

SATCC 2023 Employer Satisfaction Survey

December 2023

Introduction & Methodology

The Employer Study was conducted to examine employer satisfaction with services provided by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) and satisfaction with apprentice quality.

- The objectives of this study include:
 - Measure employer satisfaction with apprentice quality
 - Determine employer satisfaction with SATCC services
- The Employer Study was conducted using both phone and online methodologies.
- Data for the most recent wave were collected between October 10th and October 29th, 2023.
- In total, 356 completed responses were obtained (85 by phone, 271 online) from 2,058 contacted employers. Overall, the 2023 response rate is 26% compared to 23% in 2021, 29% in 2019 and 15% 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.
- Sample for this study was provided by SATCC.

Key Findings

1



Consistent Satisfaction

Overall, employer satisfaction remains strong and steady for graduates from SATCC, as well as SATCC staff. However, satisfaction with SATCC services shows a decline, potentially related to the relatively new experience with MyATC.

2



Experience with MyATC

While most acknowledge that MyATC delivers crucial information and positively influences their self-management of apprenticeships, constructive feedback points out a variety of additional services / functions employers desire from SATCC through MyATC. These include an overview of apprentices' profiles, enhanced flexibility and control over payment options, and clearer information on required hours / classes for advancing to the next level, user-friendliness of the portal etc.

3



SYA and Pre-employment Programs

While the majority reported a neutral experience, over one-third of employers who hired graduates from the SYA and Pre-employment programs note better performance compared to those who did not attend either program. Nearly all employers entrust apprentices with a diverse array of tasks when resources permit. Employers' experiences in filling job vacancies in the last 12 months are mixed. Slightly over half report successfully filling the vacancy within two months, while others find it challenging and are still in the process of finding suitable candidates.

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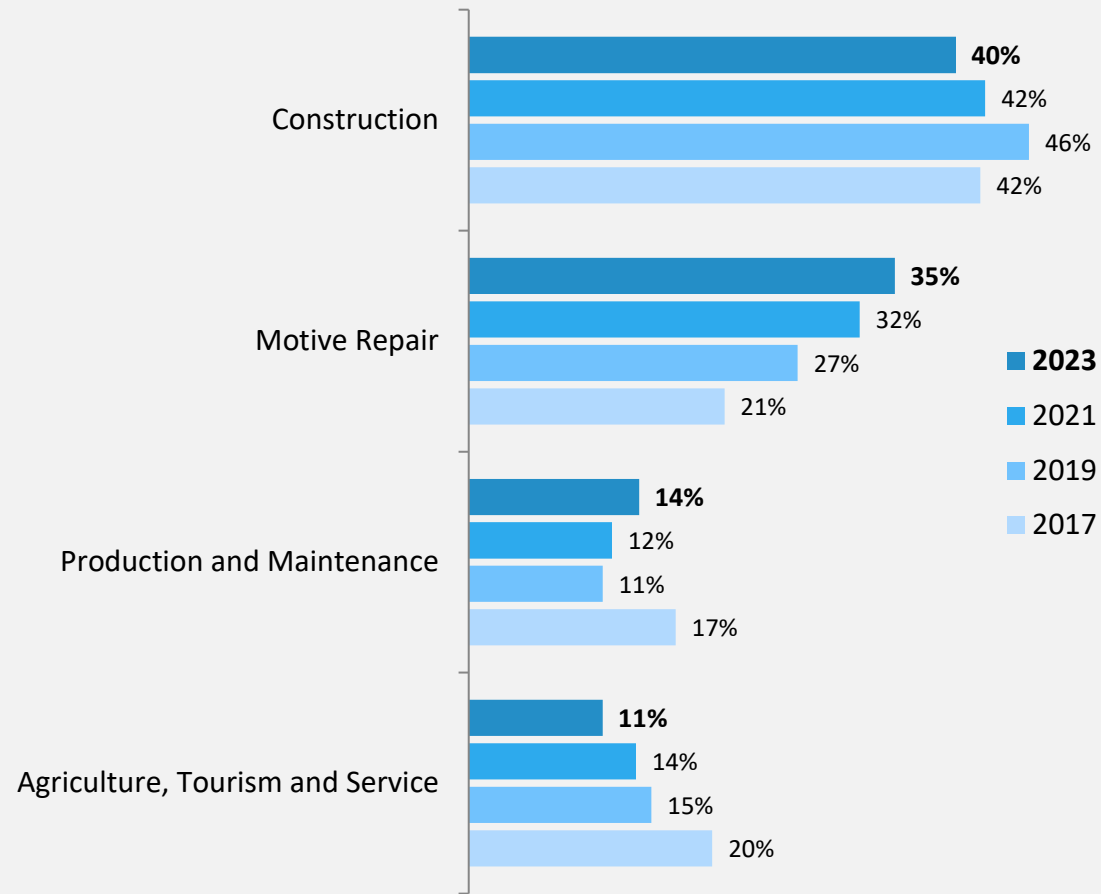


Communication Preference

Employers continues to prefer to receive SATCC information via email. Four in ten employers mention MyATC as one of the preferred channels, although only a handful rate MyATC as the primary communication channel of choice. Improving user-friendliness of MyATC and deeper understanding of employer needs when accessing MyATC are strongly advised.

