

SATCC Apprenticeship Survey

November
2021

Introduction & Methodology

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

- The objectives of this study include:
 - Providing a profile of apprentices currently in the system
 - Measuring apprentice satisfaction with workplace and technical training
 - Determining apprentice satisfaction with SATCC services
- The Apprentice Study was conducted using both phone and online methodologies.
- Data for the most recent wave were collected between September 20th and October 26st, 2021.
- In total, 610 completed responses were obtained (158 by phone, 452 online) from 5728 contacted apprentices. Overall, the 2021 response rate was 11% compared to 23% in 2019 and 10% in 2017. The margin of error is ± 3.8 percentage points. Given the nature of the population, a margin of error of under 5 percentage points can be considered statistically reliable.
- Sample for this study was provided by SATCC.

Reporting Notes

- Results have been tracked with previous studies where applicable and where data was available.
- Due to rounding, percentages may not sum to 100%. Questions in which more than one response can be selected will result in totals of more than 100%.
- Sampling Margin of Error:
 - The Sampling Margin of Error for this study is ± 3.8 percentage points at the 95% confidence interval (finite population correction factor applied).
 - A Sampling Margin of Error is a measurement of possible sampling error and can only be applied to results from the same survey.

Summary of Key Findings

Summary of Key Findings - Satisfaction

Satisfaction with On-the-Job Training – Statement Agreement

Somewhat and Strongly Agree	2013	2015	2017	2019	2021
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	94%	94%	92%	94%	95%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	92%	93%	91%	93%	94%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	93%	92%	90%	92%	92%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	90%	90%	88%	91%	93%
Overall, I am satisfied with the quality of my on-the-job training	88%	89%	90%	90%	91%

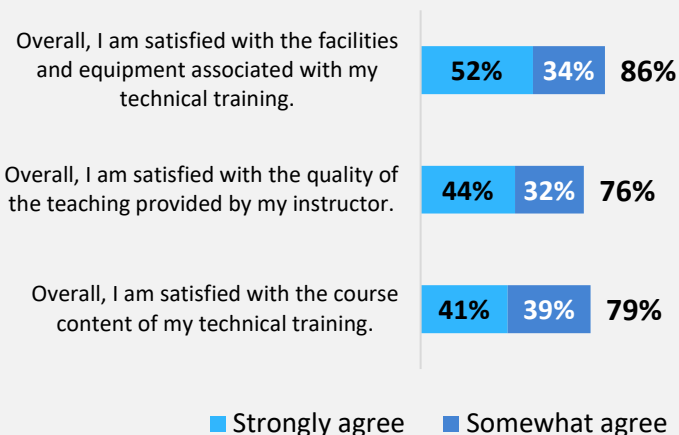
Q19 to Q23. Overall, I am satisfied with... Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

SATCC Service Ratings

Average + Above Average + Exceptional	2013	2015	2017	2019	2021
General information about apprenticeship or certification	90%	90%	92%	90%	86%
Registered for apprenticeship	93%	92%	93%	95%	90%
Fee payment processed quickly and accurately	85%	96%	97%	98%	96%
Replaced lost documents	89%	89%	95%	93%	92%
Updated personal information	94%	91%	96%	95%	95%
Verified credentials	93%	95%	95%	98%	95%
Verified trade time	90%	90%	88%	93%	91%
Registered for technical training	87%	89%	91%	93%	88%
Tradesperson applications	96%	94%	96%	98%	95%

Q26. Using a 1 to 5 scale, where '1' means unacceptable, '2' is below average, '3' is average, '4' is above average and '5' means exceptional, please rate each of the following SATCC services you received in the last twelve months. Base: All respondents, excluding 'don't know', n= 532 to 598 (2021), n=193 to 384 (2019).

