



SATCC 2025 EMPLOYER SATISFACTION SURVEY

November 2025

insightrix

 Saskatchewan
Apprenticeship and
Trade Certification
Commission

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
- Assessing satisfaction with MyATC platform and tools

- The Employer Study was conducted using both phone and online methodologies.
- Data for the most recent wave were collected between October 3rd and October 30th, 2025.
- In total, 312 completed responses were obtained (95 by phone, 217 online) from 1,999 contacted employers. Overall, the 2025 response rate is 25% compared to 26% in 2023, 23% in 2021, 29% in 2019 and 15% in 2017. The margin of error is ± 5.1 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

- Tracked results from previous studies and reports are presented where applicable and where data was available.
- Tracked questions with wording or question structure changes are marked where applicable.
- 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 ± 5.1 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.

Key Findings



Key Findings

Overall Satisfaction

- Employers continue to be highly satisfied with the performance and readiness of apprentices. Ratings for several core SATCC services improve this year, showing more consistent delivery across key processes. Employers also report better experiences with SATCC staff, noting clearer guidance and timely support. Taken together, these results point to a positive employer experience and steady confidence in how the apprenticeship system is meeting their needs.

Experience with MyATC

- Employers continue to find MyATC useful for accessing important apprenticeship information, and overall satisfaction with the platform has improved this year. Alongside this progress, employers note there is still room to make the system easier to navigate, with interest in easier access to view full apprentice profiles, hours and training details in one place. Employers also mention a few additional features that would strengthen the platform, such as the ability to view open seat availability, see apprentice eligibility at a glance and more easily submit or review hours. Feedback on the training schedule release and first come enrollment system is mixed, with many requesting greater clarity, better timing, and improved visibility into seat availability.

SYA and Pre-employment Programs

- Perceptions of SYA and pre-employment graduates remain positive. While most employers say these apprentices perform on par with others, more than one third report they arrive better prepared and more job ready. Employers also continue to provide a broad range of tasks whenever their workload allows, though some note that capacity, seasonality, or limited-service offerings can affect how much exposure an apprentice receives.

Communication Preference

- Email is the most preferred communication method among most employers, with MyATC used as a secondary channel. Employers recommend enhancing platform usability and making key information more accessible to encourage broader reliance on MyATC.



Key Findings

Suggestions

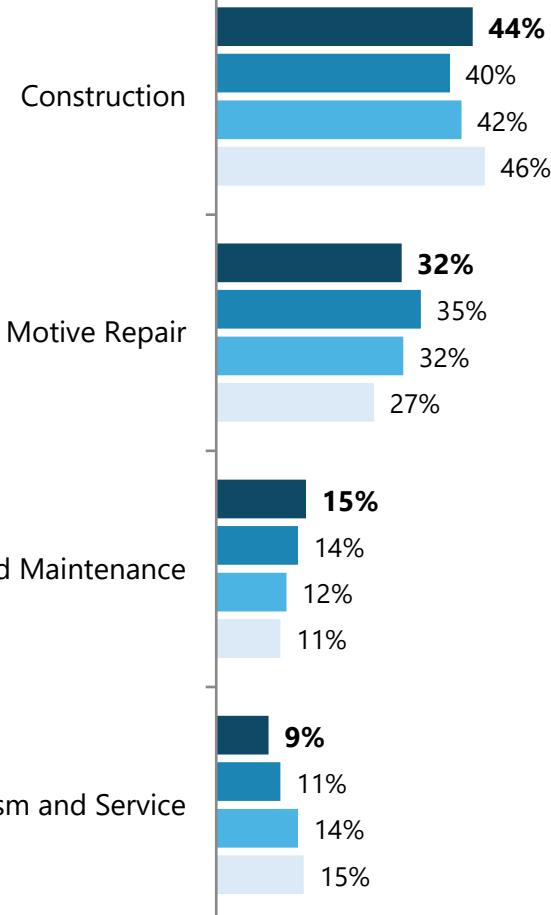
- Employers desire a few focused improvements that would help strengthen the apprenticeship system. They highlight the need for greater training availability through more classes, additional locations and scheduling options that reduce delays for apprentices. Many also speak to the benefit of coordinating training timelines more closely with employer needs so they can manage workloads while supporting apprentice development.
- In addition, employers recommend continued updates to course materials and more hands-on learning opportunities within technical training to better align school and workplace expectations. They also note the importance of clearer communication around training options, eligibility and pathways between related trades.

Overall, employers remain positive and focus their suggestions on practical steps that would enhance clarity, access and coordination for both apprentices and industry.