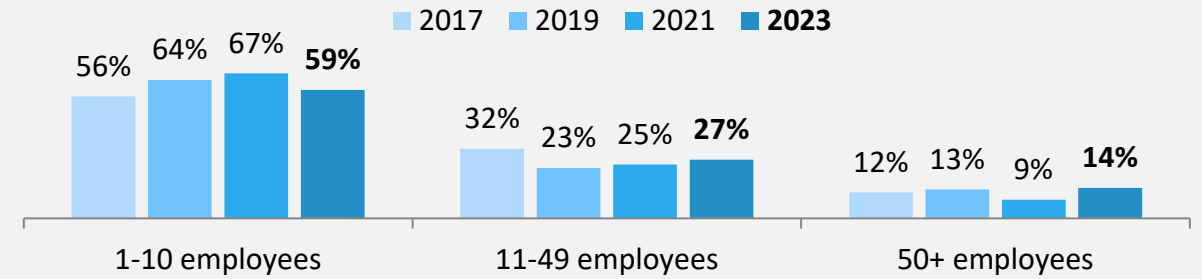
Profile Information

Industry Sector

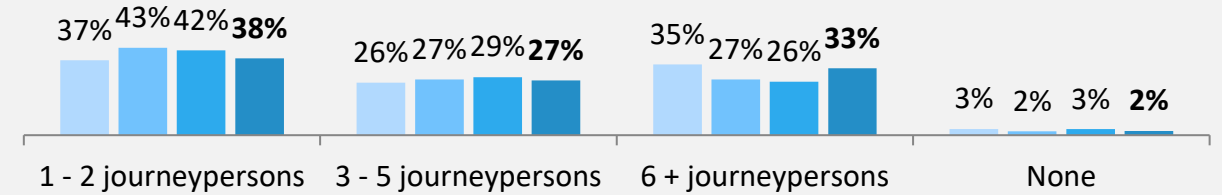


Q2. Which of the following industry sectors best describes the nature of your business? Base: All respondents, n=356 (2023), n=408 (2021), n=368 (2019), n=339 (2017), n=338 (2015).

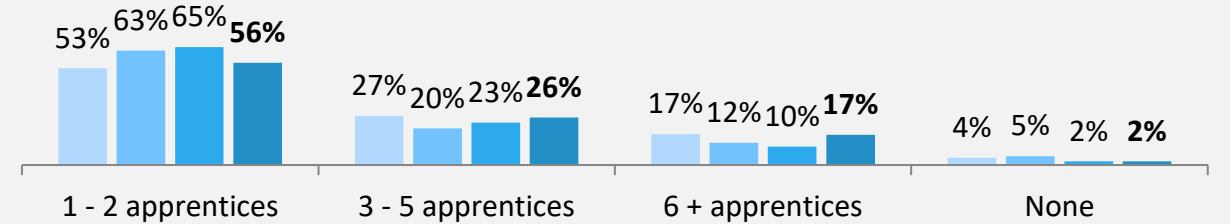
Number of Employees



Number of Journey-persons



Number of Apprentices



Q3. Please indicate the total number of employees, certified journeypersons and apprentices currently employed. Base: All respondents, n=356 (2023), n=408 (2021), n=368 (2019), n=339 (2017), n=338 (2015).

Satisfaction with Apprenticeship

Overall Satisfaction – Statement Agreement

Somewhat and Strongly Agree	2015	2017	2019	2021	2023
Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.	93%	91%	96%	96%	95%
Overall, I am satisfied with the quality of the journeyman when they complete an apprenticeship.	87%	92%	91%	92%	94%
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.	89%	91%	95%	93%	93%
Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice(s) by the technical training provider.	81%	84%	87%	87%	89%
I understand the apprenticeship process and earning potential involved with careers in skilled trades.	98%	95%	98%	98%	98%

PM measure – **Employer Satisfaction with Training: 94%**
 Percentage of employers who agreed or strongly agreed with the statement “Overall, I am satisfied with the quality of the journeyman when they complete an apprenticeship”.

Q13 to Q16. Please indicate if you agree or disagree with the following statements. Base: All respondents excluding “Don’t know or “not applicable”, n=350-353 (2023), n=395-407 (2021), n=351-363 (2019), n=339 (2017), n=338 (2015). Q17. I understand the apprenticeship process and earning potential involved with careers in skilled trades. Base: All respondents excluding “Don’t know” or “not applicable”, n=354 (2023), n=401 (2021), n=360 (2019), n=339 (2017), n=338 (2015).