Satisfaction with Technical Training



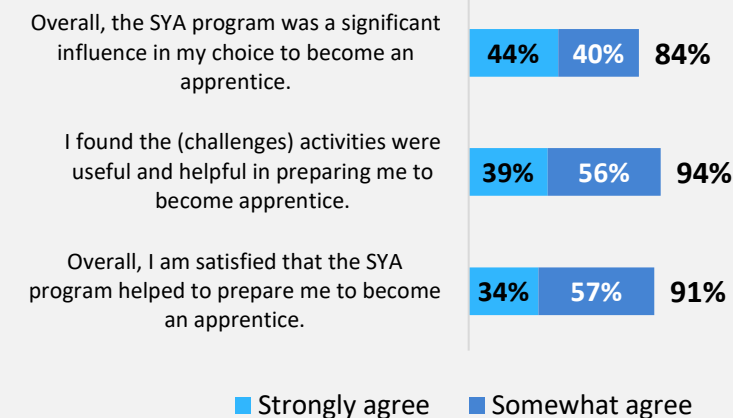
Q23c. Please indicate how strongly you agree or disagree with the following... Base: Those who took technical training, n=316.

Satisfaction with Staff

Somewhat & Strongly Agree	2013	2015	2017	2019	2021
Staff are friendly and courteous	86%	77%	87%	92%	91%
Staff are helpful	83%	75%	84%	89%	88%
Staff are knowledgeable	84%	73%	85%	89%	89%
I was able to speak with the staff person I needed to without difficulty.	81%	71%	80%	85%	86%

Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know", n=571 to 577 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Satisfaction with SYA



Q5a. Please rate how much you agree or disagree with the following statements: Base: All SYA graduates excluding "Don't know", n=90-93.

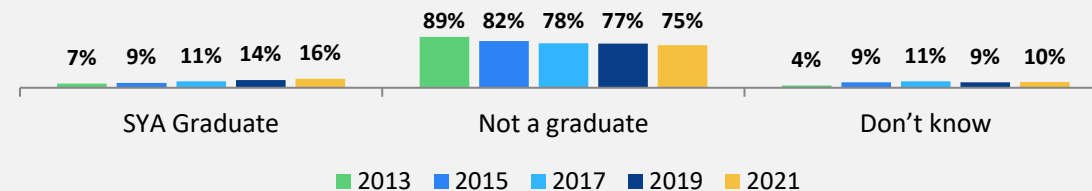
Summary of Key Findings– General Information

Most Influential Advice Comes From:

	2013	2015	2017	2019	2021
Relatives/friends	28%	27%	24%	26%	23%
Employers	24%	25%	22%	23%	20%
Parents	19%	16%	16%	19%	20%
Co-workers	13%	16%	17%	13%	17%
High school educator	4%	8%	13%	12%	12%

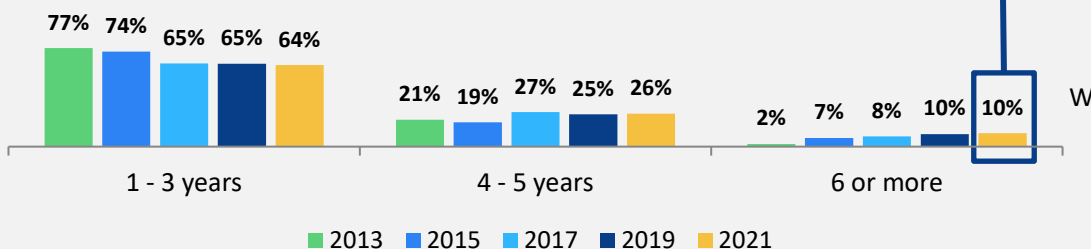
Q7. Of those, which had the greatest influence on you? Base: Respondents who received apprenticeship advice, n=540 (2021), n=355 (2019), n=333 (2017), n=329 (2015), n=341 (2013).

