

2017 Survey of Employer Satisfaction with Apprenticeship Training and Skilled Tradespersons

Comprehensive Report

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1 Study background

Alberta's Apprenticeship and Industry Training (AIT) system features training in the trades that consists of on-the-job training provided by an employer and technical training from an approved technical training provider. It features training in the trades that is current and relevant to the needs of employers and also features standards for training and certification that are established and maintained by industry, in partnership with government. Employers who participate in the AIT system expect their registered apprentices to be productive and effective resources throughout their training, and expect their certified journeypersons to have the expertise and flexibility to meet industry challenges.

Advanced Education (AE) and the Alberta Apprenticeship and Industry Training Board (the Board) are accountable for measuring and reporting on the performance of the AIT system relative to established key performance indicators (KPIs) and to ensure that program standards and performance expectations are met. The employers' survey serves as a key evaluation tool to measure the effectiveness of Alberta's AIT system. It supports accountability and performance of the system by monitoring and measuring factors such as employers' satisfaction with on-the-job training, technical training, the industry network and interaction with AE client services staff. It also gathers opinions from employers about supply and demand for journeypersons and apprentices.

Employer survey results continue to be very critical for program planning and reporting. Results are reported as KPIs for strategies in the Board action plan and annual report. Results are also used in AIT to inform policy and make improvements in program delivery.

The 2017 employers' survey reflects the eighth instance that a satisfaction of employers with apprenticeship training and skilled tradespersons has been measured. An employers' survey has been undertaken every second year starting with a 1998 employers' survey followed by employers' surveys in 2000, 2002, 2004, 2006, 2008 and then 4 years later in 2012. As part of the on-going effort to measure the effectiveness of the system, AE and the Board, commissioned Advanis Inc. (Advanis) to conduct the 2017 Survey of Employer Satisfaction with Apprenticeship Training and Skilled Tradespersons.

1.1 Project Purpose and Objectives

As with the previous employers' surveys, the overall purpose of this study is to provide a measurement of employer satisfaction based on an evaluation of specific aspects of the apprenticeship and industry training system. One important measure of performance is the responsiveness of the AIT system in accommodating employers' requirements for certified journeypersons in sufficient quantity, when needed. Other important measures of performance are the extent to which employers are satisfied with the quality of training received by their registered apprentices, and the overall skills and abilities of the certified journeypersons they employ.

In particular, AE and the Board are responsible for measuring and reporting on the performance of the apprenticeship and industry training system relative to established Key Performance Indicators (KPI). Specifically, the KPIs to be addressed by the survey include:

1. Employers' satisfaction with the effectiveness of apprenticeship training; and
2. Responsiveness of the AIT system to the skill requirements of the Alberta economy.

Employer input from this study was also important in evaluating the perceptions regarding the apprenticeship and industry training system over the past few years, and in contributing to improvements in the system. Specific study objectives included:

1. To edit and clean the population file of business locations derived from the Apprenticeship, Trade and Occupational Management System (ATOMS) into a format that is ready for use as the sampling frame for conducting a satisfaction survey.
2. To measure employers' satisfaction with the ability of the AIT system to provide skilled tradespersons in sufficient quantity when needed;
3. To measure employers' satisfaction with the administration of the AIT system including the quality of service received from client services staff and satisfaction with the performance of the industry network;
4. To measure employers' satisfaction with apprenticeship technical training;
5. To measure employers' satisfaction with on-the-job-training of registered apprentices;
6. To measure employers' satisfaction with the skills and abilities of their certified journeypersons;
7. To identify the specific qualities and skills that employers seek in recruiting registered apprentices;
8. To examine areas of emerging challenges for apprenticeship training and the supply of certified journeypersons in Alberta; and
9. To merge the previous data results files with results of current survey into one comprehensive dataset in SPSS format to facilitate historical comparisons.

This Comprehensive Report provides a detailed description of the results of all questions related to the employer satisfaction survey. It includes a comparison of the 2004, 2006, 2008, 2012, and 2017 survey results to determine if there have been shifts in the perceptions and opinions of employers over time. Additionally, this report summarizes the research methodology and procedures used for this research.

As in 2012, the 2017 survey included the task of data cleaning prior to the major task of conducting the survey. Advanis was responsible for cleaning and editing the population file of business locations derived from ATOMS into a format ready for use as the sampling frame for conducting a satisfaction survey.

1.2 Response Rate and Notes on Analysis

The telephone interviewing phase of the 2017 Survey of Employer Satisfaction with Apprenticeship Training and Skilled Tradespersons was conducted over a 15-week period, starting January 19th and ending May 3rd, 2017. A total of 3,903 employer business locations were surveyed and overall survey results provide a margin of error of no greater than $\pm 1.5\%$ at the 95% confidence level or 19 times out of 20. An in-depth discussion of the survey methodology including response rates and details of data collection and quality control are covered in Section 5.

Data analysis included cross tabulation whereby the frequency and percentage distribution of the results for each question were broken down by region of the province and trade group based on the primary trade identified by the respondent as the trade in which the business location employs the largest number of journeypersons and/or apprentices. Appendix C of this report provides a complete listing of specific trades comprising each of the six trade groupings.

All results reflect unweighted tabulations only. Identical to previous survey years, statistical weighting was not applied to the survey findings based on the size of the business location.

Statistical analysis was also conducted and included confidence interval calculations to determine if there were significant differences in responses between survey years. Changes between 2017 and each of the previous survey years have been highlighted in this report; changes between previous survey years have also been included. Statistical significance for each pairwise survey year is reported within the most recent year's column to show test results compared to all previous years. Results were reported as statistically significant at the 95% confidence level. In other words, in cases where we can say with 95% certainty that there has been a difference in employer opinion between 2017 and any previous survey year. The reader should note when reading the report that the term significant refers to "statistical significance".

Statistical analysis was also conducted to determine if there were significant differences in the number of respondents that indicated they were "very satisfied" or the uppermost score on the four-point scale. Again, significant changes between survey years have been highlighted in this report.

Appendix B of this report presents the detailed tabulations for the four questions related to the key performance indicators, and includes results from the 2004, 2006, 2008, 2012, and 2017 survey findings. It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers.

It should be noted that in the analysis of the survey findings, "don't know" responses were included in the calculations, consistent with the previous analysis. Where "don't know" is included in the overall calculation, it represents a valid response choice and is included in the calculation. For the analysis it can be assumed that where it does not indicate that don't knows are excluded, then they are included in the

calculation. And where appropriate, “don’t know” responses that impact the survey findings have been identified.

This report provides a detailed analysis of all survey findings of the 2017 Survey of Employer Satisfaction with Apprenticeship Training and Skilled Tradespersons and includes a comparative analysis of the 2004, 2006, 2008, 2012, and 2017 employer satisfaction results. Examination of any differences in satisfaction that may exist either between trade groupings or among the various regions of the province has also been included in this report.

1.3 Note on Employer, Business and Business Location

Like the previous employer surveys, the 2017 survey is based on administrative records in ATOMS that are used to build a sample frame for the survey. The survey population consists of managers who have a direct operational responsibility for employing skilled tradespersons at apprenticeship and industry training (AIT) business locations, defined as a specific place of business and registered in ATOMS by apprenticeship client services staff. The term employer, business and business location are synonymous and used interchangeably throughout the report. In all cases, these terms refer to an AIT defined business location that is identified in ATOMS.

2 Survey Findings of Key Performance Indicators

As noted in Section 1.0 of this report, Advanced Education (AE) and the Alberta Apprenticeship and Industry Training Board (the Board) are responsible for measuring and reporting on the performance of the AIT system relative to established key performance indicators (KPIs) and to ensure that program standards and performance expectations are met. The indicators related to employer satisfaction with the system include overall satisfaction with:

- the skills of the certified journeypersons;
- apprenticeship technical training as a method of providing tradespersons with the needed skills;
- the quality of the services received from Apprenticeship and Industry Training staff; and
- the apprenticeship and trade certification system in Alberta, as a whole.