Job Assignment and Vacancy

Reasons for not Assigning a Broad Range of Tasks

Assigned a Broad Range of Tasks to Apprentices	2015	2017	2019	2021	2023
Yes	98%	95%	99%	98%	98%
No	1%	4%	1%	0%	1%
Don't Know	1%	1%	1%	1%	1%

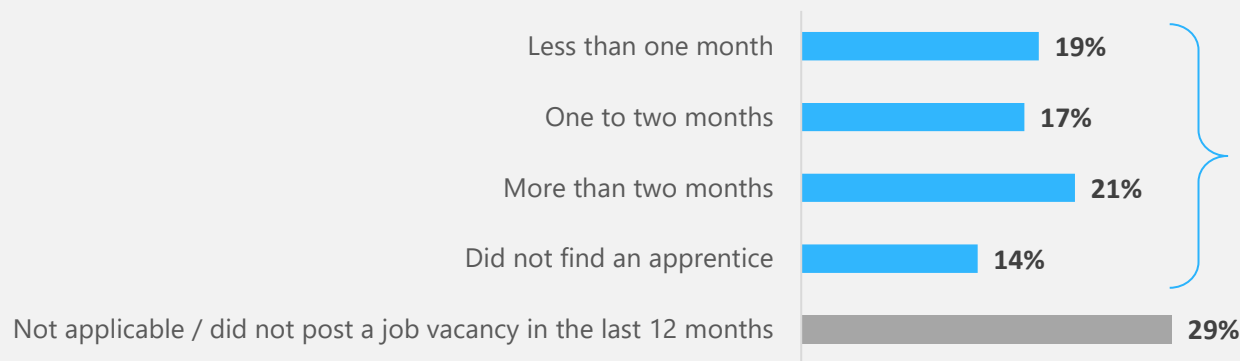
Industry has **become more specialized. As a smaller employer, we cannot do everything** and be competitive in our industry. In today's market if you do everything you will not be good at anything.

We **aren't as busy of a shop as most others**, so it really fluctuates with seasons.

Experience and vulnerable to mistakes. **First year apprentice needs a bit more experience.** They are working with other Journeymen, and we haven't had them venture on their own yet. My 3rd year apprentice is **on his own he went through pre-employment.**

It is a niche environment with specialized equipment. We are **not able to provide a wide scope of training** that a JM would be expected to have in other shops and to understand all course work.

Time to Fill a Vacancy



Among those who were hiring to fill a job vacancy. n=253.

Time	%
Less than one month	26%
One to two months	25%
More than two months	30%
Did not find an apprentice	19%

Q10. Employers are expected to provide as broad a range of tasks as possible to each apprentice. Have you been able to assign a broad range of tasks to each apprentice? Base: All respondents, n=356 (2023), n=408(2021), n=368 (2019), n=339 (2017), n=338 (2015). 23Q3. How long did it take you to fill the vacancy for an apprentice in the last 12 months? Base: All respondents, n=356.

Payment and Reimbursement

Payment or Reimbursement of Apprenticeship Registration Fee	2019	2021	2023
Yes, I pay	38%	45%	35%
Yes, I reimburse	14%	15%	21%
No, I do not pay or reimburse	48%	40%	44%

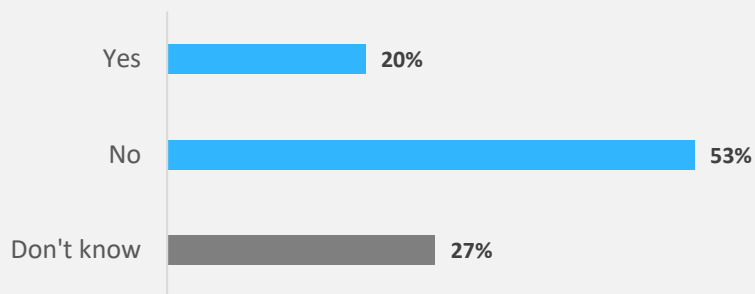
Extent to Tuition Payment or Reimbursement	2015	2017	2019	2021	2023
I pay at all levels regardless	24%	33%	27%	32%	37%
I pay only if the apprentice passes	21%	15%	17%	20%	19%
I pay at some technical training levels	9%	4%	7%	5%	3%
I do not pay	46%	49%	49%	43%	40%

Percentage of Tuition Payment or Reimbursement (among those who pay or reimburse tuition fees)	2015	2017	2019	2021	2023
Less than 50%	10%	10%	5%	3%	3%
50%	10%	4%	8%	9%	5%
More than 50%	11%	5%	8%	6%	8%
100%	69%	81%	79%	82%	85%

