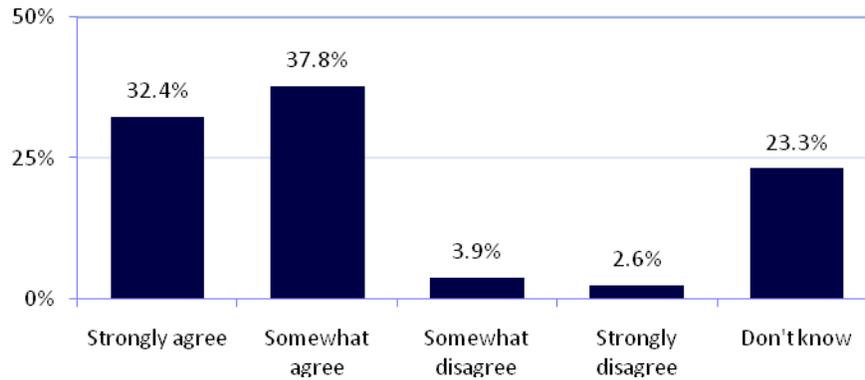


- ▶ Few respondents (3.1% or 12 people) have attained journeyperson status, which is the reason for the high (78.2%) 'not applicable' response. Of the 67 people who felt qualified to respond, the vast majority (93.9%) agree that they are satisfied with how their employer treated them once they became a journeyperson.

## Relevance of Training

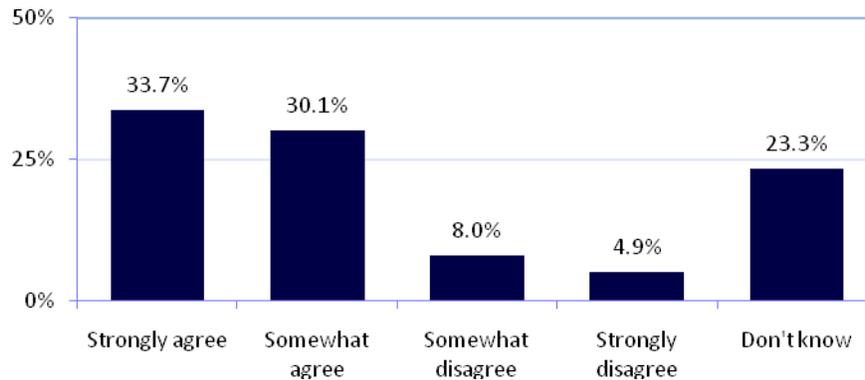
The following questions help determine how relevant both on-the-job training and technical training are to apprentices. Similar questions were asked in the March 2007 survey but the wording was different, precluding year-on-year comparison.

*Q. The competencies for the designated trade listed by the SATCC (brochure or website) are important to my ability to perform on the job in the industry.*



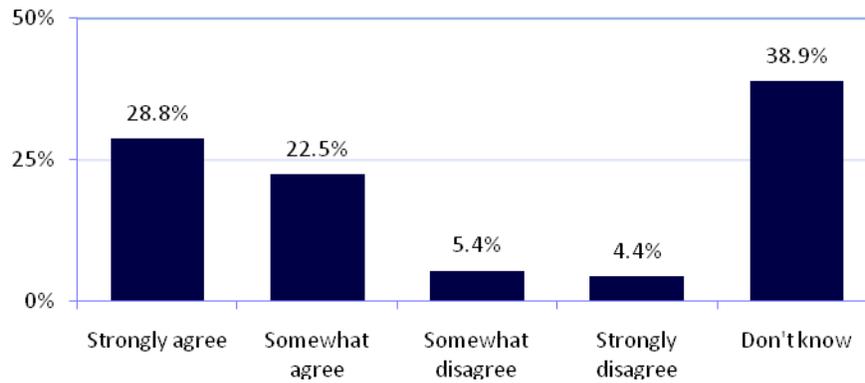
- ▶ The majority (70.2%) of apprentices agree that the competencies listed by the SATCC are important to their ability to perform on the job. This includes roughly a third who 'strongly agree'.

*Q. The competencies listed for the trade helped me to find sufficient work at reasonable rates of pay.*



- ▶ Most apprentices (63.8%) agree that the competencies listed for their trade have helped them to find sufficient work at reasonable rates of pay.

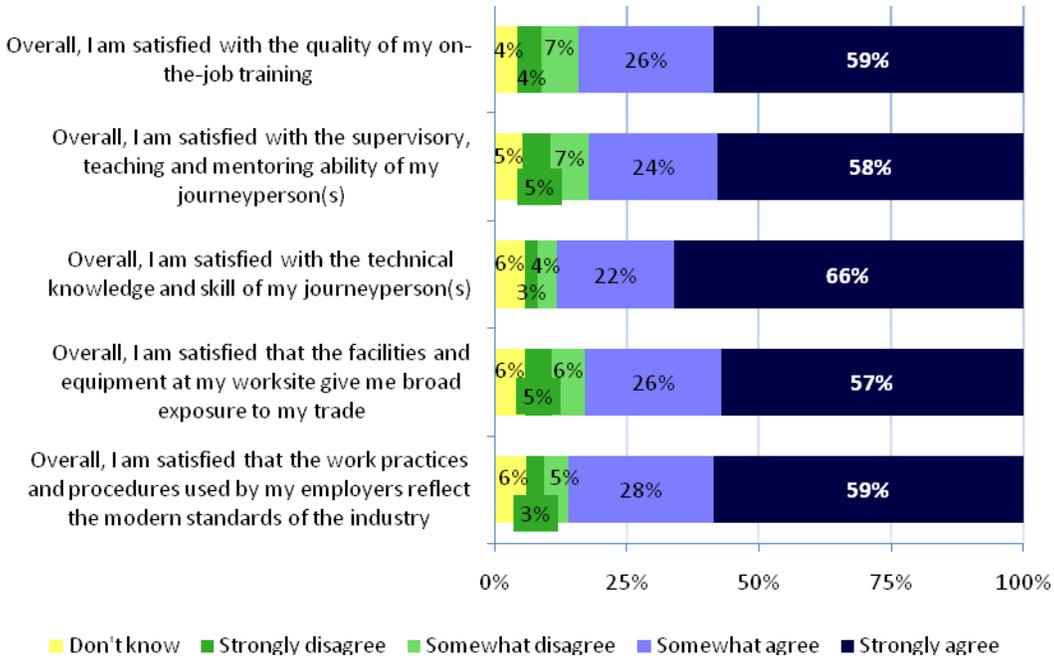
Q. *The competencies listed for the trade were important to my ability to move between employers or to other provinces.*



- ▶ Just over half (51.3%) of apprentices agree that the competencies listed for their trade are important to their job mobility. The higher incidence (38.9%) of 'don't know' responses may indicate younger apprentices who have not yet had different employers or tried to find work in other provinces.

## Satisfaction with On-the-Job Training

The following set of questions is specific to the on-the-job training apprentices take under the supervision of a journeyperson. The questions help determine whether the SATCC needs to improve the services it provides to employers and supervising journeypersons.



*\*Note: figures have been rounded.*

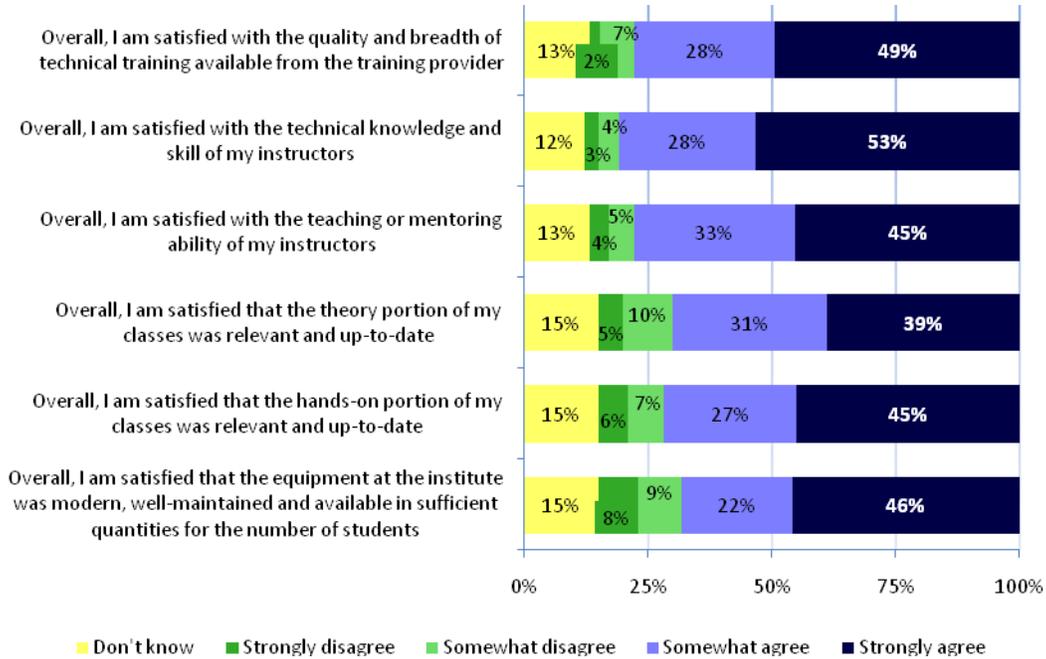
- The clear majority (84.1%) of apprentices are satisfied with the quality of their on-the-job training. This is generally consistent with the 89.9% level of agreement reported in March 2007 detailed tables. The strength of agreement, however, has increased significantly, from 26.2% ‘strongly agree’ in March 2007 to 58.5% in 2010.
- The large majority (82.2%) of apprentices are satisfied with the supervisory, teaching and mentoring abilities of their journeyperson(s). Again, more than half (57.8%) strongly agree with the statement. Although the March 2007 survey separated supervisory and teaching/mentoring abilities into two questions, the results are consistent with 2010 results.
- Most (88.1%) apprentices are also satisfied with the technical knowledge and skill of their journeyperson(s), consistent with 89.9% in March 2007. Apprentices’ strength of agreement has nearly doubled, from 33.9% ‘strongly agree’ in March 2007 to 66.1% in 2010.



- The majority (82.9%) of apprentices are satisfied that the facilities and equipment at their worksite give them broad exposure to the trade. While different wording in the March 2007 survey precludes year-to-year comparison, the general intent of the question was similar and the results are consistent with 2010.
  - Most (86.0%) apprentices are satisfied that the work practices and procedures used by their employers reflect the modern standards in the industry. This is consistent with 87.1% in the March 2007 survey. Again, apprentices' strength of agreement has increased significantly, from 24.2% 'strongly agree' in March 2007 to 58.5% in 2010.
- Q. Overall, I am satisfied that my on-the-job training prepared me to write the Journeyperson exam.*
- Roughly 39.9% are satisfied that their on-the-job training prepared them to write the Journeyperson exam – but this low level may have more to do with inexperience than with actual satisfaction: most respondents are currently enrolled in level 1, 2 or 3 of their apprenticeship training. This is evident in the high response rate (47.9%) for 'don't know'.
- Q. Please identify any issues you have encountered with on-the-job training.*
- The majority (77.5%) of apprentices have not encountered any issues with their on-the-job training. Verbatim responses are included in Appendix 1, question 23g, page 48.

## Satisfaction with Technical Training

The following set of questions is specific to the technical training apprentices take as part of their apprenticeship. The questions help determine whether the SATCC's educational partners are providing the level of service apprentices expect.



*\*Note: figures have been rounded.*

Overall, the majority of apprentices continue to be satisfied with their technical training, as shown in comparing results of the 2007 and 2010 surveys. The strength of agreement with the statements on satisfaction, however, has increased significantly in all areas.

- The majority (77.2%) of apprentices agree that they are satisfied with the quality and breadth of technical training available from their training provider, consistent with 79.9% in March 2007. Strength of agreement has increased from 21.4% in 2007 to 49% in 2010.
- The large majority (80.6%, including 53.1% 'strongly agree') are satisfied with the technical knowledge and skill of their instructors (82.2% including 30.6% 'strongly agree' in March 2007).
- More than three quarters (77.7% including 45.1% 'strongly agree') of apprentices are satisfied with the teaching or mentoring ability of their instructors (80.7% including 24.2% 'strongly agree' in March 2007).



- Approximately 70.2% (39.1% 'strongly agree') are satisfied that the theory portion of their classes were relevant and up-to-date (75% including 22.2% 'strongly agree' in March 2007). A similar percentage (72.2% including 45.3% 'strongly agree') are satisfied that the hands-on portion of their classes were relevant and up-to-date (76.6% including 27.8% 'strongly agree' in March 2007).
- Most (68.2%) apprentices are satisfied that the equipment at their institute was modern, well-maintained and available in sufficient quantities for the number of students in the class. This is down from 77.4% in March 2007.

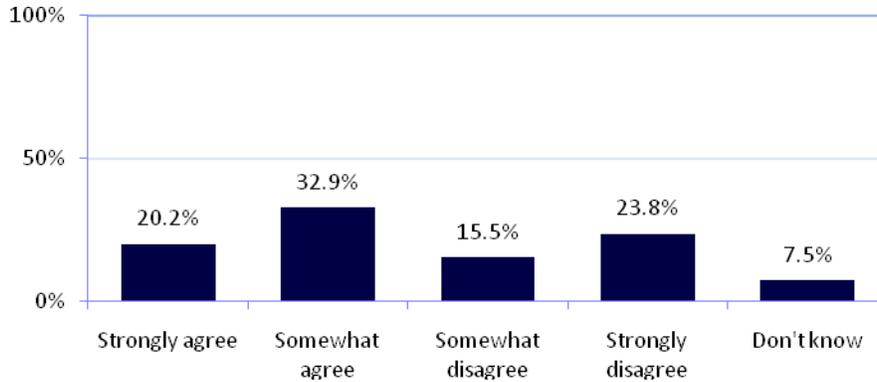
*Q. I am satisfied that my technical training prepared me to write the Journeyperson exam.*

- Roughly 42% are satisfied that their technical training prepared them to write the Journeyperson exam – but again, the high level of 'don't know' responses (54.4%) combined with the demographic profile of respondents indicates that many do not yet have experience writing the Journeyperson exam.

## Perceptions of Peer Group

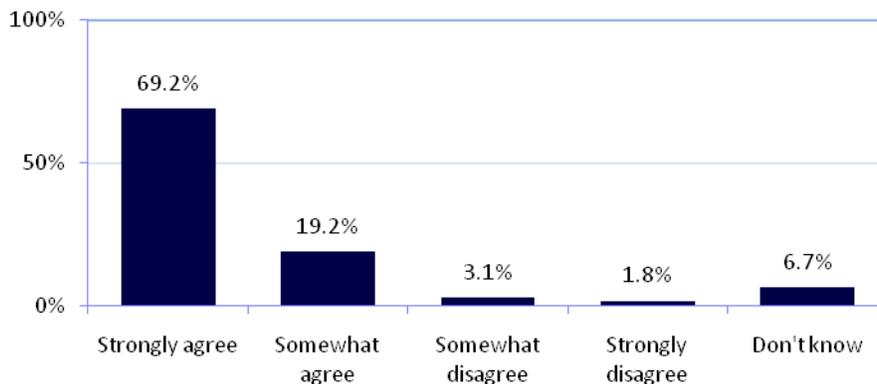
The following set of questions is designed to help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades.

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



- Roughly half (53.1%) of apprentices agree that the skilled trades are still viewed by many as a 'second career' choice, down from 60.1% in March 2007. This is a positive finding, as it indicates that apprentices are seeing a lesser degree of negative input from the world around them regarding their career choice.

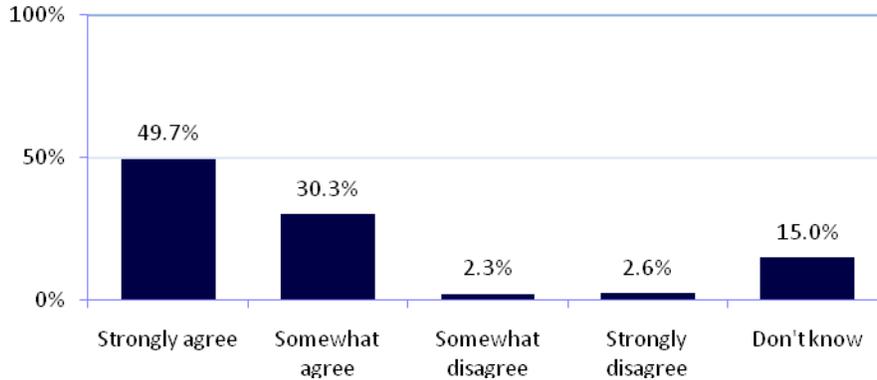
Q. *My family understands the apprenticeship process and earning potential with careers in the skilled trades.*



- The skilled trades are clearly not viewed as a second choice by apprentices' families. The large majority of respondents (88.4%) agree that their family understands the

apprenticeship process and the earning potential of careers in the skilled trades. This is consistent with 89.1% of apprentices in the March 2007 detailed tables.

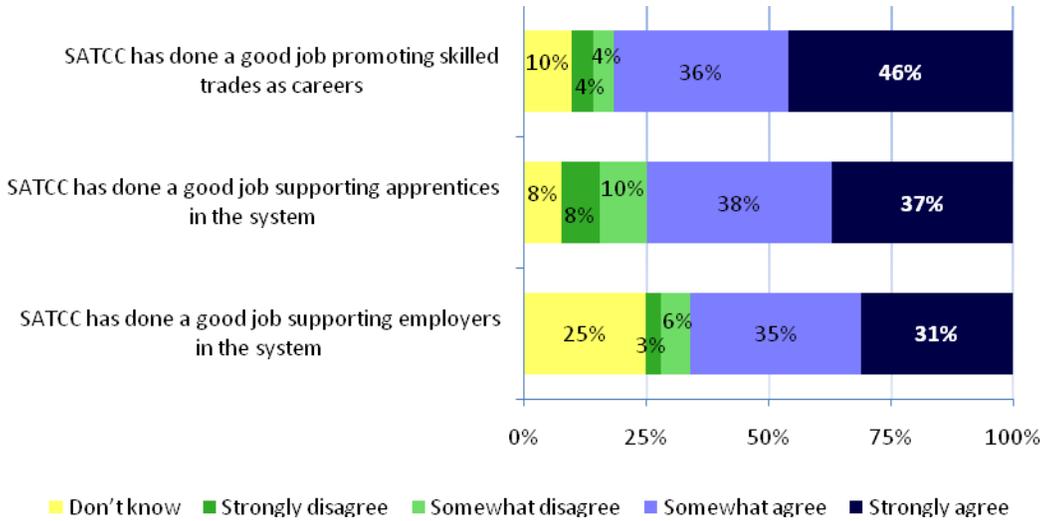
Q. *In general, I think the perceptions about apprenticeship and skilled trades have improved over the past 5 years.*



▶ The large majority (80.0%) of apprentices agree that perceptions about apprenticeship and the skilled trades have improved over the past 5 years. This is a slight drop from the 83.5% reported in the March 2007 detailed tables.

## Satisfaction with SATCC

The following set of questions probe apprentices' satisfaction with the Saskatchewan Apprenticeship and Trade Certification Commission.

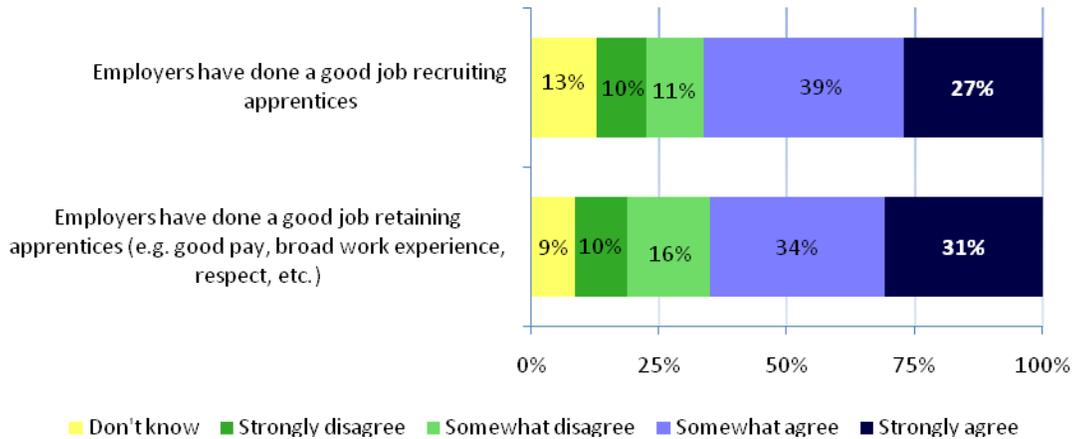


*\*Note: figures have been rounded.*

- ▶ The large majority (81.7%) of apprentices agree that the SATCC has done a good job promoting the skilled trades as careers, generally consistent with 84.3% agreement in the March 2007 detailed tables.
- ▶ Most (74.8%) apprentices agree that the SATCC has done a good job supporting apprentices in the system. This is down slightly from 81.5% measured in March 2007 detailed tables.
- ▶ Roughly two-thirds (65.6%) of apprentices believe the SATCC has done a good job supporting employers in the system, down from 70.6% in March 2007 detailed tables.