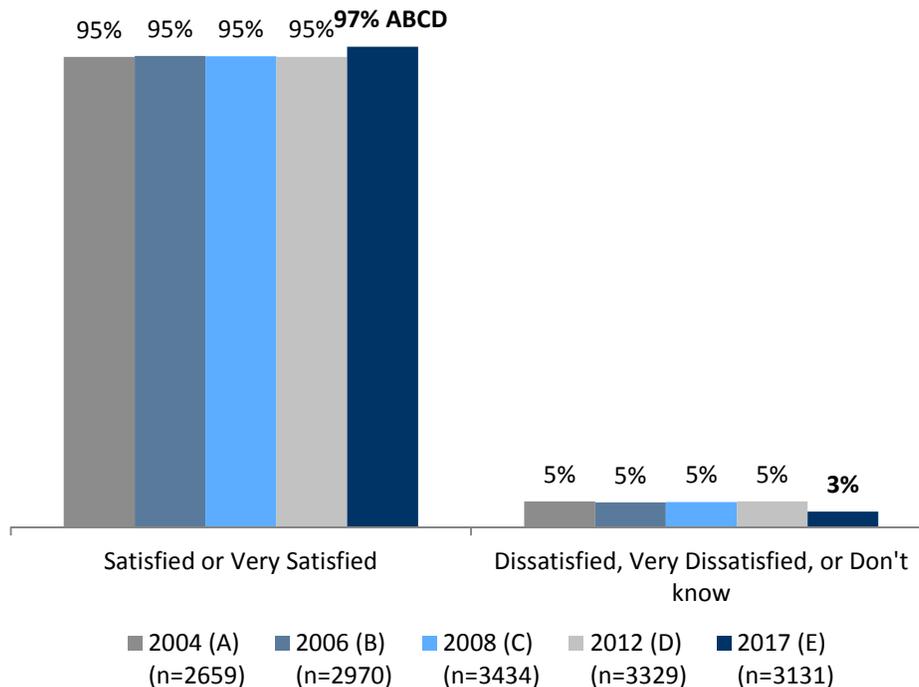
This section of the report provides a detailed description of the tabulations of the questions related to the key performance indicators. Capital letters in charts and tables are used to indicate statistical significance at the 95% level of confidence.

2.1 Satisfaction with Certified Journeypersons

Satisfaction with the skills of certified journeypersons¹ was related to the primary trade employed in the respondent’s business and was asked only of those respondents who employed one or more certified journeypersons.

As illustrated in Figure 1, below, overall satisfaction with the skills of certified journeypersons continues to be extremely high as the majority (97%) of respondents indicated that they were either satisfied or very satisfied in 2017. This percentage is statistically significantly higher than each of the previous 4 years (each at 95%).

Figure 1
Overall Satisfaction with the Skills of Certified Journeypersons (Q9)



Upper case letters indicate significance at the 95% confidence level.

¹ A **Certified Journeyperson** is a person who possesses an Alberta Journeyperson certificate or equivalent as provided in the Apprenticeship and Industry Training Act and related regulations.

Table 1, below, outlines the detailed results of employers' satisfaction with the skills of certified journeypersons, including a comparison between survey years.

Table 1

	Overall Satisfaction with the Skills of Certified Journeypersons (Q9)				
	Survey Year				
	2004 (n=2659) A	2006 (n=2970) B	2008 (n=3434) C	2012 (n=3329) D	2017 (n=3131) E
Very Satisfied	44%	44%	42%	42%	51% ABCD
Satisfied	51%	51%	53%	53%	46%
Dissatisfied	3%	4%	4%	4%	2%
Very Dissatisfied	0%	1%	0%	1%	0%
Don't know / Not stated	1%	1%	1%	1%	1%

Upper case letters indicate significance at the 95% confidence level.

Table 2 shows that in 2017 overall satisfaction with the skills of certified journeypersons increased particularly in the metal and vehicle trade groups to drive the overall increase seen compared to previous years. In particular, overall satisfaction is now at 99% among those in the vehicle trade.

Table 2

	Overall Satisfaction with the Skills of Certified Journeypersons (Q9) by Trade Group				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=2659) A	2006 (n=2970) B	2008 (n=3434) C	2012 (n=3329) D	2017 (n=3131) E
Architectural/construction (2017 n=340)	94%	96%	96%	95%	97% A
Electrical (2017 n=544)	95%	94%	95%	94%	96%
Metal (2017 n=490)	94%	94%	93%	94%	97% ABCD
Mechanical (2017 n=508)	94%	95%	93%	95%	96%
Vehicle (2017 n=780)	96%	95%	96%	96%	99% ABCD
Other (2017 n=469)	96%	96%	96%	95%	95%
Total	95%	95%	95%	95%	97% ABCD

Upper case letters indicate significance at the 95% confidence level.

Employer satisfaction was also examined by respondents’ region, based on the Client Services office that monitors the workplace training of apprentices and supports employers and apprentices in the apprenticeship system for that employer. As shown in Table 3, overall satisfaction with the skills of certified journeypersons continues to be high across all regions and has even increased in the Urban region (97% versus 94% in 2012) and the South region (98% versus 95% in 2012) in 2017 compared to the previous survey year.

Table 3

	Overall Satisfaction with the Skills of Certified Journeypersons (Q9) by Region				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=2659) A	2006 (n=2970) B	2008 (n=3434) C	2012 (n=3329) D	2017 (n=3131) E
Urban (2017 n=1841)	95%	95%	95%	94%	97% ABCD
South (2017 n=587)	95%	95%	95%	95%	98% ABCD
Northeast (2017 n=342)	93%	95%	96%	95%	96%
Northwest (2017 n=361)	96%	96%	96%	98%	98%
Total	95%	95%	95%	95%	97% ABCD

Upper case letters indicate significance at the 95% confidence level.

Calgary and Edmonton offices make up the Urban region.

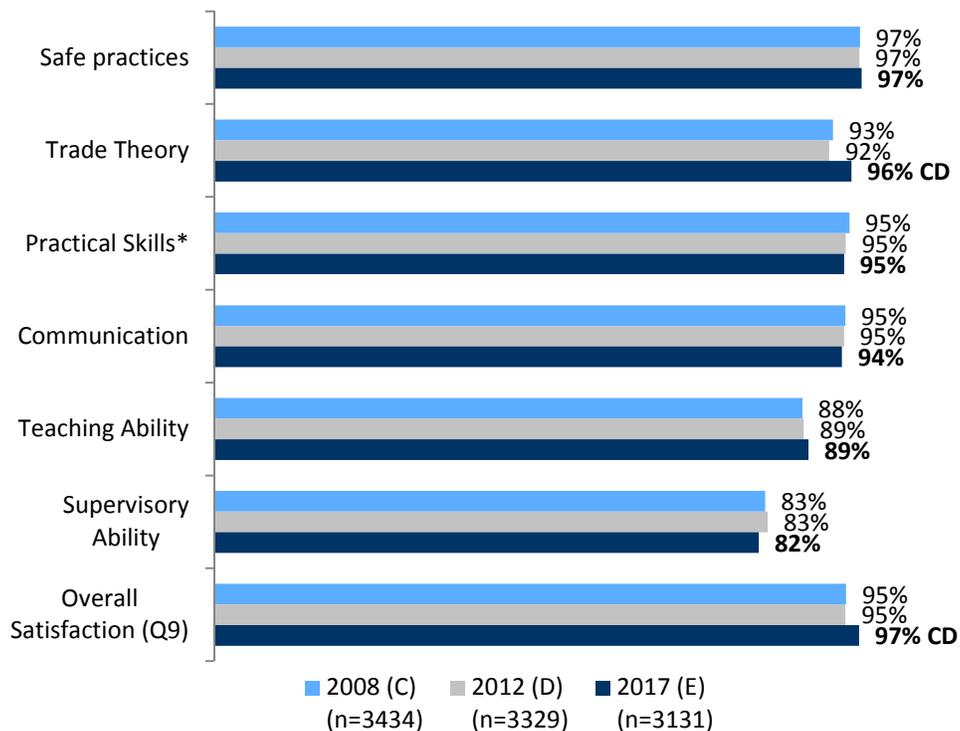
Lethbridge, Medicine Hat and Red Deer offices make up the South region.

Bonnyville, Fort McMurray, Vermillion and Slave Lake offices make up the Northeast region.

Grande Prairie, Hinton and Peace River offices make up the Northwest region.