Detailed Results

Profile Information

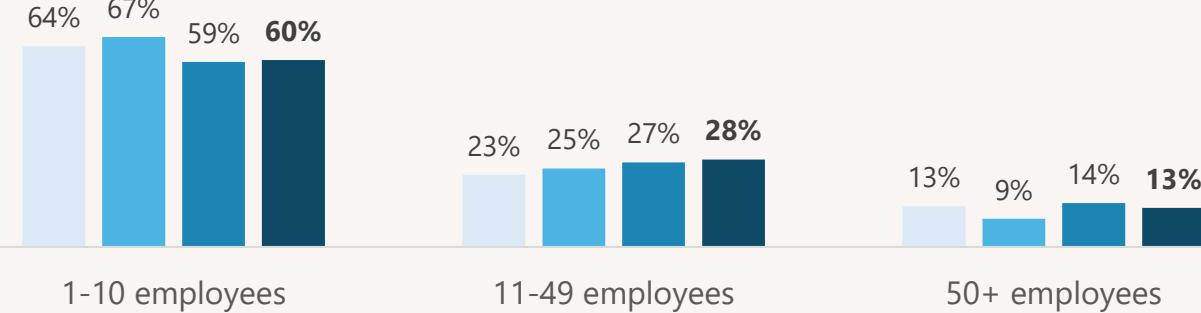
Industry Sector



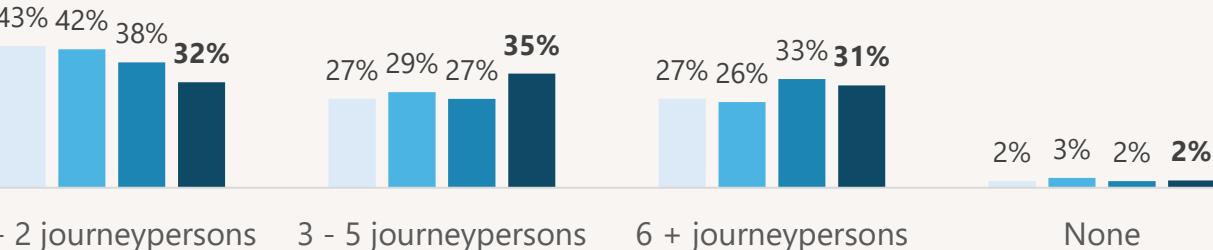
Q2. Which of the following industry sectors best describes the nature of your business? Base: All respondents, n=312 (2025), n=356 (2023), n=408 (2021), n=368 (2019).

Number of Employees

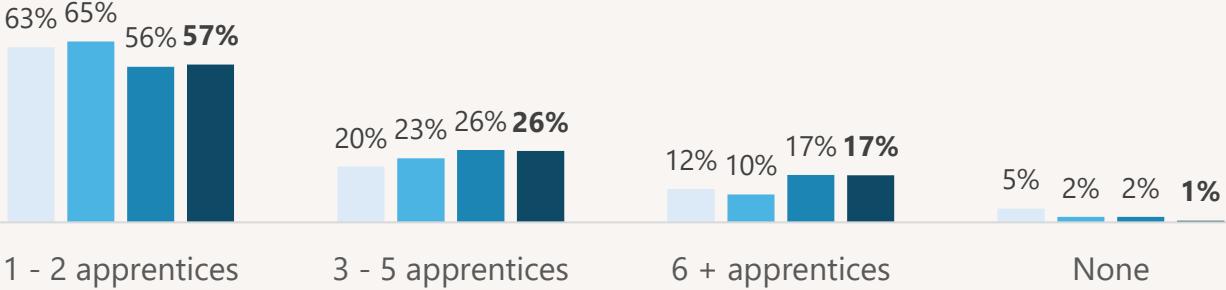
2019 2021 2023 2025



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=312 (2025), n=356 (2023), n=408 (2021), n=368 (2019).

Overall Satisfaction – Statement Agreement

Somewhat and Strongly Agree	2019	2021	2023	2025
Overall, I am satisfied with the apprentice's ability to contribute to the success of my company.	96%	96%	95%	95%
Overall, I am satisfied with the quality of the journeyperson when they complete an apprenticeship.	91%	92%	94%	93%
Overall, I am satisfied with the ability of an apprentice to perform the tasks as expected.	95%	93%	93%	94%
Overall, I am satisfied with the quality and breadth of technical training provided to my apprentice(s) by the technical training provider.	87%	87%	89%	88%
I understand the apprenticeship process and earning potential involved with careers in skilled trades.	98%	98%	98%	99%

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=295-307 (2025), n=350-353 (2023), n=395-407 (2021), n=351-363 (2019). 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=309 (2025), n=354 (2023), n=401 (2021), n=360 (2019).