Graduates of SYA Program



Q5. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Years Registered

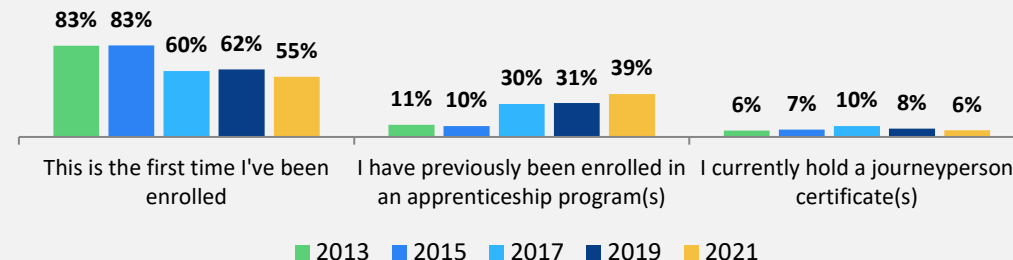


Reasons For Not Completing 2021 (6 or more years)

- Can't pass the exam: 35%
- Waiting to go to training: 18%
- Had to repeat a level: 15%
- Finance-related: 15%
- Personal reasons: 13%

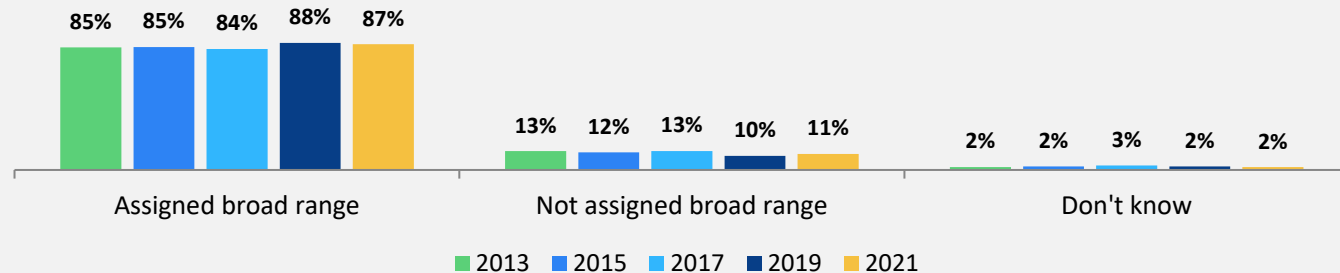
Q9. How many years have you been registered in your current apprenticeship? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

System Experience



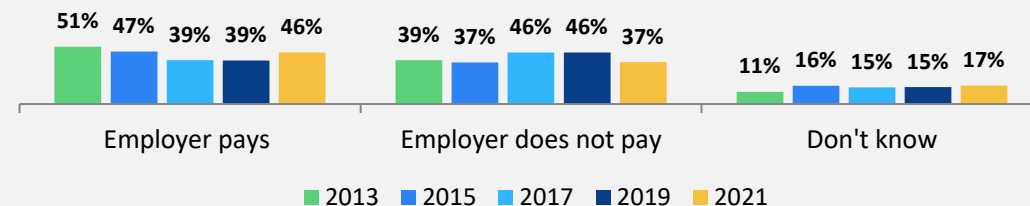
Q11. Please indicate your experience with the apprenticeship system. Base: Respondents who have been registered in their current apprenticeship for six or more years, n=64 (2021), n=39 (2019).

Task Assignments



Q12. Does your employer assign work so that you experience a broad range of tasks at the workplace? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