## Satisfaction with Employers

The following set of questions probe apprentices' satisfaction with employers.



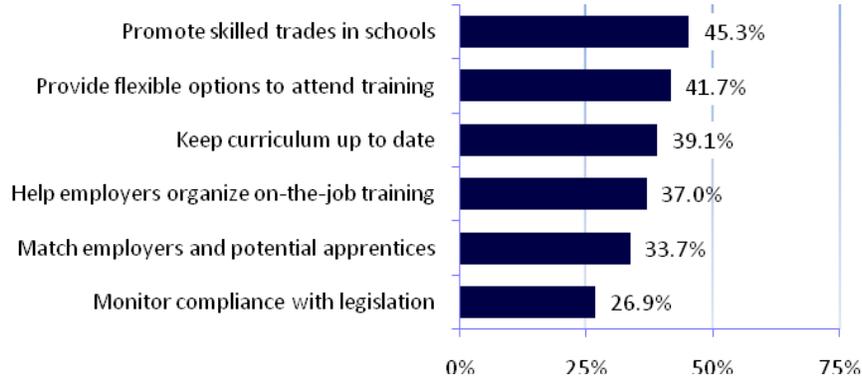
*\*Note: figures have been rounded.*

- ▶ Two-thirds (66.3%) of apprentices agree that employers have done a good job recruiting apprentices. This is an improvement over 58.4% in the March 2007 detailed tables.
- ▶ Close to two-thirds (65%) of apprentices agree that employers have done a good job retaining apprentices by providing things like good pay, broad work experience, respect and more. This is also an improvement over March 2007 detailed tables, which showed 53.6% of apprentices agreeing with the statement.

## Suggestions for Improvement

### SATCC

Q. What could the SATCC do better?

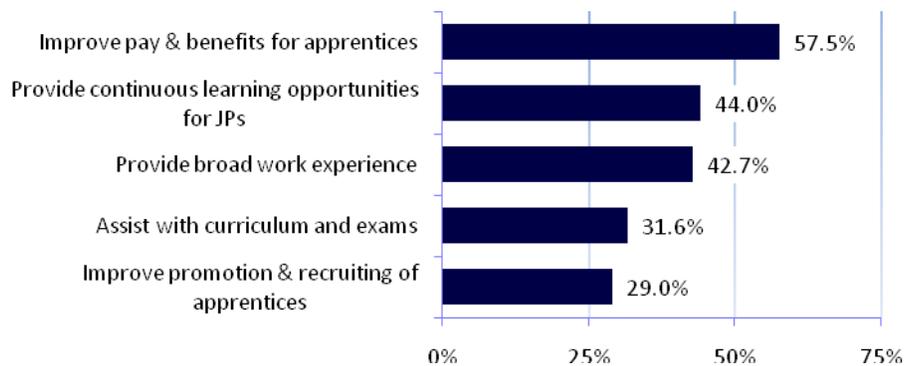


*\*Note: multiple response allowed.*

- ▶ Roughly four out of every ten apprentices believes the SATCC could do a better job promoting skilled trades in schools (45.3%) and providing more flexible options to attend training sessions (41.7%).
- ▶ More than one third believe the SATCC could do better keeping the curriculum up to date (39.1%), helping employers organize on-the-job training (37%) and providing a matching service for employers and potential apprentices (33.7%). Verbatim responses are included in Appendix 1, question 28, page 50.

### Employers

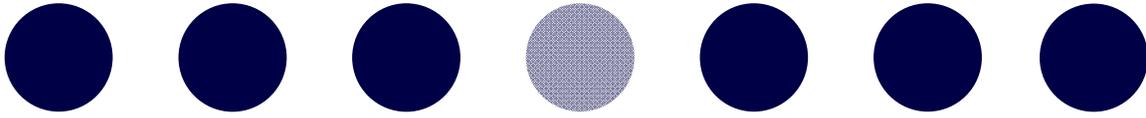
Q. What could employers in your industry do better?



*\*Note: multiple response allowed.*

- ▶ Most apprentices (57.5%) would like employers to improve pay and benefits for apprentices. A number would also like employers to provide more continuous learning

opportunities for journeypersons (44%) and broader work experiences for apprentices (42.7%). Verbatim responses are included in Appendix 1, question 29, page 55.



# Employer Survey

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## Overview of Employers

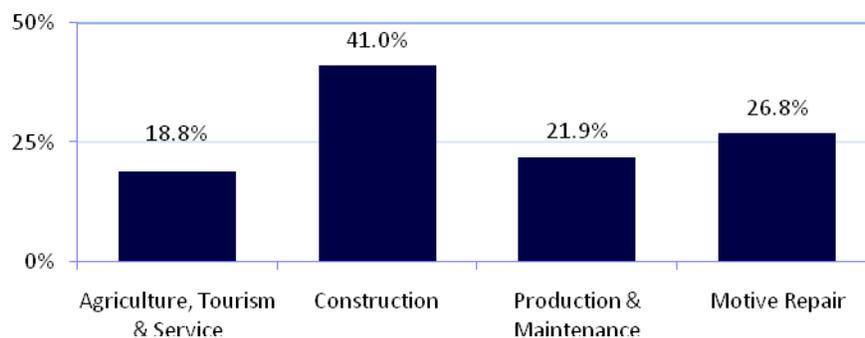
All employers surveyed have had apprentices employed on their worksite in the past 4 years, either by themselves or by another agency. The large majority (77.8%) are male.

### *Gender*



### *Employer's Industry Sector*

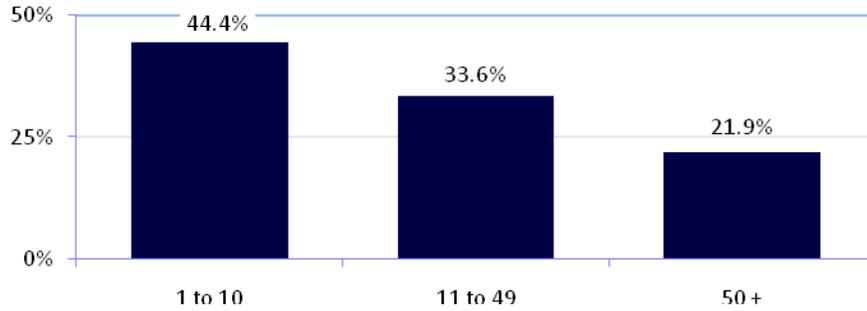
The largest percentage of employer respondents operate in the construction sector (41%), followed by the motive repair sector (26.8%), production and maintenance sector (21.9%) and agriculture, tourism and service sector (18.8%).



*\*Note: responses add up to more than 100% as some employers operate in more than one sector.*

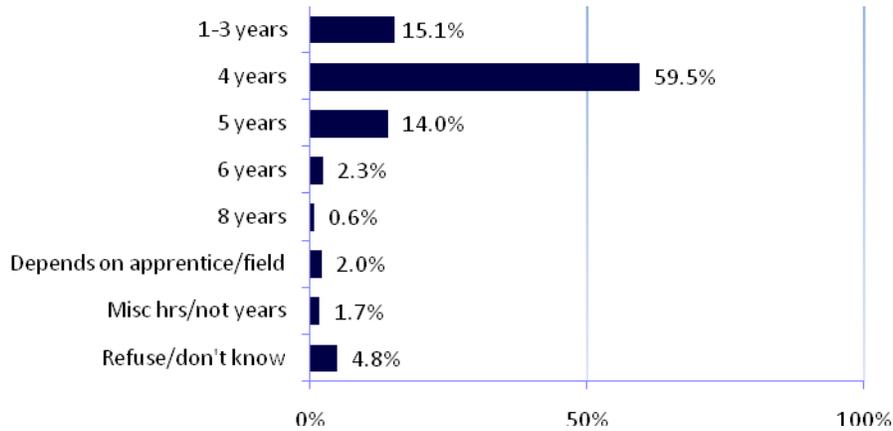
*Number of Employees*

The largest percentage (44.4%) of employers surveyed have between 1 and 10 employees, one third (33.6%) have between 11 and 49 and 21.9% have 50 or more employees. Most employers (51.3%) employ 1 or 2 apprentices, another 27.1% employ 3 to 5 apprentices and 21.4% employ 6 or more apprentices.



*Average Time to Complete Apprenticeship and Become Journeyman*

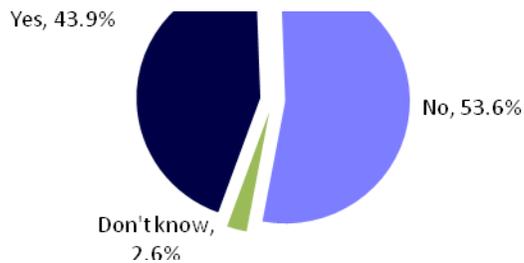
Most (59.5%) employers report that it takes their apprentices 4 years to complete their requirements and become a journeyman. Approximately 15% say it takes less time and close to 17% say it takes 5 to 8 years.



## On-the-Job Training

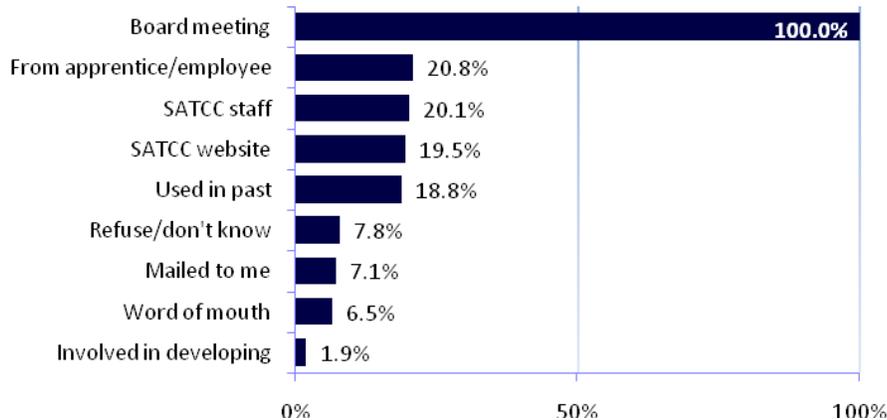
The following questions are designed to help the SATCC determine how best to support training that occurs on-the-job with the employer.

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



- ▶ Roughly 43.9% of employers are aware of the on-the-job training guide prepared for each trade by the SATCC.

Q. How did you learn about the guide?

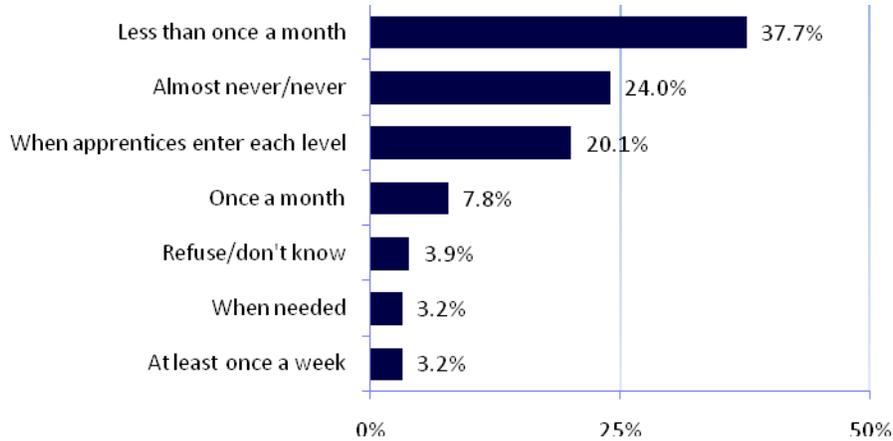


\*Note: multiple response allowed.

- ▶ Of the 43.9% (or 154 employers) who know about the guide, all say they learned about it at a SATCC trade board meeting. Approximately 20.8% learned about it from an employee/apprentice, 20.1% from SATCC staff, 19.5% from the SATCC website and 18.8% had used the guide in the past. Verbatim responses are included in Appendix 1, question 5b, page 62.



Q. How often do you refer to the on-the-job guide?



- ▶ Of the 154 employers who are aware of the guide, 37.7% use it less than once a month and another 20.1% use it when their apprentices enter a new level of training. Close to one quarter (24%) never or almost never use the guide.

Q. Do you think the guide is a valuable tool for you as an employer?



- ▶ Of the 154 employers who are aware of the guide, the large majority (70.8%) think it is a valuable tool for them as an employer.

Q. Do you make every effort to assign work so that each apprentice can experience a broad range of tasks?



- Virtually all (96.3%) employers say they make every effort to assign work that lets each apprentice experience a broad range of tasks.

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



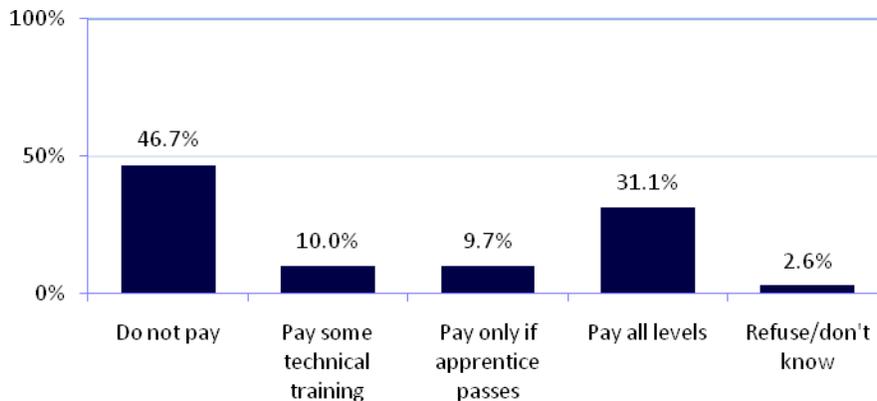
- Most (80.1%) employers do not have any trouble providing a broad range of tasks for their apprentices.
- Of the few (18.8% or 66 employers) who do have difficulties, 59% say the range of tasks they can provide is limited by the nature of their business or the availability of different types of work. Roughly one fifth (21.2%) say it is because they need experienced/highly skilled employees to do certain tasks or for safety reasons. Verbatim responses are included in Appendix 1, question 6b, page 63.

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



- ▶ Close to two-thirds (60.4%) of all employers say they pay the fee for registering Contracts of Apprenticeship with the SATCC. This is consistent with the March 2007 survey, in which 58.4% of employers said they paid the fee.

Q. Please indicate the extent to which you pay tuition fees for apprentices.



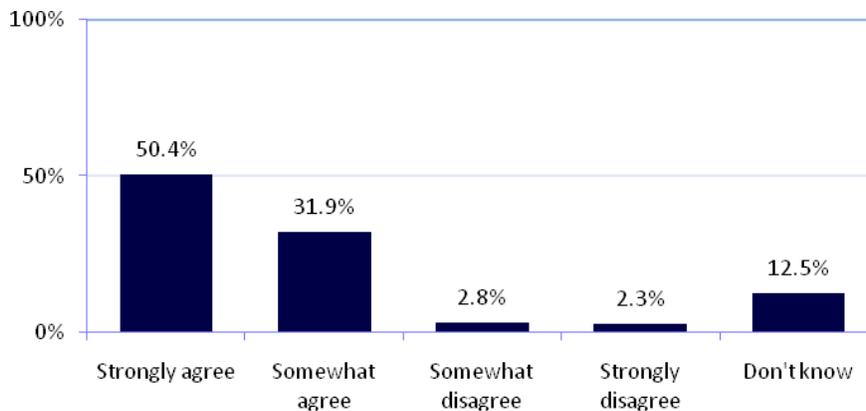
- ▶ Half (50.8%) of all employers pay at least some of their apprentices tuition fees, including 31.1% who pay all levels. Approximately (47%) do not pay any tuition fees for their apprentices.
- ▶ Among employers who pay at least some tuition fees for their apprentices, the large majority (74.2%) say they pay the entire fee, 9% pay less than 50%, 7.9% pay more than 50% and 3.4% pay half.

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



- ▶ The large majority (88.9%) of employers have never refused an apprentice time off to attend training.
- ▶ Of the few (10% or 35 employers) who have refused to grant time off, most (62.9%) say they were too busy at the time. Another 34.3% say it was because several of their apprentices wanted to attend the same training and 5.7% say it was because they did not receive enough advance notice from the SATCC. (Multiple response allowed.)

Q. Please tell me if you agree or disagree with the following statement ... I am satisfied with the quality of the journeyperson following completion of apprenticeship.

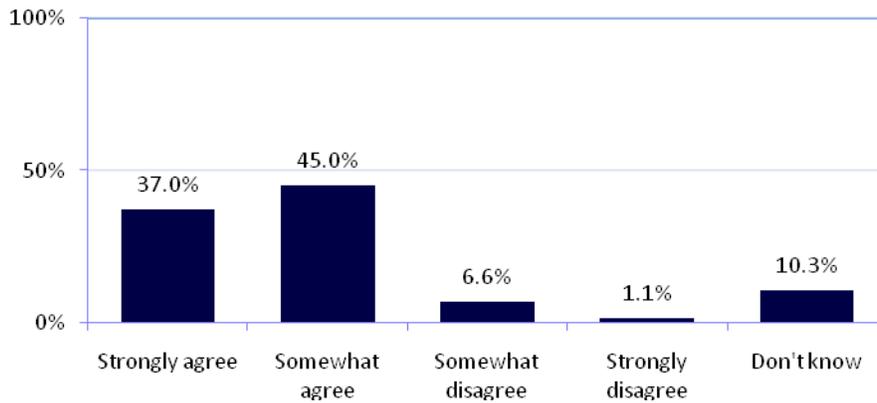


- ▶ The large majority (82.3%) of employers agree that they are satisfied with the quality of the journeyperson following completion of apprenticeship – including 50.4% who strongly agree. This is consistent with the 86.7% measured in March 2007 detailed tables.

## Relevance of Training

The following question helps determine how relevant both on-the-job training and technical training are to employers. A similar question asked in the March 2007 survey focused on importance rather than relevance, precluding year-on-year comparison.

*Q. The competencies for the designated skilled trades listed by the SATCC (brochure or website) are relevant for apprentices to perform on the job.*

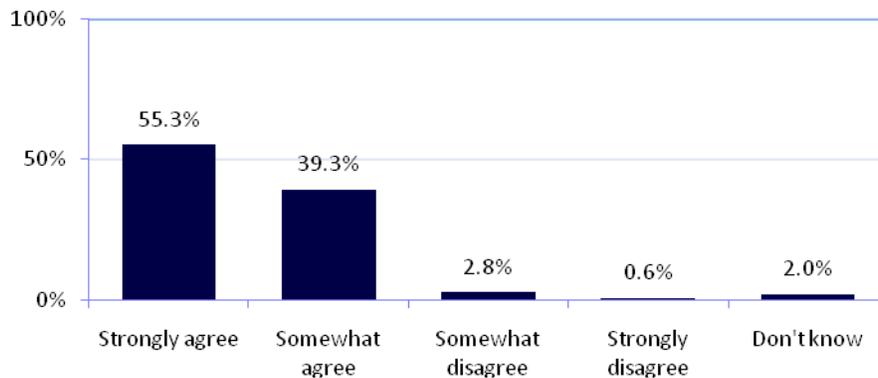


- The majority (82%) of employers agree that the competencies listed by the SATCC for designated skilled trades are relevant for their apprentices to perform on the job.

## Satisfaction with Apprentice Quality and Training

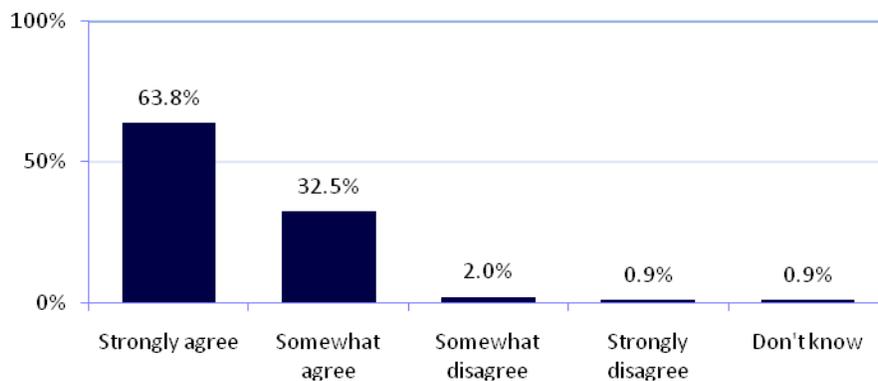
The following questions help determine how satisfied employers are with both on-the-job training and technical training being provided to apprentices.