Job Assignment and Vacancy

Assigned a Broad Range of Tasks to Apprentices	2019	2021	2023	2025
Yes	99%	98%	98%	96%
No	1%	0%	1%	2%
Don't Know	1%	1%	1%	1%

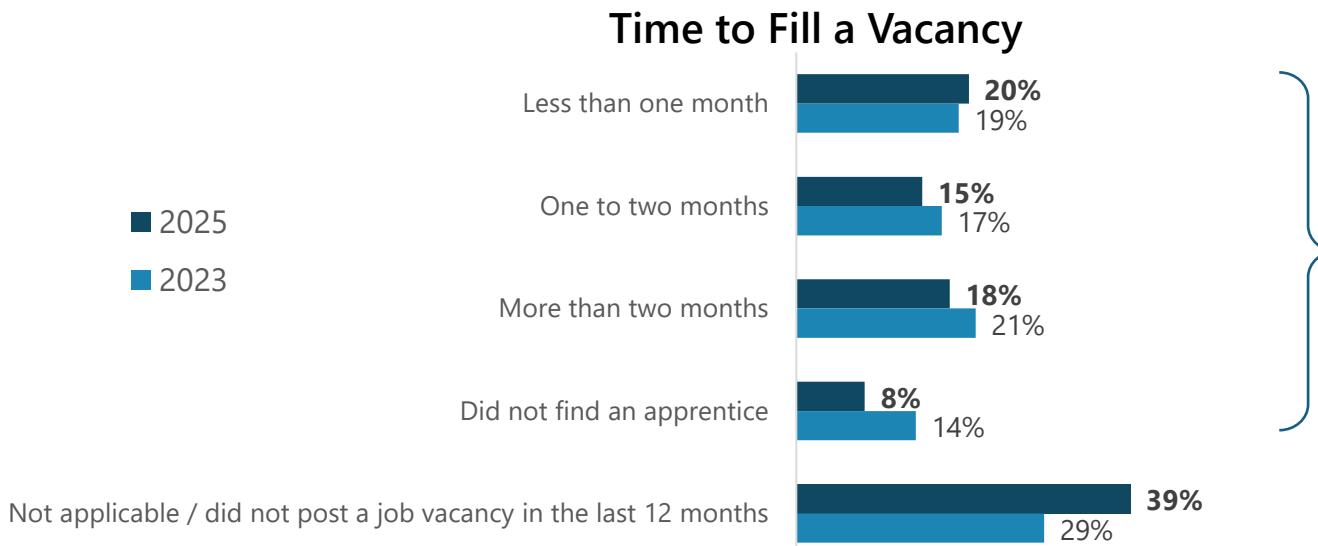
Reasons for not Assigning a Broad Range of Tasks

The level of knowledge and ability are not enough for me to trust them on paying customers so as my business doesn't fail the individual client and loose my good reputation!

We have a small range of products and required repairs.

We do our best, and 95% of the time we are successful, but we can't give the apprentice work we do not have.

The company's main source of income comes from building grain bins in the agricultural sector. So that is what we build from April to October.



Among those who were hiring to fill a job vacancy. n=190 (2025).

Time	2025
Less than one month	33%
One to two months	24%
More than two months	29%
Did not find an apprentice	13%

Q8. 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=312 (2025), n=356 (2023), n=408(2021), n=368 (2019). Q18. How long did it take you to fill the vacancy for an apprentice in the last 12 months? Base: All respondents, n=312 (2025), n=356 (2023).

Payment and Reimbursement

Payment or Reimbursement of Apprenticeship Registration Fee	2019	2021	2023	2025
Yes, I pay	38%	45%	35%	33%
Yes, I reimburse	14%	15%	21%	22%
No, I do not pay or reimburse	48%	40%	44%	45%

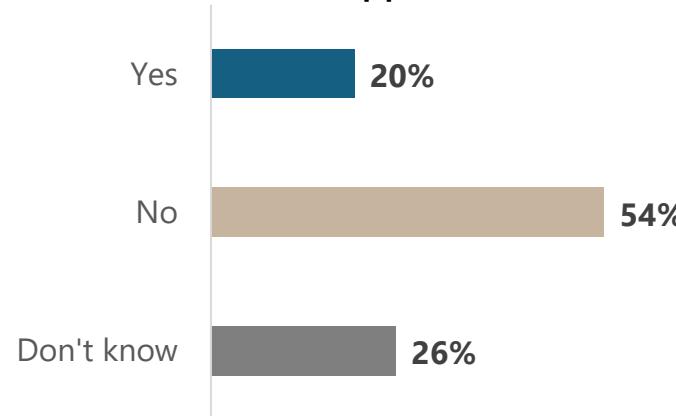
Extent to Tuition Payment or Reimbursement	2019	2021	2023	2025
I pay at all levels regardless	27%	32%	37%	33%
I pay only if the apprentice passes	17%	20%	19%	20%
I pay at some technical training levels	7%	5%	3%	4%
I do not pay	49%	43%	40%	43%

Percentage of Tuition Payment or Reimbursement (among those who pay or reimburse tuition fees)	2019	2021	2023	2025
Less than 50%	5%	3%	3%	2%
50%	8%	9%	5%	7%
More than 50%	8%	6%	8%	8%
100%	79%	82%	85%	82%

Q10. Please indicate if you pay or reimburse the fee for registering the Contract of Apprenticeship with the SATCC. Base: All respondents, n=312 (2025), n=356 (2023), n=408(2021), n=368 (2019). Q11. Please indicate the extent to which you pay or reimburse tuition fees for apprentices? Base: All respondents, n=312. Q12. Please indicate the percentage of tuition fees you pay. Base: Respondents who pay at least some portion of tuition, n=179 (2025), n=213 (2023).