Next, employers were asked how satisfied they were concerning six (6) attributes related to the skills and abilities of their certified journeypersons. The vast majority of employers stated that they were either very satisfied or satisfied with certified journeypersons' knowledge of trade theory (96%, an increase from previous years), practical skills (95%), supervisory ability (82%), communication with co-workers (94%), ability to teach apprentices (89%), and use of safe practices (97%). Satisfaction levels with each of these attributes and overall satisfaction with the skills of certified journeypersons are presented in Figure 2.

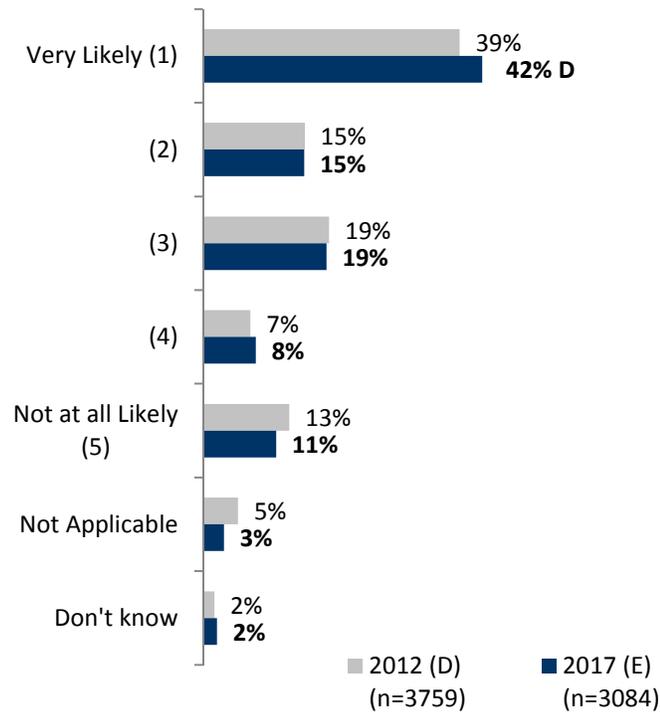
Figure 2
Satisfaction with Various Attributes of Skills of their Certified Journeypersons (Q10)



* Previously "Practical Skills" was referred to as "Hand Skills".
 Upper case letters indicate significance at the 95% confidence level.

Respondents were next asked how likely their business would be to try to hire journeypersons in their primary trade with a Red Seal endorsement rather than without. This question was filtered to employers with a primary trade where a Red Seal was available. On a scale where 1 meant very likely and 5 meant not at all likely, 57% of respondents provided a rating of 1 (42%) or 2 (15%), indicating they were more likely to try to hire journeypersons with a Red Seal than without, an increase over 54% from 2012 when the question was first asked. Nineteen percent (19%) provided a neutral rating of 3 out of 5, and another 19% provided a rating of 4 or 5. See Figure 3.

Figure 3
Likelihood of Hiring Red Seal Journeypersons (Q10d5)



Base: Employers in a primary trade where a Red Seal is available.
 Upper case letters indicate significance at the 95% confidence level.

A total of 1,763 respondents were likely (1 or 2 out of 5) to hire those with a Red Seal endorsement in the primary trade. The most frequently noted reasons for being likely to hire Red Seal employees included (note that percentages are based on multiple responses):

- Are more qualified and better trained (general) (20%);
- Prefer Red Seal (general) or require Red Seal (17%);
- Have more experience and have an expectation they know what to do (16%);
- Is needed for the ability to conduct business outside of Alberta (12%);
- It does not matter / is not important (12%);
- Are better employees / better character / committed / competent (12%);
- Is company policy, required by the trade, or client requested (12%);
- Provides an indication of a certain skill level and experience (8%);
- Other (rating was Likely) (7%);
- Is a recognized / standard certification between provinces (5%);
- Wants to employ the best and highest certified (5%);
- As long as they are certified as a journeyperson in Alberta (4%);
- Most tradespersons already have Red Seal anyways (4%);
- Less supervision and training is required (3%);
- Necessary to hire out of province employees (2%); and
- Have a shortage or lack of availability in the trade (general) (2%).

Respondents who were unlikely to hire Red Seal employees (3 to 5 out of 5, n=1,157) or were unsure were asked to provide reasons why they provided that rating. The most frequently noted reasons for being unlikely to hire Red Seal employees included (note that percentages are based on multiple responses):

- The Red Seal does not matter or is not important (21%);
- It is not a requirement or does not apply (18%);
- Experience, skill, and the ability to do work are more important (17%);
- Business is not conducted outside of Alberta (15%);
- As long as they are certified or a journeyperson for Alberta it is not important (14%);
- Red Seal does not mean more qualified or standardized skills (10%);
- Other (rating was Unlikely) (10%);
- Prefer to train own staff (9%);
- Positive comments about Red Seal (rating was Unlikely) (7%);
- Not enough work for it or the business is not hiring (7%);
- Nice to have / appealing but not necessary (7%);
- Have shortage and lack of availability in the trade (in general) (3%);
- Difficult to find those with Red Seal (2%); and
- Don't know / no comment (1%).

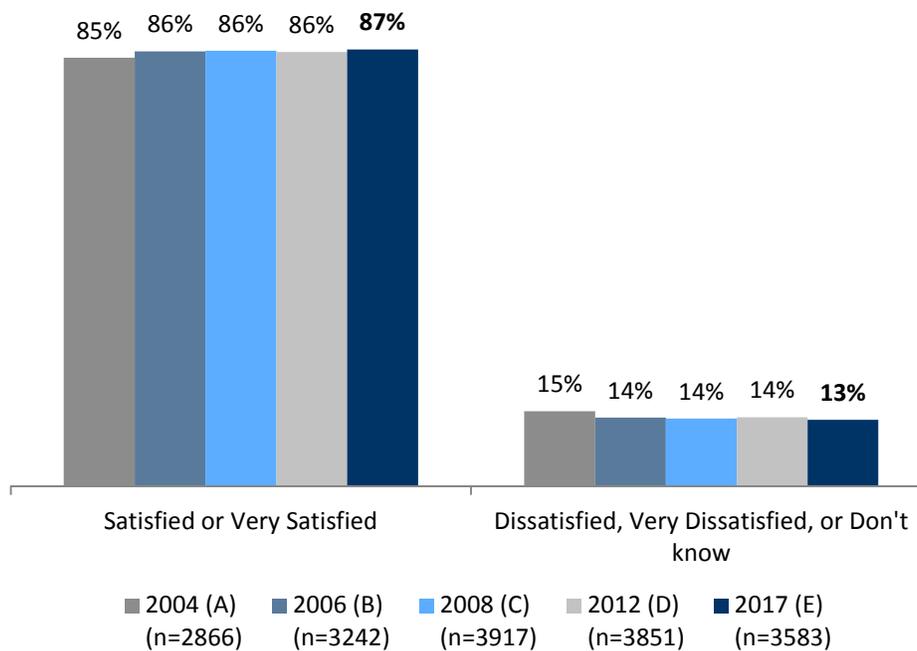
2.2 Satisfaction with Apprenticeship Technical Training

Respondents were asked to rate their level of satisfaction with respect to apprenticeship technical training as a method of providing tradespeople with the skills needed to work in their primary trade. Results are based on all respondents who reported having employed one or more apprentices in the past five years.

Overall satisfaction with apprenticeship technical training as a method of providing tradespersons with the skills needed in their trade increased nominally to 87% in 2017 from 86% in 2012 (and 86% in 2008 and 2006 and 85% in 2004). See Figure 4, below.

Figure 4

Satisfaction with Apprenticeship Technical Training (Q16)



Upper case letters indicate significance at the 95% confidence level.

Table 4, below, presents the detailed results of this question, including a comparison between survey years. The proportion of respondents that indicated they were “very satisfied” in 2017 (at 27%) is consistent with results in 2012, 2008, 2006 and 2004.

Table 4

	Satisfaction with the Apprenticeship Technical Training (Q16)				
	Survey Year				
	2004 (n=2866) A	2006 (n=3242) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3583) E
Very Satisfied	27%	27%	26%	26%	27%
Satisfied	58%	59%	61%	60%	60%
Dissatisfied	10%	9%	9%	10%	9%
Very Dissatisfied	3%	2%	2%	2%	2%
Don't know / Not stated	2%	2%	2%	2%	2%

Upper case letters indicate significance at the 95% confidence level.