Q. Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.



▶ The vast majority (94.6%) of employers agree that they are satisfied with the ability of their apprentices to perform tasks as expected – including 55.3% who strongly agree.

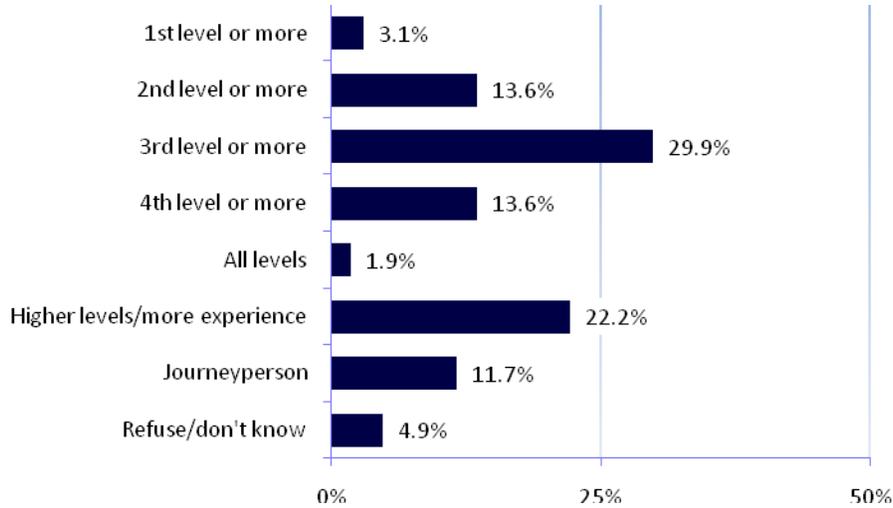
Q. Overall, I am satisfied with the apprentices' ability to contribute to the success of my company.



▶ Virtually all (96.3%) employers agree they are satisfied with their apprentices' ability to contribute to the success of their company. Employers were asked a similar question in the March 2007 survey, but for each of the four levels of apprenticeship. Although satisfaction is high for each level (82% level 1, 81% level 2, 85% level 3, 87% level 4), the 2010 survey shows a distinct increase in satisfaction level.

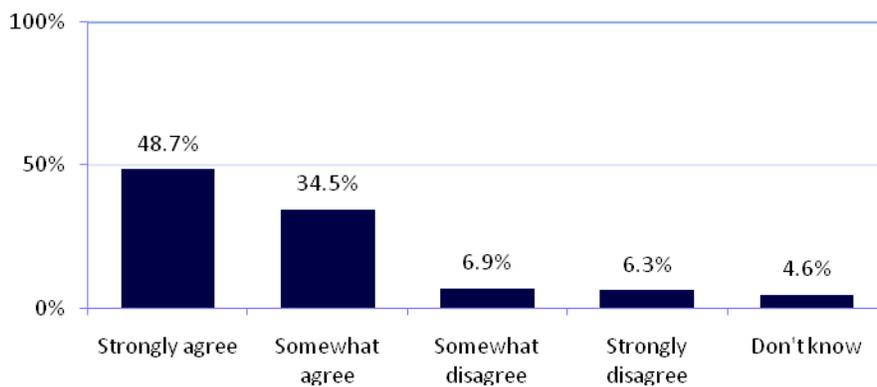


Q. Is there a level(s) of apprenticeship that contributes more to the success of your company?



- Approximately 46.2% of employers think a certain level(s) of apprenticeship can contribute more to the success of their business. Opinion is somewhat divided on what specific level of apprentice they think contributes more, but the overarching trend is clear – higher levels of apprenticeship are equated with a greater contribution to the success of an employer’s company.

Q. Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional colleges, unions or private sector trainers).

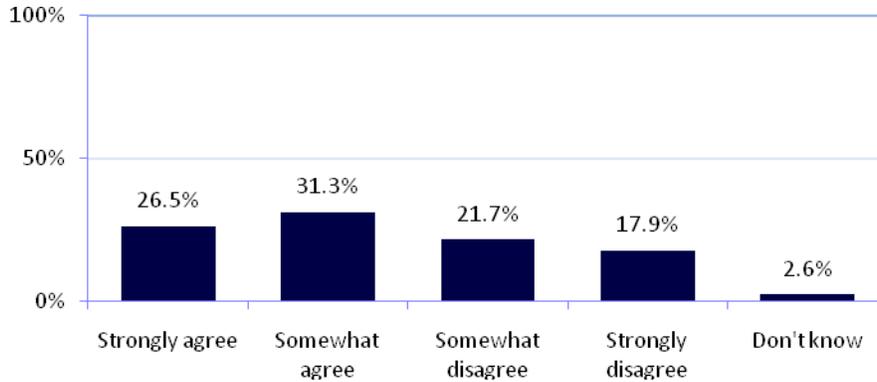


- The large majority (83.2%) of employers are satisfied with the quality and breadth of technical training available from technical training providers.

## Perceptions of Peer Group

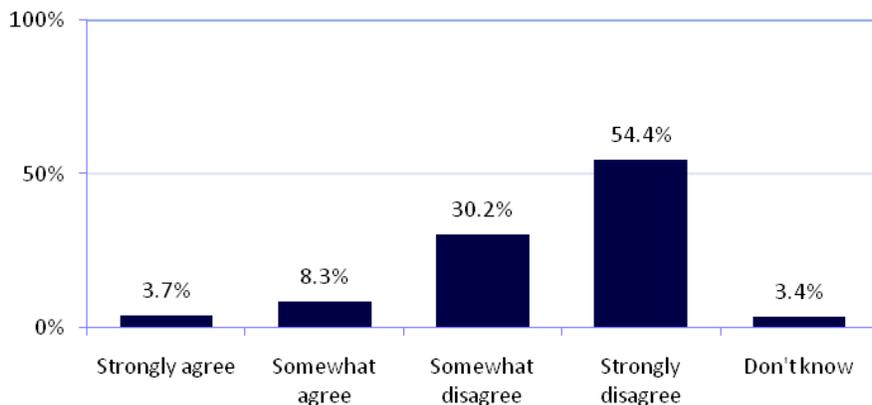
The following set of questions is designed to help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades.

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



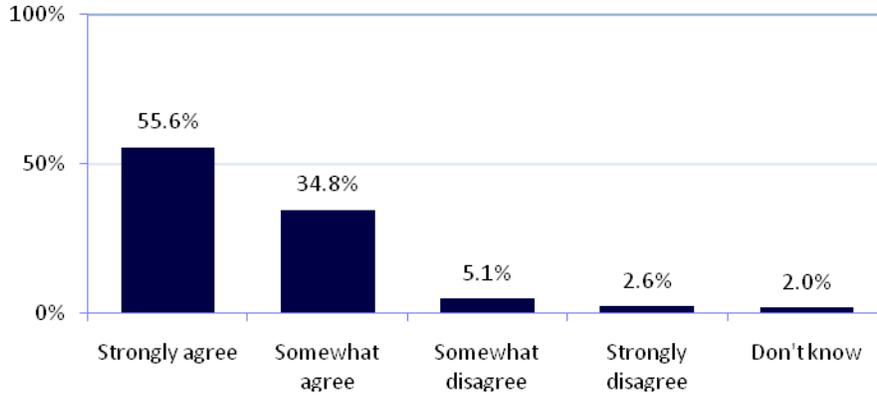
- ▶ More than half (57.8%) of employers agree that the general public views skilled trades as a 'second choice' career. This is a considerable improvement over the 76.1% of employers who felt this way in March 2007.

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



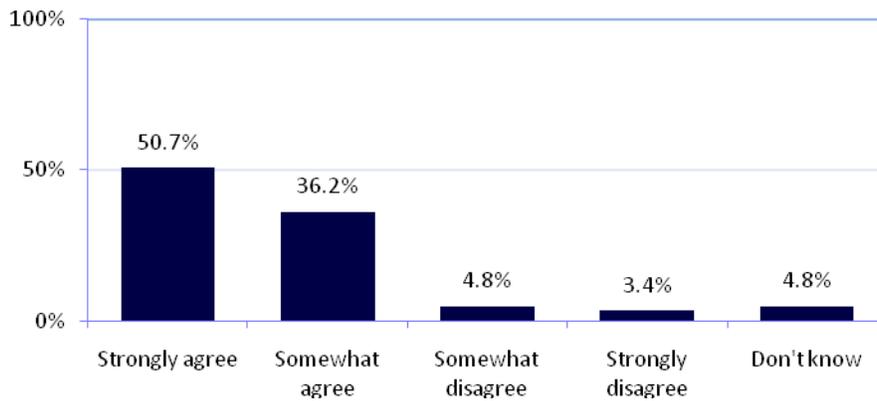
- ▶ The large majority (84.6%) of employers disagree that university is a better option than a skilled trade.

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



➤ Most (90.4%) agree that employers in general understand the apprenticeship process as well as the earning potential in the skilled trades.

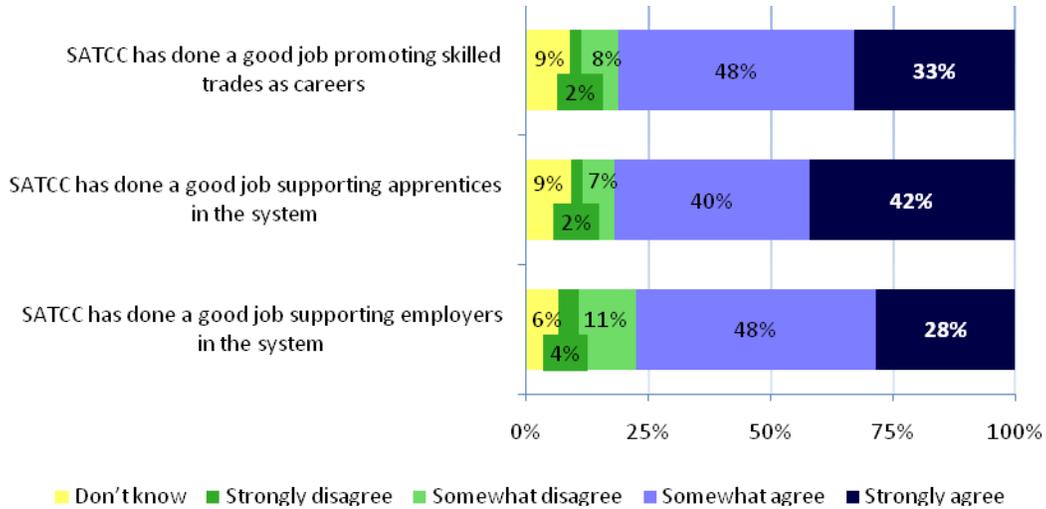
Q. *The general public's perceptions about apprenticeship and skilled trades have improved over the past 5 years.*



➤ Most employers (86.9%) also believe public perceptions about the skilled trades have improved over the past 5 years.

## Satisfaction with SATCC

The following questions probe employers' satisfaction with the Saskatchewan Apprenticeship and Trade Certification Commission. A similar series of questions in the March 2007 survey asked employers to rate satisfaction rather than agreement level, so the two data sets are not compared here.

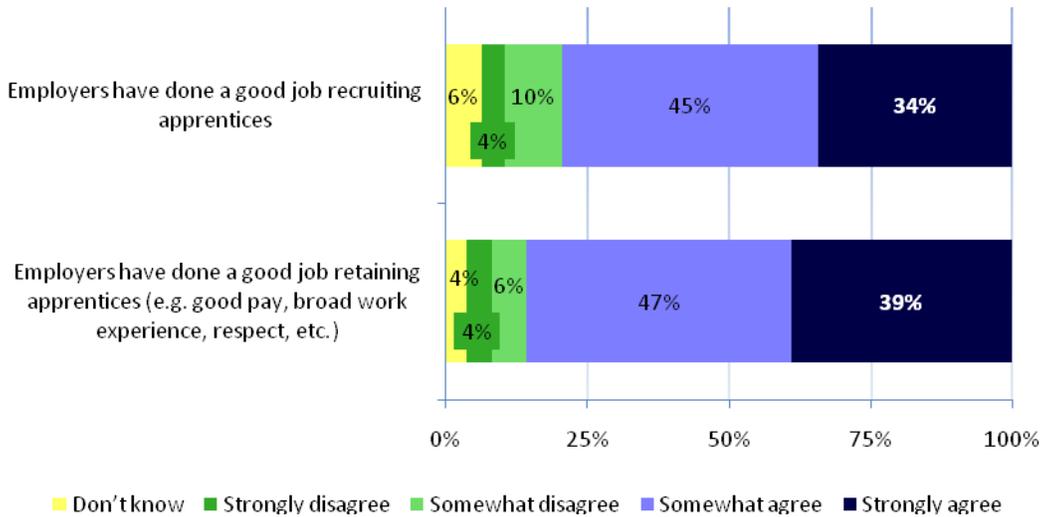


*\*Note: figures have been rounded.*

- The large majority (81.2%) of employers agree that the SATCC has done a good job promoting skilled trades as careers.
- Most (82.1%) employers also agree that the SATCC has done a good job supporting apprentices in the system.
- The majority (75.5%) also agree that the SATCC has done a good job supporting employers in the system.

## Satisfaction with Employers

The following questions probe employers' satisfaction with employers in their industry.



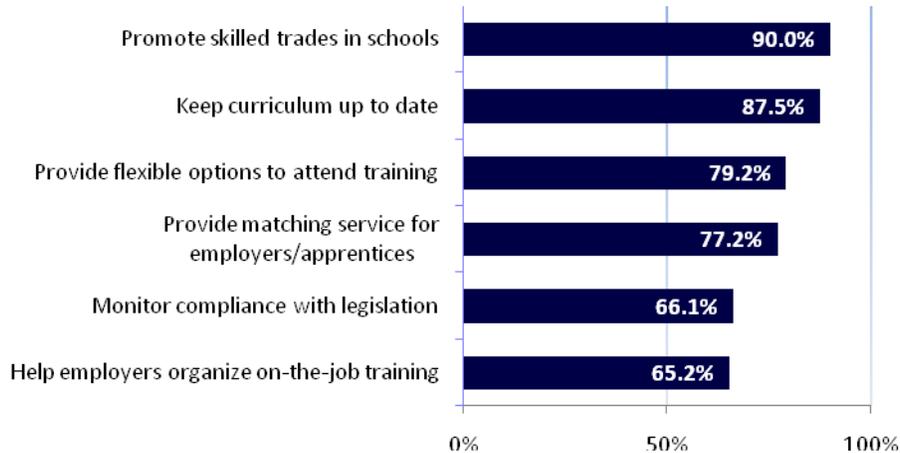
*\*Note: figures have been rounded.*

- The majority (79.5%) of employers agree that employers in their industry have done a good job recruiting apprentices.
- The large majority (85.7%) also agree that employers in their industry have done a good job retaining apprentices by offering good pay, broad work experiences, respect and more.

## Employers' Suggestions for Improvement

### SATCC

Q. What could the SATCC do better?



*\*Note: multiple response allowed.*

- Almost all employers agree that the SATCC could do better at promoting trades in high schools (90%) – even though in an earlier question, the large majority (81.2%) of employers agreed that the SATCC has done a good job promoting skilled trades as careers. This is not contradictory; it indicates that while employers are happy with the job the SATCC has done, they want to see even more effort expended on promoting skilled trades.
- Most employers also believe the SATCC could do better at keeping the curriculum up-to-date (87.5%), providing flexible scheduling options for technical training (79.2%) and providing a matching service for employers and apprentices (77.2%).
- Roughly two thirds say the SATCC could do better at monitoring compliance with legislation (66.1%) and helping employers organize on-the-job training (65.2%).

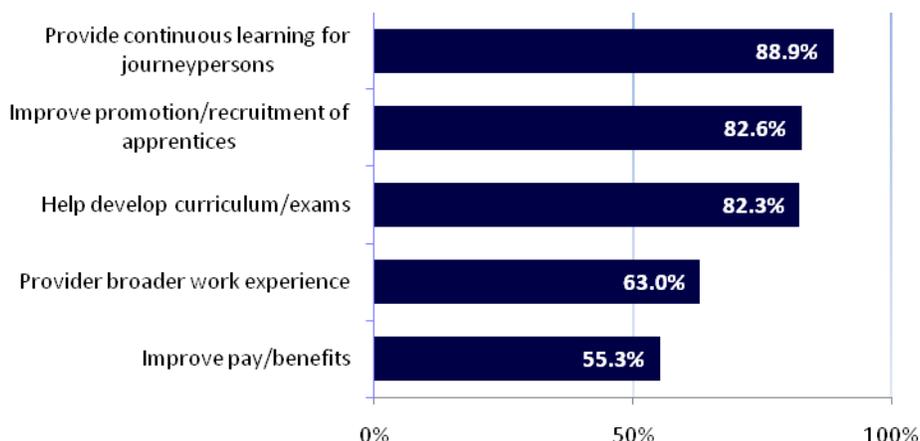
Q. Is there anything else the SATCC could do better?

- Given an opportunity to provide additional input on things the SATCC could do better, most (51%) employers say 'nothing'. There is no consensus among the 45% of employers who do offer suggestions, although the top suggestions include more accessible training (8%), updated curriculum (8%) more awareness of/recruitment to trades (8%) and improved teaching/training methods (6%). Verbatim responses are included in Appendix 1, question 15a, page 65.



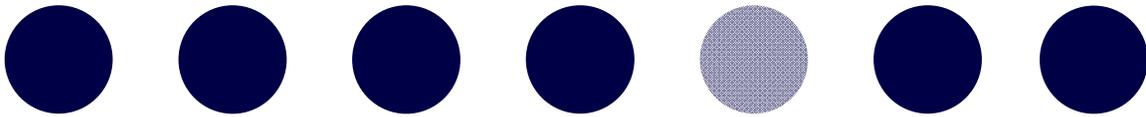
## **Employers**

Q. *What could employers in your industry do better?*



*\*Note: multiple response allowed.*

- The large majority agree that employers could do better at providing continuous learning opportunities for journeypersons (88.9%) and assisting in developing and maintaining curriculum and exams (82.3%).
- A majority also agree that employers could do better at improving promotion of the trades and recruitment of apprentices (82.6%). Again, this does not contradict the 79.5% majority who agree that employers have done a good job recruiting apprentices; it indicates the desire to see recruitment efforts increased further.
- Employers also suggest their industry could provide apprentices with a broader range of work experience (63%) and improve pay and benefits (55.3%).
- Other suggestions include being more supportive of apprentices in their training and development (8.8%) and improving recruitment and retention strategies (5.1%). Verbatim responses are included in Appendix 1, question 16a, page 72.



# Appendix 1 – Open-end Responses

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## Apprentice Survey

*Q. Please indicate the level of fee payment (provided by your employer for each level of technical training). (Q.18b)*

No verbatim remarks were provided.

**Q. Why did your employer refuse to grant you a leave to attend a level of technical training? (Q.19b)**

- I had just completed a level and was called backed to cover vacations.
- They were short on staff.
- So they didn't have to pay me holiday pay through the Christmas break.
- I was not part of the apprenticeship program at that point.
- They wanted me to be a better employee and have more experience before they would let me go.

**Q. Why did you experience difficulties in getting registered for technical training? (Q.20b)**

- All the seats were taken.
- At the time I wished to join this trade there was no apprenticeship co-ordinator in our area. My indenturing did not get done in a timely manner – hours of training were lost. There is now a co-ordinator in place.
- The communication could be better.
- They didn't recognize my hours.
- The employer never registered.
- My employer took forever to sign the papers. Not to mention, he lost them the first time.
- There was an error in payment from the company.
- Every time I called they would get back to me, but then they would tell me they didn't know when I was going.
- I had to wait. Soon the deadline would pass.
- It hasn't been offered yet.
- I haven't been informed yet when I start my 1st year of schooling. It would be nice if they could give me a date or general time frame.
- I haven't been informed when I am supposed to go for training.
- My hours had not been submitted.
- I've had the required hours to attend my first level of training for many months now. I still have not got in yet.

