

SATCC 2023 Apprentice Satisfaction Survey

December 2023

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
- Sample (7000 apprentice contacts) for this study was provided by SATCC.
- Telephone and online data collection were conducted between October 9th and November 6th, 2023, achieving 770 completed responses (221 by phone, 549 online).
- Overall, the 2023 response rate was 11% compared to 11% in 2021, 23% in 2019 and 10% in 2017. The margin of error is ± 4.2 percentage points. Given the nature of the population, a margin of error of under 5 percentage points can be considered statistically reliable.

Key Findings

1



Overall Satisfaction

The apprentice satisfaction ratings for both technical training and on-the-job training have improved compared to the previous study. Satisfaction among apprentices who graduated from SYA or pre-employment programs is generally high. While most staff satisfaction ratings have remained steady, a slightly higher proportion of apprentices have reported difficulty contacting staff. SATCC service ratings have softened this year, likely tied to challenges in familiarizing and dealing with MyATC.

2



Apprenticeship Experience

The top factors influencing an apprentice's decision to start an apprenticeship remain consistent with previous studies. Key motivators include interest in the trade, a desire to gain knowledge and skills, and the expectation of a good income.

3



Suggestions

Notably, apprentices encountering challenges in completing their apprenticeships often cite scheduling / registration and location issues, followed by personal hurdles. Apprentices desire clearer information and communication to ensure they have sufficient information to prepare and register for training and to access services and support provided by SATCC is noted, which is crucial to enhance the impact of these services. Further, improvement in teaching / course materials, financial support, availability of courses and more locations are common suggestions to SATCC.

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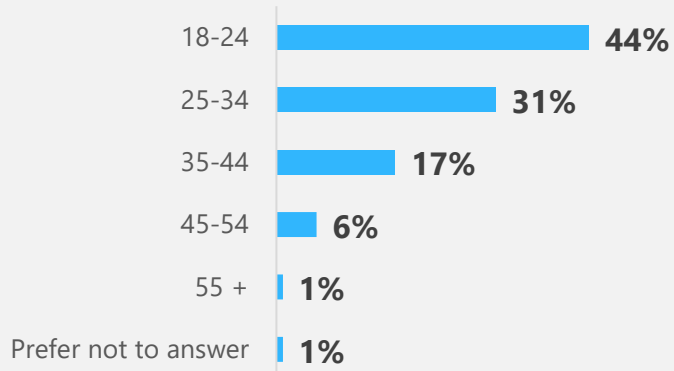


Communication Preference

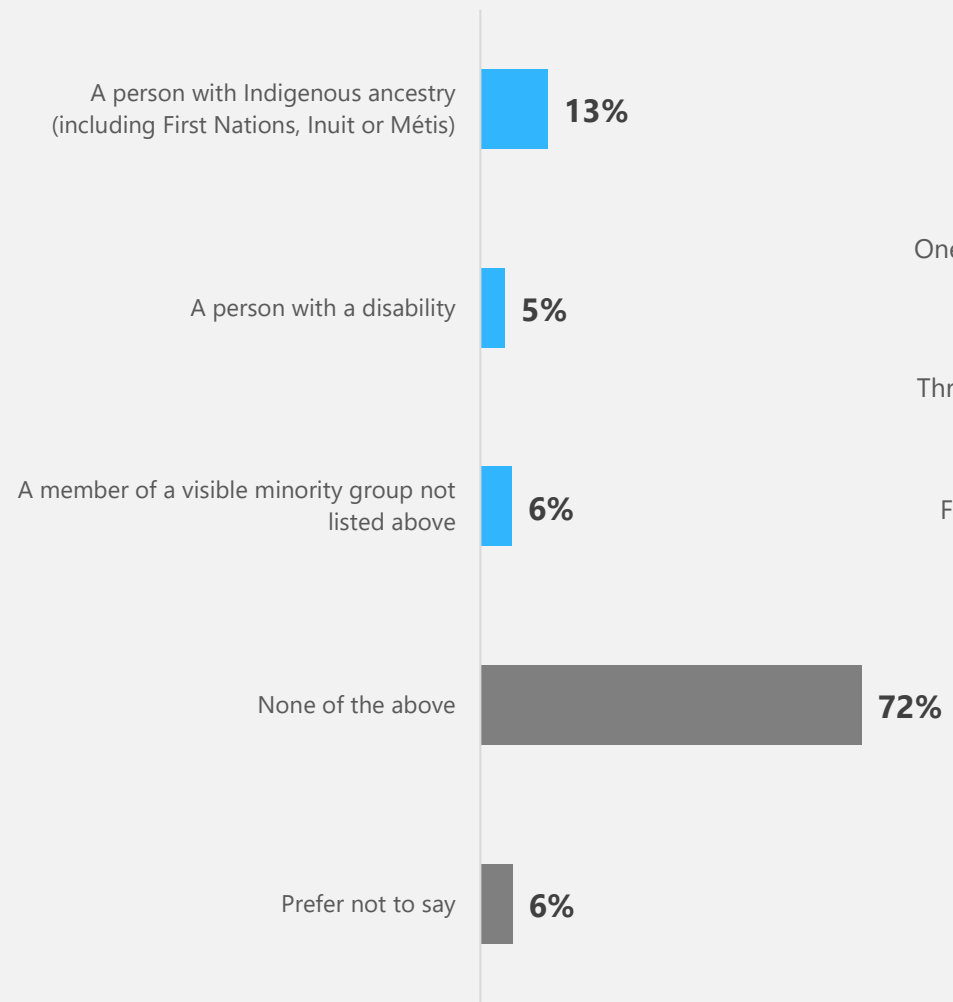
Email and letter continue to be the preferred communication channels for apprentices. Although MyATC is widely appreciated as the tool to self-manage the apprenticeship journey, continuous effort to improve user-friendliness of MyATC is crucial to driving apprentice satisfaction, especially with services and communication. Consider hosting workshops and Q&A sessions to address apprentice user issues and concerns.