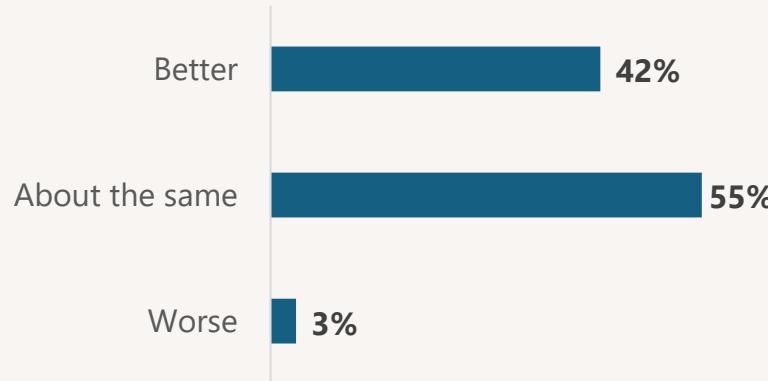
SYA and Pre-employment Programs

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



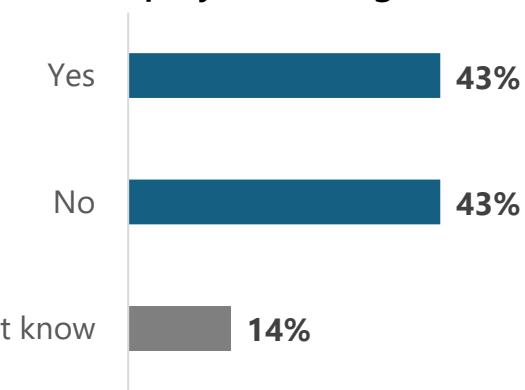
Perceived impact of the SYA Program on the Apprentice or Journeyperson

(among those who hired SYA graduates)



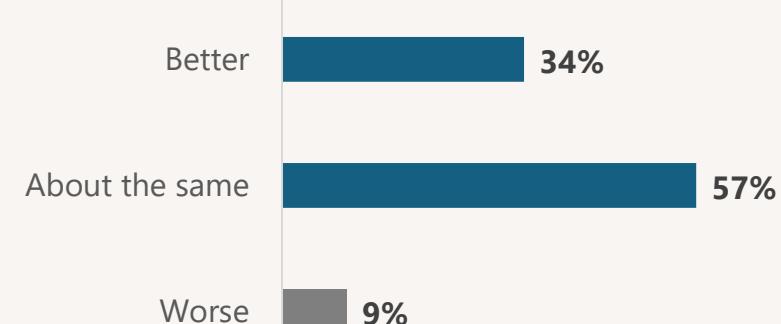
Q4. Are any of your apprentices or journeypersons graduates of the Saskatchewan Youth Apprentice (SYA) program offered through Saskatchewan high schools. Base: All respondents, n=312. Q5. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Respondents who have apprentices or journey persons participated in the SYA program, n=62.

Have Apprentices or Journeypersons Participated in a Pre-employment Program



Perceived impact of the Pre-employment Program on the Apprentice or Journeyperson

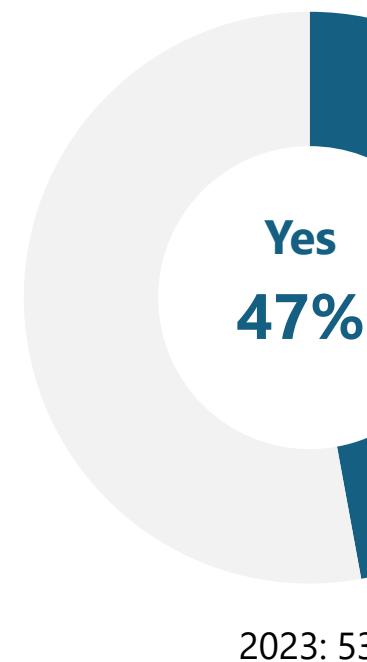
(among those who hired Pre-employment graduates)