- I could not get a seat in the next class I was available to attend. As a result I completely missed the 2009/2010 school year. Not once was a seat offered to me even though I was on the short list to attend.
- I feel like I've been looked over. I'd been on the list longer than some people, yet they were getting in ahead of me.
- I had no trouble registering, however I had trouble getting all my hours accredited. Neither my journey person, nor I were aware, there was a limit to the amount of hours that could be sent in at one time.
- I had trouble in getting registered for technical person because every time I would go to the SATCC office in Regina I was treated like garbage, told different things by different people and more often than not the put out.
- I have a wife and I'm expecting a kid and they gave me the opportunity to go to school in a different province but I didn't want that option so I was confused as to why I wasn't able to go to school in Saskatoon.
- I have been waiting to go back to school. I haven't had any feedback as to why I am not going.
- I haven't heard from them.
- I was registered for May and then the school said something different.
- I was working away from home and did not receive the notice in time to respond.
- It took longer than expected.
- The class was full!
- A lack of communication. I still have no idea when I am going for my second year of training.
- Lazy office workers.
- Long wait.
- Not enough training spaces available.
- Out of province transferring.
- SATCC kept misplacing and/or losing my hours and/or my enrolment papers.
- SATCC should advise anyone with apprenticeship contracts that are 'pending' for any particular reason. I went months before realizing that my apprenticeship contract was not approved. This has held back my schooling.
- Seems to be long a wait to get into school.
- SIAST signed me up for the wrong course originally, but fixed it after I talked to them, again.
- The Apprenticeship Board seems to be very unorganized, with too much bureaucratic disassembly. While I attended university for my honours degree, I did not see this much incompetence. I only hope things do become a little better.
- The apprenticeship coordinator registered me in a city I wasn't going to go to. So I had to reject and then she put me on the waiting list to get in. This was after several telephone conversations.
- The company I work for only registers apprentices twice a year.
- The people that were administering the program did not know what the heck they were doing. They literally jerked me around for several months - very frustrating!
- The teacher would not allow me in his class.
- There has never been enough room for me to go to school. It is starting to tick me off a bit. I wanted to go to school last year, but NO ROOM!!! It really sucks!!!

- There were not enough open seats and training courses in Regina.
- There weren't enough courses or locations.
- They misplaced my application.
- Too many apprentices calling in telling the contact agent when they want to go to school rather than waiting to be contacted. As well, I'm missing one year due to work and being told that I could not be enrolled back to back.
- Too few training slots. Training is offered in limited locations.
- It took two years to get into school.
- Training sessions were full.
- The training space was confirmed, but then an instructor took ill, delaying my training by about 6 months.
- I'm trying to get a hold of someone. They tell me to call one person then another.
- They lost my paper work.
- They should really consider my welding trade to write off at least some of the pipefitting requirements! They do in Alberta!

**Q. Please indicate any issues you have encountered with on-the-job training. (Q.23g)**

- I have anal bosses.
- As an apprentice, sometimes I feel that I am looked at more as a labourer to do the heavy work than a trainee who requires technical training and guidance.
- At my current workplace, I am not able to complete the mandatory 600 hours of SMAW experience that I need to fulfill my apprenticeship. This is something I have only done in school, and cannot take a pay cut for.
- My back is sore from standing all the time.
- I am an apprentice; I have been overlooked for certain training, i.e. lift training.
- Big chunks of training lacking for individual jobs.
- My boss is more concerned about getting the job done as opposed to having me understand why I am doing something the way I am.
- Didn't get to work on many engines or transmissions. This was a deterrent when it came to exams.
- I didn't feel prepared for exams.
- I had difficulty with having the employer indenture me. Low wages.
- Employers really don't care to train you or teach you something. They look at an apprentice as if they are cheap labour that can make them more money.
- Favouritism does not allow a broad range of learning.
- Getting to write my journeyman exam, they didn't recognize the hours which made my employer mad because he had to redo the books.
- I'm getting very little carpentry experience on the job. My employer has me doing other jobs, like running the lumber yard and filling customer orders.
- I couldn't really practice stick welding. There was no opportunity. Limited application.
- I didn't get to choose where I wanted to go; I was thrown into a situation where I wasn't familiar. It hasn't been a good experience.
- I have worked with a lot of out of province journeyman who can't build with tube and clamp. Their ticket should not be recognized, unless they have a set number of hours using tube and clamp.

- I have worked with some very strong leaders with excellent job and communication skills and one or two specific people with poor people skills and short tempers. Overall most trade journeymen are far beyond.
- I think it's good.
- I was certified using a torch and now need more practice. They won't give me more practice.
- I work on site most of the time and school is all about shop. So the shop guys cruise through and the onsite guys struggle. Even though they are in the shop usually because they are not as physically strong or fast.
- I would like to weld more at the work place.
- A lack of 1 to 1 training. Apprenticeship on the job training is very poor as employers do not want to pay two people for one job. This leads to lack of exposure and failures at school.
- Lack of knowledge from the journeyman. I would rather take over than show me how to do it and learn better.
- My employer has me work in one area and not a broad range of tasks!!
- My journeyperson had an office position and had very little interaction with me and my workload.
- My shop simply doesn't handle all the types of jobs that may be encountered at other shops.
- Not a broad range of learning in all aspects of the trade, so far.
- Not able to work in the field of my apprenticeship.
- Not being able to find someone to apprentice under.
- Not being able to get a taste of the different areas.
- Not enough advanced training. Not learning enough new things to help me progress, for example, blending panels or even painting the exterior of cars.
- Not enough exposure. More or less the 2nd years I should be doing more carpentry related duties and less broom pushing. There should be more focus on what will be included in the next level of technical training I feel every journey.
- Not sure about what wage every level should be receiving, and when a raise should be applicable.
- I'm often not doing any plumbing-related tasks.
- The older journeyman doesn't want to train younger guys. Employers not giving us the option for schooling.
- Safety sometimes.
- Shops that only do certain kinds of welding. Some shops only do mig welding. When I came to my 2nd year of school it was very tough for me. I had been welding mig my entire career.
- Saskatchewan Apprenticeship does not communicate well with apprentices. Communication within the department, from an outsider's perspective, seems very poor.
- So much misinformation out there. I wrote my journeyman and passed, but failed practical. The only reason I have taken stuff is the misinformation from the qualified people.
- Some employer would not hire back once returning from school.
- Some of the exams are outdated.

- Sometimes the lack of specialty tools in the aftermarket.
- Sometimes we don't weld every day. I'm not able to get more hours.
- Such broad differences with journeymen's methods of working in the trade. Ten guys with 10 different ways of doing something and all of them being 100% sure their method is the best – they're stubborn about it. It makes learning difficult.
- The first journeyman we provided information that we didn't need to know. They got rid of him and now it's good.
- The industry doesn't really give a rip about your apprenticeship experience. I have worked for 4 different companies - none have standards or monitor anything. Very inconsistent supervision, if any at all.
- The industry is advancing faster than the school.
- The journeyman I was first placed with was not a nice person to work with. He was really rude and a jerk to me.
- The reliability of the training given by a specific journeyman is subpar, but many others that I have worked with are very good and qualified.
- The shop requires specific equipment in order to move onto the next level of training.
- There hasn't been consistent training.
- I'm trying to get some training at work because I know it's coming up in fourth year and I know it's part of the trade. It's hard to get the training you want. They are really particular with who they train for certain things.
- I guess some journeymen don't do things properly.
- Very little accuracy from what my journeymen/employer has told me compared to what I have learned at SIAST. Also my employer has neglected to give me more challenging work or train me on machines.
- We don't make a procedure out of it; we are assigned the work and then told to do it.
- We manufacture equipment not maintaining or repairing.
- When I had problems, I left the company. The trade is too big, too many subdivisions.
- When I show up on a site the company sets their own guidelines that I should be trained by them, and they always figure it's good to go.
- With my previous employer, there was not adequate journeyman on staff. One was on stress-leave and one did not become a journeyman until I had been working there for 6 months.
- It was RIDICULOUS to have to spend so much time during my journeyman exam as well as private vocational school training doing perms. The practices and expectations from apprenticeship and trade.

**Q. What could the SATCC do better? (Q.28)**

- Funding while waiting for unemployment.
- I think the course is too short.
- Supply smaller schools with tools.
- Advertise more in small towns. It would be nice if you could talk to people about apprenticeship face to face rather than on a piece of people. As an apprentice it would be far more beneficial.
- I applied for unemployment, which was easy to get, but not much money. It's hard to get by. It makes it a bit of a deterrent to continue training.

- Apprentices on unemployment should be able to be set up between school and government better so that they receive payments on time as opposed.
- Attempt to train apprentices at the training location closest to their home community. I was instructed to receive classroom training at the furthest possible training location from my home community in my first year. It puts needless strain on the family.
- Be more in touch with their apprentices as to their needs as well as knowing what their job entails. Apprentices require more training and should know how to do their jobs. Less incompetent.
- Better communication between employers and SATCC and with the members within SATCC.
- Better educated teachers. I didn't learn too much at the school.
- Better teaching material and updated schooling.
- By far the WORST service I have ever received. I was told different things by different people constantly. I was belittled by staff, had papers I had filed lost, and in my 3 years as a stylist I never saw one person from their offices in my place of employment. Absolutely disgusting waste of tax dollars, time, and effort.
- I called people to let me know when there is a last minute opening. Keep in contact. I never got the call.
- Come and do more at our schools to promote training.
- Communicate with the apprentices. Let them know what options are available and how to access them.
- Contact people when they know they have enough hours to complete training and set up more training.
- Digging into the big companies here in town and not paying what they should.
- Don't spend time in class drawing pictures to scale, it doesn't happen in field. We don't carry calculators in back pockets to figure out 45 degree angles either, waste of time in math class.
- Educate employers on the importance of on the job training by stressing how important it is not only to the apprentice but to the success and growth of their business and the trade.
- Encourage employers such as Potash Corp to have more apprentices - they can afford it. They steal from the smaller shops in the city.
- Encourage proper wages.
- Encourage SIAST to open more programs and more levels of current programs, as well as journey person exams, in their Regina campus. The inconvenience of moving to Saskatoon for eight weeks and leaving my family is a huge deterrent to me completing my apprenticeship training.
- The entire first year program should be re-designed and have higher focus on 3<sup>rd</sup> and 4<sup>th</sup> year hydraulics and up to date, modern systems.
- Get more people out checking up with the apprentices on the job sites.
- Get people to school faster.
- Get them into school.
- Get us all to work together. Make the unions work together.
- Get us into school faster.
- Getting into high schools, so students know what is out there.
- Getting more classes.

- Getting the apprentice to school on time. They should monitor employers. I have been working in the trade for 4 or 5 years, and still haven't got my journeyman's. Some employers take advantage of the apprentice. The employer doesn't want you to get your journeypersons ticket, as then they will have to pay you more.
- Give more information in high school to the availability of extra credit courses within the trades.
- Give more notice on when we do need go back to school.
- Give us more money for grants.
- I had an issue with writing my final exam; could improve the buildings in which they hold the exams, the lighting was horrible. Make sure that the building is decent, air conditioning/heating. Also supply proper pencils instead of golf course pencils.
- Had to go to Saskatoon for training, the second part we are trying to do Regina or Swift Current. Move it around.
- Have more practical assessments which are needed on the job sites.
- Have instructors that know how to teach.
- Help apprentices find work when they are laid off.
- Help increase automotive mechanical wages.
- Hold employers responsible for compliance of training in the apprenticeship program.
- Hour certification took three days - schedule should reflect the extra time and additional days to accommodate.
- I currently live in Manitoba. I am taking all my technical training on-line. I am not qualified to comment on the situation in Saskatchewan.
- I have been told by many other people from other provinces such as Alberta and British Columbia that our program is out dated and very unorganized.
- I think that SATCC is basing a good tradesman entirely on the work that is done in school. There should be more impact on the working skills and habits that they exhibit rather than if they can get a good mark on a written test or not. However, I think that material they teach in school is very important to learn and everyone should have to learn it. I just disagree with basing someone's status on how they do in school. There are many guys that do well in school that are terrible tradesman and it seems like they have the upper hand.
- I went to a pre-employment with heavy mechanic and once you leave the course you are a second year apprentice and still spend the four years in the trade. I didn't think that was right since I have the hours now to become a journeyperson, but still have to finish the schooling.
- Improve employment insurance.
- Increase funding.
- Increase the ratio of apprentices for journeyperson. That would make it easier for to find work, classroom system is highly inefficient it promotes mediocrity in a large group, it groups everyone together without really looking at the individuals abilities.
- Increase starting wage for the lower levels.
- Increase the class sizes.
- Inform me of my hours.
- Inter-province transferring.
- It seems like there are a lot of instructors that don't really care.

- It should be a little more focused on the residential side instead of commercial etc. When you get residential people in the classroom you get up to code in the trade, take 2 years on hydraulic system could be taught a lot more, one of the most common systems we work with, commercial and industrial. I have no knowledge on the residential side, they need to cover more of the residential or where commercial they do more of the residential. Plumbing blue code I think is over taught; take the same thing for 4years.
- Keep a list of who needs to go to school and who doesn't.
- Keep school closer so rookies can go without starving or paying multiple rents on unemployment.
- Keep track of instructors that have been there so long that they have forgotten to actually teach the material, instead of just presenting all the information.
- Less stress on final exams and more stress on total education and work experience. Finals from previous years should count for more.
- Let us keep our learning material.
- Longer time to complete exam.
- Look into their lack of respect for students from instructors! There is a 15% drop off averages at times, because of the fact that the instructors aren't doing their personal best at teaching!
- Make employers have a higher starting wage.
- Make it easier to go to school more than just once a year!!! Very big problem with most people including me.
- Make the employer pay and treat people right. Give out work fairly.
- Make the school training longer as there is not enough time to understand and learn all the material that is necessary. Should be at least 1 to 2 weeks longer. As both instructors and students have a hard time with the course. Teaching and learning. You should talk to the instructors and take THEIR opinion on the length of the courses. Four out of five say they do not have enough time to go through course material.
- Min-max pay structure for specified trades.
- Monitor the instructors to ensure we're learning what we actually are learning to make sure we're learning things related to our trade.
- Monitor wages better, or send out the set starting wages lists per each trade, per each level, so we can see what the set wages are, not what we are told for each level of apprenticeship. Feel this would be of great benefit to many people. It would also be very interesting to see what other trades make for wages, if there is a difference?
- More classes - long waiting lists to get in the 3<sup>rd</sup> and 4<sup>th</sup> year.
- More modern tools in the school and up to date information.
- More time for classes.
- My journey person hasn't been contacted with the rules and regulations of the apprenticeship, such as a maximum number of hours to be claimed or submitted at one time, in over 10 years.
- Night classes with actual real journeyman instructors.
- Not take so long on approving hours and helping out new apprentices.
- Offer more money while in school.
- Offering more classes, otherwise I would have to wait a year.
- Our schooling is only 3 nights a week for 12 weeks and only offered in Saskatoon and Regina, whereas most of our work is out of town. This causes people to spend a lot of

time driving on ice roads in the winter when they are tired from a long day of work. This promotes a job hazard none of us need. I suggest you offer a three week course for all levels of our trade so as we can get our schooling done easier. I am currently at over 6,000 hours on the job and will have to turn down school again this fall because I will be out of town for work. Please try.

- Pay instructors more so they aren't the ones who couldn't make it in the trade. The majority seem like they haven't worked more than a couple years and have little on the job knowledge.
- Penalize employers who will sign up first year apprentices as labourers but will not hire them back when they finish their first and second terms of school because they cost too much to employ. If it is a lack of work they claim, INVESTIGATE. Is there actually a lack of work or are they being cheap and unwilling to pay for 3<sup>rd</sup> and 4<sup>th</sup> year apprentices.
- Potentially, have a dorm or housing system in place for out of city apprentices to room at during the 8 week training levels. Finding affordable living has gotten harder in recent years under short notice.
- Pre-employment for first year of electrician shorter.
- Promote - some people think it's beneath them.
- Promote skilled trades in younger age group and offer smaller schools in smaller communities.
- Provide employers a standard of expected pay for all positions for steady growth in the industry and reward apprentices for choosing the trade.
- Quicker in getting back to school and better support because it is hard to get hold of some people.
- Quit being a bunch of jerks.
- Rate of pay for lower level apprentices.
- Reduce the 70% pass mark to 60%.
- Reduce the waiting time for technical training.
- Reply to the apprentices sooner.
- Set standards throughout the industry for rate of pay.
- Some people have trouble going to the school at the proper time because of poor monitoring of their hours, which therefore extends their apprenticeships beyond what it needs to be.
- Remove the electrical component from plumbing. That's an electrician's job. And if they don't take that out they should get better electrical instructors.
- The only issue I've had was in getting enrolled in the first place.
- The province has had a giant inflow lately flooding the market with out-of-province and out-of-country immigrant workers severely limiting the work available for local people. Working through the union, I see more out of province labour working here now than I see local people.
- The schools counsellors are not promoting trades at all. They push the kids to go to university. There is not enough funding; some of the people I just went to school with had to wait up to 5 weeks to get their pay for the time that they were at school. In the 7 weeks of the training, I had 3 instructors and I feel the program head did a very poor job of scheduling them. There has been no change to the apprenticeship program for 20 years. SATCC should have more funding so that people will be more willing to take the time off work to attend training.

- Our end (apprentice) is good, but feels the employer end could improve.
- There should be some level of standards adhered to. I found the school to be unprofessional and it appeared marks were based on personal relationships rather than technical skill.
- They are too easy on the students. There are a lot of students that pass who shouldn't. And they always talk about kicking people out after missing a certain amount of classes but they never stick to their word, which they should.
- They could use more facilities. Since I have to do a bit of travel - an hour and half to classes. No central area classes. Facility could be a bit more up to date - specialized classes, for example, in high voltage et al.
- They had some rule where you couldn't take back to back classes in the same school year and I don't agree with that.
- They need more book for training and update their modules.
- They should make sure people don't take advantage of the potential apprentices. Some people work for years and don't get anywhere.
- They should re-write the tests to the curriculum.
- Try to give more money to an apprentice when they are going to school.
- Update the teaching.
- What is taught in class should be reflected towards the test – need to cover all the material the test will be given on.
- We need a better facility.
- With the truck and transport mechanic trade, help the school get some modern equipment for us to look at. Some of the equipment we work on at school i.e. engines are completely obsolete. 20 years and plus.
- Work closely, more hand in hand with employment. The ongoing concern is mostly on how difficult it was to get employment insurance even though we paid into it.
- Work with the employment insurance a little bit better.
- Working with my employer more and getting experience that is relevant to the trade and expand the breadth of the training experience once I'm indentured.

**Q. *What could employers in your industry do better? (Q.29)***

- Stick to the right apprentice and journeyman ratio.
- Administration could be a little better.
- Better leadership.
- Communications from the school could be better.
- Cover more costs.
- Get more high tech equipment.
- Hire more guys and provide higher wages.
- I'd like to see something enforcement regarding the rates of pay for apprentices, even when it's not a union shop.
- I don't have an employer.
- I think some of the employers are more concerned with getting the work done than the apprenticeship process; they just want a body to fill a job. I think there should be more pressure for shops to have journeypersons, which may encourage them to be more flexible when it comes to apprentices attending school.

- If employers could assist with some of the expenses that would be great (room and board, etc).
- If they had the rules and regulations, that would be a start. They need their own book with Q & A, that when you ask a question they know how to answer it.
- Improve on safety - there is safety, but some are cheap on money.
- Incentive pay for completion of certificate and remaining as our employer.
- It's hard to get people worth putting through the apprenticeship program. Maybe they could do more interviewing. Less time to become a journey person would be nice.
- It depends on where you work.
- Just pay us what we are worth.
- Keep us on the payroll when we going to school.
- Let us work with equipment we need to learn about, prior to going to school.
- Be a little more proactive on new information and technology.
- Look after their guys a little bit better. Try to keep us around.
- Make our lives easier and give us more free incentives.
- Most employers don't employ pre-employment.
- Offer apprentices starting in the trade more money.
- They need to organize themselves better. I'm working no one is organized.
- Pay overtime.
- Paying for education and stuff things of that nature.
- Promote the trades.
- Recognize that there are females in the trades and that they are just as capable as the men in the trades.
- Scheduling – work out a schedule with better times.
- So hard to get into school. It is ridiculous.
- Some companies will only hire journeypersons. They should hire apprentices as well rather than just journeypersons.
- Some places are cheap.
- Some shops need to be updated.
- Stay union. Stop voting in conservative governments.
- Teach better.
- The employees are more important than the employers.
- The wage is good where I work but go anywhere else it's a lot different. We are unionized and I think the pay scale should be close. Companies need to be willing to pay their employees and respect them. Keep the wages tighter would keep people.
- Train better.
- Try and promote the apprentice.

**Q. Do you have any comments or anything you would like to add? (Q.30)**

- Four hundred dollars every two weeks isn't enough. Whoever controls who pays us, Employment Insurance isn't enough. We have rent, food and gas. Unemployment needs to step it up a bit.
- A 60 year old book with 60 years of old technology is not something that is useful for learning.
- The apprentice program in Saskatchewan is really good, don't change it.