Table 5 shows that in 2017, respondents in the vehicle trade (91%) experienced the highest levels of satisfaction with apprenticeship technical training followed by mechanical (88%), electrical (88%), and metal (86%) trade groups. Respondents in the other trades category continued to have the lowest level of satisfaction with the training (81%) although it did increase nominally from 2012. Results were comparable to the 2012 survey.

Table 5

	Satisfaction with the Apprenticeship Technical Training (Q16) by Trade Group				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=2866) A	2006 (n=3242) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3583) E
Architectural/construction (2017 n=438)	87%	85%	82% A	86%	84%
Electrical (2017 n=629)	85%	85%	87%	86%	88%
Metal (2017 n=594)	89%	87%	88%	87%	86%
Mechanical (2017 n=580)	84%	87%	88%	87%	88% A
Vehicle (2017 n=812)	86%	88%	89%	90% A	91% A
Other (2017 n=530)	75%	83% A	81% A	79%	81%
Total	85%	86%	86%	86%	87%

Upper case letters indicate significance at the 95% confidence level.

Table 6 presents respondent satisfaction with apprenticeship technical training by region or grouped Client Service office locations. In 2017, respondents in all regions continued to experience high levels of

satisfaction with technical training ranging between 85% to 89% that were either “very satisfied” or “satisfied”.

Table 6

Satisfaction with the Apprenticeship Technical Training (Q16) by Region					
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=2866) A	2006 (n=3242) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3583) E
Urban (2017 n=2081)	84%	86%	86%	85%	87%
South (2017 n=677)	85%	86%	86%	86%	85%
Northeast (2017 n=404)	88%	86%	87%	91% B	87%
Northwest (2017 n=421)	86%	90%	88%	87%	89%
Total	85%	86%	86%	86%	87%

Upper case letters indicate significance at the 95% confidence level.

Calgary and Edmonton offices make up the Urban region.

Lethbridge, Medicine Hat and Red Deer offices make up the South region.

Bonnyville, Fort McMurray, Vermillion and Slave Lake offices make up the Northeast region.

Grande Prairie, Hinton and Peace River offices make up the Northwest region.

Employers were asked how familiar they were with the technical training curriculum for their business location’s primary trade. Eighty-one percent (81%) of respondents stated that they were either very familiar (30%) or familiar (51%) with the technical training curriculum, while 19% indicated that they were unfamiliar with the curriculum and less than 1% stated they were unsure. A similar proportion of respondents were familiar with the technical training curriculum in previous survey years (81% in 2017 versus 81% in 2012, 80% in 2008, 80% in 2006, and 78% in 2004).

Similar to previous years, employer satisfaction with various aspects of technical training remained high. Overall satisfaction in terms of technical training in trade theory (90%), the curriculum (87%), practical skills (82%), and technical training being up-to-date (81%), were similar to the 2012 results. Results are presented in Table 7.

Table 7

	% by Survey Year				
	2004 (n=2238) A	2006 (n=2601) B	2008 (n=3152) C	2012 (n=3105) D	2017 (n=2848) E
Satisfied or very satisfied with the technical training curriculum (Q18)	86%	88% A	88% A	88% A	87%
Technical training with regard to trade theory is effective or very effective (Q19)	90%	90%	92%	91%	90%
Technical training in regard to practical skills is effective or very effective (Q20)	80%	81%	83% A	81% C	82%
Technical training is up-to-date or very up-to-date (Q21)	80%	80%	82% A	81%	81%

Upper case letters indicate significance at the 95% confidence level.

When assessing satisfaction with each of these factors across all trade groupings several differences were observed and are presented in Tables 8 through 12.

In terms of differences between trade groups in 2012, Table 8 shows that respondents in the vehicle trade group (91%), the electrical trade group (89%), the mechanical trade group (87%), the metal trade group (85%), and the architectural / construction trade group (87%) were more likely to be satisfied overall with the technical training curriculum than those grouped in other trades (79%). Results are similar in all trade groups compared to 2012.

Table 8

	Satisfaction with Technical Training Curriculum (Q18) by Trade Group				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=2238) A	2006 (n=2601) B	2008 (n=3152) C	2012 (n=3105) D	2017 (n=2848) E
Architectural/construction (2017 n=347)	88%	89%	85%	89%	87%
Electrical (2017 n=509)	88%	87%	88%	89%	89%
Metal (2017 n=444)	89%	89%	89%	89%	85%
Mechanical (2017 n=455)	84%	89% A	87%	86%	87%
Vehicle (2017 n=671)	86%	88%	90% A	89%	91% A
Other (2017 n=422)	76%	84% A	84% A	81%	79% B
Total	86%	88% A	88% A	88% A	87%

Upper case letters indicate significance at the 95% confidence level.

As shown in Table 9, below, the effectiveness of technical training at teaching trade theory differed by trade group but is still consistent with results from 2012.

Table 9

	Effectiveness of Technical Training at Teaching Trade Theory (Q19) by Trade Group				
	% Very Effective or Effective by Survey Year				
	2004 (n=2238) A	2006 (n=2601) B	2008 (n=3152) C	2012 (n=3105) D	2017 (n=2848) E
Architectural/construction (2017 n=347)	90%	89%	88%	89%	87%
Electrical (2017 n=509)	91%	91%	92%	88%	91%
Metal (2017 n=444)	93%	91%	92%	92%	90%
Mechanical (2017 n=455)	88%	92%	93% A	91%	91%
Vehicle (2017 n=671)	90%	90%	95% AB	93%	94% AB
Other (2017 n=422)	86%	87%	86%	88%	85%
Total	90%	90%	92%	91%	90%

Upper case letters indicate significance at the 95% confidence level.

Table 10 indicates that in 2017 and previous survey years there were notable distinctions between trades in regards to the perceived effectiveness of technical training at teaching practical skills (which was worded as “hand skills” prior to 2017). Employers grouped under the electrical trades (73%) were least likely to consider technical training effective at teaching practical skills compared to those in the vehicle (88%) trade group. In 2017 there was a significant increase in the proportion of employers in the electrical trades that indicated that technical training was effective in providing practical skills (73%) compared to the previous four survey years.

Table 10

	Effectiveness of Technical Training at Teaching Practical Skills (Q20) by Trade Group				
	% Very Effective or Effective by Survey Year				
	2004 (n=2238) A	2006 (n=2601) B	2008 (n=3152) C	2012 (n=3105) D	2017 (n=2848) E
Architectural/construction (2017 n=347)	83%	84%	83%	87%	82%
Electrical (2017 n=509)	64%	60%	62%	56% AC	73% ABCD
Metal (2017 n=444)	84%	88%	88%	85%	83% BC
Mechanical (2017 n=455)	77%	80%	84% A	80%	83% A
Vehicle (2017 n=671)	89%	87%	92% AB	89% C	88% C
Other (2017 n=422)	80%	86%	85%	85%	82%
Total	80%	81%	83% A	81% C	82%

Upper case letters indicate significance at the 95% confidence level.

Differences of opinion were noted between trade groups for whether technical training was up-to-date. Similar to results reported in 2004, 2006, 2008, and 2012, respondents within the metal (86%) and electrical (87%) trade groups continue to be more likely to consider the technical training up-to-date than respondents in other trade groupings. Refer to Table 11, below.

Table 11

	Degree to which Technical Training is Considered Up-To-Date (Q21) by Trade Group				
	% Very Up-to-date or Up-to-date by Survey Year				
	2004 (n=2238) A	2006 (n=2601) B	2008 (n=3152) C	2012 (n=3105) D	2017 (n=2848) E
Architectural/construction (2017 n=347)	75%	80%	76%	81%	78%
Electrical (2017 n=509)	81%	82%	86%	85%	87% A
Metal (2017 n=444)	88%	85%	87%	85%	86%
Mechanical (2017 n=455)	77%	83% A	83% A	81%	81%
Vehicle (2017 n=671)	76%	74%	81% AB	78%	80% B
Other (2017 n=422)	79%	78%	75%	75%	74%
Total	80%	80%	82% A	81%	81%

Upper case letters indicate significance at the 95% confidence level.

2.2.1 Assistance with Technical Training

Employers were asked a series of questions related to any assistance they provided to their apprentices while they attended apprenticeship technical training.