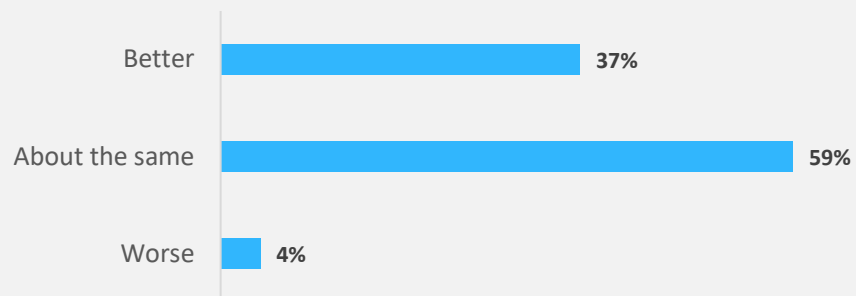
Q10b. Please indicate if you pay or reimburse the fee for registering the Contract of Apprenticeship with the SATCC. Base: all respondents, n=356 (2023), n=408(2021), n=368 (2019), n=339 (2017). Q11. Please indicate the extent to which you pay or reimburse tuition fees for apprentices? Base: all respondents, n=356. Q12. Please indicate the percentage of tuition fees you pay. Base: respondents who pay at least some portion of tuition, n=213(2023) n=182 (2015).

SYA and Pre-employment Programs

Have Apprentices or Journeypersons Graduated from the Saskatchewan Youth Apprentice (SYA) Program



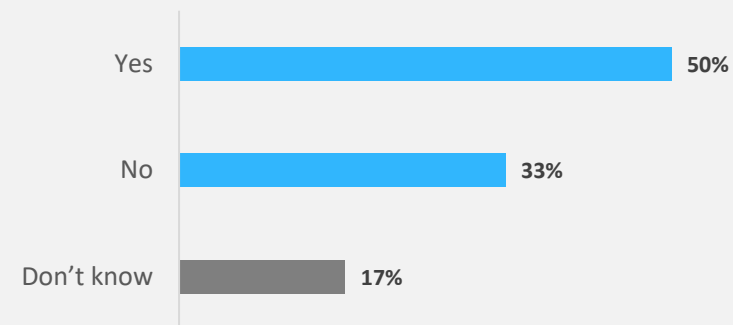
Perceived impact of the SYA Program on the Apprentice or Journeyperson (among those who hired SYA graduates)



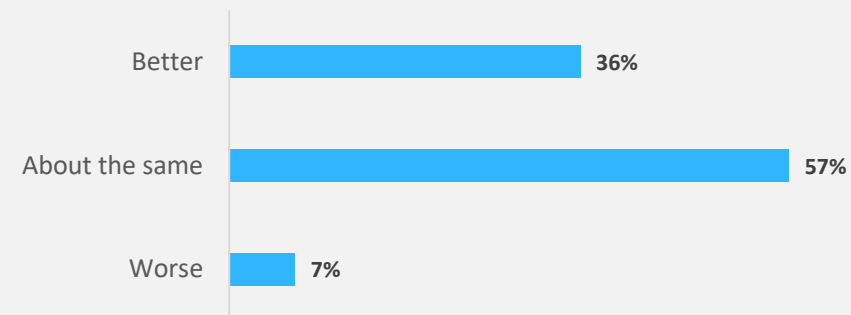
Q9. Are any of your apprentices or journeypersons graduates of the Saskatchewan Youth Apprentice (SYA) program offered through Saskatchewan high schools. Base: All respondents, n=356.

Q9b. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Respondents who have apprentices or journey persons participated in the SYA program, n=73.

Have Apprentices or Journeypersons Participated in a Pre-employment Program



Perceived impact of the Pre-employment Program on the Apprentice or Journeyperson (among those who hired Pre-employment graduates)

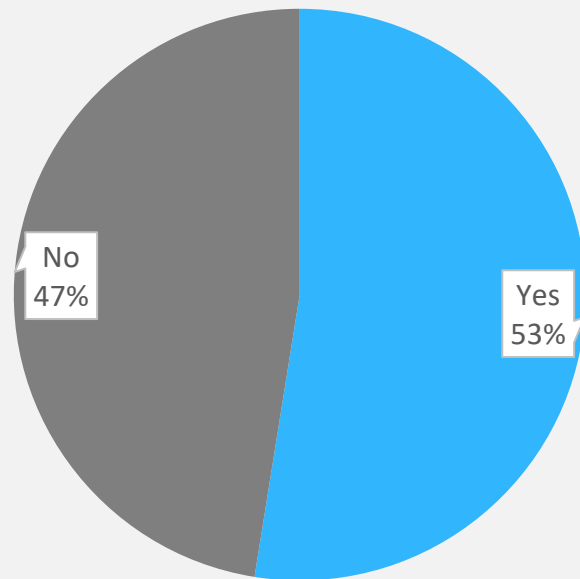


23Q1. Have any of your apprentices or journeypersons participated in a pre-employment program?. Base: All respondents, n=356.