- Apprentices in the motor vehicle body repair trade should have a guided and exceptionally reasonable pay rate.
- Apprentices need to be seen by industry and employers as a vital component of their bottom line success.
- Apprentices need to be trained by better qualified journey persons – 1 in 10 journey persons are very good. Most of them have gotten their tickets and have stopped caring.
- As an older student, I was apprehensive of going back to school, but the instructor was excellent. The whole experience exceeded my expectations.
- As far as I am concerned, and my instructor at the time agreed, when we're tested for our practical portion of the journeyman welding exam, the examiners air quenched our coupons. We had the worst passing rate in our class that our instructor had ever seen.
- As I had mentioned previously, by far the most daunting, time consuming, stupid, pointless waste of time and money I have ever seen. Can't believe in this economy we are wasting these funds. I agree that a promoting the trades is beneficial to most Canadians and its possible my experience – that of 100% of my peers in my trade simply had a bad experience.
- As previously stated, I feel that the Apprenticeship Board, especially concerning mechanical consulting trades, such as plumbing and gas fitting, need to have a different take on addressing the shortage within this professional designation. We need to have skilled journeymen and without changing and progressing current legislation, once the baby-boomers retire, the influx of new workers will trickle to a stop.
- Employers need to provide advanced training for their employees like car training at their expense.
- Employers need to see the benefit of hiring apprentices. Leaving the training for others isn't fair to the apprentices or to the system. There is a shortage of skilled labour, and current employers refuse to address that part of the problem is they will not help train the people who need to fill in the gap. Inexcusable.
- Employment Insurance payouts for apprentices attending technical training are, in my opinion, offer very little. I'm struggling right now to get caught up with payments.
- For the instructor, keep them up to date on how to conduct themselves in 2010 around woman.
- I found classes very disruptive due to immature student conduct. Instructors did their best to control it, but today's students don't seem to care.
- From what I have seen and learnt in the past little while, apprentices are the last resort for all companies. Companies should have to indenture apprentices after 3 months of work by law.
- Get apprentices into school.
- Have more spaces available as well as different times of the year for first year instrumentation. Also, consider Saskatoon as a place for the course.
- Have support for woman in non-traditional roles. Man is the pressure on!!!
- I got the best trade in the world; anyone else who is not a welder is second to me.
- I had several instructors who didn't do any teaching; they sat in the class, assigned the readings and played solitaire.
- I hate the Sask Party, they hire out of provincial people to do a job twice as long as a union person would. The Albert Street Bridge in Regina should have taken one month, but it took them 6 months.

- I have passed my written journeyman but have failed my practical exam. The thought of paying \$160 and possibly failing again has left me wondering if I want to go through that again, especially since I found the exam atmosphere (markers) very intimidating.
- I have talked to students in 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> year, and they all say that they do not have enough time to learn the course content. The instructors also say they have to rush through the content as they do not have enough time to explain it well.
- I like to see changes to the system, where employers are monitored as to when they send in hours, etc.
- I think Saskatchewan apprenticeship is fair at getting apprentices though when they have their hours. Kelsey Institute has very good instructors and curriculum, but the program seems to be under funded with regard to getting new equipment or any equipment for that matter.
- I want better instructors at SIAST. I want an instructor who has had real experience. My instructor now doesn't care about anything; he reads everything out of the book. Better in class on the job training.
- I would like to know if there can be a matching employer incentive program to share facilities for apprentices to develop and grow with experience and be ready for the journeyman exam to become licensed.
- I would really like to see Apprenticeship Board officials going to companies and talking to apprentices. Ask the questions this survey asks in front of employers. Most employers are good employers training apprentices so they can have the journeymen they need. However, there needs to be a watchdog to make sure the apprenticeship program runs how it is supposed to.
- If possible, try to send apprentices to training institute closest to their home community, or better yet, ask them their location preference. I am from the far northwest and was told to take first level electrician training in Moose Jaw when the same training is available in Prince Albert. I could have saved on travel time and expenses.
- If the Apprenticeship Board took over the payment rather than EI, it would make it more encouraging for students to take the schooling; living away allowance needs to increase a little – it doesn't cover expenses (of paying for 2 places). Make people more comfortable and able to take time off for school.
- In the electrical trade I disagree with how the final and end of phase tests are weighted. The final is worth 70% and the end of phase tests are only worth 30%. I think this is an unfair system. Something like 50/50 would be more realistic.
- It's going to be two to one apprentices and journeyman, so that's good. The schooling should end at the same summer period so that the same teachers are there for the whole teaching period. I think we could have done better with the teachers that were in system instead of one's just filling in. Maybe they could shorten the school year so that the teachers were consistent.
- It is hard for apprentices to stay in home communities when there is no work available for them. In my situation, I live in the far north and had to relocate south for work and education and after my 1<sup>st</sup> level of training was completed I quit my job to return home with my children. I have changed my job until an apprenticeship in my region opens up that meets my need of living.

- It is unfortunate that in the rush to get trades persons out and working a substandard level of instructors was used to fill the gap. A 70 year old retired journey person is brought in to instruct 20 year olds. Class control suffered.
- It should be made MORE difficult for out of province tradesmen to work here rather than easier. We should become more like Quebec and protect our loyal long term residents.
- Journey person test is way too hard. Everyone I ever talked to says that what we learn in school has nothing to do with what is on the Inter-provincial exam. This needs to be rectified.
- I really have nothing good to say about my instructor at SIAST. He's not very personable. He's lacking in this area.
- Keep clack out of Saskatchewan.
- More in class support. Instructors are too eager to go home at the end of the day and not willing to assist those that may be struggling in class and with exams.
- More instructors in school. Higher wages and benefits for when we are in school.
- More money makes me happy.
- More tools to use for the workers.
- More up-to-date equipment for the SIAST labs.
- My boss is still thinking about giving me a raise. Now that I am back from apprenticeship training and I think that is 100% unfiltered bullshit.
- My first year instructor was great. He is currently employed in the industry and made learning light and easy. My second year instructor wasn't involved in the industry and thought that reading every word from a text book was a valid way for me to spend three weeks of my life.
- Need to be more hands on in school.
- The instructors at SIAST Palliser are great!
- Our instructor in our class thinks he was really up to date with everything. We would ask questions and he wouldn't have to go to a book; he was very knowledgeable.
- Parking could be a lot better.
- Provide better communication about upcoming courses.
- Quality of instructors seems to be reflected by the wages they are being paid - instructors need to be totally knowledgeable in all areas of the course they were instructing – don't dictate out of a book.
- Recommend ongoing training for the instructors. It's hard for them to keep up when they are in the institutes.
- Rural employers have a tendency to not charge enough which means they can't pay enough.
- Saskatchewan apprenticeship schooling needs to be update it is way behind the times and also needs hands on training with Crane and Hoist.
- SATCC is doing a very good job.
- Scaffolding should be a red seal trade. Acknowledged as that of a journey person.
- School is good, but in some fields like blue print is wasting time drawing pictures and being neat to draw a line doesn't happen in field. In math class we figure out angles; what a waste of time. We don't carry calculators in are back pockets, we hold a fitting up and measure it. The marking in shop should count more because if you know how to do something good there it helps you out more at the field.

- Some of the course material is not necessarily relevant. There are more things that are relevant.
- STEC (Saskatchewan Tourism Education Council) did a brilliant job in arranging all the components of my journey person certification. The key players kept me on track and extended deadlines when needed. They were very supportive and are the main reason I got through the course on time. They should be commended on their work in educating the trades!
- Strongly advise new teaching techniques and maybe sending trade teachers to a class to learn how to teach their class better.
- Thanks to Saskatchewan Apprentice, I am now on my way.
- The instructors at the Woodland Campus are second rate.
- The IP. (Inter-provincial) exam bothers me because nobody out there can give me a straight answer as to what I should study. I contacted the school, the Apprentice Commission and spoke with Red Seal. How the in hell am I going to pass an exam I can't study for.
- The living allowance is WAY out of date. The cost of living in Saskatchewan has sky rocketed. It makes people not want to take time off to go back to school when they struggle to pay bills while enrolled. Also, more training facilities closer to homes should be allowed.
- The modules in school had a lot of information that the instructors even said it was not used anymore. It seemed to just be there to take up space more than anything. I personally thought it was a lot of wasted paper and time learning about practices that are no longer current.
- The on the job training has been great. I feel that if we were to have had the curriculum prior to the start date of the technical training portion, we may not have had so much homework in the evening. Most of the people in my class were working as well as attending training, which was difficult when faced with 3 hours of homework a night.
- The waiting time to get into the school is too long. When the required work hours in the field have been met, one should have to opportunity to attend classes within a short waiting period.
- They are not giving us the stuff we need to be learning at time.
- I think Apprenticeship Board should communication better with apprentices.
- This is a great opportunity for me to voice my opinion, thanks! I completely missed the 2009/2010 school terms not by choice. Not once was I offered a seat and I was on several short lists. Maybe the SATCC coordinators could do school scheduling once every few months? Let the apprentices decide when they wish to attend technical training according to availability.
- This was really good and I hope things will change.
- Thoroughly enjoyed my first year. Looking forward to the next. I wish the first year apprentices were given priority status when moving onto the second year. Not having to compete with students from other programs for an extremely limited amount of seats.
- Treat all trades fairly.
- I'm very happy with the program. Glad to earn good money while I'm working. Shout out to the Moose Jaw welding teachers, they are the best (Jerry and Rick)!
- When I wrote my IP twice, failed both times - they said I could never write the same one. It is very discouraging. I thought they were looking for trades people not brains.

Experience on the job shouldn't be what's out of the books, but what you can do with your hands.

- As I said before, the courses that are offered to us are excellent in content, just very hard to attend. We need to go to the Alberta model and offer a course 2 to 3 weeks in length so people can get the schooling they deserve.
- At SAIST (Saskatoon), I was given two and half days to learn one of our hardest areas! Because the May long weekend, it was shortened. We had a different teacher than the other class! And our class, on average did 15% worse than the average of the other! The knowledge of the teachers is good, but the lack of one-on-one training is a huge disappointment!

## Employer Survey

### **Q. How did you learn about the guide that SATCC prepares for each trade? (Q.5b)**

- The apprentice brought it with him.
- The apprentice had it.
- Apprentice had it.
- The apprentice showed the guide to me.
- From the apprentices.
- From the apprentices and from the Head of department.
- The apprentices brought it in.
- The Saskatchewan Apprenticeship Board paid a visit.
- Apprenticeship
- Apprentice
- From another company.
- Came as part of the training. I also found out about it through another manager.
- It came with the apprentice.
- I had downloaded it out of curiosity.
- Through my employees.
- From the tech school.
- From my son.
- From my trade advisor.
- From SIAST.
- From the apprentice.
- I received it from an apprentice.
- Received it from an apprentice.
- I received it when I applied for the apprenticeship.
- Our head chef informed us of the guide.
- Human Resources.
- I was an apprentice at one time.
- In the mail and one of the apprentices brought it in.
- The industry supplied it to us
- It came with all the other stuff in the mail.
- Mailed it to me.
- Mailed it to our office.
- Our mechanic brought it in.
- From a member of the Apprenticeship board.
- Another dealership.
- The person who working here before me.
- Received it when the apprentices came back from their apprenticeship training.
- It came by mail from the Saskatchewan Apprenticeship Board.
- It was sent in the mail.
- Talked to an apprentice consultants and he pointed me in the right direction.
- The apprentice had a copy of it.

- The technician showed it to me.
- They sent it to us.
- It was sent it to us.
- We were sent me a copy of it.
- A copy was sent along with a contract.
- We received it in the mail.
- Through the employer.
- We received the guide when the updates for the apprentice hours came in.
- I went through the apprentice system.
- When I was in school.
- When we hired the apprentice, the training centre provided him [apprentice] with a guide.
- By word of mouth.
- A family member was on the Trades Advisory Board.

**Q. Do you find it difficult to provide a broad range of tasks for each apprentice? (Q.6b)**

- At times I do. It depends on the job. There can be repetitive work.
- Availability of work at the time.
- Their inexperience and the implication if something goes wrong on a difficult job.
- Basically our scope of work is limited to industrial and commercial construction.
- An apprentice usually specializes in one area.
- Some of the tasks need experience and knowledge from a trained person which, in turn, means that they are watching someone else do it. It seems like a waste of time.
- Some of the apprentices aren't capable in a given task.
- Because of job deadlines, we just don't always have the time to do it.
- We're a franchise and if they're not certified in their field, then you can't be paid for it.
- We're a heavy duty trailer shop and we don't have a lot of trucks in here for them to work on.
- It is job dependant.
- Certain jobs are more limited.
- It's challenging because you don't always have the people to supervise. There are always certain priorities in thing that need to get done.
- Construction is getting to be more of a '5-trade rolled into 1'. You need to get a well rounded person who can do everything. It can be tough.
- Depends on the job.
- Depends if I'm doing residential or commercial.
- Depends on the work load.
- Depends on the volume of work at the time. If it is too slow or too busy, sometimes it's difficult to use a particular tool. Our business is a 24 hour industry. We are so dependent on the public sector.
- Every company is specialized and we don't deal with all aspects of the trade. It's difficult to expose them to everything.
- Everyone is different and natural at different things. For some, it is a struggle and it is hard to provide equal opportunities.
- It's difficult having journeymen go with everyone.

- In the Regina location, in about 5 years they'll have experiences all of it. We are more specialized in some areas, so it can be hard. It's more difficult in smaller locations.
- In the winter we have a lot of time for training. Other seasons, not so much.
- Industrial mechanics is difficult to get a full range of things.
- Initially, they take a while before their skills are developed.
- It's just the work that has to be done for them to do.
- It can take a long time to train someone in just one aspect.
- Often many employees are specialised in one area of the trade.
- Our electrical program consists of residential and commercial. Sometimes commercial stuff is done by larger companies. It's difficult to have a big variety.
- Some apprentices are good at some stuff and some aren't. Also, it's a seasonal business.
- Some days are worse than others. It all depends on the work and the service calls that come in.
- Some of things they study in the apprenticeship program have nothing to do with this company (i.e. concrete). We provide a broad range with this company, but the industry as a whole.
- Sometime when we get on a roll, we could be doing one thing for two months in a row.
- Sometimes it's difficult to have variety.
- Sometimes it is just that way.
- Sometimes they are limits because were in the residential sector.
- At times the services we provide is the same kind of work over and over again.
- Sometimes they do more of one thing then another.
- We offer a variety of experience for the apprentice.
- Sometimes you can't leave them alone, which is time consuming
- Sometimes you can have one person on a job for 6 months; you can't take them off the job. It's difficult to have a big variety sometimes.
- If we don't have that kind of a jobs coming in, we can't have them do something without that.
- We're here to make money and at times I have to give the top jobs to the top men.
- Speed and experience is a necessity.
- Tasks may not be there, and through qualification, they may not be applicable for a first year apprentice.
- That's not the work that we're assigned
- The apprentice is a welder and we getting a variety welding tasks.
- The industry is often repetitive, so getting everyone moved around is a little tough.
- The major repair jobs happen on the weekends and the apprentice doesn't like working weekends.
- It's the nature of our business. Experience plays a big role in task allocation.
- It's the nature of the work.
- There is too much specializing in some trades.
- They're required to do stick welding, unfortunately, we only use aluminum. We can't stick weld.
- Apprentices are time consuming; sometimes it's the right man for the right job.
- We're fairly specific in the types of equipment we have.

- We're production orientated.
- We are more of a production shop than a job shop.
- We are short staff and it's hard to find quality work for the apprentice.
- We don't do residential work.
- We only do what we have to do at that particular time.
- With the work we have we try as hard as possible to provide variety, but there are so many areas which we need to cover.
- This is the way we specialize technicians in our field.

*Q. Please indicate the level of fee payment you provide for apprentices. (Q.8b)*

No verbatim remarks were provided.

*Q. Why did you refuse to grant your apprentice a leave to attend a level of technical training? (Q.9b)*

No verbatim remarks were provided.

***Q. Is there anything else the SATCC do better? (Q.15a)***

- Offer all 4 levels available in Saskatoon and Regina.
- Communicate the dates to register.
- You need provide education for employers in the ways to deal with apprentices.
- SATCC failed to read the trends of the requirements of mechanical farms.
- Hire instructors that are better qualified in schools.
- More exposure and information for the public.
- Make the calendars more available to students.
- Promote the trades in high school. Offer some form of financial assistance to get kids into the trades.
- SATCC needs to do a better job in recruiting. Provide some funding for tools for apprentices.
- They have to be able to work with the smaller companies that don't have a lot of employees. You can't take my key workers away at the busiest time for me. I'm left with no one and my company suffers because of this.
- Try to get more spots in schools for apprentices.
- A little more flexibility in timing for each trade and when they are offered.
- A lot of people don't know about the programs. I think it's great, just getting it in the high schools more. The high school staff are all university graduates, so that is what they will support. There is such a huge potential for the trades and I'd love to hire more, but I can't find any. More advertising for people that are looking for apprentices. Companies should be able to advertise with the SATCC.
- Provide a program that helps the employers with the cost of wages for an apprentice.
- Advertise a little better.
- Another trades commission. I think the lack of mathematics is a problem with the younger kids today.
- Apprentices get out of school and I have to train them in WHMIS. They should be learning that in school. We shouldn't have to send them elsewhere. It should be available through apprenticeship at SIAST.

- As an employer, the premise is better that you get green rather than pre-employment. The attitude is much better than the people that don't think they know it all. School is different than the real world.
- As an employer, I want to stress the importance of keeping the curriculum up to date so the kids are proud of what they do when they get out of there. It's a high tech industry and it can be hard on the tradesmen physically and mentally.
- Provide better opportunities and availability to attend school.
- Better training.
- Change a few things in the trades, especially in the way they teach.
- Changing the curriculum, making it more up to date.
- Clamp down on shops, they are not following the rules.
- Coincide the training with Alberta.
- Communicate with employers more.
- Communicate who their reps are in each area of specific trades. We need to know who to contact if we have a questions.
- Communicate with the employer better.
- Contact employers first regarding training dates for apprentices. For example, if the apprentice receives notification before the employer, the apprentice has already decided they have every right to attend training regardless of the possible employer's schedule. There may be some conflict. Some training takes place at the employer's busy times. Even though we fully support training and the apprenticeship program, it can be very difficult to lose the apprentices during training. There have been times when the SATCC has contacted more than one of our apprentices to attend training at the same time. I believe any employer would find it very difficult to lose more than one apprentice at a time.
- Correspondence is very discouraging for parts advisory automotive. Students are eager to finish the course and finish what they needed to, but then they have to wait for a very long time for a response and to write the exam. The communication is horrible. By the time they could write the exam, months have passed and they started losing information and motivation to complete it.
- It is difficult dealing with automotive provincial apprentices. There is an orange wall between us and other walls and it's primarily the union doing it.
- Distribute information better.
- Flexibility and availability of training classes. They need more training sessions.
- Get as much press as the university gets in the high school.
- Get kids through school and creating more school job openings.
- Get the unions at mine sites to accept SATTCC graduates instead of stealing my freshly minted journeymen.
- Get them interested in trades at the high school level for sure.
- Getting better feedback from the employer on the apprentice's current ability and skill set. Once they get their time in they call them up and tell them you achieved your hours and it's time to go to school. There are no questions of the employer whether or not they're ready to go to the next level. Very little communication.
- Getting the message out to the public that their kid doesn't need to be a computer whiz.
- Give employer funding breaks to hire apprentices.