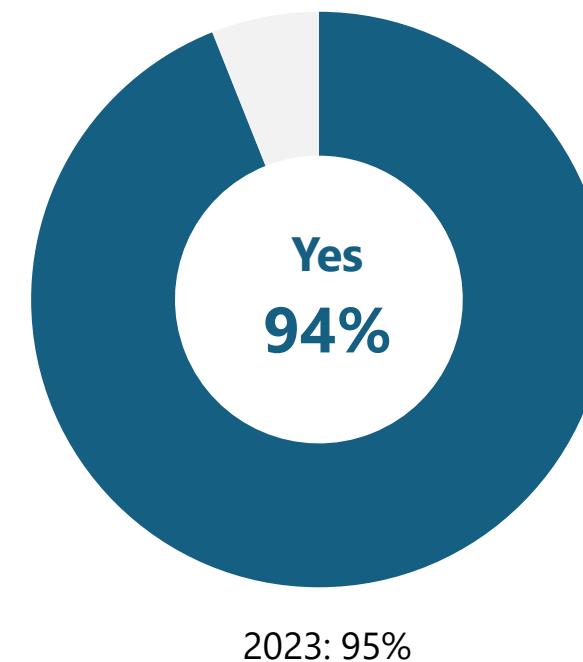
Q6. Have any of your apprentices or journeypersons participated in a pre-employment program? Base: All respondents, n=312. Q7. Did you find those apprentices were better/worse/about the same skill level as any other apprentice? Base: Respondents who have apprentices or journey persons participated in the pre-employment program, n=134.

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=312 (2025), n=356 (2023). 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=149 (2025), n=188 (2023).

Satisfaction with Staff

Satisfaction with Staff – Statement Agreement

Somewhat & Strongly Agree	2019	2021	2023	2025
Staff are friendly and courteous	96%	95%	94%	98%
Staff are helpful	94%	93%	93%	94%
Staff are knowledgeable	94%	93%	89%	95%

Q19. Do you agree or disagree with the following statements regarding your experience with SATCC staff? Base: All respondents excluding "Don't know" n=292-294 (2025), n=325 to 329 (2023), n=376 to 377 (2021), n= 341 (2019).

MyATC and SATCC Service Ratings

MyATC* / SATCC Service Ratings*

Average + Above Average + Exceptional	2019	2021	2023	2025
Acknowledge an apprenticeship application	95%	95%	87%	95%
Updated business information (e.g., address, phone, email, primary contact, etc.)	95%	98%	90%	95%
Fee payment (apprenticeship application, technical training and/or exam)	95%	96%	88%	95%
Verify credentials (JP confirmation)	95%	97%	86%	94%
Verify/acknowledge work performed trade time	95%	97%	87%	93%
Replaced lost documents	90%	93%	-	92%
Update ratio (apprentice/journeyperson)	-	-	-	95%

* Question rephrased in 2023.

- Not asked in those years

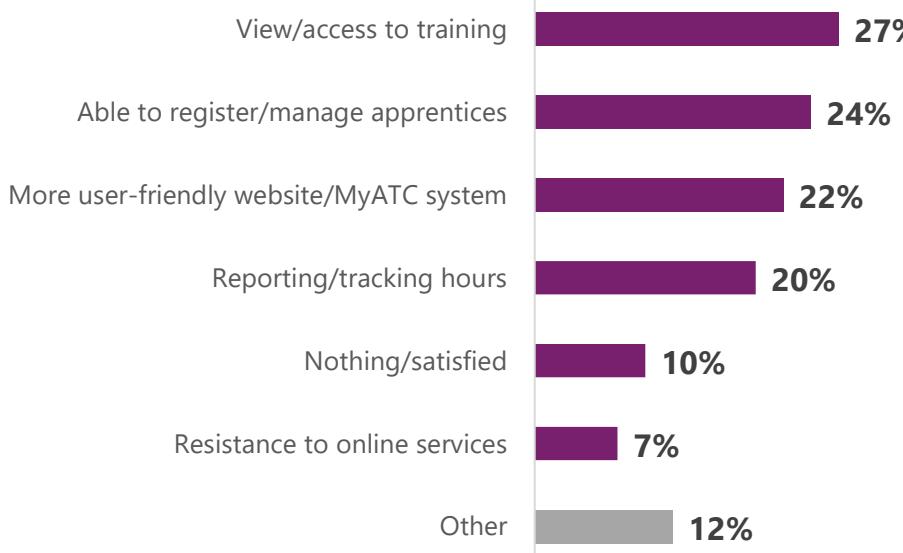
The following message is shown to employers before assessing the MyATC services:

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.