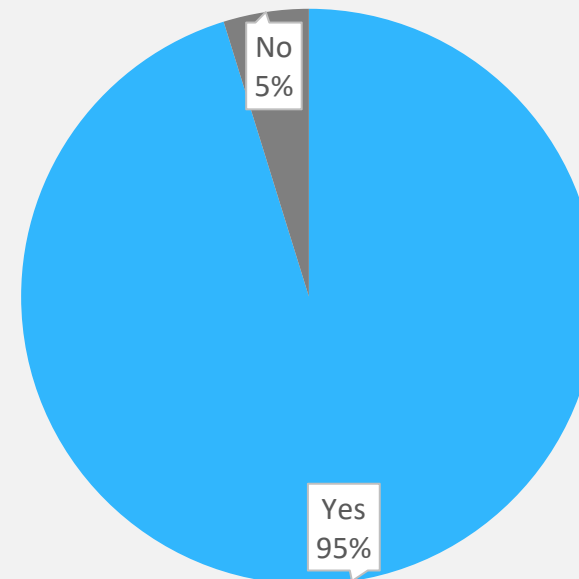
23Q2. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Respondents who have apprentices or journey persons participated in the pre-employment program, n=178.

Potential Trades Qualifier Route

Awareness of Potential Trades Qualifier Route for some Tradespeople



Intention to Encourage Qualified Employees to Pursue Certification



17a. Are you aware that some of your existing employees, who are tradespeople in non-compulsory trades and have not enrolled as apprentices, may be able to qualify as journeypersons through the trades qualifier route?
Base: all respondents, n=356. 17b. Would you encourage those employees to get certification? Base: respondents who are aware that some tradespeople may qualify for potential trades qualifier route, n=188.

Satisfaction with Staff – Statement Agreement

Somewhat & Strongly Agree	2015	2017	2019	2021	2023
Staff are friendly and courteous	84%	96%	96%	95%	94%
Staff are helpful	83%	95%	94%	93%	93%
Staff are knowledgeable	80%	91%	94%	93%	89%
Average	82%	94%	95%	94%	92%

Q20. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know" n=325 to 329 (2023), n=376 to 377 (2021), n= 341 (2019), n=339 (2017), n=338 (2015).

MyATC and SATCC Service Ratings

MyATC* / SATCC Service Ratings*

Average + Above Average + Exceptional	2015	2017	2019	2021	2023
Updated business information (e.g., address, phone, email, primary contact, etc.)	92%	94%	95%	98%	90%
Fee payment (apprenticeship application, technical training and/or exam)	95%	96%	95%	96%	88%
Verify/acknowledge work performed trade time	96%	96%	95%	97%	87%
Acknowledge an apprenticeship application	93%	96%	95%	95%	87%
Verify credentials (JP confirmation)	96%	95%	95%	97%	86%
Average	94%	95%	95%	97%	88%

PM measure – **Employer Satisfaction with SATCC Services: 88%**

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

* Question rephrased in 2023.

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.

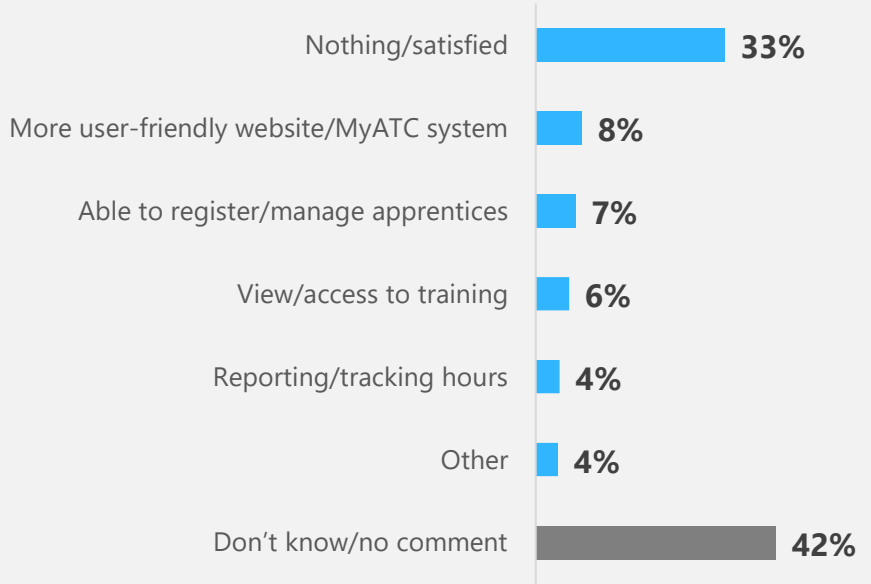
Q18. Please rate the following SATCC services you received in the last twelve months. Base: All respondents, excluding 'not applicable', n=281-341 (2023), n=182-366 (2021), n=156-324 (2019), n=158-312 (2017), n=132-298 (2015).