Respondent Profile – Age, Demographics, Gender, Residence

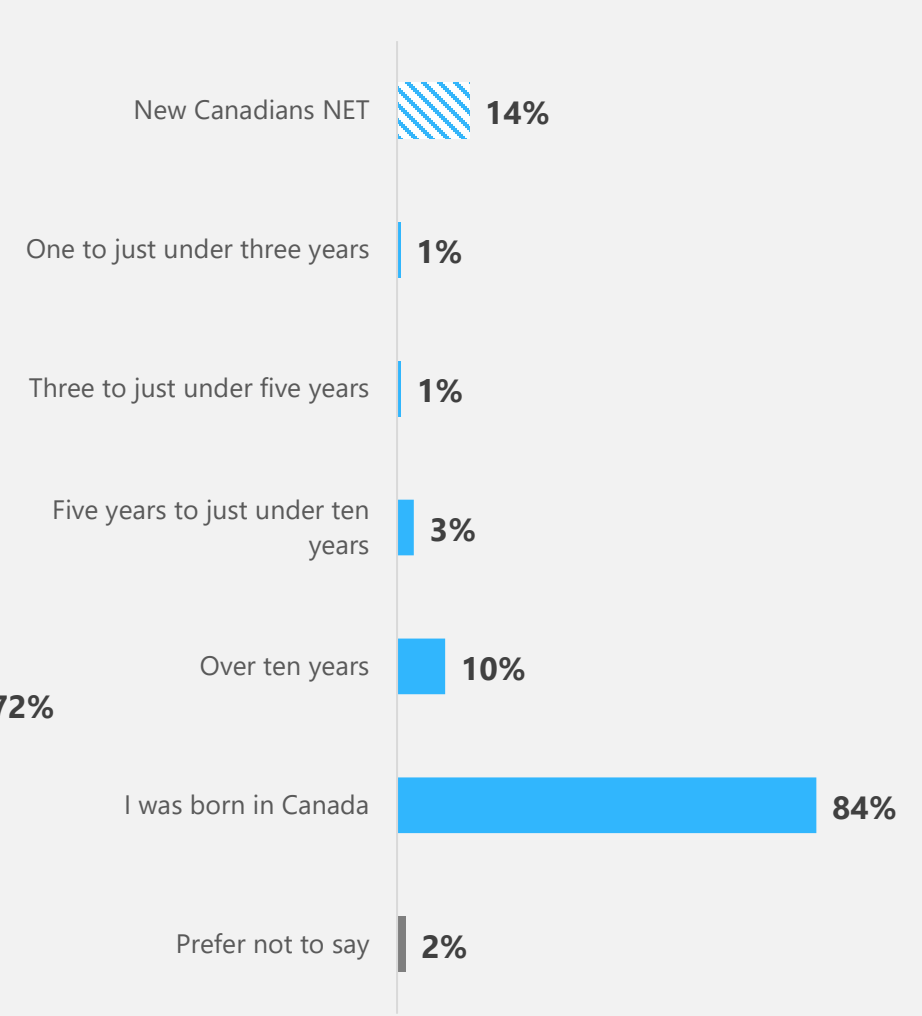
Age



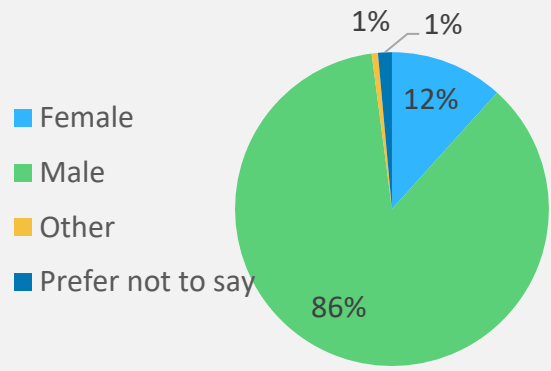
Demographic Groups



Length of Residence in Canada



Gender

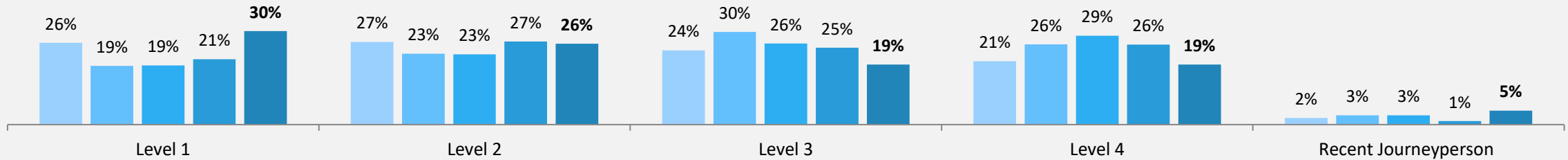


Into which of the following age ranges do you fall? Base: all respondents, n=770. 23Q9. Are you a member of any of the following groups? Base: all respondents, n=770. Q35. Which gender do you identify with most? Base: all respondents, n=770.

Respondent Profile – Levels, Top Trades

Level of Apprenticeship

2015 2017 2019 2021 2023

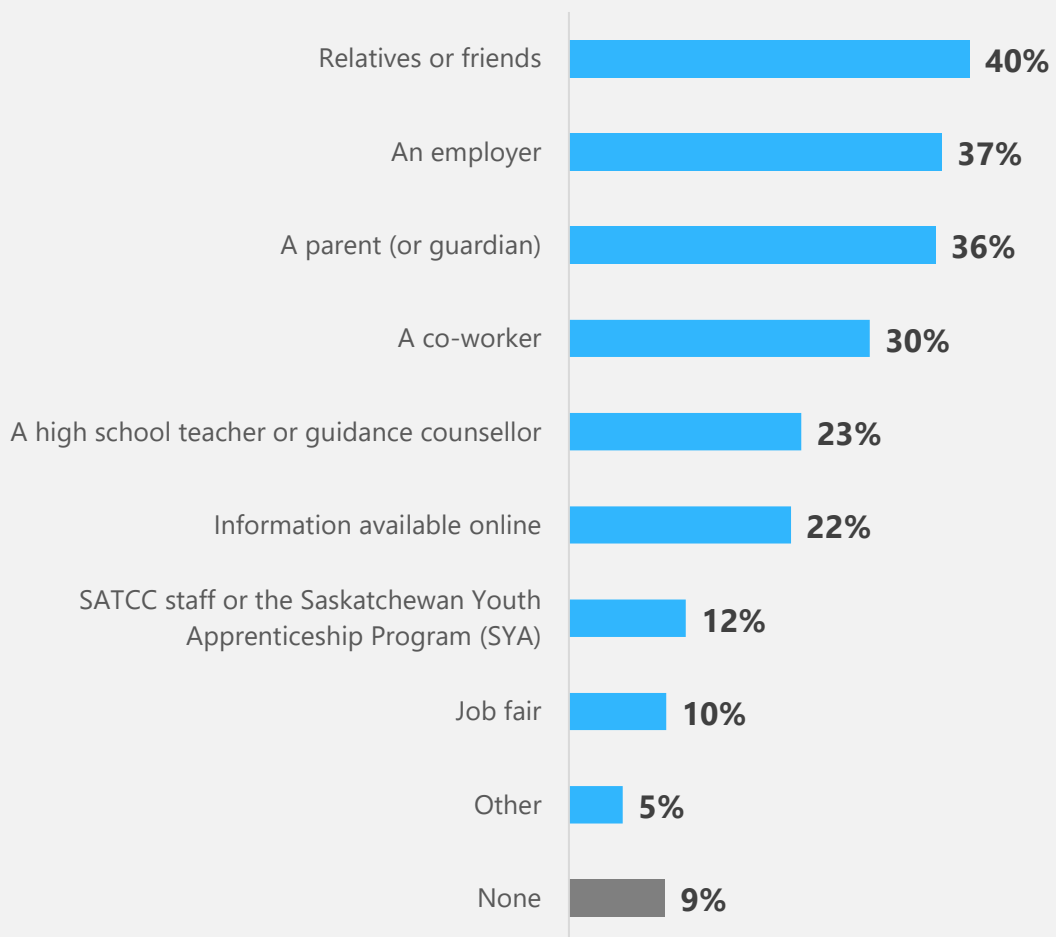


Top 5 Trades Represented in Survey - 2023	Count	%
Construction Electrician	127	16%
Plumber	71	9%
Carpenter	65	8%
Heavy Duty Equipment Technician	61	8%
Industrial Mechanic (Millwright)	61	8%

Q2. Who is your Contract of Apprenticeship with? Base: all respondents, n=770. Q3. What level of apprenticeship are you currently enrolled in? Base: All respondents, n=770 (2023), n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015).