In 2017, 71% of employers indicated that in the past year their business location employed apprentices who were eligible to attend technical training. This is consistent with 2012 results (72%) but continues to reflect a significant decrease compared to the 2008, 2006 and 2004 findings (76%, 73%, and 74%, respectively). Out of a total of 17,996 apprentices that were eligible for training, 11,481 attended technical training in the past year. The number of apprentices that took technical training in previous surveys was 15,841 in 2012, 16,578 in 2008, 11,826 in 2006, and 10,079 in 2004. The total number of apprentices in previous surveys was 22,858 in 2012, 22,509 in 2008, 16,673 in 2006, and 12,496 in 2004.

Among those, a total of 1,246 employers, representing approximately 6,515 apprentices (versus 7,017 in 2012, 5,931 in 2008, 4,870 in 2006 and 2,452 in 2004) stated that the eligible apprentices did not attend technical training. In 2017, the most frequently noted reasons for not attending technical training included (note percentages are based on multiple responses):

- Apprentice lacked financial resources (32%);
- Personal, family, health reasons (14%);
- Too busy at work (9%);
- Apprentice wanted to work (8%);
- Wrong time of year (7%);
- Apprentice quit before training started (6%);
- Apprentice did not have enough hours (6%);
- Did not qualify / was not eligible (6%);
- Scheduling mix-up/confusion (5%);
- Challenged exam instead of attending (4%);
- Was up to the individual who chose not to go (3%);
- No room / classes were full (3%);
- Timing and scheduling issues (2%);
- Apprentice wasn't interested in attending (2%);
- Location of training/too far away (2%);
- New in the program (2%);
- Did not need training at the time (2%);
- Daytime classes inconvenient (1%);
- The economy / market (1%);
- Is scheduled to go later this year (1%);
- Not applicable; they did attend (1%);
- Was recently registered (<1%);
- Was not comfortable with the 'book work aspect' (<1%); and
- In the process of applying (<1%).

Among employers who had apprentices attending technical training during the last year (n=2,213 employers), 73% stated that they were aware of the financial assistance available to apprentices while they take technical training. This is nominally higher than in 2012 (70%), and significantly less than in 2008 (84%) and 2006 (80%).

Of those respondents aware of the financial assistance available (n=1,608), 82% stated that they were very satisfied (21%) or satisfied (60%) with the financial support available to apprentices when they take technical training, significantly higher than in each of 2012 and 2008 (75% in 2012, 65% in 2008).

Among the 15% of respondents who were either dissatisfied or very dissatisfied with the financial assistance available (n=234), the most commonly noted reasons and/or comments for their discontentment included (note percentages are based on multiple responses):

- Not enough money / funds to live on (34%);
- Government should offer more assistance and grants (21%);
- Takes too long to receive Employment Insurance (17%);
- Too much paperwork to complete / assistance program is too complicated (13%);
- EI is only received after the completion of school / is not timely (12%);
- Waiting period for school / money (9%);
- Inadequate system, overall (8%);
- Minimal assistance does not give apprentices the initiative to attend school (7%);
- It is hard for apprentices when they have to support family and school (7%);
- Tuition is too high / too expensive (7%);
- Other (6%); and
- There's not enough information / Don't know it's offered (3%).

Fifty-four percent (54%) of employers that had apprentices attending technical training in 2017 indicated that the business or an association to which the business is a member paid all or part of apprentices' tuition fees while they were attending the training. This is a decrease from both 2012 (59%) and 2008 (61%).

Respondents were significantly less likely to report that their company or an association paid a portion of the apprentices' wages before, during or after they attended technical training compared to both 2012 and 2008 (22% in 2017, a significant decrease from 45% in 2012 and 51% in 2008).

When asked if their company or an association assisted financially in other ways while apprentices attended technical training, 23% of respondents said they had (a significant decrease from 27% in 2012), while 74% said they had not and 3% were unsure.

Of those who provided other financial assistance (n=510), notable forms of support included (note percentages are based on multiple responses):

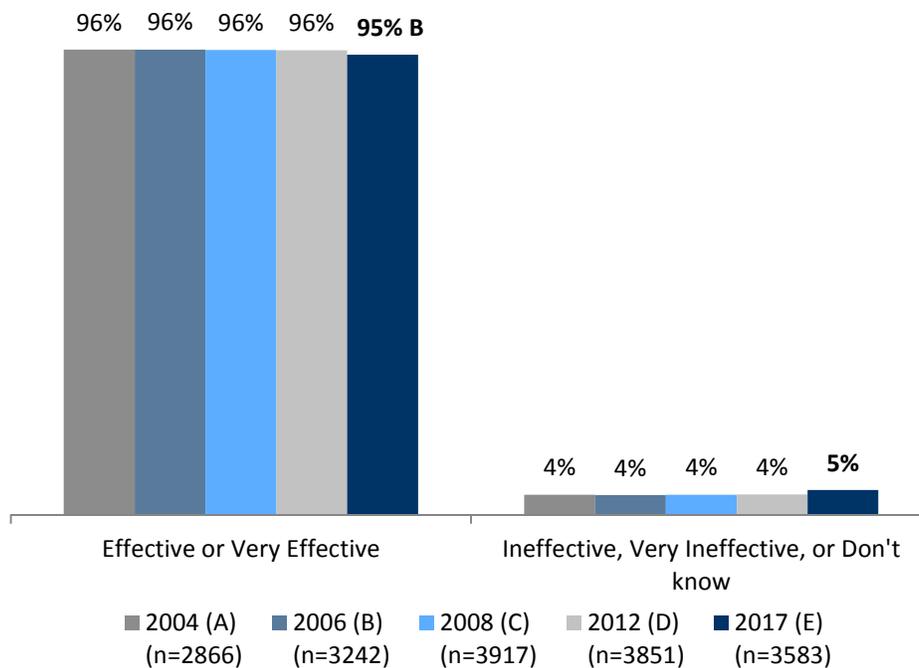
- Purchased book, materials or supplies (19%);
- Offered a living allowance or other personal assistance (i.e. day care, use of a vehicle and/or vehicle repairs) (11%);
- Offered bonuses or incentives to attend (11%);
- Provided loans, bursaries, or money from union (10%);
- Paid for room and board (9%);
- Paid wages while training / attending school (8%);
- Paid travel expenses, such as gas, car, hotels and food (8%);
- Paid tuition fees (8%);
- Employment upon completion with increased wages (7%);
- Paid full tuition based on marks / reimbursed upon completion (6%);
- Scholarships or grants (5%);
- Maintained their benefits (4%);
- Paid for their tools and clothing (3%); and
- Provided wage advances (3%).

2.2.2 Satisfaction with Work Experience

Another area of employer satisfaction measured by the survey related to satisfaction levels with the work experience component of apprenticeship training.

As shown in Figure 5, among those respondents who reported hiring one or more apprentices in the past five years, 95% stated they felt that on-the-job work experience in providing the practical skills needed to work was either very effective (56%) or effective (39%).

Figure 5
Effectiveness of On-the-Job Training (Q23)



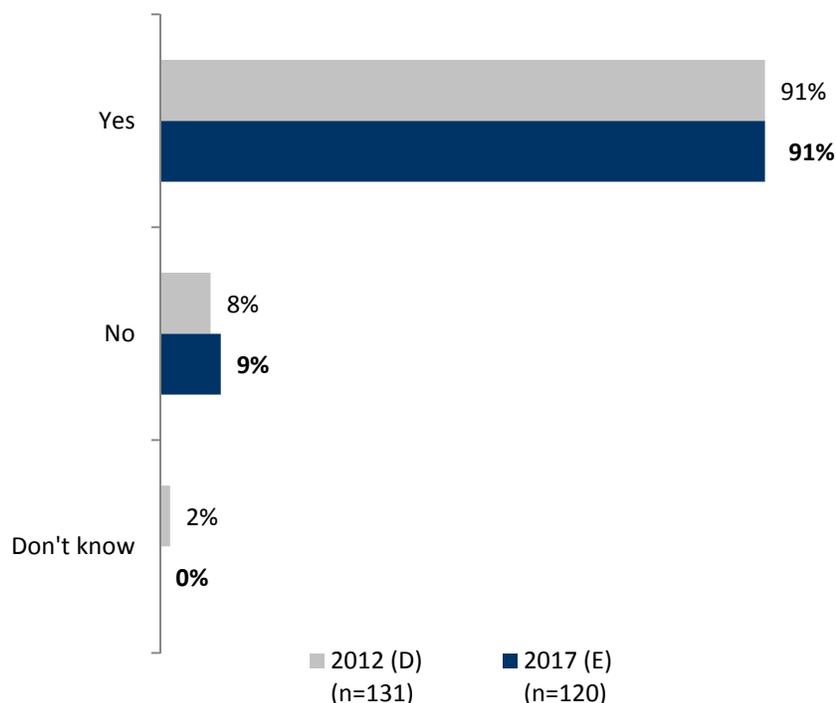
Upper case letters indicate significance at the 95% confidence level.