Experience with MyATC

Somewhat & Strongly Agree (%)	2023	2025
The notifications I receive from MyATC provide important information about my apprentice(s) and their apprenticeship.	86%	92%
The MyATC has positively impacted my ability to self-manage the apprenticeship of my apprentices.	77%	85%

Additional SATCC Services to Complete through MyATC



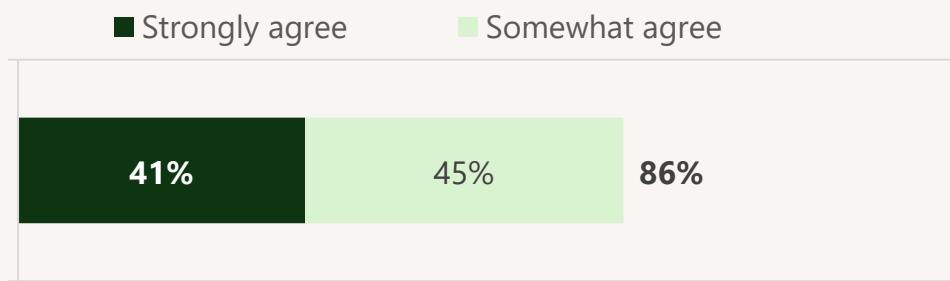
friendly Truck
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needs take time
ATC need see go 1 information employers want
know wish see unit hard many get account
Currently year training program access high
customer site level able hours right everything
passed office really like just end how complete
transport open mechanics nice view sometimes
APPLICATION confirmation staff employer Links
tractor certification
journeymen user
works certification

- Links to grant funding** that is available to apprentices.
- It would be nice to have it **more user friendly to update the hours and tasks.**
- Having access on the account** to know if they have passed (simple pass or fail status no marks).
- It would be great if you **could see how many open seats** there are in all of the course options.
- Access or links to housing options** for training **out of local areas.**
- Would be nice to **view an entire snapshot** of an apprentice's profile, right now everything is separated out on a case file - it is very hard to search and have to put together the 'puzzle pieces' in a sensible order sometimes. This would **give both mentors, apprentices, and their companies better oversight** to where they are at in the program, their total trade hours, their level training and exams (both successful and non).
- Submitting trade time hours**, would like to be able to see the apprentices that are working for us, but listed as being employed through the union on MyATC as well.

Satisfaction with Training Schedule Release and Enrollment Process

Satisfaction with Training Schedule Release and Enrollment Process*

Overall, I am satisfied with the technical training schedule release (May at 8:00 am).



Overall, I am satisfied with the first-come, first-served enrollment system.

* Question added in 2025.

The following message is shown to apprentices before showing the questions related to technical training schedule release and enrollment process satisfaction:

The technical training schedule is released for self-service registration in late May. All training seats/classes are released for the entire training year. Training seats/classes released are staggered by the level of training in the first week. The daily training release in the first week occurs at 8:00 a.m.

Registration in technical training is on a first-come, first-served basis for eligible apprentices. To qualify, apprentices must have passed the previous level and have the minimum trade time hours approved in MyATC (except for Level 1). Having more hours does not give priority over those who meet the minimum hours required.

Preferred Enrollment System*	%	n
Apprentices with more trade time should get priority in seat selection	60%	37
Apprentices who registered with SATCC earlier should get priority	31%	19
Other	23%	14

Ability to Independently Access and Manage Apprenticeships in MyATC*	%	n
Yes	57%	178
Needed help from SATCC at the beginning	34%	105
No, needed help from SATCC staff	9%	29

Q24. Overall, I am satisfied with the technical training schedule release (May at 8:00 am). Base: all respondents excl "Don't know", n=269. Q25. Overall, I am satisfied with the first-come, first-served enrollment system. Base: all respondents excl "Don't know", n=293. Q26. How would you prefer the enrollment system to operate? Base: respondents who are somewhat disagree/strongly disagree/don't know, n=62. Q27: Were you able to access and manage the apprenticeship of your apprentices in MyATC independently? Base: all respondents, n=312.

Preferred Technical Training Schedule Release Month and Time

Preferred Month*

	%	n
January	21%	43
February	4%	9
March	4%	9
April	3%	7
May	24%	49
June	0%	0
July	1%	3
August	1%	2
September	3%	6
October	0%	0
November	2%	4
December	0%	0
No preference	35%	70