Influences

Source of Advice



Top-Five Most Influential Advice Sources

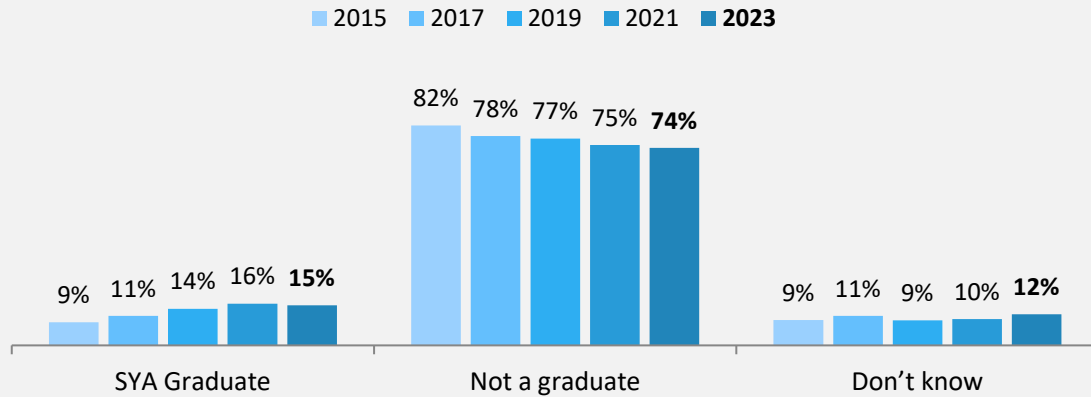
	2015	2017	2019	2021	2023
Parents	16%	16%	19%	20%	23%
Relatives/friends	27%	24%	26%	23%	21%
Employers	25%	22%	23%	20%	17%
Co-workers	16%	17%	13%	17%	14%
High school educator	8%	13%	12%	12%	9%

Reasons to Choose Apprenticeship	%	n
Interested in trade	67%	514
To gain or acquire knowledge	56%	434
Expect to make a good income	50%	385
Expect a steady job	40%	306
Like the working conditions	30%	234
Influenced by family	18%	135
Employer recommended it	16%	126
Required by law / employer	11%	82
Other	4%	32

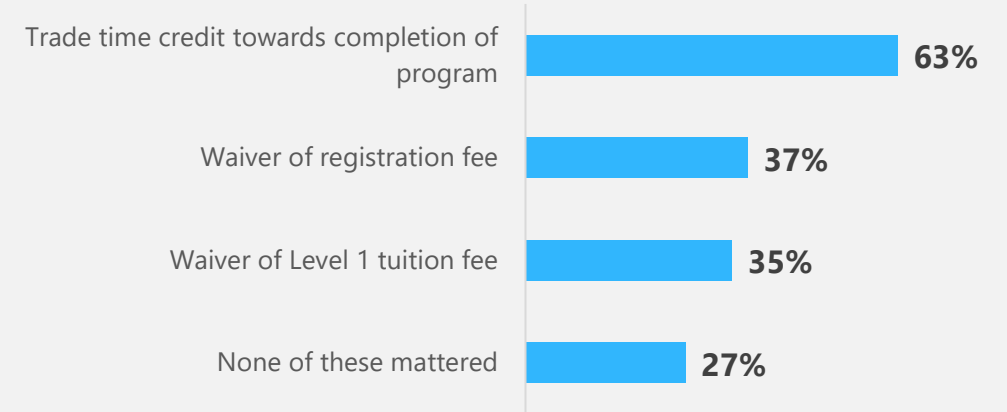
q6. Before starting your apprenticeship, from which of the following people or groups did you receive advice or information about apprenticeship in general. Base: all respondents, n=770. Q7. Of those, which had the greatest influence on you? Base: Respondents who received apprenticeship advice, n=697 (2023), n=540 (2021), n=355 (2019), n=333 (2017), n=329 (2015). 23Q3. Why did you choose to register in apprenticeship? Base: all respondents, n=770.

Saskatchewan Youth Apprenticeship (SYA) Program

Graduates of SYA Program

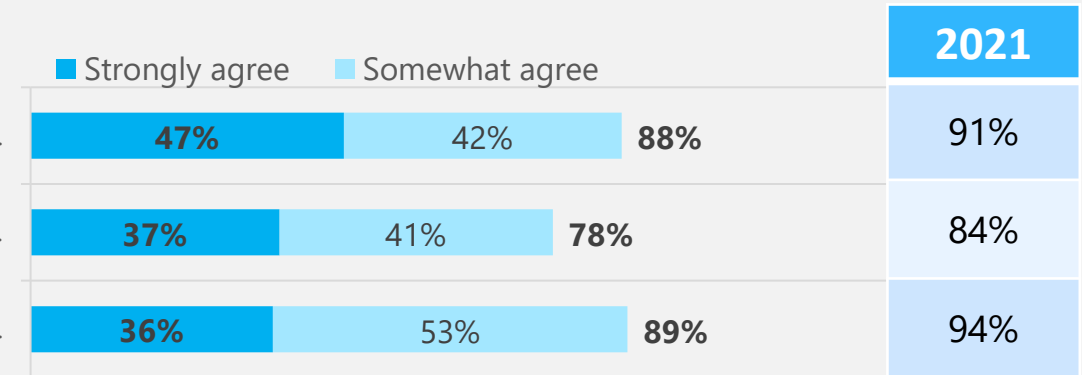


Impact of SYA on Apprenticeship Decision



Satisfaction with SYA – Statement Agreement

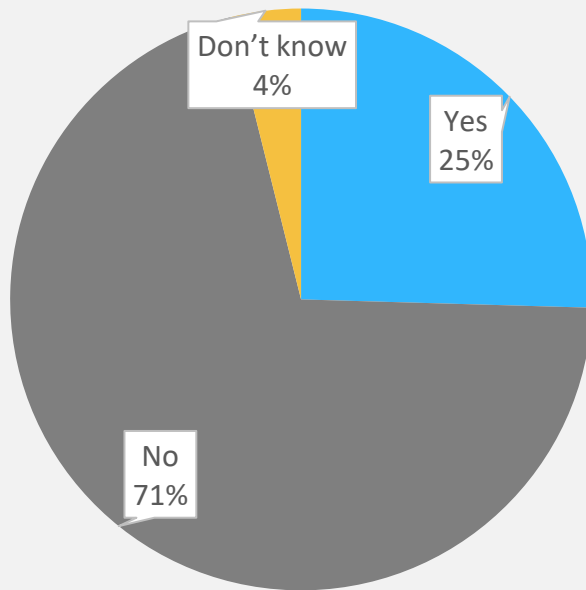
- Overall, I am satisfied that the SYA program helped to prepare me to become an apprentice.
- Overall, the SYA program was a significant influence in my choice to become an apprentice.
- I found the (challenges) activities were useful and helpful in preparing me to become an apprentice.