- Have a 2:1 ratio. Two apprentices to 1 journeyman. And I'd like to see the level 2 and 3's work more on their own.
- Have classes provided in Prince Albert.
- Have more people come around and give us a little more insight into what we are supposed to be doing. Have more spaces in the classrooms.
- Have more time slots available for training. There needs to be more oilfield content in the course and less mining.
- Help ensure that these kids get their unemployment money on time. They can't afford to wait 6 weeks for money. We lose people because of that. This problem has been ongoing for 30 years. Someone needs to fix it.
- I'd like to see steel fabricator courses offered more often.
- I am not sure their paperwork is accurate. The hours an apprentice works can't be recorded accurately, and they are difficult to get a hold of.
- I don't know how it is in other industries, but as a stylist/salon owner I feel the schools around here should be stricter. I also feel there should be more incentive for the business owner to hire an apprentice out of school, pay them and then have to not only technically train them, but also teach them about building their business as a stylist. I hear that they get grants for staying in province and getting their journeyman. But how come, as an owner and someone who trains them and helps them achieve these things get nothing?
- I have a problem with SATCC not being available for the apprentices when they need their help. They need to be more hands on with the apprentices because there are a lot of things I don't know. We haven't got a lot of the support from the Board.
- I have an apprentice on mat leave and she did her journeyperson from our salon. She did not pass the exam. She was given a letter saying that she may have to redo some of her apprenticeship. She is very skilled and I am really upset that she has to go back and do it all over again. The other complaint I have is we have a girl that goes to school for two months, works for two months, and keeps going back and forth; she left not knowing enough.
- I think the apprentices get pushed through too fast. They should change it to a 5 year program so that they can get more hours of work experience in.
- I think the system is working the best it can, for now. Ensure the instructors are qualified and up to date.
- I think the communication and information for the employers needs to be better.
- If they were to offer a benefits package for employers to enrol the apprentices, that would be helpful.
- It would be helpful if my salon was a registered trade. It is a trade but not very popular.
- Is there a tax benefit for the employer when engaging with the apprentice?
- SATCC could centralize the apprenticeship levels in and around Saskatoon and Regina. It's often a hardship for students to go to Prince Albert. They could also increase the number of classes for each level of apprenticeship.
- It would be nice to see Saskatchewan and Alberta working better together. I'm from Saskatchewan, but took my education in Alberta, and they said I would have to redo my tests to be able to work in Saskatchewan. I would like to see it be easier to go from one province to another.
- Just keep promoting the trades a valuable option. Needs a better wrap on the name

- Just more than normal promotion in high schools.
- Keep the curriculum up to date without the loose of non-current technology. It still needs to be taught because we still use old stuff. Better use of SIAST time. Being able to use all the months of the year.
- Keep promoting it and more consistency in keeping it at the forefront in the high school. There needs to be more variety of trade in the curriculum
- Listen to the employers. We know how it works.
- Listen to the industry more. It is not all about SATCC. This needs to stop. They need to work with us.
- Listen to their Trade Board's recommendations. They are supposed to be the industry leaders. They too, don't listen to industry.
- Ensure the school provides adequate training and that students are examined by an examining Board to pass Beauty School rather than the way it is now. If you pay tuition you are guaranteed to pass no matter what your ability is. Then still have the journeyman exam after an apprenticeship program.
- Make the theory portion current and relevant. There have been too many reports of useless information being used.
- Make SATCC's website easy to follow!!! HAVE SOMEONE ANSWER THE PHONE! We want to talk to people so that the process isn't so complicated.
- Making a lot of it is good, providing more opportunities for everyone including apprentices and journeypersons. There should be a bureau to get these people jobs.
- Market with the government about keeping kids here or bringing them back to Saskatchewan.
- Modernize what they're teaching, especially our carpenters. Some of the tools they're use and techniques they are following are so far behind. We haven't used that stuff since the 70s.
- Monitor and control of apprentices and their responsibilities.
- Monitor the quality of education provided for cosmetology. Curriculum may be sufficient, but the instruction from educator is very poor.
- Monitor the amount of apprentices per company! So many companies have far too many.
- More advertising towards the trades to encourage young people to enter.
- More availability for more classes.
- More class time, more instructors and more seats in the classes.
- More classes, especially in the Regina area.
- More classroom time and more involvement with employers.
- More communication with employers.
- More involved with trying to get employers compensated when they get first year apprentices.
- More job specific training.
- More locations for apprentices.
- Standardizing the requirements across Canada, we talk of apprenticeship, Alberta talks red seals. We should all be talking the same.
- More on site visits from the SATCC to see how the apprentices are doing.
- Need more openings to students in.
- More practical examines.

- Publicizing the trades for people to use the trades people.
- More seats available for the apprentices, those are ready to go back to school. There are always waiting lists; they need to be able to get through quicker.
- Need to be strict with who passes. Some apprentices pass the 4 years and don't even know basic electrical. Far too many multiple choice questions; get rid of that completely. Some guys are guessing and getting lucky. Must improve shop time - need to be graded tougher. More focus on trouble shooting. I was really upset with the last guy who got his journeyman that I had.
- Not everyone can go to school at certain times during the year. But I have had very good experiences.
- Offer more introductory courses.
- Offer something in foundation field and piling.
- Once the apprentice becomes a journey person they usually leave the company. We need to get a deal where they would stay with us. We provide a good work environment and they leave us to go to Alberta where the bigger money is. We must have some sort of incentive for them to want to stay in Saskatchewan.
- Our apprentices, when they come back from the school, they think it's a waste of time they find out it's not up to date. They are not learning anything more in school than they are in the shop.
- Policing it; SATCC has to enforce it. It's nice to say all these things I know of people working under the radar. They are just doing it. It's not fair to my guys.
- Pre-employment curriculum in the first year.
- Programs need to be more up to date.
- Promote the trades more. It isn't a secondary choice.
- Promote the professionalism of the trade industry. There's not added value to university; it's a matter of what each individual wants to do. Present these options to young kids, not just high schools.
- Promote the trades!
- Promoting trades in the high school.
- Promote the trades. Enter the school system earlier than high school. Junior high would be great.
- Provide more courses during the off season.
- Providing the training in all SIAST campuses.
- Rally the government to increase wages.
- Regarding welders, teach the students how to do some of the fabrication or general thinking before the welding. Some can weld and that's it.
- Retain the people. I'm never able to get a keep anyone. They're always moving. We don't have the same people for long periods of time.
- Review the stuff and make sure everything is up to date. In 4 years you learn every aspect of electrical, where half of it you probably don't need to know. They should change it to have residential electricians, some commercials electricians. And they should have classes to stay up to date.
- Scheduling could be done better. If there are multiple people getting more training from a company, don't take them all out at the same time.
- The issue of scheduling of the apprentices to go back to school. The employer doesn't have any say when they do. There are some parts of the year that are busier for us than

others and we can't afford to have our apprentices go to school. This makes for unhappy apprentices and employers.

- Send more people out to find out if the employees have their journeyman.
- Some of the classes that they take in our trade should definitely be upgraded. A lot of them are out of date, and some just don't relate.
- Special consideration or flexibility with the rules needs to be given in certain circumstances. Come up with a solution for the ratios with journey person and apprentices.
- Supporting the guy that sends these kids to school. And keeping up with the current upgrades.
- Teaching the importance of safety in the trades.
- The gap between the 2<sup>nd</sup> and 3<sup>rd</sup>, and 3<sup>rd</sup> and 4<sup>th</sup> year needs to be greater – more time to work and get some experience.
- The need to put into the apprenticeship training is reading, writing and compulsory skills. People don't always have that as a good skill, and it makes it hard for us.
- The only thing would be the feeling in the high schools that the trades are a second choice career. It should not be the student's last resort; it should be an option in their life. A lot of skills such as computers and math are not emphasised when going into the trades because they don't think they will ever have to use it. People are clueless when coming into a trade profession.
- The training could be a little more relevant since 3 of my 4<sup>th</sup> year guys have not passed their journeyman exam. It seems like the schooling and the exam is not in line since they do well in school and then don't pass.
- The turnaround times for processing this stuff. Also, journeymen from out of the country should be tested to see what level they are at.
- Their apprenticeship reps should be in touch with us more, they keep changing and there is always a new person that is supposed to be dealing with us, we haven't met with a rep in over two years.
- SATCC is behind in the curriculum. Some of the stuff is irrelevant. More electronic diagnostic - computers are not a new thing anymore!
- They can recognize flooring as a trade, carpet installing and sheet vinyl.
- They could get these kids into school better.
- They could lobby the government for pension plans and benefits for non-unionized workers. Most small commercial and residential contractors do not have the financial capability to supply these benefits.
- They could offer testing for the students that have problems with theory in a different manner when their school instructor feels they excel at the practical aspect.
- They could separate two construction areas; residential from industrial.
- They could track the apprentices better by the year and endure date by employers. Have better apprentice historical data for employers. They have to relax the privacy laws or at least give employers more access apprenticeship information.
- They make the exams too difficult. Some people get discouraged and don't try again. Almost everyone fails the first time – cosmetology.
- They need to be able to give apprentices more challenging jobs that will allow them to use their own diagnostic skills to figure things out for themselves.

- They need to get a tile course in Saskatchewan. It is so hard to find someone to stay in the province and send them out to get their education. They either compete or leave once they have used us for the education process. They need also to help apprentices to understand the business side of things. The curriculum is very out of date and they need to learn things like conflict resolution and customer skills etc.
- They need to recruit kids in high school to see if they could sign them up for an apprenticeship. Kids need to know that there is a broad range of jobs out there for them. Not everyone in university is guaranteed a job.
- They need to tighten up clerical work and record keeping for the apprentices' hours.
- They should allow the employer to be able to book technical training for an apprentice rather than the SATCC contact the apprentice directly.
- They should tell people that it's good to be a trades person.
- Ensure that there are adequate spaces in the school for the number of apprentices that need to do it.
- To have more than one apprentice per journey person.
- To make it easier to go through; reduce the wait time.
- Allow the apprentice to pick when they go to school, instead of being told when to go.
- See if they could be a partnership with the government to get incentives for employers to hire an apprentice.
- Ensure instructors are teaching curriculum material.
- Training in the investigative stage of repairs and follow through the training process of a failure, how it occurred, what actually is needed; the 'why' factor needs to be taught – a training level of re-check all work and approved operation. A major concern with the apprentices coming from trade school is the premise of "I am fully trained now" when in fact they have gathered tech info and now are ready to apply this knowledge and become efficient and fully trained.
- Update the curriculum in the automotive repair industry – it's changing much faster than the education being taught at SIAST. We do not have the technology to keep up with the changing times. We are keeping the interest of the apprentices while they are in school, but losing the journeyman after 10 years. They can't keep up with the changes.
- Update tech training in schools.
- Vermillion College doesn't do surveys like this. They should do a check-up.
- We're encouraging guys to go, but they're having trouble getting in because it's full all the time.
- We are kind of in an influx right now with the electrical program because there is a change in the ratio being allowed between apprenticeship and journeymen. I understand the electrical licensing act has to be changed to allow 2 apprentices to 1 journeyman, I'm kind of disappointed because I think they could have lobbied to have the two changes done simultaneously rather than having to wait, it's leaving everyone hanging and I don't know what the apprenticeship can do about this. They should be proactive that the change would be managed to work in the best for the employers and apprentices because it affects both.
- We don't spread the classes around enough. There concentrated in southern Saskatchewan. We need more in northern Saskatchewan.

- We have no way of knowing if the apprentices are available to work.
- When it comes to scheduling apprentices, THERE NEEDS to be better communication all around.
- When they go to school it takes far too long for the money to get into their hands – the unemployment, the man power money that they get. It shouldn't be a hardship to go to school, they need better support financially. It isn't set up real good for them.
- While going to trade school, offer more classes, larger classes. We need more trades people.
- Wind turbine certification is needed.
- Work better with employment insurance! It is ridiculous when these guys aren't getting cheques and they have families to support. When you are going to school the money should be kicking in IMMEDIATELY. The government should be happy they're in school, making their lives better.
- Work closely with the schools and businesses.
- Work on the quality of their instructors.
- We found that when apprentices come out they have unrealistic expectations about wages.

**Q. Is there anything else employers in your industry do better? (Q.16a)**

- Give proper seat time.
- Hire visible minorities.
- Keep track of work experience
- More training if their rates on par.
- To be more competitive.
- To commit to the apprentices.
- Train the staff.
- First, we could meet as a group to somehow speak with the public to about the need for skilled trade people. Secondly, employers should employ more First Nation people that meet the qualifications. Third, employers could also encourage more women to enter the workforce by cleaning up their act by eliminating negative and demeaning images of women in trades.
- A high number of salons in the 'booth rental' and have disregarded the quality of apprentices. I feel very strongly that has brought the quality of the training for apprentices down over the last 10 years. I feel that more salons should have benefits, holiday pay and solid wages.
- A more coordinated effort.
- An apprentice learns how to do one thing and one thing only. They need to be able to do everything; a broader range of skills needs to be brought to the table.
- Any employer should take more chances hiring an apprentice instead of going right for a journeyman. Everyone has to start somewhere.
- Apprentices need to know the employers are out there. One option we have found helpful is the career days at SIAST, Heavy Duty or Ag shows.
- Be more open minded with everyone. Think outside the box.
- Be more understanding. Everyone needs more compassion.

- Be willing to hire more apprentices.
- Become more unified with mandatory annual testing and/or training. As a group we need to raise our skill level and responsibility within the industry to match skill level needed and professionalism in today auto industry.
- Become more vocal in recruiting.
- Be more supportive of the apprentices.
- Better promotion of image, portrayed as a highly skilled job. Promoter the technical abilities required to be a mechanic.
- Better wages.
- Come up with a proper rating system of pay for apprentices. Provide a level of standard of pay for each level.
- Communicate with the training providers better.
- Continue to stay current on HR issues and benefits within the construction business.
- Do more for apprentices; I have a grant in the high school for someone going into the trades.
- They need to educate themselves to take the steps to get their apprentices to become journey persons.
- Emphasize the importance of the apprenticeship program.
- Employers need to realize that even though an apprentice may not be a good fit for them they should never make them feel they should not be in the industry.
- Encouragement - letting the apprentice develop their own personal styles.
- Everybody's got to learn to keep up with the industry and not to work against each other.
- Get more involved with the apprenticeship.
- Getting someone started. Getting them in the program – that's the hard part. The people I work for realize that this is a thing that must be done.
- Have the programs more segregated.
- Hiring practices are poor.
- I think there is still a problem with some of the employers making sure the apprentices get the proper level training.
- If we had legislation to make carpentry a protected trade.
- Increase wages and benefits.
- Maintain testing practices for qualified individuals.
- Make employers more aware of the apprentice system. A lot of employers are unaware of the process.
- Make sure the right person for the job is retained. Too often apprentices that aren't suited to the trade are kept around.
- Make sure they feel valued.
- More health and safety in place.
- More journey people.
- More on the job training.
- Higher pay.
- We need more people on board as companies that train – there aren't a lot of shops that train – we are big supporters. The program, I think, the whole industry should be focussed on that.

- Need to focus more on the training than giving the guys the answers. Giving them a broader spectre of work.
- We need to spend more time in learning what's involved with the contract industry before we get involved in it. Too many people are jumping in without knowing anything.
- Offer a 'tool program', where you get a tool kit when you start your apprenticeship with all the basic tools he'll need. When you become a journeyman, you buy it from the company for \$1.
- On-the-job training specifically for the requirements of the SATCC.
- Participation in the Trade Board – it is poor right now.
- Partner with SATCC to go to the schools and promote the career options – making it more fun.
- Pay better.
- Pay more.
- Perhaps we could allow them more time to study – if they are studying any modules or challenging exams.
- Promote apprentice to stay in Saskatchewan. Promote people to come from other provinces.
- Promote apprenticeships better for their business.
- Promote the industry.
- Provide better benefits.
- Provide more in-salon education.
- Push the government to give apprentices more support in their respective apprenticeship programs. Tools should be a right off – there are no tax benefits.
- Sending our guys more to skilled schools.
- Should be able to recognize the value of having a tradespersons working for you and ensure that person is taken care of.
- Somehow getting the actual car industry involved (getting updated car information from them) in the teaching of apprentices in the school. Somehow, teaching the automotive apprentices about the franchise businesses training methods so that they can work in the brand name automotive businesses – someone who worked in an auto body shop would have to start over
- Support the trades and apprentices. There are not enough dealerships that are training.
- Support the training facilities with up to date equipment.
- Our shop is a varied shop; we have a lot going on where other places might not have more opportunity.
- There are a lot of people going into university who could be in a trade – we need to promote more. There is always room for improvement. Ensure that they are there for apprentices - good 1 on 1 teaching. Do not let them figure things out the hard way. It could turn them off the trade.
- We all can support it a bit better.
- They could help with the policing aspect of it get rid of the underground economy.
- They could speak to career councillors. Liaise with High school councillors with interested students.
- They have to be certain that the apprentices are qualified to be on their own but most of the companies around here don't have the supervision and knowledge to decide that.

- They need to lose the flat rate! They are tired of losing men in the winter because there is nothing to do.
- IT takes patience to have the young people do things, because they're going to do it slower. If you have people that do it fast, the apprentice can turn into a helper. If you sign him up you have to have the patience to let him do it.
- To get them to pay for part of their tuition I suppose.
- Provide training – factory training or in house.
- Treat their staff like people, not numbers.
- Try to convince people to go to smaller centers because it is hard to get guys out here.
- Utilize apprenticeships as an industry.
- We could better enforcement and monitor apprentices and the apprenticeship program.
- We get a young apprentice and find they're not a fit for the job. We end up keeping them around and they waste their time, as well as ours.

**Q. Do you have any comments or anything you would like to add? (Q.17)**

- It is bad for one journeyman to supervise more than one apprentice.
- Saskatchewan Apprenticeship and Trade Certification Commission should visit more often.
- Regulate how many apprentices are under a journeyman.
- All in all the apprenticeship board is doing well. I think the first year apprentices are the ones costing the businesses the most and we should compensate for that.
- Apprenticeship needs to be addressed from a national stand point by a national governed body to get consistency within our industry across Canada and make everyone accountable from apprentices through to business owners through as minimum standard for the entire industry. Our industry has to push ahead and retain the best people. They need a level of accountability and professionalism that is unified and monitored/tested across Canada. You should not be able to repair vehicles unless you meet these minimum standards.
- Better promotion of trades in high schools. It's come a long ways, but there's still room for improvement.
- Better shop rate that we could pay our employees due to the government lack of bargaining with the auto body association which reflects on our wages to our apprentices and our employees. Higher wages would keep people in the trades longer
- Curriculum more developed for oilfield.
- Employers would appreciate more up to date information to answer employee questions.
- Get out there and advertise. Don't forget the parents!
- Have the course for cabinet makers in Saskatchewan. My apprentice had to take it in Alberta.
- We have to send apprentices out of province to get training.
- I'd like to know the ratio of apprentice to journeyman a company can have.
- I'd like to see more promoting in high schools.
- I'd like to see a tightening up of the curriculum and the testing system, especially since the wages has gone up in the past 3 years.

- I'm glad that you're calling around to make changes.
- I'm happy with the program. I think it's a good deal, it's reasonable for tuition and a lot of people don't realize that. As far as employment; you're employed right out of the program.
- I feel that the apprenticeship program should be helping the unemployment.
- I grew up on a farm, and my father went through a sheet metal trade in the late 50's. About ten years ago, he was very adamant that what was wrong with our country is that there are no apprenticeships anymore. Something is lacking.
- I hope SATCC realize that they are not being helpful when they do not listen to us. They can't design these programs by themselves, without us, and make them revolve around what they think. These apprentices are coming out unprepared and are being taught irrelevant things when much more important aspects need emphasis. SATCC need to listen to us because I am sick of going to war with the office people and having them think they know more, and are better than us. SATCC needs to listen.
- I love my job! The people who are employed in construction work very hard and I see the benefits of what they do. They certainly need to be compensated and appreciated in their trades.
- I read that we can't have more than a one to one ratio; for every journey person there must be one apprentice. But when a journey person retires we don't have enough, so then we lose an apprentices because we can't have more than one at a time. We need more apprentices in a work place rather than a one to one ratio. Another thing that concerns me is that there is not enough support in the high school for the math classes. They need to teach kids the basics and they need to tell them why math is important. If they can't relate to it and then they don't bother to learn them. I have kids who have a high school diploma and they can't read the tape measure.
- I would like Saskatchewan to have the same rules as Alberta, where you need to have a 1:1 ratio with journeyman and apprentice, so that there are more opportunities for young people to join a trade.
- I would like to send my apprentice to school during the winter months when work is slower, but they didn't have any room for him. They need to have more seats in the classrooms.
- I'm happy with the apprenticeship program. Some of our best employees apprenticed with us.
- In the construction industry, once you receive your journeyman's ticket, the industry changes so fast. It wouldn't be a bad idea if there was a program to keep up to date with all the new things.
- It's tough to get people who want to do apprenticeship in the rural areas; maybe there would be a way to get apprentices to go to these smaller areas. That would be wonderful.
- It needs to be promoted that the trades are out there and there are amazing teachers. Universities have done great jobs in promoting; we need to get on board for that
- It's a good apprenticeship program; it's recognized by other provinces. I'd still like to see it stronger and going harder.
- I've had a good relationship with SIAST; we've done very well here for our own apprentices and with work placement.