MyATC Satisfaction and Suggestions

Satisfaction with MyATC Satisfaction – Statement Agreement	Somewhat & Strongly Agree (%)
The notifications I receive from MyATC provide important information about my apprentice(s) and their apprenticeship.	86%
The MyATC has positively impacted my ability to self-manage the apprenticeship of my apprentices.	77%



Additional SATCC Services to Complete through MyATC



Ability to **remove apprentices** who have left the company.

Link to **update tech hours. Pay tech fees. See hours needed for next level of school.** I had to call in and talk to someone about what hours were needed.

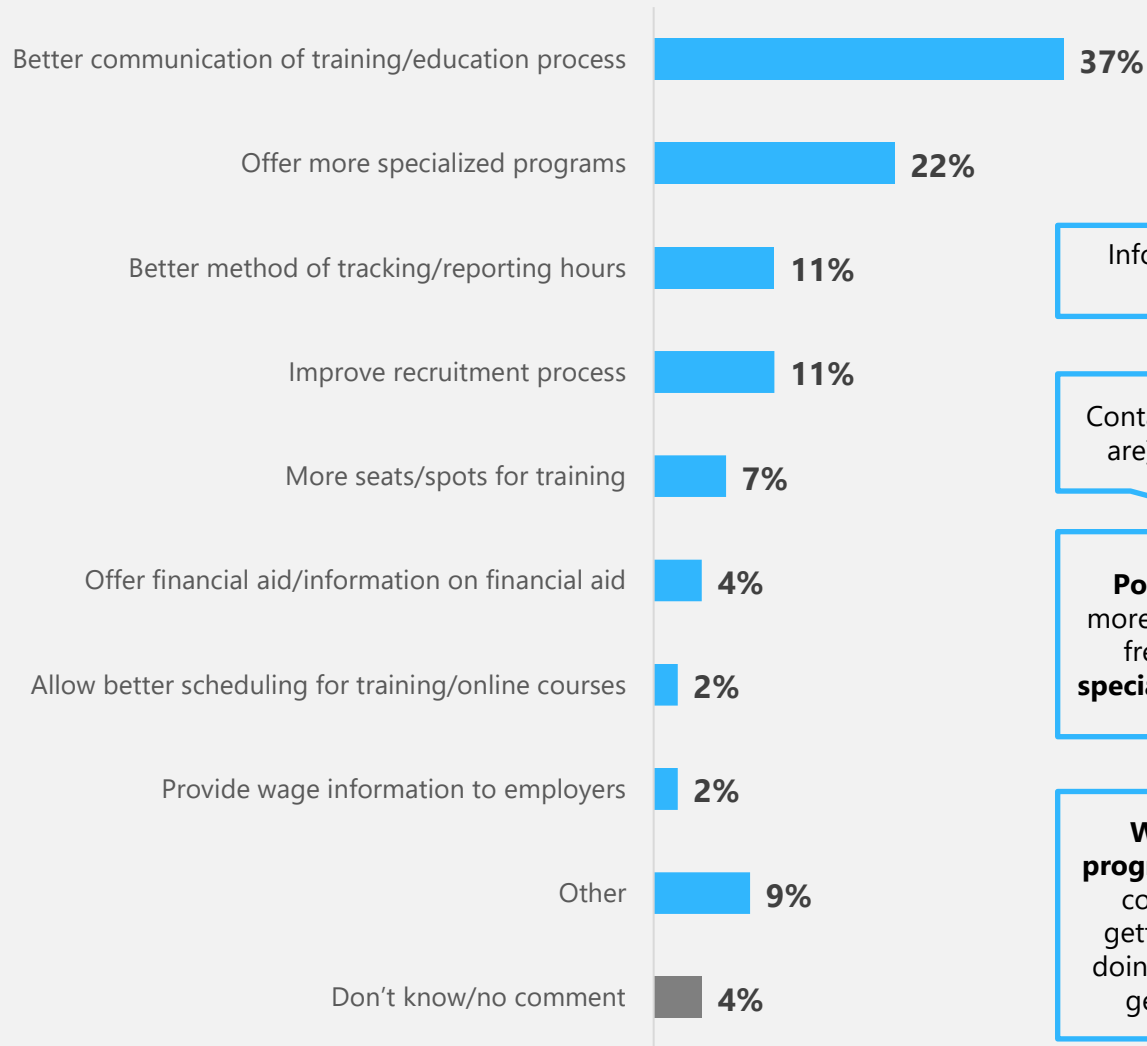
Would like to have a **calculator for determining increment rates based on industry standards** and that also comply with legal requirements. Should be able to put in journey person rate and have it show options for compensation adjustments throughout apprenticeship.