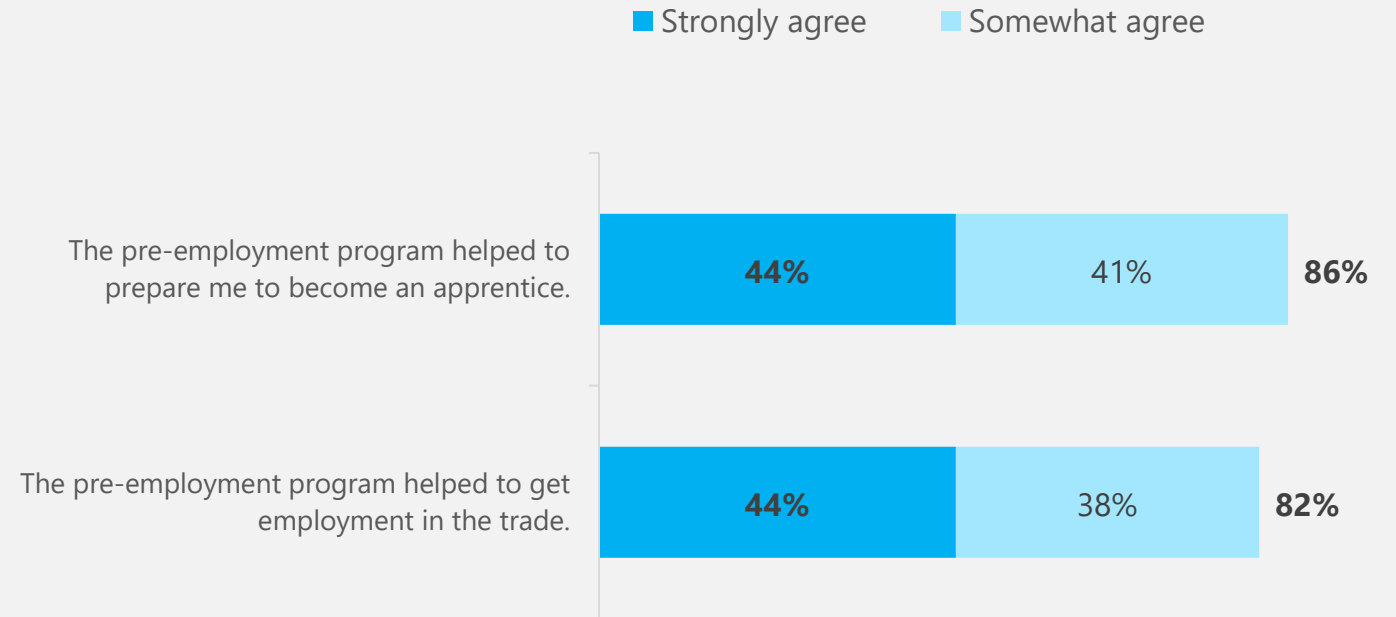
Q5. Are you a graduate of the Saskatchewan Youth Apprenticeship (SYA) Program? Base: All respondents, n=770 (2023), n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015). Q5a. Please rate how much you agree or disagree with the following statements: Base: All SYA graduates excluding "Don't know", n=90-93. q5b. Did any of the following benefits offered by completing the SYA program influence your choice to become an apprentice? Base: SYA graduates, n=115 (2023).

Pre-employment Program

Graduates of Pre-employment Program



Pre-Employment Program Satisfaction – Statement Agreement



23Q1. Have you taken an apprenticeship pre-employment program? Base: All respondents, n=770 (2023). 23Q2. Please rate how much you agree or disagree with the following statements. Base: respondents who have enrolled in the pre-employment program, n=196 (2023).

Satisfaction with On-the-Job Training

Satisfaction with On-the-Job Training – Statement Agreement

Somewhat and Strongly Agree	2015	2017	2019	2021	2023
Overall, I am satisfied with the technical knowledge and skill of my journeyperson(s)	94%	92%	94%	95%	97%
Overall, I am satisfied that the work practices and procedures used by my employer(s) reflect the modern standards in the industry	93%	91%	93%	94%	96%
Overall, I am satisfied that the facilities and equipment at my worksite give me a broad exposure to my trade	92%	90%	92%	92%	95%
Overall, I am satisfied with the supervisory, teaching and mentoring ability of my journeyperson(s)	90%	88%	91%	93%	96%
Overall, I am satisfied with the quality of my on-the-job training	89%	90%	90%	91%	95%

PM measure – **Apprentice Satisfaction with training: 95%**
 Percentage of apprentices who agreed or strongly agreed with the statement “Overall, I am satisfied with the quality of my on-the-job training”.

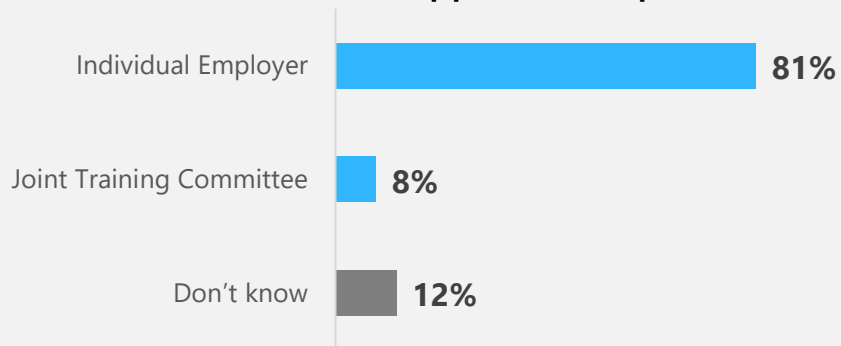
Reasons for Dissatisfaction

On-the-job Training	n	Supervisory, Teaching and Mentoring Ability of My Journeyperson(s)	n	Technical Knowledge and Skill of My Journeyperson(s)	n	Facilities and Equipment at Your Worksite	n	Work Practices and Procedures Used by Your Employers	n
Inadequately taught/journeyperson not knowledgeable	14	Lack of support/training	9	Mentor’s/supervisor’s lack of knowledge	7	Limited exposure to variety of equipment	14	Too profit oriented/not best practice conscious	10
Assigned to tasks unrelated to apprenticeship	13	No journeyperson	8	No journeyperson	3	Unsafe/unreliable equipment	6	Lack of support/training	6
Need more diverse training/tasks	9	Mentor’s/supervisor’s lack of knowledge	6	Lack of support/training	2	Not enough equipment/tools on hand	5	Old/outdated technology	3
Do not work with journeyperson/work independently	6	Supervisor doesn’t let me use my skills/underutilized	6	Poor treatment/discrimination	2	Old/outdated equipment	3		
Employer too focused on labour costs	2	Poor treatment/discrimination	4						

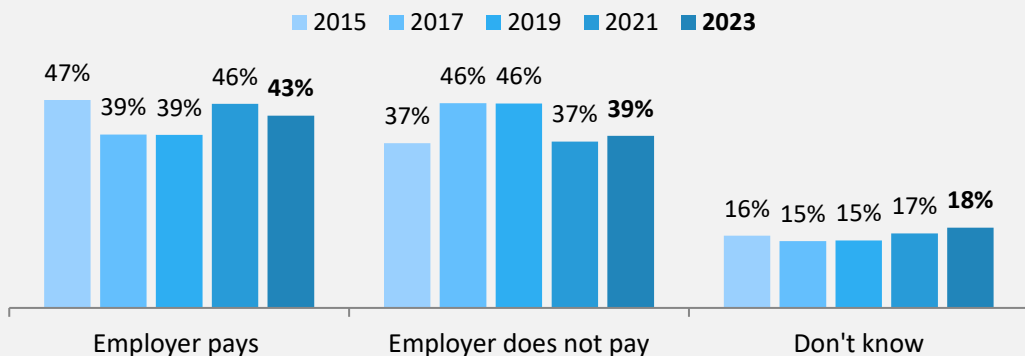
Q19 to Q23. Overall, I am satisfied with... Base: All respondents exc. “not applicable”, n=761-768 n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015).