As depicted, employer satisfaction with the effectiveness of on-the-job training decreased nominally compared to results reported in 2012, 2008, 2006, and 2004.

Respondents who indicated that they believed on-the-job work experience was ineffective in providing the practical skills needed to work in their primary trade (n=120) were asked if their business had the capacity and resources to effectively provide the experience for apprentices. Nine out of ten respondents (91%) indicated that they had the capacity, while 9% replied that they did not; this is consistent with results from 2012. See Figure 6.

Figure 6

Capacity and Resources to Provide Effective On-the-Job Training (Q23a)



Base: Respondents who stated on-the-job work experience was ineffective for practical skills. Upper case letters indicate significance at the 95% confidence level.

Employers who stated they did have the capacities and resources to provide effective on-the-job training (n=109) were asked what those are. Common themes to responses included working alongside experienced staff, having access to a variety of work, and availability of required tools and materials. Employers who stated they do not have the capacities and resources (n=11) were asked why not; a variety of answers were provided including being too small and mentions about the state of the economy at present.

Employers who had hired apprentices in the past 5 years were just as likely to consider the Record Book to be useful or very useful for evaluating the performance of apprentices in 2017 as they were in 2012 (67% in both 2017 and 2012).

The most frequently mentioned reasons given by employers that consider the Record Book to be very useful for evaluating the performance of apprentices included (n=418; note that percentages are based on multiple responses):

- Shows overall progress for schooling, marks and experience (31%);
- A means of tracking apprentice closely (26%);
- A guideline for various areas of experience (26%);
- Keeps track of apprentice's hours (18%);
- Easy to follow / provides detail regarding skills, experience (16%);
- Gives a record of past employment (10%);
- General positive comments (it's important/effective, etc.) (10%);
- Convenient way of evaluating the apprentice (9%);
- Breaks work into categories on a percentage basis (9%);
- Apprentice program / apprentice can see what needs improvement (6%);
- Records what the apprentice can and cannot do (5%);
- Negative mentions (despite rating of Very useful) (it's inaccurate/incomplete, etc.) (5%); and
- It holds the apprentice accountable / they must sign off on it (2%).

Reasons given by employers that consider the Record Book to be useful for evaluating the performance of apprentices included both positive and negative mentions, as they did not give the top rating of very useful. These mentions include (n=1,923; note that percentages are based on multiple responses):

- It gives you a record of the apprentice's work background (34%);
- It shows the employers what skill level their apprentices should be at / it provides guidelines (32%);
- It does not provide enough detail / too vague (15%);
- Can use it as an evaluation tool or add in your own comments (15%);
- It does not always have accurate info or an accurate reflection of the person (13%);
- General positive comments (it's useful / I like it, etc.) (12%);
- General negative comments (Not useful / Don't look at it, etc.) (10%);
- It tracks improvement / fallback of apprentices (9%);
- It's confusing/cumbersome (2%);
- Needs to be updated (2%);
- It holds apprentices accountable / they must sign off on it (2%); and
- Needs to have an online version / It gets lost (1%).

Those employers who indicated that the Record Book was not useful (31%, n=1,086) in evaluating the performance of apprentices were asked why. The most frequently mentioned reasons for employers' discontentment with the Record Book included (note that percentages are based on multiple responses):

- It lacks detail of job performance or is too general (30%);
- Does not reflect their retained knowledge or skills (18%);
- Use only for record keeping, not as a training or evaluation tool (13%);
- It is inaccurate, incomplete, or blank in many cases (12%);
- Never use it, it is not familiar, or have never seen (11%);
- It is too focused on hours spent (10%);
- General negative comments (it's useless/ineffective/waste of time, etc.) (9%);
- It is only a formality / filled out at end of year (8%);
- Would rather judge apprentice ourselves / aware of their performance (8%);
- It is too easy to forge / no proof of being honest (8%);
- Too confusing and difficult to follow (6%);
- Use own methods of evaluation independent of Record Book (5%);
- Many categories do not apply to the field (5%);
- It's outdated (3%); and
- It should be available online (2%).

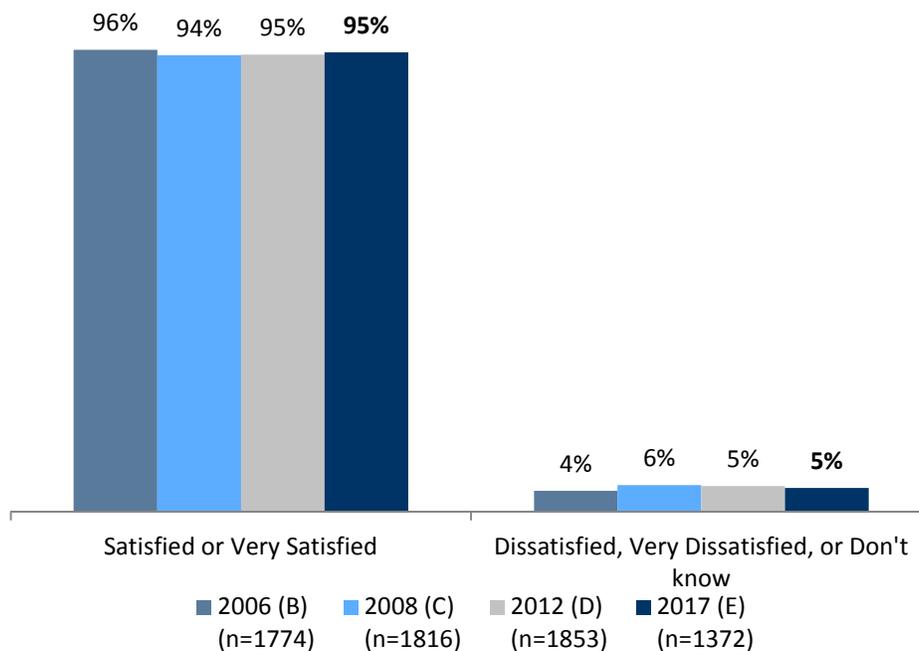
Those employers who were unsure if the Record Book was useful (n=90) in evaluating the performance of apprentices provided the following reasons as to why they gave that response (note that percentages are based on multiple responses):

- Someone else manages it (23%);
- Have not or do not use it (22%);
- Do not know what it is / it is unfamiliar (13%);
- Do not have apprentices (11%); and
- Do not have experience to use it or have never encountered it (2%).

2.3 Satisfaction with Client Services Staff

Respondents² were also asked how satisfied they were with the quality of the service that they received from Client Services staff, overall. Please note that results of the 2017, 2012, 2008, and 2006 surveys are based on respondents who indicated that they had contact with apprenticeship staff within the last 12 months. As shown in Figure 7, overall satisfaction with the service provided by the apprenticeship staff remained consistent in 2017, as the vast majority of respondents said they were either very satisfied or satisfied with the quality of service provided (95% satisfied in each of 2017 and 2012, 94% satisfied in 2008, and 96% satisfied in 2006).

Figure 7
Satisfaction with Client Services Staff
(Q38a)



Upper case letters indicate significance at the 95% confidence level.

A filter question was added in 2006 and continued through 2017. Only respondents that have dealt with Apprenticeship staff in the past 12 months were asked this question.

² Please note that a filter question was added in the 2006 survey and continued in 2008, 2012, and 2017, ensuring that only respondents in contact with Apprenticeship staff were asked to rate the overall quality of service provided.

Detailed results of this question are presented in Table 12, below, including a comparison between survey years. Forty-eight percent (48%) of respondents indicated they were “very satisfied” with Apprenticeship Client Services staff, an increase from previous years (and statistically higher than 44% in 2008).