Employer should be able to pay application fee through employer MyATC. Last one I did, I had to be logged in under the apprentice. The union requires us to increase pay based on hours worked, so there is no incentive for an apprentice to get through the apprenticeship asap. Employer pays for everything, including full wages while attending training, so **we should have more control and not have to rely on the apprentice to drive the process.**

I would like to see a complete apprentice file. Instead, I have to click through a variety of places to see each apprentice's status in a variety of places. I would like to open on screen and see everything I need to know, status, exams, pass/fail level of program etc. all in one personnel file.

23Q4. Please indicate if you agree or disagree with the following statements. Base: All respondents excluding "Not applicable", n=342-345.
 Q23.5. Which of the following services would you like to be able to complete online? Base: All respondents, n=356 (2023).

Potential SATCC Services Suggested by Employers



All safety training would be an asset.

Inform them of any **grants available** to them [apprentices / journey-persons].

Contacts for **apprentices** [who are] **seeking employment**.

Guidance on getting new Canadians into the program.

Send email reminders for upcoming information required for my apprentices.

Post Journeyman Specialized Training – more like continuing education where variable frequencies drives, networking, to create **specialized courses for specialized industries.**

Additional training opportunities for apprentices & Journeypersons to give employees opportunity to get **additional training time in areas that they could use improvement.**

Work more with apprentices on their progress, rather than just seeing them on their course date, workbooks for set tasks and getting their employers to mark them when doing set tasks so that you can see if they are getting it practically or just theoretically.

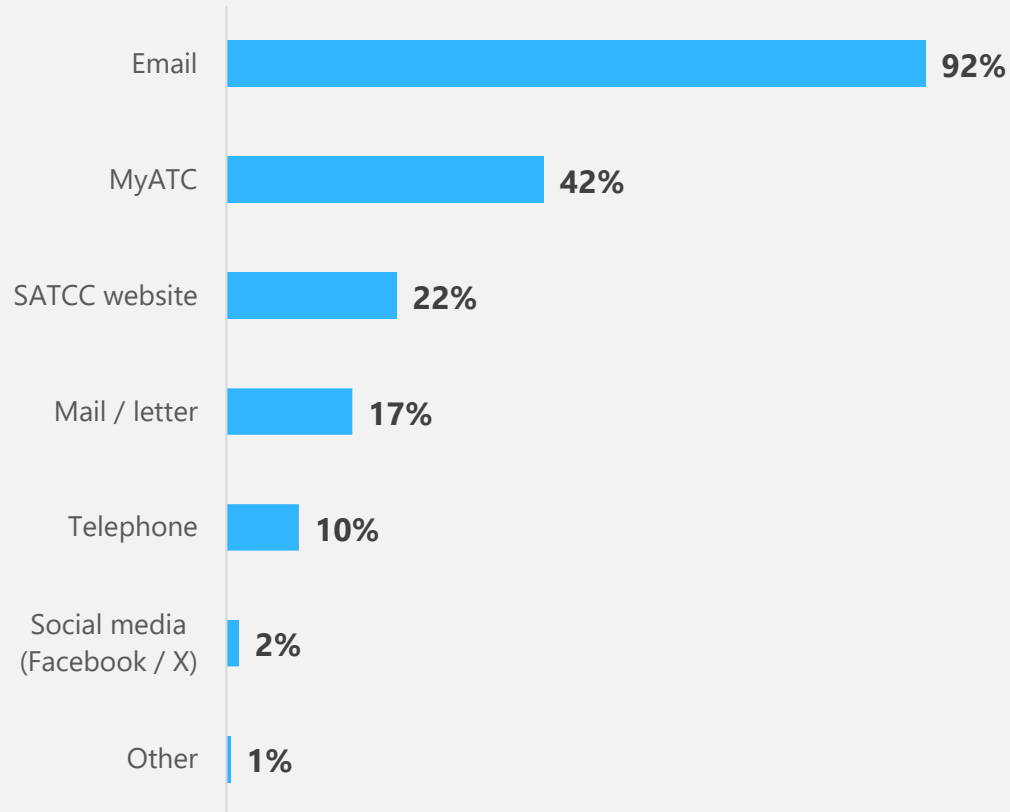
Figure out a **better method of determining which apprentice gets into the next level of training.** A lottery system is NOT equitable. Fix the link in your emails regarding MyATC so that it links to the login page and not Saskatchewan.ca.



Q27. Are there other services that the SATCC could provide to employers or apprentices? Base: All respondents excluding “no/nothing”, n=46 (2023).