Contract, Tasks, Tuition Payment

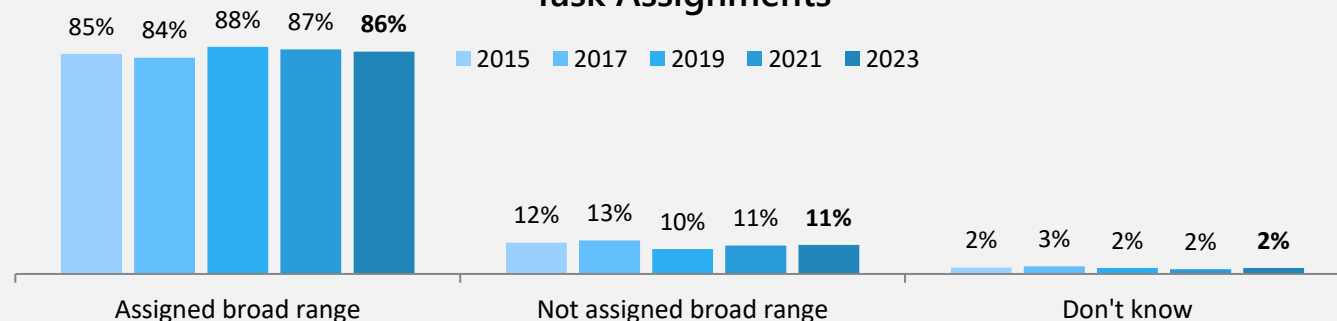
Contract of Apprenticeship



Contract of Apprenticeship Fee



Task Assignments



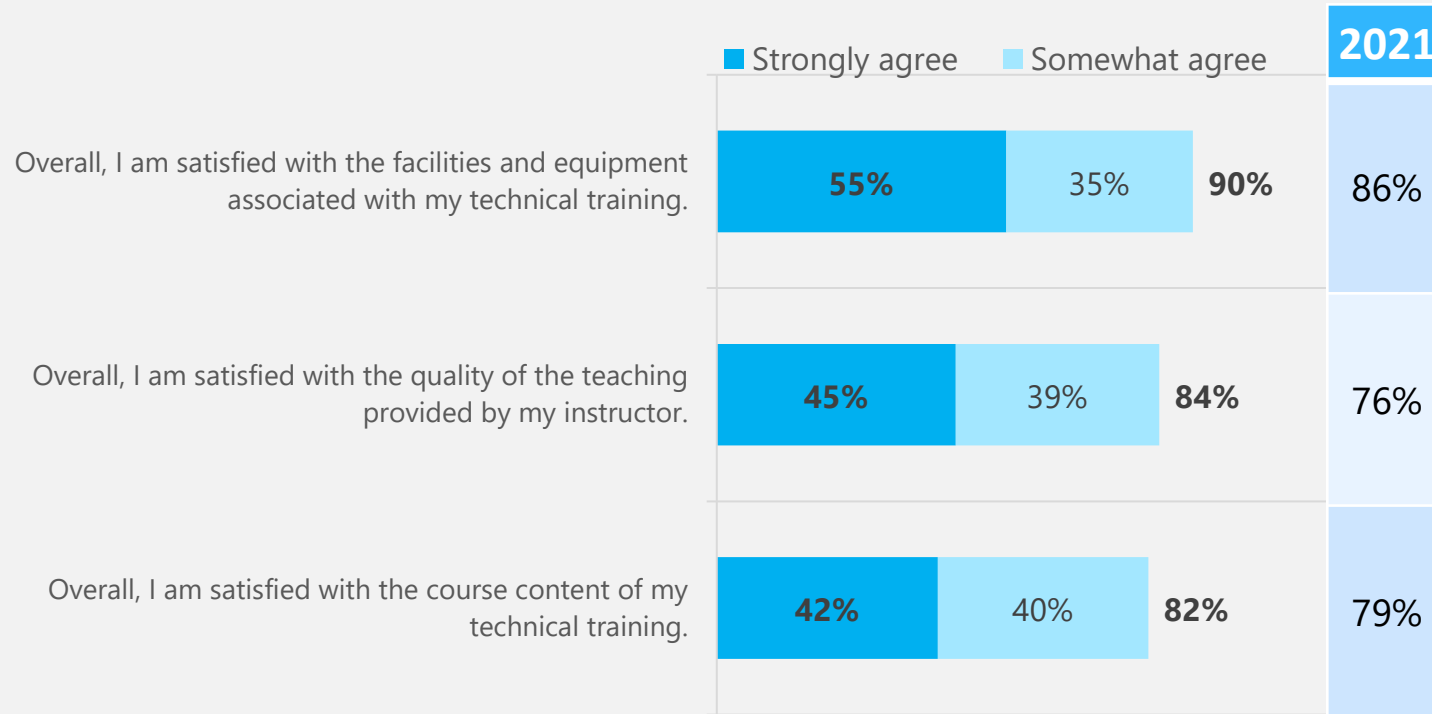
Employer Tuition Payment	2015	2017	2019	2021	2023
No	52%	52%	52%	43%	45%
Yes, but only for some levels	2%	2%	4%	2%	3%
Yes, but only if I passed	18%	19%	16%	22%	18%
Yes, regardless	17%	18%	16%	19%	19%
Don't know	11%	9%	11%	14%	15%

Personal Tuition Payment %	2015	2017	2019	2021	2023
Less than 50%	60%	68%	61%	59%	54%
50%	7%	4%	7%	5%	6%
More than 50%	4%	2%	4%	3%	6%
100%	29%	26%	28%	33%	35%

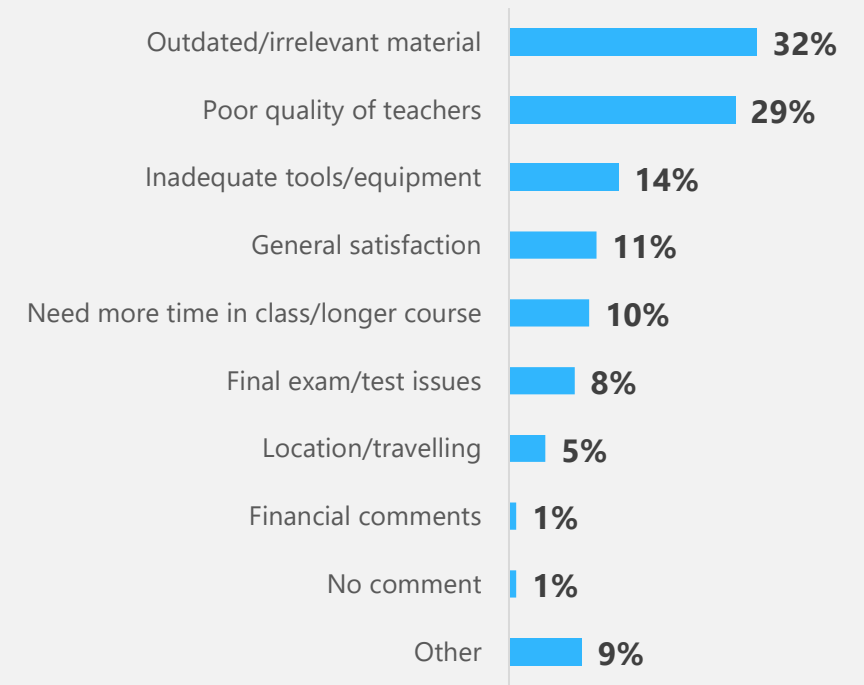
Q2. Who is your Contract of Apprenticeship with? Base: all respondents, n=770. Q12. Does your employer assign work so that you experience a broad range of tasks at the workplace? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015). Q13. Does your employer pay the fee for registering the Contract of Apprenticeship with the SATCC? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015). Q14. Does your employer pay or reimburse the tuition fee for any level of technical training? Base: All respondents, n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015). Q15. Please indicate the percentage of tuition fees you pay. Base: All respondents whose employer pays at least part of their tuition, n=310(2023), n=265 (2021), n=133 (2019), n=145 (2017), n=138 (2015).

Satisfaction with Technical Training

Satisfaction with Technical Training – Statement Agreement



Suggestion to Technical Training



I found select instructors to be full of themselves, distracting, and not helpful in the slightest.

Need better quality instructors, and more relevant content in the course packs.