- The John Deere Tech program is an excellent program, which is what we deal with at our company. Also have more career awareness in high schools.
- Find a way of retaining good, stable staff – it's always changing, all the time. We don't get a lot of support it's pretty hard to compete with wages when the industry has been pretty hard
- There needs to be more enforcement of the ratios and people that are working outside of the trade unlicensed.
- More spots should be opened in the SATCC so they can finish the apprenticeship.
- There is more variety of trades available to take. We need a journeyman forklift mechanic. They should also lower the passing grade on the exams to 65%. All through life we go through school and 50% is a pass. All of a sudden we need 70%. A lot of the questions on the exam are interpretive and I think the exam questions can have more than one good answer depending on the job.
- We all need to work together in a slow moving process.
- Our apprentices cannot take school for automotive techs in Prince Alberta; which presents a problem at times.
- Promote trades STRONGLY; even if we could go to the schools on our own, not with the SATCC. We need to promote trades big time in Saskatchewan. We need to show the different specialties in the trades, the different kinds of trades available. Improve awareness and that trades aren't a greasy, dirty job. It's not all about being a doctor or a lawyer. The parents and society need to stop pushing things like that.
- I am satisfied with the consultant and she is doing the best she can do. I'm satisfied with the SATCC field staff. Overall, I think the program is well suited and the apprentice needs to put the foot forward, they have to do their part to; it's not just up to everyone else
- Shorten the waiting list to get into a program.
- Support the training facilities with more equipment donations and things of that nature.
- The two year program is bad. Students are coming out of school completely unprepared and they need to be doing only the 4 year. They need that chance to work while learning.
- The electrical program needs to be split into different aspects, such as residential, commercial, control and industrial. Also, a journeyman welder should be more qualified as a CWI one.
- The paper work takes a little bit long, but after that it seems to be going well.
- The program and the timing of schooling with relation to each trade. They could improve on growing and staying up to date with the equipment and training modules they provide.
- The system works very well.
- There has to be some changes they are not keeping up with the times, as far as technology is concerned. The kids in the school should be learning a lot more than there learning in the shop, but they are not. That is a huge issue.
- There is a lack of skilled workers in all trades. There is a need to develop better programs to promote the trades so that we have more people coming into the trades.
- SATCC could include in the guide the apprenticeship process for employers. Have a section on the procedure for employers on how to properly manage apprenticeship throughout the life cycle of the apprenticeship.

- They could improve customer service (the SATCC itself). We and the apprentices are the customers and so SATCC needs to improve in certain areas and be adequately staffed. SATCC needs more staff and be held accountable.
- They could work on the unemployment program too; it needs to be a lot smoother. I have guys that are scared to go to school because it takes so long to get paid. The apprenticeship could get involved a little more.
- They have to pay more attention to the crane and hoist trade
- They need to deal with what older homes need. The old stuff is obsolete, yet we have to work on the old homes all the time - lead pipes, cast forms, etc. They need to learn the tricks of trade and the things that can help them in the career. They need to know how to use these new techniques in the old house and the joinery to the old housing. This also applies to plumbing and heating business.
- We have found that sometimes the scheduling of classes fall within the busiest times of the year for our business. It's really difficult to let the kids go; it leaves us short handed
- When there is a government program, if you're going to university, as a student you qualify but if you're trying to hire a student in the trades you can't that's discrimination.
- As an employer in a hair salon, I have constantly seen the technical skills from new grads very poor. In general, most grads need a lot of training in the workplace after completing. I don't feel it is the responsibility of the employer to have to provide further training for basic technical requirements.
- As I mentioned before, general thinking of getting things ready before the welding. Most can weld and that's all. Most welders, for example, need help in cutting, grinding and measuring – for some; they can't even read a tape measure. It's the preparation before actually welding that they have difficulty with, no matter what the job is. Also, just being aware of their surroundings – watching and learning, picking up little ideas.
- As with any training, some people should not be given a dentist drill, a wrench or scalpel. Perhaps a better screening program or pre-test to see if there is any light for the trade being applied for. I have witnessed many students who have wasted the time and training only to go to another type of work and the more interested student not having the chance, due to delays in funds, timing, position of employment or a chance to write a pre-test or entrance exam to see what passion or direction. We need to work at the high school, trade school entrance point and employer to help young people see or feel the direction and apply accordingly.
- After four years of high school, educators would push the University on the kids and the trades would not even get mentioned. It is a lot better, now. The trades need to be an option presented to the younger kids coming up.
- I feel if the schooling portion is important, then the instructors should be high calibre as well. By what I've observed, it appears some of them weren't very good in the field and are now sharing their bad skill set with larger group. The material presented needs to be relevant to today's workplace.
- I know that I filled this out late, and I apologize, but I find this very interesting and would like to be more involved if there is anyway. Thank you!
- I think overall, students are not getting adequate training in school and are not ready for their work placement.
- I think the decision to allow two apprentices for every journeyman could help many employers.

- I think the job market just makes it tougher and that is in all industries. We have a great demand, but so does everyone else.



## Appendix 2 – Questionnaires

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### Telephone Survey Instrument – Apprentice

#### Introduction

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

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

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

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) from Fast Consulting. We are a professional research firm located in Saskatoon. Today we are calling to determine your satisfaction with your apprenticeship program and technical training. Information gathered in this study will be utilized by the SATCC to evaluate programs and services provided to apprentices. Please keep in mind your individual responses will remain confidential.

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

- 1) Yes – continue
- 2) No - schedule an interview OR offer the survey online. "If you don't have time to complete the survey by telephone may we email it to you, to complete it at your convenience?"

No - If the respondent isn't interested, terminate politely

Yes - may I have your email address \_\_\_\_\_

Would you feel comfortable sharing your email address with SATCC so that they may contact you by e-mail in future?

- 1) Yes
- 2) No

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

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

### Telephone survey questions

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

1. Are you currently an apprentice in the Saskatchewan apprenticeship system?
  - 1) Yes – continue
  - 1) No – politely terminate the survey
  - 2) Don't know – politely terminate the survey
  
2. Who is your Contract of Apprenticeship with?
  - 1) Individual Employer
  - 2) Joint Training Committee
  - 3) Don't know
  
3. What level of apprenticeship are you currently enrolled in?
  - 1) Level 1
  - 2) Level 2
  - 3) Level 3
  - 4) Level 4
  - 5) Recent Journeyperson - **skip to Q5**
  
4. Do you intend to complete your current apprenticeship and receive a certificate of qualification?
  - 1) Yes
  - 2) No
  - 3) Don't know
  
- 4a. Please explain why or why not \_\_\_\_\_
  
5. Please stop me when I reach the category under which your age falls.
  - 1) 18-24
  - 2) 25-34
  - 3) 35-44
  - 4) 45-54
  - 5) 55 +
  
6. Record gender by voice.
  - 1) Female
  - 2) Male

7. Are you a member of a visible minority group?
- 1) Yes
  - 2) No
  - 3) Don't know
8. Are you an Aboriginal person, that is, First Nation, Métis, or Inuit?
- 1) Yes
  - 2) No
  - 3) Don't know
9. Does a long term physical or mental condition or health problem limit the kind or amount of activity you can do?
- 1) Yes
  - 2) No
  - 3) Don't know
10. Are you an immigrant to Canada?
- 1) Yes
  - 2) No
  - 3) Don't know
11. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program?
- 1) Yes
  - 2) No
  - 3) Don't know
12. In which trade are you currently registered? (**select only one**)
- 1) Agriculture Machinery Technician
  - 2) Aircraft Maintenance Engineer Technician
  - 3) Automotive Service Technician
  - 4) Boilermaker
  - 5) Bricklayer
  - 6) Cabinetmaker
  - 7) Carpenter
    - a. Framer
    - b. Scaffolder
  - 8) Construction Craft Labourer
  - 9) Cook
  - 10) Crane and Hoist Operator
    - a. Boom Truck Operator "A"
    - b. Boom Truck Operator "B"
    - c. Hoist Operator
    - d. Hydraulic Crane Operator
    - e. Lattice Boom Crane Operator
    - f. Tower Crane Operator
  - 11) Drywall and Acoustical Mechanic

- 12) Electrician
  - What sector?
  - a. Construction
  - b. Production and Maintenance
- 13) Electronics Assembler
- 14) Esthetician
  - a. Nail Technician
  - b. Skin Care Technician
- 15) Food and Beverage Person
- 16) Glassworker
- 17) Guest Service Representative
- 18) Hairstylist
- 19) Heavy Duty Equipment Mechanic
- 20) Horticulture Technician
- 21) Industrial Instrument Technician
- 22) Industrial Mechanic (Millwright)
  - What sector?
  - a. Construction
  - b. Production and Maintenance
- 23) Insulator
- 24) Ironworker Reinforcing Rebar
- 25) Ironworker Structural
- 26) Locksmith
- 27) Machinist
- 28) Meat Cutter
  - a. Processor
  - b. Slaughterer
- 29) Motor Vehicle Body Repairer
  - a. Motor Vehicle Body Refinisher
- 30) Painter and Decorator
- 31) Partsperson
- 32) Pipeline Equipment Operator
  - a. Dozer Operator
  - b. Excavator Operator
  - c. Grader Operator
  - d. Sideboom Operator
- 33) Plasterer
- 34) Plumber
- 35) Pork Production Technician
  - a. Breeder
  - b. Facilities Maintenance
  - c. Farrowing
  - d. Grower-Finisher
  - e. Nursery Management
- 36) Powerline Technician
- 37) Refrigeration Mechanic
  - What sector?
  - a. Construction
  - b. Production and Maintenance

- 38) Rig Technician
  - a. Motorhand (Level One)
  - b. Derrickhand (Level Two)
  - c. Driller (Level Three)
- 39) Roofer
- 40) Sheet Metal Worker
- 41) Sprinkler Systems Installer
- 42) Steamfitter-Pipefitter
  - a. Petroleum Installer Technician
- 43) Steel Fabricator
- 44) Tilesetter
- 45) Truck and Transport Mechanic
- 46) Water Well Driller
- 47) Welder
  - a. Semiautomatic Welding Production Operator

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

- 1) 1 year
- 2) 2 years
- 3) 3 years
- 4) 4 years
- 5) 5 years
- 6) 6 years
- 7) 7 years
- 8) 8 or more years

14. Please indicate your experience with the apprenticeship system.

- 1) This is the first time I've been enrolled – **skip to Q15a**
- 2) I have previous been enrolled in an apprenticeship program(s)
  - a. Which one(s)? \_\_\_\_\_
- 3) I currently hold a journeyperson certificate(s)
  - b. Which one(s)? \_\_\_\_\_

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

15a. Are you aware of the on-the-job training guide that SATCC prepares for each trade?

- 1) Yes – continue
- 2) No – **skip to Q16**
- 3) Don't know – **skip to Q16**

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

- 1. Yes
- 2. No
- 3. Don't know

- 15c. Do you think the guide helps you recognize what an apprentice needs to learn in order to be successful?
- 1) Yes
  - 2) No
  - 3) Don't know
16. Does your employer assign work so that you experience a broad range of tasks at the workplace?
- 1) Yes
  - 2) No
  - 3) Don't know
17. Did your employer pay the fee for registering the Contract of Apprenticeship with the SATCC?
- 1) Yes
  - 2) No
  - 3) Don't know
- 18a. Did your employer pay the tuition fee for each level of technical training?
- 1) No - **skip to Q19a**
  - 2) Yes, but only for some levels
  - 3) Yes, but only if I passed
  - 4) Yes, regardless
- 18b. Please indicate the level of tuition fee payment.
- 1) I pay for less than 50% of the tuition fee
  - 2) I pay for 50% of the tuition fee
  - 3) I pay for more than 50% of the tuition fee
  - 4) I pay for the entire tuition fee
  - 5) Other, please specify \_\_\_\_\_
- 19a. Has your employer ever refused to grant you time off to attend a level of technical training?
- 1) Yes – continue
  - 2) No – **skip to Q20a**
- 19b. Why did your employer refuse to grant you a leave to attend a level of technical training (**check all that apply**)?
- 1) Didn't think I was ready to attend (lack of on-the-job experience, etc)
  - 2) Employer was unfair (arbitrary, played favourites, disrespectful, etc)
  - 3) Didn't get enough notice from SATCC
  - 4) Several apprentices at the company were scheduled for the same time; not all could go
  - 5) The employer had too much work at the time to let any of the workers go
  - 6) Other, please specify \_\_\_\_\_

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

- 1) Yes – continue
- 2) No – **skip to Q21**

20b. Why did you experience difficulties in getting registered for technical training (check all that apply)?

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

21. Please tell me if you agree or disagree with the following statement. I am satisfied with how I was treated by my employer once I became a journeyperson.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know
- 6) Not applicable

The following set of questions will help us determine how relevant the training – both on-the-job and technical training – were to you (i.e. how well the training prepared you for working in your particular trade).

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

22a. The competencies for the designated trade listed by the SATCC (brochure or website) are important to my ability to perform on the job in the industry.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

22b. The competencies listed for the trade helped me to find sufficient work at reasonable rates of pay.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know



22c. The competencies listed for the trade were important to my ability to move between employers or to other provinces.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

The following set of questions is specific to the on-the-job training that you did under the supervision of a journeyperson. These questions will help us determine whether we need to improve the services we provide to employers and supervising journeypersons.

Please tell me if you agree or disagree that...

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23c. Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23d. Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23e. Overall, I am satisfied that the work practices and procedures used by my employers reflect the modern standards in the industry.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23f. Overall, I am satisfied that my on-the-job training prepared me to write the Journeyperson exam.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23g. Please identify any issues you have encountered with on-the-job training.

- 1) Record response \_\_\_\_\_
- 2) None/no issues

The following set of questions is specific to the in-school technical training that you took as part of your apprenticeship. These questions will help us determine if our educational partners are providing the level of service that you expect.

Do you agree or disagree that...

24a. Overall, I am satisfied with the quality and breadth of technical training available from the training provider.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24b. Overall, I am satisfied with the technical knowledge and skill of my instructors.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24c. Overall, I am satisfied with the teaching or mentoring ability of my instructors.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree

- 4) Strongly agree  
5) Don't know
- 24d. Overall, I am satisfied that the theory portion of my classes was relevant and up-to-date.
- 1) Strongly disagree  
2) Somewhat disagree  
3) Somewhat agree  
4) Strongly agree  
5) Don't know
- 24e. Overall, I am satisfied that the hands-on (shop or lab) portion of my classes was relevant and up-to-date.
- 1) Strongly disagree  
2) Somewhat disagree  
3) Somewhat agree  
4) Strongly agree  
5) Don't know
- 24f. Overall, I am satisfied that the equipment at the institute was modern, well-maintained and available in sufficient quantities for the number of students in the class.
- 1) Strongly disagree  
2) Somewhat disagree  
3) Somewhat agree  
4) Strongly agree  
5) Don't know
- 24g. I am satisfied that my in-school technical training prepared me to write the Journeyperson exam.
- 1) Strongly disagree  
2) Somewhat disagree  
3) Somewhat agree  
4) Strongly agree  
5) Don't know

The following set of questions will help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades. Your answers should reflect the experience of your peer group.

- 25a. The trades are still seen by many people as a "second choice" career.
- 1) Strongly disagree  
2) Somewhat disagree  
3) Somewhat agree  
4) Strongly agree  
5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about the Saskatchewan Apprenticeship and Trade Certification Commission, please indicate whether or not you agree with the following statements.

26a. A good job has been done in promoting skilled trades as careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

26b. A good job has been done in supporting apprentices in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

26c. A good job has been done in supporting employers in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about employers in your industry, please indicate whether or not you agree with the following statements.

27a. A good job has been done in recruiting apprentices.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

27b. A good job has been done in retaining apprentices (e.g. good pay, broad work experience, respect, etc).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

28. What could the Saskatchewan Apprenticeship and Trade Certification Commission do better? **(randomize list) (read and select all that apply)**

- 1) Promote skilled trades in the schools
- 2) Provide flexible scheduling options for apprentices attending technical training
- 3) Keep the curriculum up to date
- 4) Provide a "matching" service between employers and potential apprentices
- 5) Help employers organize the on-the-job training component
- 6) Monitor compliance with the legislation

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

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

29. What could the employers in your industry do better? **(randomize list) (read and select all that apply)**

- 1) Improve the promotion of trades' careers and the recruitment of apprentices
- 2) Improve pay and benefits for apprentices
- 3) Provide a broad range of work experience for the apprentice
- 4) Assist with developing and maintaining curriculum and examinations
- 5) Provide continuous learning opportunities for journeypersons

29a. Is there anything else employers in your industry could do better?

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

30. Do you have any comments or anything you'd like to say? This is your opportunity to expand on any of your responses to the survey or areas you deem appropriate about the performance of the apprenticeship system and the quality of service provided by the SATCC.
- 1) Record response \_\_\_\_\_
  - 2) No / nothing else - **do not read**

**End of Survey**

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

Thank you for participating!

## Telephone Survey Instrument – Employer

### Introduction

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

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) from Fast Consulting. We are a professional research firm located in Saskatoon. We are looking to speak with the person in the organization who is responsible for hiring employees and apprentices.

May I please speak with that individual?

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

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) from Fast Consulting. We are a professional research firm located in Saskatoon. Today we are calling to determine the level of satisfaction with the quality of the programs provided by SATCC to support apprenticeship. The information gathered in this study will be utilized by SATCC to evaluate programs and services provided to apprentice employers. Please keep in mind your individual responses will remain confidential.

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

- 1) Yes – continue
- 2) No - schedule an interview OR offer the survey online. "If you don't have time to complete the survey by telephone may we email it to you, to complete it at your convenience?"

No - If the respondent isn't interested, terminate politely

Yes - may I have your email address \_\_\_\_\_

Would you feel comfortable sharing your email address with SATCC so that they may contact you by e-mail in future?

- 1) Yes
- 2) No

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

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

**Qualifier**

1. In the past 4 years, have apprentices been employed for use on your worksite either by you or another agency?
  - 1) Yes – continue
  - 2) No – politely terminate the survey

**Telephone survey questions**

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

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

3. Please indicate the total number of employees, including partners, and apprentices currently employed.

Number of employees.

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

Number of apprentices.

- 4) 1 - 2 apprentices
- 5) 3 - 5 apprentices
- 6) 6 or more apprentices

4. How long, on average, does it take your apprentices to complete their apprenticeship and become a journeyperson?

- 1) 4 years
- 2) 5 years
- 3) 6 years
- 4) 7 years
- 5) 8 years
- 6) Other, please specify \_\_\_\_\_

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

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

- 1) Yes – continue
- 2) No – **skip to Q6a**
- 3) Don't know – **skip to Q6a**

5b. How did you learn about the guide? (**select all that apply**)

- 1) SATCC website visit
- 2) Used in the past
- 3) Board meeting
- 4) Involved in developing the guide
- 5) SATCC staff
- 6) Other, please specify \_\_\_\_\_

5c. How often do you refer to the on-the-job guide?

- 1) At least once a week
- 2) Once a month
- 3) Less than once a month
- 4) When apprentices enter each level
- 5) Other, please specify \_\_\_\_\_

5d. Do you think the guide is a valuable tool for you as an employer?

- 1) Yes
- 2) No
- 3) Don't know

6a. Employers are expected to provide as broad a range of tasks as possible to each apprentice. Do you make every effort to assign work so that each apprentice can experience a broad range of tasks?

- 1) Yes
- 2) No
- 3) Don't know



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

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

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

11a. The competencies for designated skilled trades listed by the SATCC (brochure or website) are relevant for apprentices to perform on the job.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

11b. Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

11c. Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

11d. Is there a level/levels of apprenticeship that contribute more to the success of your company?

- 1) Yes – continue
- 2) No – **skip to Q11e**

11d.1 (if yes) Please indicate which level. \_\_\_\_\_

11e. Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional colleges, unions, or private sector trainer(s))?

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

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

12a. The skilled trades are viewed by the general public as “second choice” careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don’t know

12b. I believe that university is a much better option than going into a skilled trade.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don’t know

12c. Employers understand the apprenticeship process and earning potential involved with careers in skilled trades.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don’t know

12d. The general public’s perceptions about apprenticeship and skilled trades has improved over the past 5 years.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don’t know

Thinking now about the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC), please indicate whether or not you agree with the following statements.

13a. The SATCC has done a good job promoting skilled trades as careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don’t know

13b. The SATCC has done a good job in supporting apprentices in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree

- 4) Strongly agree
- 5) Don't know

13c. The SATCC has done a good job in supporting employers in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about employers in your industry, please indicate whether or not you agree with the following statements.

14a. Employers have done a good job in recruiting apprentices.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

14b. Employers have done a good job in retaining apprentices (e.g. good pay, broad work experience, respect).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

15. Overall, what could the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) do better? **(please respond YES or NO to each)**

- 1) Promote trades in the high schools
  - 1) Yes
  - 2) No
- 2) Provide flexible scheduling options for apprentices attending technical training (school)
- 3) Keep the curriculum up to date
- 4) Provide a "matching" service between employers and potential apprentices
- 5) Help employers organize the on-the-job training component
- 6) Monitor compliance with the legislation

15a. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission could do better?