Preferred Time of Day*

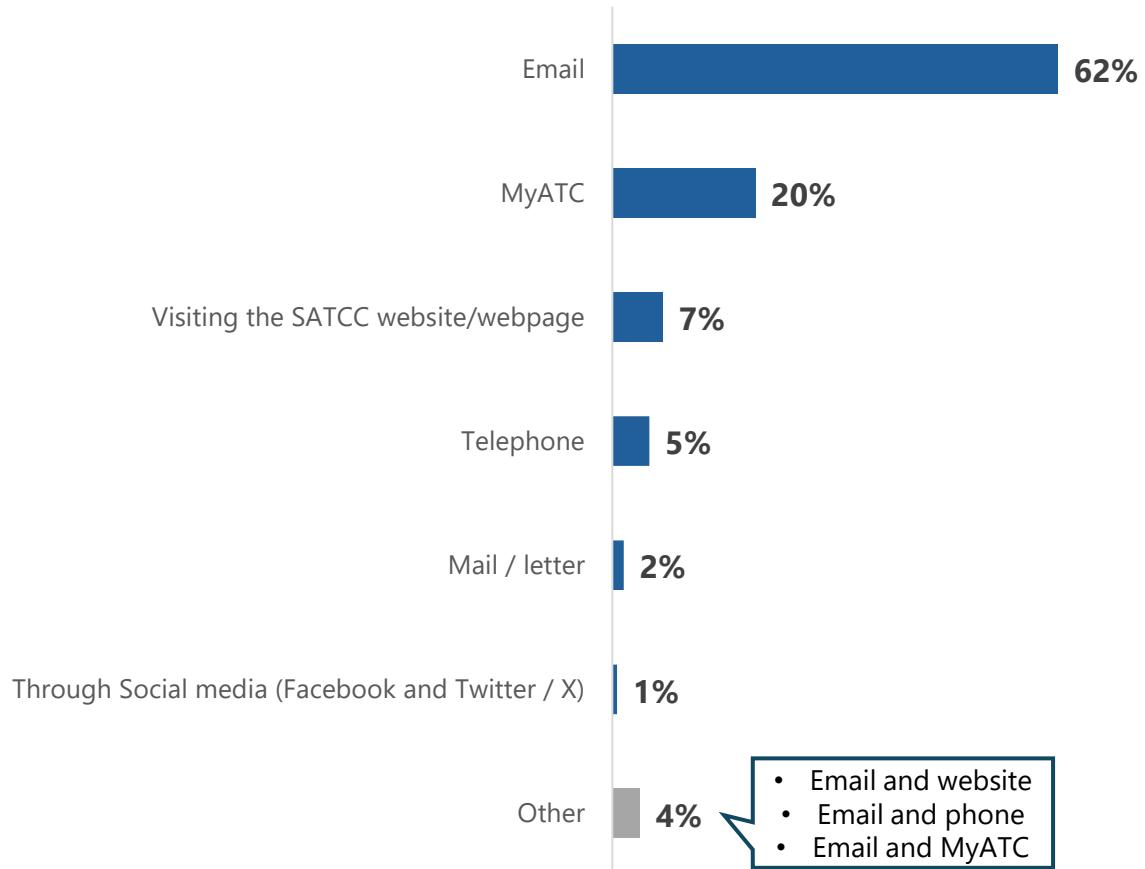
	%	n
12:00 AM	2%	5
1:00 AM	0%	0
2:00 AM	0%	0
3:00 AM	0%	0
4:00 AM	0%	0
5:00 AM	0%	0
6:00 AM	1%	3
7:00 AM	3%	7
8:00 AM	47%	94
9:00 AM	3%	7
10:00 AM	2%	5
11:00 AM	0%	0
12:00 PM	2%	5
1:00 PM	2%	4
2:00 PM	0%	0
3:00 PM	0%	0
4:00 PM	0%	0
5:00 PM	<1%	1
6:00 PM	<1%	1
7:00 PM	<1%	1
8:00 PM	<1%	1
9:00 PM	0%	0
10:00 PM	0%	0
11:00 PM	0%	0

No preference: 34%

*Question added in 2025.

24a. When would you prefer the technical training schedule to be released? (Currently, it is released in May at 8:00 a.m.) Choose the month and time of the day of your preference. Base: Respondents who are somewhat agree/somewhat disagree/strongly disagree/don't know with the technical training release schedule, n=202.