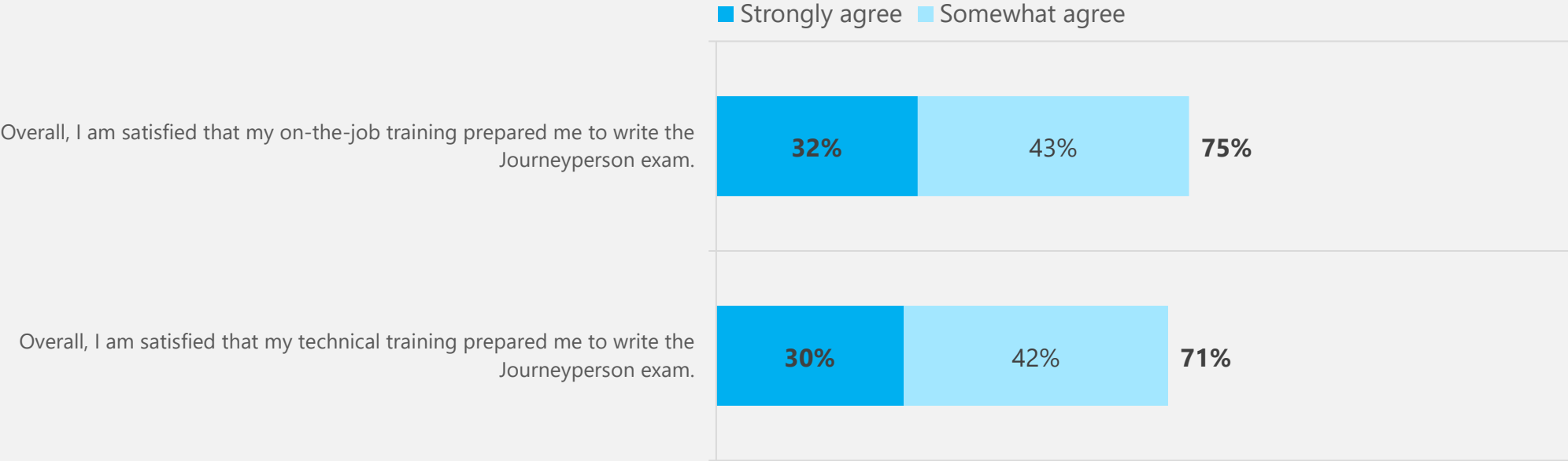
I dislike the fact all our tests and quizzes cannot give the correct answers. If there was a mistake, **I would like clarity and to know where I went wrong** not just a result of a test and on to the next component.

Q23c. Please indicate how strongly you agree or disagree with the following... Base: Those who took technical training, “not applicable” removed, n=343-344 (2023), n=316 (2021). q23d: Do you have any additional comments related to your technical training? Base: technical training students who provided suggestion, n=106 (2023).

Satisfaction with Journeyperson Exam Preparedness

Average + Above Average + Exceptional	2015	2017	2019	2021	2023
Overall, I am satisfied that my on-the-job training prepared me to write the Journeyperson exam.	74%	58%	69%	60%	75%
Overall, I am satisfied that my technical training prepared me to write the Journeyperson exam.	-	55%	71%	60%	71%

Satisfaction with Journeyperson Exam Preparedness



q25. Please rate how strongly you agree or disagree with the following statements. Base: respondents who recently wrote the Journeyperson exam, n=93 (2023), n=52 (2021), n=58(2019), n=53 (2017), n=31 (2015).

Reason for not Completing Apprenticeship

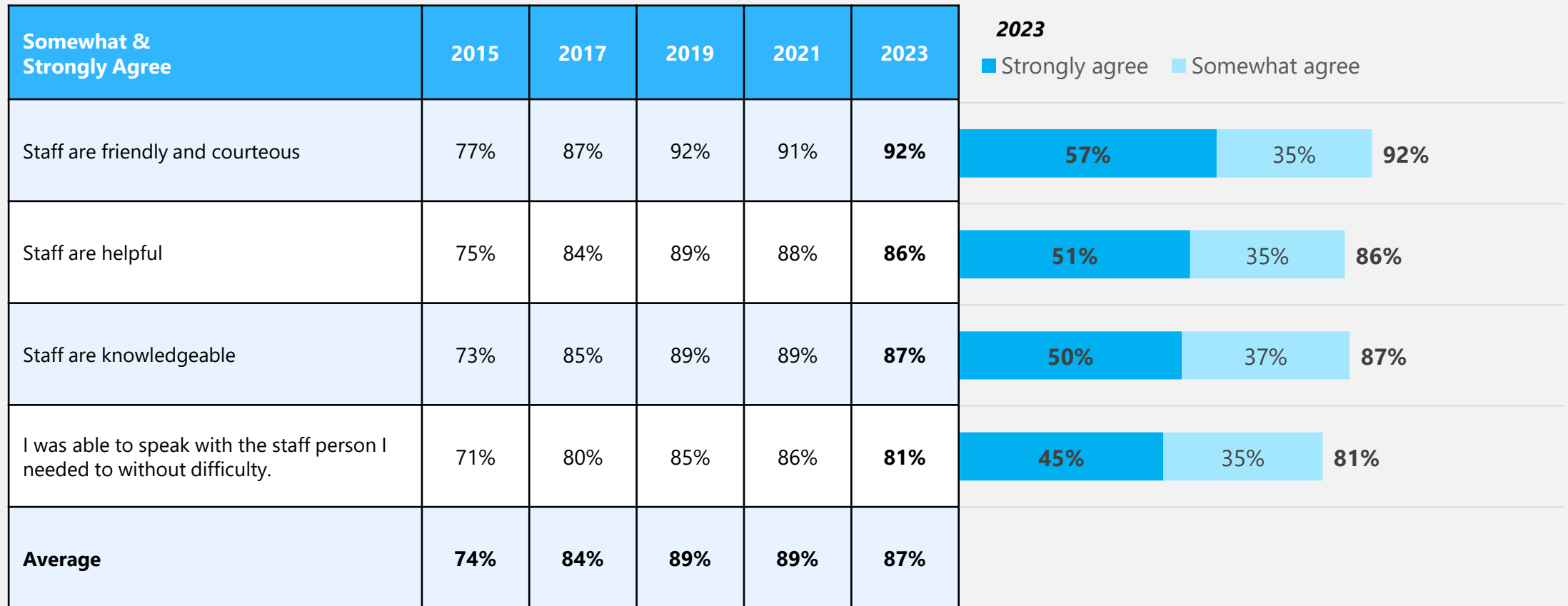
Apprenticeship Progress	%	n
More than one level in a year	15%	119
One level in one year	49%	375
One level in two years	8%	60
One level in more than two years	6%	49
Have not passed one level	22%	167

	%	n
Technical Training Related NET	45%	46
Couldn't attend technical training due to schedule	24%	25
Location of training	17%	17
Didn't receive the notice to register/Didn't know how to register	13%	13
Didn't pass technical training.	10%	10
Personal Issues NET	43%	44
Personal or family commitments	23%	24
Job or career change	12%	12
Health issues	11%	11
I work in a voluntary trade, so I am not motivated to continue pursuing a journeyperson certification	1%	1
Employment Related NET	35%	36
Lack of on-the-job hours or full scope of the trade	19%	20
Unemployed/laid off.	14%	14
Employer couldn't let me go for technical training	9%	9
Exam Related NET	32%	33
Examination anxiety	24%	25
Lack of examination preparation/not enough time to study	15%	15
Lack of technical knowledge to successfully pass the examination	8%	8
Financial Issues NET	31%	32
Can't afford to go to training or had to withdraw from training due to finances	17%	18
Not enough financial support	23%	24
Other	19%	20

23Q4: Since your apprenticeship registration, how have you progressed in your program according to your trade length? Base: all respondents, n=770. Q10. What are the main reasons you have not yet completed your apprenticeship? Base: those who have not yet completed apprenticeship, n=103.