Communication Preference

General Preferences to Receive/Access Information from SATCC (2023)



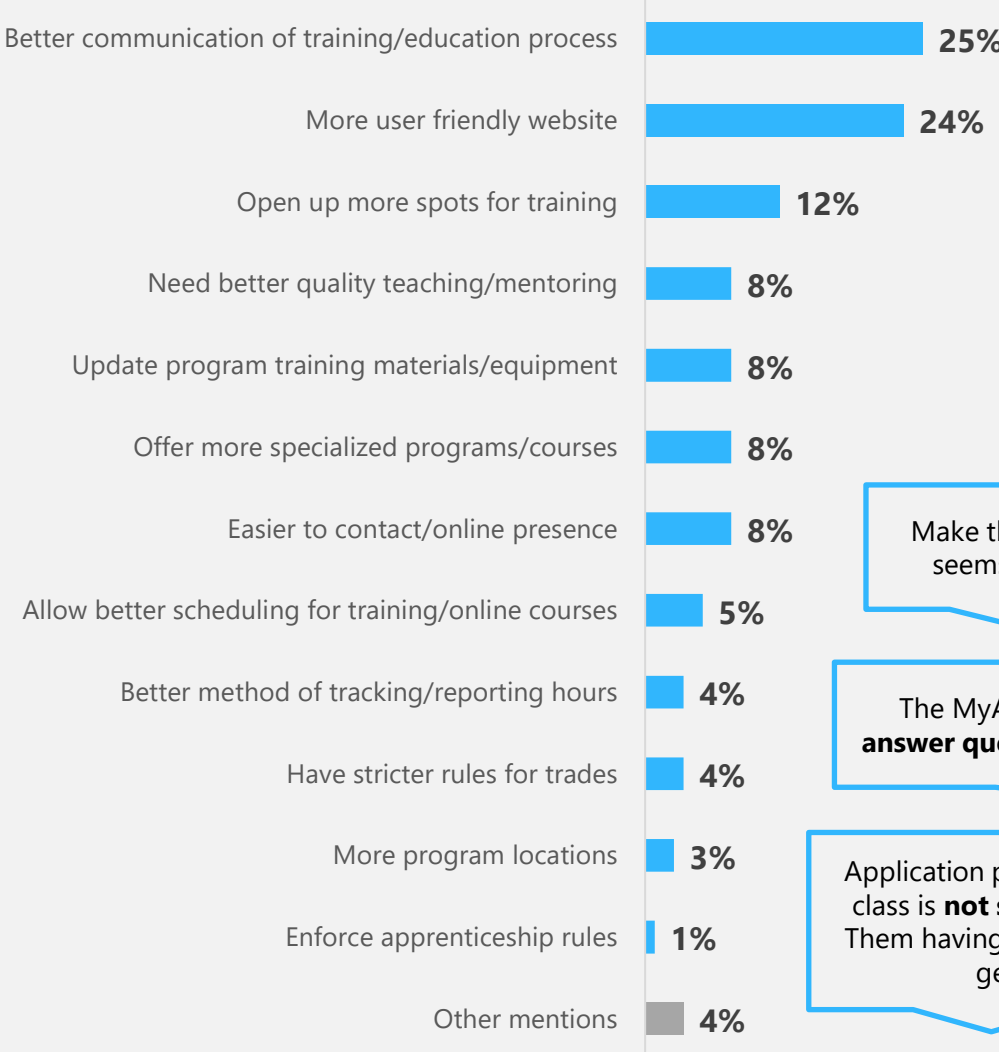
Favourite Communication Channel – Trended

	2015	2017	2019	2021	2023
E-mail	67%	67%	67%	82%	85%
Letter	22%	25%	28%	12%	6%
MyATC*	-	-	-	-	6%

*MyATC is added in the 2023 study.

Q21. How would you like to receive or to access information from the SATCC? Base: All respondents, n=356. Q22. What would be your preferred method of receiving information from the SATCC? Base: All respondents, n=356 (2023), n=408 (2021), n=368 (2019), n=339 (2017), n=338 (2015).

Suggestions to the SATCC



Provide clearer information to apprentices or skilled trades people **on your website.**

More technical training available, **especially for Millwrights.**

Make the website easier to use. It seems **messy and confusing.**

Updating technical training curriculum to better meet the demands of industry **on a more regular basis.**

Do not schedule apprenticeship training on high volume days in the industry i.e., Mothers' Day.

The MyATC needs to be overhauled it is terrible. **There is no one to answer questions and it takes forever to get anything done** through it.

Have a **better system for determining which apprentices get into training next.** The current set-up is like getting concert tickets and is not equitable!

Application process or signing up for school/class is **not suitable for a working person.** Them having to be up late to make sure they get into class is not fair.

One thing I noticed when he came out of pre-employment, he didn't learn about brakes on the safety side of it. **He learnt more with me the first two weeks than in pre-employment.**

Try to attract kids into the HVAC. Advertising that with the schools I started and send posters if any students would be interested.

Q26. Is there anything else the Saskatchewan Apprenticeship and Trade Certification Commission could do better? Base: All respondents excluding "no/nothing", n=114 (2023).