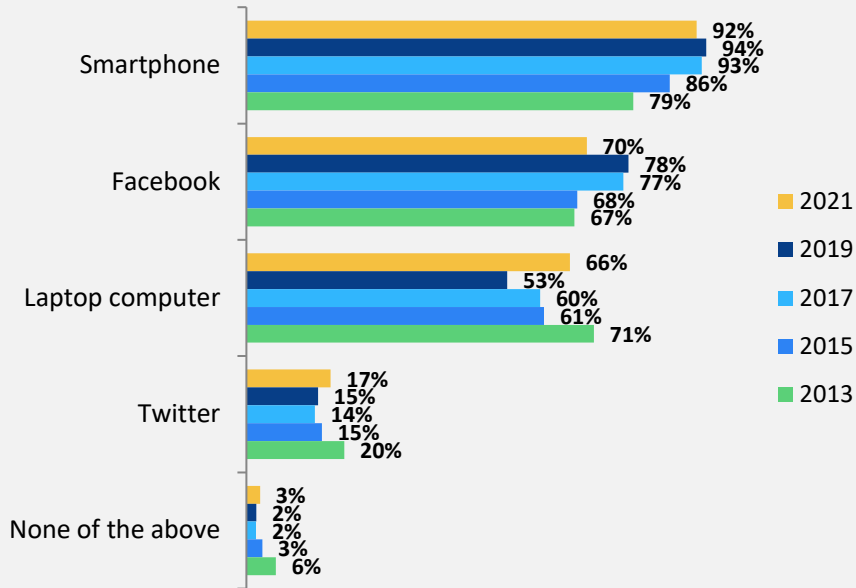
Contract of Apprenticeship Fee



Q13. Does your employer pay the fee for registering the Contract of Apprenticeship with the SATCC? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Summary of Key Findings – Communications and Profile

Technology Adoption

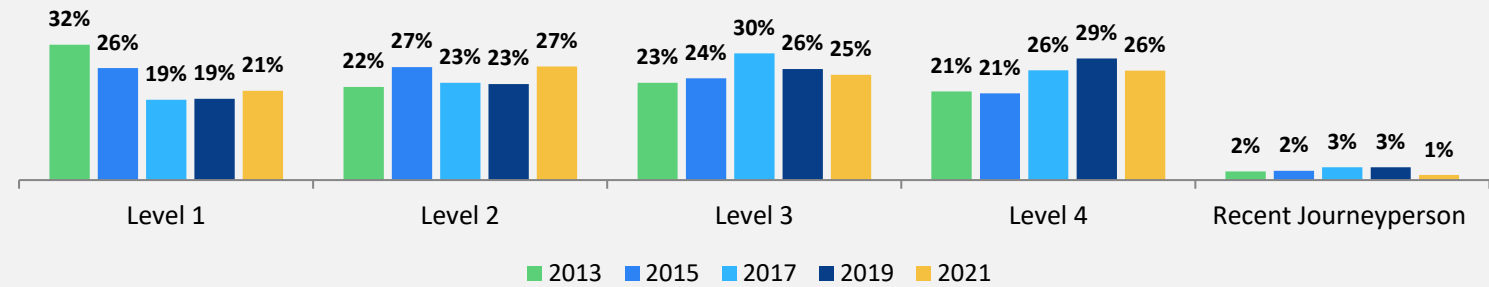


Q4. Do you use the following...? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Information Preference

	2013	2015	2017	2019	2021
E-mail	50%	55%	60%	66%	79%
Letter	40%	28%	26%	22%	10%

Q29. Of these methods, which is your preferred or favourite method? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).



Q3. What level of apprenticeship are you currently enrolled in? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Q8. In which trade are you currently registered? Base: All respondents, n=610.

Top 5 Trades Represented in Survey - 2021	Count	%
Construction Electrician - Construction	120	20%
Plumber	63	10%
Automotive Service Technician	59	10%
Carpenter	46	8%
Heavy Duty Equipment Technician	34	6%

Top Preferred Online Services

	2013	2015	2017	2019	2021
Verifying trade time	72%	76%	74%	77%	70%
General information about apprenticeship or certification	63%	70%	66%	74%	70%
Updating personal information	61%	69%	63%	68%	65%
Fee Payments	55%	59%	63%	70%	62%
Registration for technical training	58%	66%	60%	69%	59%

Q30. Which of the following services would you like to be able to complete online? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015), n=371 (2013).

Key Findings

1



Consistent Satisfaction

Apprentice satisfaction holds steady and high. Consistent ratings are recorded in the following areas:

- On-the-job training
- SATCC service ratings
- Being assigned a wide range of tasks

2



Growing Preference for Email

Notably more apprentices prefer receiving communication by email. However, desire to complete many services online has softened, possibly due to screen fatigue as many activities have moved online during the pandemic.

3



Strong SYA Results

The proportion of apprentices graduating from the SYA program continues to increase. Satisfaction with the program remains high.