Satisfaction with Staff

Satisfaction with Staff – Statement Agreement



Q27. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know", n=693-710 (2023), n=571-577 (2021), n=396 (2019), n=378 (2017), n=370 (2015)).

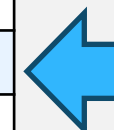
MyATC and SATCC Service Ratings

MyATC* / SATCC Service Ratings*

Average + Above Average + Exceptional	2015	2017	2019	2021	2023
Updated personal information (e.g., address, phone, email, etc.)	91%	96%	95%	95%	90%
Fee payment (application, technical training and/or exam)	96%	97%	98%	96%	87%
Register for an exam*	-	-	-	-	86%
Apprenticeship application	92%	93%	95%	90%	86%
Update / change employers*	-	-	-	-	86%
Verify credentials (pre-apprenticeship education and work hours)	95%	95%	98%	95%	85%
Replaced lost documents	89%	95%	93%	92%	84%
Verify/acknowledge work performed (trade time)	90%	88%	93%	91%	83%
Training allowance application*	-	-	-	-	81%
Register for technical training	89%	91%	93%	88%	79%
General information about apprenticeship or certification	90%	92%	90%	86%	79%
Average	92%	93%	94%	92%	84%

PM measure – **Apprentice Satisfaction with SATCC Services: 84%**

The result is the average of the positive responses to these 11 SATCC services. The combined rating includes average, above average and exceptional responses



* Question rephrased in 2023. Three services were included in the 2023 survey: “Register for an exam”, “Update/change employers”, and “Training allowance application”.

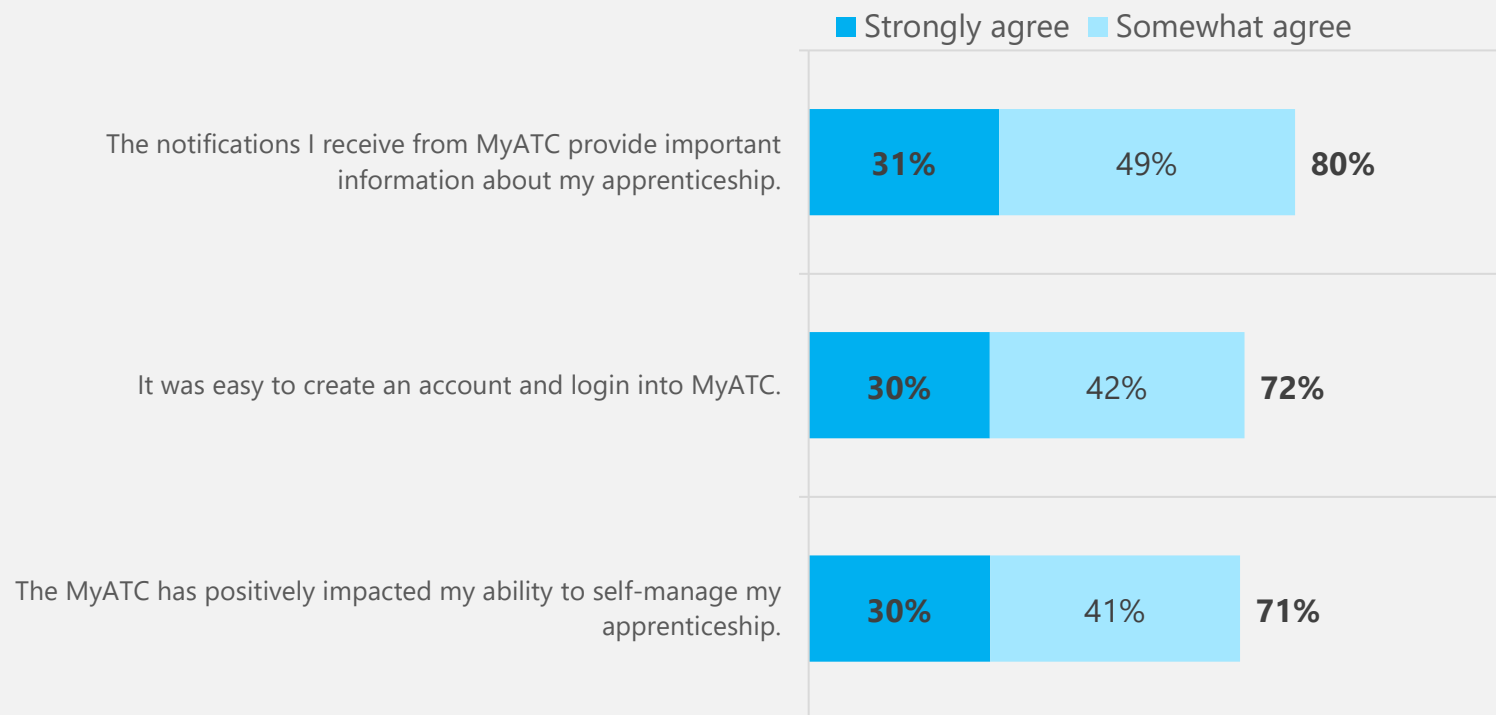
The following message is shown to employers before assessing the MyATC services:

In January 2022, the SATCC launched MyATC, an online, client-facing system, enabling clients to manage their apprenticeship and certification. The following questions are specific to your experience using MyATC and accessing SATCC services.

Q26. Please rate each of the following SATCC services you received in the last twelve months using the following scale. Base: All respondents, excluding ‘not applicable’, n=426-733 (2023), n= 532-598 (2021), n=193-384 (2019), n=13^a to 355 (2017),. ^aOnly asked to Hairstylist respondents- suppressed on next slides due to low base (n=13), n=116-335(2015).

Experience with MyATC

Experience with MyATC – Statement Agreement



Additional MyATC Service Request	%	n
Nothing/satisfied	34%	258
More user-friendly website/MyATC system	6%	44
Training availability/information	5%	38
Registrations for training/exams	2%	19
My (training) progress/apprenticeship hours	2%	18
Access to financial support information	2%	17
Access to help/knowledgeable staff	1%	11
Other	5%	42
Don't know/no comment	44%	340

23Q6. Please rate how much you agree or disagree with the following statements. Base: all respondents excl "not applicable", n=740-751. 23Q7. What other SATCC services would you like to complete online through MyATC? Base: all respondents, n=770.

Potential SATCC Services Suggested by Apprentices



Help supplement **fuel costs** for people who **can't afford to maintain 2 residences** and have to drive 100kms or more to attend training.

Call **people with the most hours to register first** instead of missing the whole year because they are booked up. Some people work night shift.

Guided tour on how to get **EI**.

An easier way to find out more information about the apprenticeship process as a whole.

A **pay chart** to give them an idea of what they should be earning in each level of training.