Preferred Information Source about SATCC*

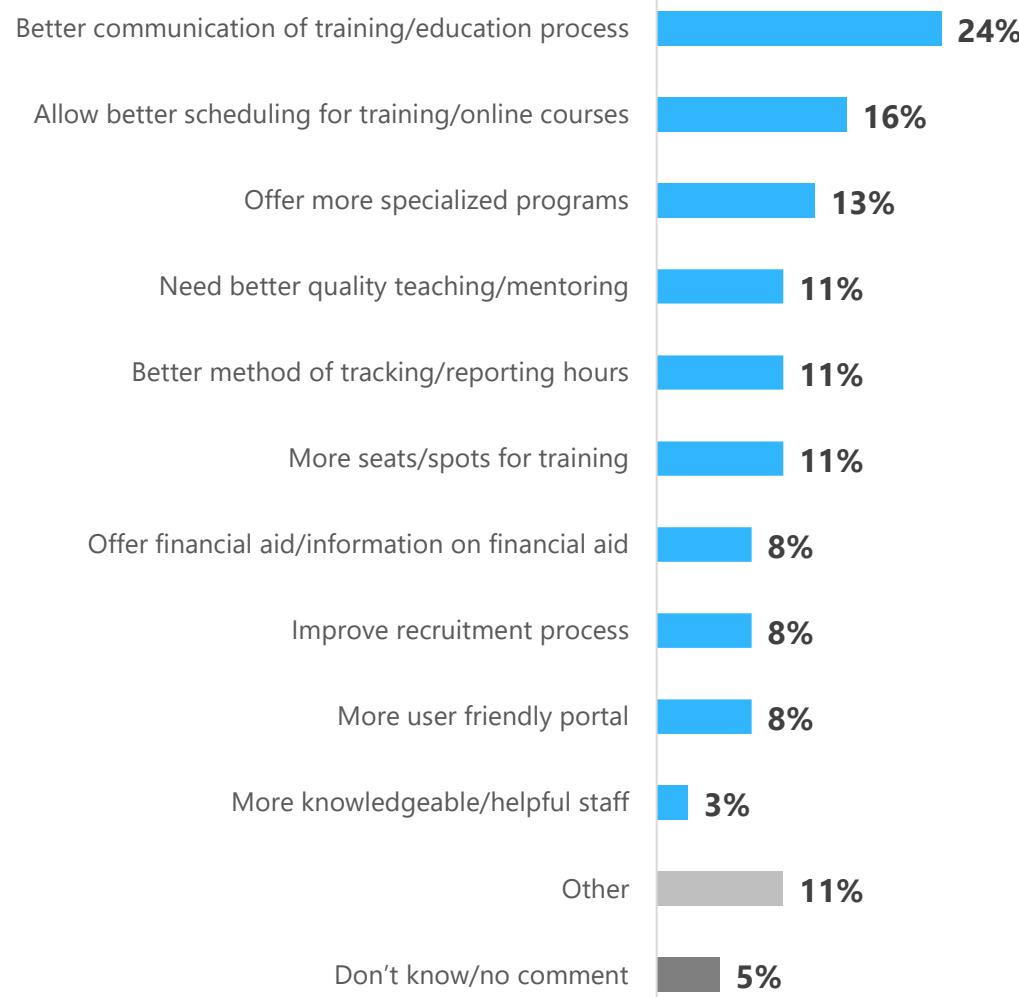


*Question format changed in 2025.

- Email and website
- Email and phone
- Email and MyATC

Q20. Which would be your most preferred means to receive or access information from the SATCC? Base: all respondents, n=312.

Potential SATCC Services Suggested by Employers



Windshield installation, glass technician with ADAS training.

Affordable additional training information to those that search it out.

More physical experience at school.

An easier to navigate portal.

Training opportunities within **Regina**.

More employer involvement would be better (not so reliant on the apprentice to set up training).

More information in notification emails instead of having to log in to see details.

Better outline which trades can **sign off on other trade hours** (i.e., truck and trailer can sign off on auto tech) and **which certificate courses are applicable** for apprentice training and how the level of apprentice is determined.

Have the employer be able to approve/review employee's registration times for school so as to better plan for company work. We make a school schedule for our employees, not everyone follows it. It is also hard to see on SATCC exactly who has applied and when.

Gas course and **allow a minimum of 3 months** to register an apprentice into a compulsory trade after hiring.

More help for disabled apprentices.

If they **could register students while they are still in school**, the pre-employment program would give them Level 1. That way, when they move into a shop, they are already registered.

Not sure **if apprentices are aware of learning supports available** or how to book them. Some are embarrassed to ask so it **might be helpful to give all that information to apprentices** on their first day of training each session.

Suggestions to the SATCC



Re-instate direct apprenticeships in **hairstyling** and the upcoming Barbering program. The pre-employment education is expensive and inadequate.

It's a **struggle finding apprentices. Support with hiring** through SaskPoly. Job boards. Pre employment contacts.

The **SATCC staff could better serve employers** when needed specific information about apprentices, application or apprentices registering with the employer but not on their account yet. It makes it difficult to bring on apprentices when missing information, but the SATCC won't release anything to help get apprentices on board.

Encouraging apprentices to register for their next level.

The **language on the website** is a **little bit difficult** to navigate when you first learn. So, a glossary of definitions or just **plainer language** would be helpful.

Hire more employees so they can get things completed in a **timely manner**.

Give more High school presentations to students about the steps to apprenticeship. Seems we have so many kids that come to us who have no clue the process. We also get kids who missed out hours because their previous employer never told them to register and never submitted hours for them.

We **need more classes** for heavy duty technician courses. They **fill up too quickly**. Not enough school locations in Saskatchewan.

Better layout of online portal. Can be difficult to find what I'm looking for at times

Open registration in the summer instead of spring so equal access to all.

Recognition of other province training status, implement a functioning transfer system between provinces for apprentice candidates.