- 1) Yes, please specify \_\_\_\_\_
- 2) No / nothing

16. Overall, what could the employers in your industry do better? **(please respond YES or NO to each)**

- 1) Improve promotion and recruitment of apprentices
  - 1) Yes
  - 2) No
- 2) Improve pay and benefits for apprentices
- 3) Provide a broader range of work experience for the apprentice
- 4) Assist with developing and maintaining curriculum and examinations
- 5) Provide continuous learning opportunities for journeypersons

16a. Is there anything else employers in your industry could do better?

- 1) Yes, please specify \_\_\_\_\_
- 2) No / nothing

17. Do you have any additional comments or anything you would like to add?

- 1) Yes, please specify \_\_\_\_\_
- 2) No / nothing else - **do not read**

**End of Survey**

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

Thank you for participating!

## Online Survey Instrument – Apprentice

### Introduction

Thank you in advance for taking the time to share your opinions with us through this survey. Your opinions are important in helping the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) evaluate the apprenticeship programs and technical training.

The SATCC is administering an on-line survey with individuals who are presently enrolled in apprenticeship to measure your satisfaction with your apprenticeship program and technical training. Information gathered in this study will be utilized by the SATCC to evaluate program and services provided to apprentices.

Response to the survey is CONFIDENTIAL. Fast Consulting, a Saskatchewan-based research company, will be compiling the data from the survey. Your responses are grouped with the responses from other apprentices – data is not reported in any way that makes it possible to identify individuals.

This survey should take 10 to 12 minutes to complete. If you have any questions or concerns about this research project, please feel free to contact Kelly Bettschen at (306) 787-4293 or Dawn Stanger at (306) 787-0123 of the SATCC.

Please take the time to complete the survey and return it by June 23<sup>rd</sup>, 2010.

**Again, thank you for participating and we hope you enjoy the survey. To begin the survey, please click the “Next” button below.**

If you have any problems accessing or completing this survey please e-mail [v.fast@fastconsulting.ca](mailto:v.fast@fastconsulting.ca) or call (306) 956-3070 ext 237 for assistance.

Once you have reached the last page, click ‘submit’ and the results are automatically transmitted securely to the Fast Consulting server.

Thank you!

### Online survey questions

1. Are you currently an apprentice in the Saskatchewan apprenticeship system?
  - 1) Yes – continue
  - 2) No – terminate survey
  - 3) Don’t know – terminate survey

#### Terminate page:

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

2. Who is your Contract of Apprenticeship with?
  - 1) Individual Employer
  - 2) Joint Training Committee
  - 3) Don’t know



3. What level of apprenticeship are you currently enrolled in?
- 1) Level 1
  - 2) Level 2
  - 3) Level 3
  - 4) Level 4
  - 5) Recent Journeyperson – **skip to Q5**
4. Do you intend to complete your current apprenticeship and receive a certificate of qualification?
- 1) Yes
  - 2) No
  - 3) Don't know
- 4a. Please explain why or why not \_\_\_\_\_
5. Please select your age range.
- 1) 18-24
  - 2) 25-34
  - 3) 35-44
  - 4) 45-54
  - 5) 55 +
6. Please indicate your gender.
- 1) Female
  - 2) Male
7. Are you a member of a visible minority group?
- 1) Yes
  - 2) No
  - 3) Don't know
8. Are you an Aboriginal person, that is, First Nation, Métis, or Inuit?
- 1) Yes
  - 2) No
  - 3) Don't know
9. Does a long term physical or mental condition or health problem limit the kind or amount of activity you can do?
- 1) Yes
  - 2) No
  - 3) Don't know



10. Are you an immigrant to Canada?
- 1) Yes
  - 2) No
  - 3) Don't know
11. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program?
- 1) Yes
  - 2) No
  - 3) Don't know
12. In which trade are you currently registered? (**select only one**)
- 1) Agriculture Machinery Technician
  - 2) Aircraft Maintenance Engineer Technician
  - 3) Automotive Service Technician
  - 4) Boilermaker
  - 5) Bricklayer
  - 6) Cabinetmaker
  - 7) Carpenter
    - a. Framer
    - b. Scaffolder
  - 8) Construction Craft Labourer
  - 9) Cook
  - 10) Crane and Hoist Operator
    - a. Boom Truck Operator "A"
    - b. Boom Truck Operator "B"
    - c. Hoist Operator
    - d. Hydraulic Crane Operator
    - e. Lattice Boom Crane Operator
    - f. Tower Crane Operator
  - 11) Drywall and Acoustical Mechanic
  - 12) Electrician
    - What sector?
      - a. Construction
      - b. Production and Maintenance
  - 13) Electronics Assembler
  - 14) Esthetician – Nail Technician
  - 15) Esthetician Skin – Care Technician
  - 16) Food and Beverage Person
  - 17) Glassworker
  - 18) Guest Service Representative
  - 19) Hairstylist
  - 20) Heavy Duty Equipment Mechanic
  - 21) Horticulture Technician
  - 22) Industrial Instrument Technician
  - 23) Industrial Mechanic (Millwright)
    - What sector?
      - a. Construction

- b. Production and Maintenance
- 24) Insulator
- 25) Ironworker Reinforcing Rebar
- 26) Ironworker Structural
- 27) Locksmith
- 28) Machinist
- 29) Meat Cutter
  - a. Processor
  - b. Slaughterer
- 30) Motor Vehicle Body Repairer
  - a. Motor Vehicle Body Refinisher
- 31) Painter and Decorator
- 32) Partsperson
- 33) Pipeline Equipment Operator
  - a. Dozer Operator
  - b. Excavator Operator
  - c. Grader Operator
  - d. Sideboom Operator
- 34) Plasterer
- 35) Plumber
- 36) Pork Production Technician
  - a. Breeder
  - b. Facilities Maintenance
  - c. Farrowing
  - d. Grower-Finisher
  - e. Nursery Management
- 37) Powerline Technician
- 38) Refrigeration Mechanic
  - What sector?
    - a. Construction
    - b. Production and Maintenance
- 39) Rig Technician
  - a. Motorhand (Level One)
  - b. Derrickhand (Level Two)
  - c. Driller (Level Three)
- 40) Roofer
- 41) Sheet Metal Worker
- 42) Sprinkler Systems Installer
- 43) Steamfitter-Pipefitter
  - a. Petroleum Installer Technician
- 44) Steel Fabricator
- 45) Tilesetter
- 46) Truck and Transport Mechanic
- 47) Water Well Driller
- 48) Welder
  - a. Semiautomatic Welding Production Operator

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

- 1) 1 year
- 2) 2 years
- 3) 3 years
- 4) 4 years
- 5) 5 years
- 6) 6 years
- 7) 7 years
- 8) 8 or more years

14. Please indicate your experience with the apprenticeship system.

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

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

15a. Are you aware of the on-the-job training guide that SATCC prepares for each trade?

- 1) Yes – continue
- 2) No – **skip to Q16**
- 3) Don't know – **skip to Q16**

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

- 1) Yes
- 2) No
- 3) Don't know

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

1. Yes
- 1) No
- 2) Don't know

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

- 1) Yes
- 2) No
- 3) Don't know

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

- 1) Yes
- 2) No
- 3) Don't know

18a. Did your employer pay the tuition fee for each level of technical training?

- 1) No – **skip to Q19a**
- 2) Yes, but only for some levels
- 3) Yes, but only if I passed
- 4) Yes, regardless
- 5) Don't know – **skip to Q19a**

18b. Please indicate the level of tuition fee payment.

- 1) I pay for less than 50% of the tuition fee
- 2) I pay for 50% of the tuition fee
- 3) I pay for more than 50% of the tuition fee
- 4) I pay for the entire tuition fee
- 5) Other, please specify \_\_\_\_\_

19a. Has your employer ever refused to grant you time off to attend a level of technical training?

- 1) Yes – continue
- 2) No – **skip to Q20a**
- 3) Don't know – **skip to Q20a**

19b. Why did your employer refuse to grant you a leave to attend a level of technical training  
(**check all that apply**)?

- 1) Didn't think I was ready to attend (lack of on-the-job experience, etc)
- 2) Employer was unfair (arbitrary, played favourites, disrespectful, etc)
- 3) Didn't get enough notice from SATCC
- 4) Several apprentices at the firm were scheduled for the same time; not all could go
- 5) The employer had too much work at the time to let any of the workers go
- 6) Other, please specify \_\_\_\_\_

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

- 1) Yes – continue
- 2) No – **skip to Q21**
- 3) Don't know – **skip to Q21**

20b. Why did you experience difficulties in getting registered for technical training (check all that apply)?

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

22 Do you agree or disagree with the following statement. I am satisfied with how I was treated by my employer once I became a journeyperson.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know
- 6) Not applicable

The following set of questions will help us determine how relevant the training both on-the-job and technical training were to you (i.e. how well the training prepared you for working in your particular trade).

22a. The competencies for the designated trade listed by the SATCC (brochure or website) are important to my ability to perform on the job in the industry.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

22b. The competencies listed for the trade helped me to find sufficient work at reasonable rates of pay.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

22c. The competencies listed for the trade were important to my ability to move between employers or to other provinces.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

The following set of questions is specific to the on-the-job training that you did under the supervision of a journeyperson. These questions will help us determine whether we need to improve the services we provide to employers and supervising journeypersons.

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23c. Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23d. Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23e. Overall, I am satisfied that the work practices and procedures used by my employers reflect the modern standards in the industry.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23f. Overall, I am satisfied that my on-the-job training prepared me to write the Journeyperson exam.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

23g. Please identify any issues you have encountered with on-the-job training.

- 1) Record response \_\_\_\_\_
- 2) None/no issues

The following set of questions is specific to the in-school technical training that you took as part of your apprenticeship. These questions will help us determine if our educational partners are providing the level of service that you expect.

24a. Overall, I am satisfied with the quality and breadth of technical training available from the training provider.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24b. Overall, I am satisfied with the technical knowledge and skill of my instructors.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24c. Overall, I am satisfied with the teaching or mentoring ability of my instructors.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24d. Overall, I am satisfied that the theory portion of my classes was relevant and up-to-date.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24e. Overall, I am satisfied that the hands-on (shop or lab) portion of my classes was relevant and up-to-date.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24f. Overall, I am satisfied that the equipment at the institute was modern, well-maintained and available in sufficient quantities for the number of students in the class.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

24g. I am satisfied that my in-school technical training prepared me to write the Journeyperson exam.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

The following set of questions will help SATCC design educational and promotional packages to encourage young people to select careers in the skilled trades. Your answers should reflect the experience of your peer group.

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about the Saskatchewan Apprenticeship and Trade Certification Commission, please indicate whether or not you agree with the following statements.

26a. A good job has been done in promoting skilled trades as careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

26b. A good job has been done in supporting apprentices in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

26c. A good job has been done in supporting employers in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about employers in your industry, please indicate whether or not you agree with the following statements.

27a. A good job has been done in recruiting apprentices.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

27b. A good job has been done in retaining apprentices (e.g. good pay, broad work experience, respect, etc).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

28. What could the Saskatchewan Apprenticeship and Trade Certification Commission do better? **(select all that apply)**

- 1) Promote skilled trades in the schools
- 2) Provide flexible scheduling options for apprentices attending technical training
- 3) Keep the curriculum up to date
- 4) Provide a "matching" service between employers and potential apprentices
- 5) Help employers organize the on-the-job training component
- 6) Monitor compliance with the legislation
- 7) Other, please specify \_\_\_\_\_

29. What could the employers in your industry do better? **(select all that apply)**

- 1) Improve the promotion of trades' careers and the recruitment of apprentices
- 2) Improve pay and benefits for apprentices
- 3) Provide a broad range of work experience for the apprentice
- 4) Assist with developing and maintaining curriculum and examinations
- 5) Provide continuous learning opportunities for journeypersons
- 6) Other, please specify \_\_\_\_\_

30. Do you have any comments or anything you'd like to add?

- 1) Record response \_\_\_\_\_

**End of Survey**

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

Thank you for participating!

## Online Survey Instrument – Employer

### Introduction

Thank you in advance for taking the time to share your opinions with us through this survey. Your opinions are important in helping the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) evaluate the apprenticeship programs and support provided to apprentice employers.

The SATCC is administering an on-line survey with employers to determine the level of satisfaction with the quality of the programs provided by SATCC to support apprenticeship. The information gathered in this study will be utilized by the SATCC to evaluate programs and services provided to apprentice employers.

Response to the survey is CONFIDENTIAL. Fast Consulting, a Saskatchewan-based research company, will be compiling the data from the survey. Your responses are grouped with the responses from other employers – data is not reported in any way that makes it possible to identify individuals.

This survey should take 10 to 12 minutes to complete. If you have any questions or concerns about this research project, please feel free to contact Kelly Bettschen at (306) 787-4293 or Dawn Stanger at (306) 787-0123 of the SATCC.

Please take the time to complete the survey and return it by June 23<sup>rd</sup>, 2010.

**Again, thank you for participating and we hope you enjoy the survey. To begin the survey, please click the “NEXT” button below.**

If you have any problems accessing or completing this survey please e-mail [v.fast@fastconsulting.ca](mailto:v.fast@fastconsulting.ca) or call (306) 956-3070 ext 237 for assistance.

Once you have reached the last page, click ‘submit’ and the results are automatically transmitted securely to the Fast Consulting server.

Thank you!

### Qualifier

1. In the past 4 years, have apprentices been employed for use on your worksite either by you or another agency?
  - 1) Yes – continue
  - 2) No – politely terminate the survey
  - 3) Don’t know – politely terminate the survey

### Termination page:

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

### Online survey questions

2. Which of the following industry sector best describes the nature of work for your business? If you operate in more than one sector, choose the one with the most employees. A list of trades is included under each sector to assist in your decision. (**select ONLY one**)
- 1) **Agriculture, Tourism and Service** (Cook, Esthetician – Nail Technician, Esthetician – Skin Technician, Food and Beverage Person, Guest Service Representative, Hairstylist, Horticulture Technician, Locksmith, Meat Cutter, Pork Production Technician)
  - 2) **Construction** (Boilermaker, Bricklayer, Cabinetmaker, Carpenter, Construction Craft Labourer, Crane and Hoist Operator, Drywall and Acoustical Mechanic, Electrician, Glassworker, Industrial Mechanic (Millwright), Insulator, Ironworker Reinforcing Rebar, Ironworker Structural, Painter and Decorator, Pipeline Equipment Operator, Plasterer, Plumber, Powerline Technician, Refrigeration Mechanic, Roofer, Sheet Metal Worker, Sprinkler Systems Installer, Steamfitter-Pipefitter, Tiler, Tilesetter, Water Well Driller)
  - 3) **Production and Maintenance** (Electrician, Electronics Assembler, Industrial Instrument Technician, Industrial Mechanic (Millwright), Machinist, Refrigeration Mechanic, Rig Technician, Steel Fabricator, Welder)
  - 4) **Motive Repair** (Agriculture Machinery Technician, Aircraft Maintenance Engineer Technician, Automotive Service Technician, Heavy Duty Equipment Mechanic, Motor Vehicle Body Repairer, Partsperson, Truck and Transport, Mechanic)
3. Please indicate the total number of employees, including partners, and apprentices currently employed.
- Number of employees
- 1) 1-10 employees
  - 2) 11 - 49 employees
  - 3) 50 + employees
- Number of apprentices
- 4) 1 - 2 apprentices
  - 5) 3 - 5 apprentices
  - 6) 6 or more apprentices
4. How long, on average, does it take your apprentices to complete their apprenticeship and become a journeyperson?
- 1) 4 years
  - 2) 5 years
  - 3) 6 years
  - 4) 7 years
  - 5) 8 years
  - 6) Other, please specify \_\_\_\_\_

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

- 5a. Are you aware of the on-the-job training guide that SATCC prepares for each trade?
- 1) Yes – continue
  - 2) No – **skip to Q6a**
  - 3) Don't know – **skip to Q6a**
- 5b. How did you learn about the guide? (**check all that apply**)
- 1) SATCC website visit
  - 2) Used in the past
  - 3) Board meeting
  - 4) Involved in developing the guide
  - 5) SATCC staff
  - 6) Other, please specify \_\_\_\_\_
- 5c. How often do you refer to the on-the-job guide?
- 1) At least once a week
  - 2) Once a month
  - 3) Less than once a month
  - 4) When apprentices enter each level
  - 5) Other, please specify \_\_\_\_\_
- 5d. Do you think the guide is a valuable tool for you as an employer?
- 1) Yes
  - 2) No
  - 3) Don't know
- 6a. Employers are expected to provide as broad a range of tasks as possible to each apprentice. Do you make every effort to assign work so that each apprentice can experience a broad range of tasks?
- 1) Yes
  - 2) No
  - 3) Don't know
- 6b. Do you find it difficult to provide a broad range of tasks for each apprentice?
- 1) Yes, please specify below \_\_\_\_\_
  - 2) No
7. Do you pay the fee for registering the Contract of Apprenticeship with SATCC?
- 1) Yes
  - 2) No
  - 3) Don't know



8a. Please indicate the extent to which you pay tuition fees for apprentices.

- 1) I do not pay - **skip to Q9a**
- 2) I pay at some technical training levels
- 3) I pay only if the apprentice passes
- 4) I pay at all levels regardless

8b. Please indicate the level of tuition fee payment.

- 1) I pay for less than 50% of the tuition fee
- 2) I pay for 50% of the tuition fee
- 3) I pay for more than 50% of the tuition fee
- 4) I pay for the entire tuition fee
- 5) Other, please specify \_\_\_\_\_

9a. Have you ever refused to grant time off to an apprentice(s) to attend a level of technical training?

- 1) Yes – continue
- 2) No – **skip to Q10**
- 3) Don't know – **skip to Q10**

9b. Why did you refuse to grant a leave? (**check all that apply**)

- 1) Did not think apprentice was ready to attend (lack of on-the-job experience, etc.)
- 2) Had a conflicting relationship with the apprentice (was insubordinate, etc.)
- 3) Not enough notice was given by SATCC
- 4) Had requests for several apprentices to attend at the same time; couldn't release all
- 5) We had too much work at the time to let any of our workers go
- 6) Other, please specify \_\_\_\_\_

10. Overall, I am satisfied with the quality of the journey person following completion of apprenticeship.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

11a. The competencies for designated skilled trades listed by the SATCC (brochure or website) are relevant for apprentices to perform on the job.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know



11b. Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

11c. Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

11d. Is there a level/levels of apprenticeship that contribute more to the success of your company?

- 1) Yes, please indicate what level(s) below
- 2) No – **skip to Q11e**
- 3) Don't know – **skip to Q11e**

11e. Overall, I am satisfied with the quality and breadth of technical training available from technical training providers (SIAST, regional college(s), unions, or private sector trainer(s)).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

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

12a. The skilled trades are viewed by the general public as “second choice” careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

12b. I believe that university is a much better option than going into a skilled trade.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

12c. Employers understand the apprenticeship process and earning potential involved with careers in skilled trades.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

12d. The general public's perceptions about apprenticeship and skilled trades has improved over the past 5 years.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC), please indicate whether or not you agree with the following statements.

13a. The SATCC has done a good job promoting skilled trades as careers.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

13b. The SATCC has done a good job in supporting apprentices in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

13c. The SATCC has done a good job in supporting employers in the system.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

Thinking now about employers in your industry, please indicate whether or not you agree with the following statements.

14a. Employers have done a good job in recruiting apprentices.

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

14b. Employers have done a good job in retaining apprentices (e.g. good pay, broad work experience, respect).

- 1) Strongly disagree
- 2) Somewhat disagree
- 3) Somewhat agree
- 4) Strongly agree
- 5) Don't know

15. Overall, what could the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) do better? **(please respond YES or NO to each)**

- 1) Promote trades in the high schools.
  - 1) Yes
  - 2) No
- 2) Provide flexible scheduling options for apprentices attending technical training (school).
- 3) Keep the curriculum up to date.
- 4) Provide a "matching" service between employers and potential apprentices.
- 5) Help employers organize the on-the-job training component.
- 6) Monitor compliance with the legislation.

15a. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) could do better?

- 1) Yes, please specify below \_\_\_\_\_
- 2) No/nothing

16. Overall, what could the employers in your industry do better? **(please respond YES or NO to each)**

- 1) Improve promotion and recruitment of apprentices.
  - 1) Yes
  - 2) No
- 2) Improve pay and benefits for apprentices.
- 3) Provide a broader range of work experience for the apprentice.
- 4) Assist with developing and maintaining curriculum and examinations.
- 5) Provide continuous learning opportunities for journeypersons.



16a. Is there anything else employers in your industry could do better?

- 1) Yes, please specify below \_\_\_\_\_
- 2) No/nothing

17 Do you have any additional comments or anything you would like to add?

- 1) Record response \_\_\_\_\_

**End of Survey**

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

Thank you for participating!