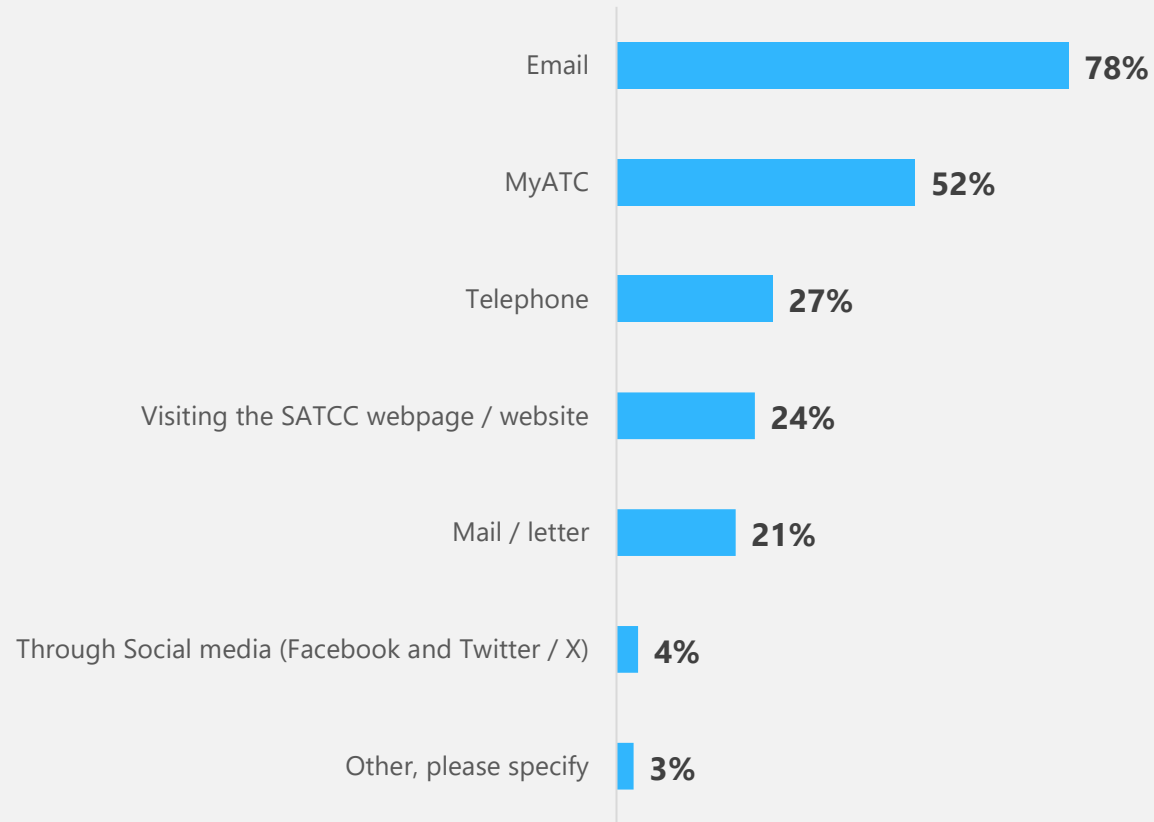
An **online job board**, that connect you based on your apprenticeship profile.

Housing, information to **help students make living far from home easier** or offer classes to **remote locations**.

Q32. Are there other services you would suggest the SATCC provide to apprentices? Base: all respondents, n=770.

Communication Preference

General Preferred Information Source about SATCC



Favorite Information Source about SATCC

	2015	2017	2019	2021	2023
E-mail	55%	60%	66%	79%	70%
Letter	28%	26%	22%	10%	11%
MyATC	-	-	-	-	9%

q28. How would you like to receive or to access information from the SATCC? Base: all respondents, n=770 (2023). Q29. Of these methods, which is your preferred or favourite method? Base: all respondents, n=770 (2023), n=610 (2021), n=396 (2019), n=378 (2017), n=370 (2015).

Suggestions to the SATCC

Suggestion to the SATCC



Information for new apprentices in hairstyling is non-existent, MyATC website needs to be redeveloped to be more **user friendly**. Staff need to be **easier to contact for troubleshooting**.

More detailed **communication about the whole apprenticeship program from start to finish**.

Communicating with the students a little better, just **promoting little things more**. For example, I had to find my living allowance through someone else.

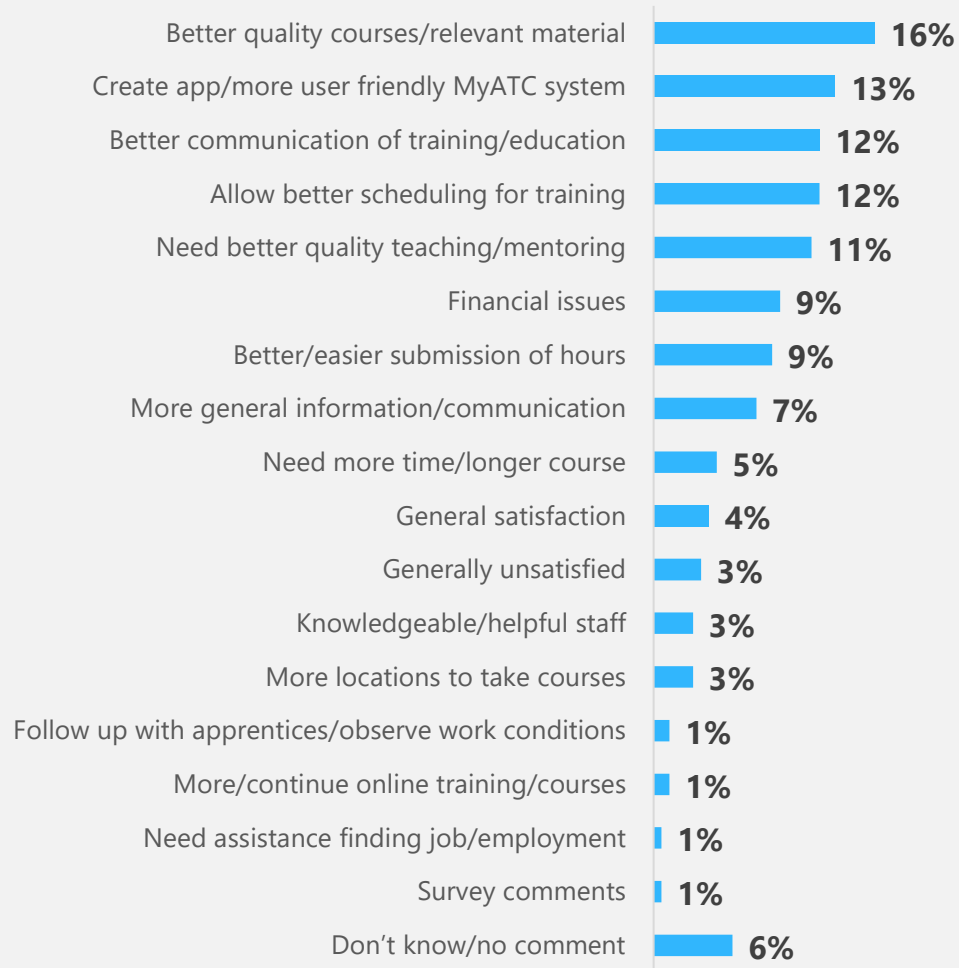
Better communication about how MyATC works. It was very difficult to figure out how much training I had and how many hours were necessary for my next level of training.

The urgent number is always busy and cuts your call off after 5 minutes. Never once had someone answer through that number out of the several times I've called.

Q31. Is there anything the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: all respondents, n=770.

Final Comments

Final Comments



Your leaders set a great example of respect, accountability and responsibility! Personal bias exists in the world, the professionalism of each member has been appreciated!

Seriously more classes!!

Apprentices should get better feedback with tests to help students understand what they know and don't know instead of students having to guess which questions they got wrong and right.

I appreciate you guys calling and asking questions to improve SATCC.

I feel the **classes are not long enough**. There has been too much crammed into the 7 weeks, especially with 3 full days of classes missing due to holidays.

Let us know when you're putting new dates on for levels. I have to go on every few days to check and if I'm too late the course is full.

q33: Do you have any comments or anything you'd like to say? Base: all respondents, n=770.