Table 12

Satisfaction with the Apprenticeship Client Services Staff (Q38a)				
	2006 (n=1774) B	2008 (n=1816) C	2012 (n=1853) D	2017 (n=1372) E
Very Satisfied	45%	44%	45%	48% C
Satisfied	51%	51%	50%	47%
Dissatisfied	3%	4%	4%	3%
Very Dissatisfied	0%	1%	1%	1%
Don't know / Not stated	1%	1%	1%	1%

Upper case letters indicate significance at the 95% confidence level.

** Note: 2004 results have been excluded due to the addition of a filter question, resulting in non-comparable data.*

Table 13 indicates that satisfaction with the quality of the services received from Client Services staff differs by trade group. Respondents categorized under the architectural/construction trades (99%) and the vehicle trades (97%) and electrical trades (97%) provided the highest ratings of satisfaction with apprenticeship and industry training staff. In contrast, respondents in the other trades (90%) were comparatively lower in their satisfaction. These results are similar to those seen in 2012.

Table 13

Satisfaction with the Apprenticeship Client Services Staff (Q38a) by Trade Group				
	% Very Satisfied or Satisfied by Survey Year			
	2006 (n=1774) B	2008 (n=1816) C	2012 (n=1853) D	2017 (n=1372) E
Architectural/construction (2017 n=141)	97%	93%	96%	99% C
Electrical (2017 n=231)	96%	96%	95%	97%
Metal (2017 n=218)	96%	95%	94%	94%
Mechanical (2017 n=206)	99%	92% B	94% B	94% B
Vehicle (2017 n=365)	95%	96%	96%	97%
Other (2017 n=211)	91%	91%	90%	90%
Total	96%	94%	95%	95%

Upper case letters indicate significance at the 95% confidence level.

Table 14 presents the findings for satisfaction with the quality of the services received from Client Services staff by region in Alberta. Results in 2017 are consistent with those from 2012 for all regions.

Table 14

	% Very Satisfied or Satisfied by Survey Year			
	2006 (n=1774) B	2008 (n=1816) C	2012 (n=1853) D	2017 (n=1372) E
Urban (2017 n=723)	95%	94%	93%	94%
South (2017 n=280)	97%	94%	96%	98%
Northeast (2017 n=189)	96%	96%	97%	96%
Northwest (2017 n=180)	95%	95%	95%	96%
Total	96%	94%	95%	95%

Upper case letters indicate significance at the 95% confidence level.

Calgary and Edmonton offices make up the Urban region.

Lethbridge, Medicine Hat and Red Deer offices make up the South region.

Bonnyville, Fort McMurray, Vermillion and Slave Lake offices make up the Northeast region.

Grande Prairie, Hinton and Peace River offices make up the Northwest region.

Among those respondents satisfied or very satisfied (95%, n=1,304) with the quality of service received from apprenticeship staff, the most frequently noted reasons influencing their level of satisfaction included (note that percentages are based on multiple responses):

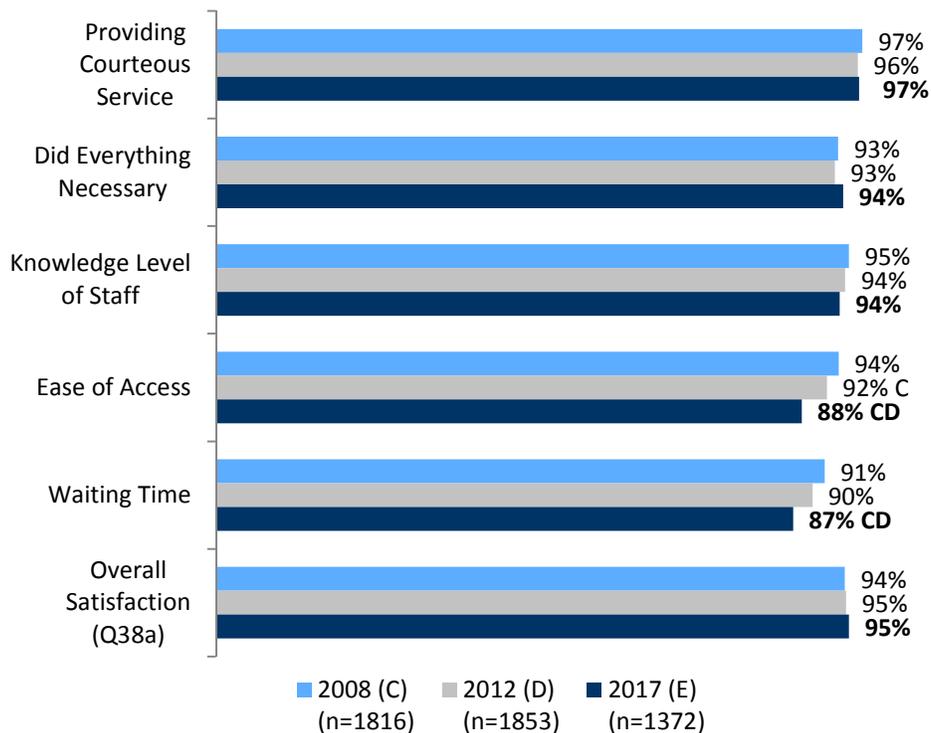
- Received everything we needed / very helpful / no problems (45%);
- Staff are informative, knowledgeable, and consistent (35%);
- Negative mentions (17%);
- Problems and issues are dealt with promptly (16%);
- Staff are friendly / nice / polite / approachable (13%);
- Not very helpful / poor customer service (12%);
- Always return phone calls promptly / easy to reach (12%);
- Did a good job / Had a positive experience (8%);
- Staff stays in touch / good relationship / regular visits (8%);
- Have a long-term relationship with them / deal with the same person (4%);
- Very helpful to students / apprentices (3%);
- Don't know / no comment (2%); and
- Other (1%).

In contrast, among the 5% (n=59) of respondents who were dissatisfied or very dissatisfied with the quality of service received from staff, the most frequently noted reasons for their discontentment included (note that percentages are based on multiple responses):

- Not very helpful / poor customer service (37%);
- Staff are hard to contact / do not return calls (34%);
- Trade representatives have no contact with trade, lack info and knowledge (22%);
- Inconsistent information / different responses from different staff (15%);
- Too much bureaucracy (15%);
- Other (dissatisfied) (15%);
- Staff are rude and inconsiderate (14%);
- Takes too long to have issues resolved (10%);
- Too many mix-ups in their paperwork / staff are unorganized (8%); and
- Lack of staff, too many short-term or rotating staff (5%).

Employers were asked to rate their level of satisfaction with various attributes of Client Services staff. Similar to the overall satisfaction rating (95%), employers were overwhelmingly satisfied with staff in terms of providing courteous service (97%), the knowledge level of staff (94%), whether the staff did everything necessary to assist them with their service needs (94%), the ease with which they were able to access the service needed (88%) and the waiting time required to deal with the person who served them (87%). Importantly, respondents in 2017 were significantly less likely to be satisfied with the ease with which they were able to access the service they needed (88% versus 92% in 2012 and 94% in 2008) and waiting time required to deal with the person who served them (87% versus 90% in 2012 and 91% in 2008). See Figure 8.

Figure 8
Satisfaction with Various Attributes of Client Services Staff (Q37a)



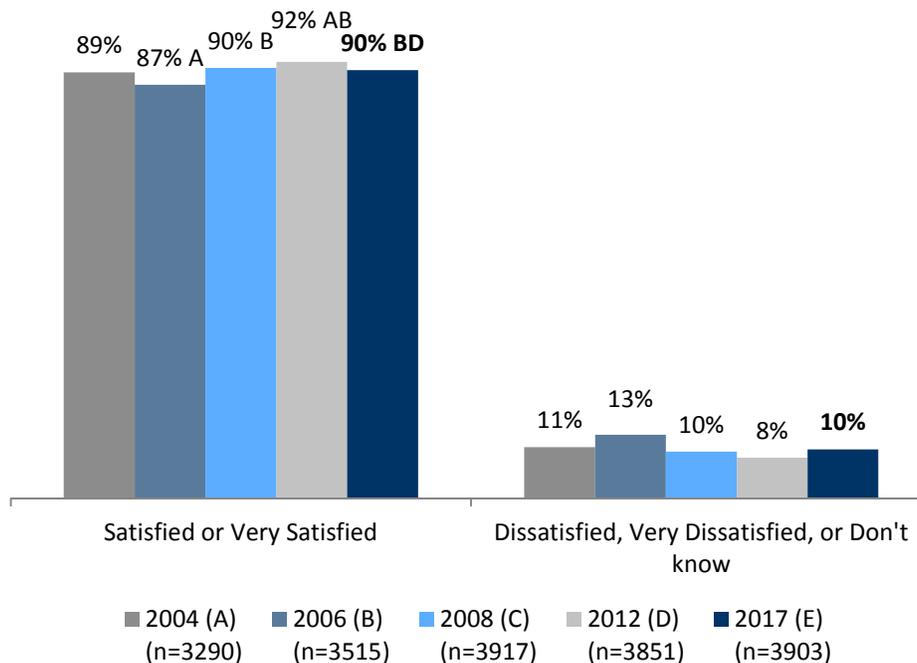
Upper case letters indicate significance at the 95% confidence level.

2.4 Overall Satisfaction with Alberta's Apprenticeship and Trade Certification System

Finally, all respondents were questioned regarding their overall satisfaction with Alberta's apprenticeship and trade certification system. Similar to previous survey years, it is important to note that this question was asked at the end of the interview. Consequently, exposure to the questions preceding it allowed respondents to think of all the aspects of the apprenticeship system, thereby providing a cumulative and overall rating of the system.

Overall satisfaction with Alberta's apprenticeship and trade certification system continues to be high, although it decreased to 90% in 2017 after an increase to 92% in 2012, when overall satisfaction was at its highest level. The majority of respondents still said they were either satisfied or very satisfied. This change from 2012 represents a statistically significant decrease, but is still statistically significantly higher than the 2006 result (87%). See Figure 9.

Figure 9 Satisfaction with Alberta's Apprenticeship and Trade Certification System (Q45)



Upper case letters indicate significance at the 95% confidence level.

Table 15, below, highlights the results of this question and includes a comparison between survey years. After decreasing slightly in 2012 compared to 2008, the percentage of respondents that stated they were “very satisfied” in 2017 (24%) increased statistically significantly compared to results reported in 2012 (22%). The 2017 result is on par with results from 2006 (24%) and 2004 (25%).

Table 15

	Satisfaction with Alberta's Apprenticeship and Trade Certification System (Q45)				
	Survey Year				
	2004 (n=3290) A	2006 (n=3515) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3903) E
Very Satisfied	25%	24%	23% A	22% A	24% D
Satisfied	64%	63%	68%	69%	66%
Dissatisfied	6%	10%	7%	6%	6%
Very Dissatisfied	1%	1%	1%	1%	1%
Don't know / Not stated	3%	1%	2%	1%	2%

Upper case letters indicate significance at the 95% confidence level.

Survey findings regarding satisfaction with Alberta’s apprenticeship and trade certification system by trade group are provided in Table 16. As in previous years, overall satisfaction with the system was lowest for respondents in the other trades (83%).

Table 16

	Satisfaction with Alberta's Apprenticeship and Trade Certification System (Q45) by Trade Group				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=3290) A	2006 (n=3515) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3903) E
Architectural/construction (2017 n=473)	87%	85%	89% B	89% B	88%
Electrical (2017 n=670)	92%	88% A	92% B	94% B	91% B
Metal (2017 n=639)	91%	88% A	90%	92% B	91%
Mechanical (2017 n=620)	92%	90%	92%	92%	92%
Vehicle (2017 n=876)	90%	89%	93% B	94% AB	93% B
Other (2017 n=625)	81%	79%	84% B	84% B	83%
Total	89%	87% A	90% B	92% AB	90% BD

Upper case letters indicate significance at the 95% confidence level.

Satisfaction with the apprenticeship and trade certification system by region is provided in Table 17. In 2017, 89% to 91% of respondents in each region were satisfied with the system. Satisfaction in each region has decreased slightly, the largest difference being in the Northeast region (91% in 2017 versus 95% in 2012).

Table 17

	Satisfaction with Alberta's Apprenticeship and Trade Certification System (Q45) by Region				
	% Very Satisfied or Satisfied by Survey Year				
	2004 (n=3290) A	2006 (n=3515) B	2008 (n=3917) C	2012 (n=3851) D	2017 (n=3903) E
Urban (2017 n=2260)	89%	86% A	90% B	91% AB	90% B
South (2017 n=752)	89%	88%	89%	92% B	89%
Northeast (2017 n=444)	90%	87%	92% B	95% AB	91%
Northwest (2017 n=447)	91%	89%	92%	92%	90%
Total	89%	87% A	90% B	92% AB	90% BD

Upper case letters indicate significance at the 95% confidence level.

Calgary and Edmonton offices make up the Urban region.

Lethbridge, Medicine Hat and Red Deer offices make up the South region.

Bonnyville, Fort McMurray, Vermillion and Slave Lake offices make up the Northeast region.

Grande Prairie, Hinton and Peace River offices make up the Northwest region.

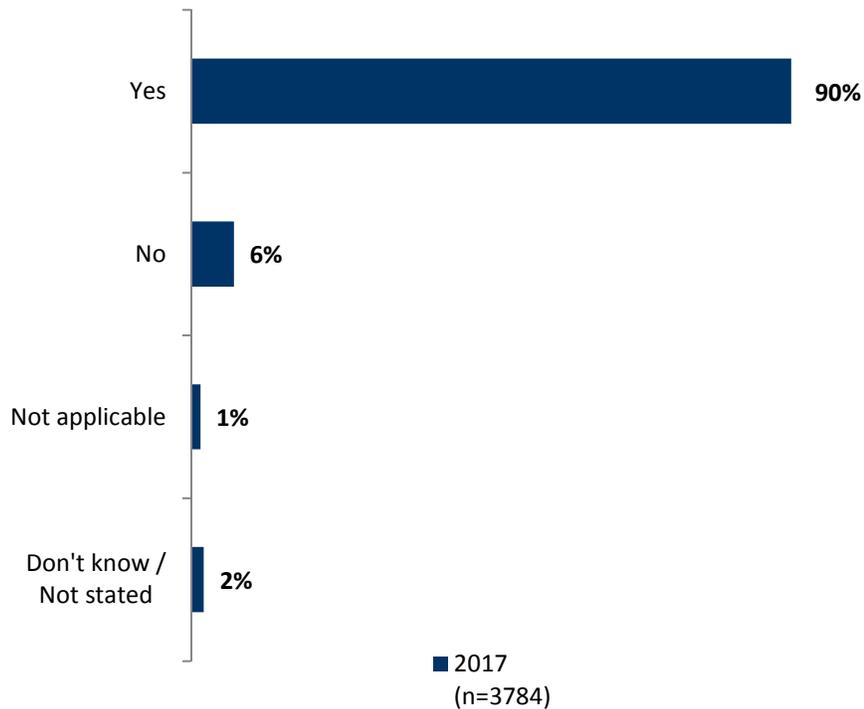
Those respondents who stated that they were dissatisfied overall (7%, n=307) with the apprenticeship and trade certification system were asked why. The most common reasons for their dissatisfaction included (note that percentages are based on multiple responses):

- Poor training / apprentices lack relevant knowledge (40%);
- Standards are too low (29%);
- Dissatisfied with the way it's operated / Too many changes (18%);
- Training is outdated / technology needs updating (9%);
- Not enough hands-on or practical training (8%);
- More class time needed / longer program (7%);
- Curriculum needs improvement (7%);
- Clearer and more concise exams needed / exams need to match curriculum (6%);
- Too complicated / not enough information (6%);
- Journeymen certificate is not meaningful (5%);
- Not enough classes offered / need more convenient courses (5%);
- Lack of incentives to hire apprentices (3%);
- Training is inconsistent (2%);
- Program should be shorter (1%); and
- Too focused on the bigger industry, not small businesses (1%).

2.4.1 Benefits of Apprenticeship System

The following section provides further insight regarding employers' perceptions of the contribution of apprenticeship training to the company's benefit; this was a new question asked in 2017. A large majority of employers state that the employment of journeypersons and registered apprentices benefits the business (90%). Conversely, only 6% state there is no benefit. See Figure 10.

Figure 10
Benefit of Apprenticeship System
(Q42c)



* New in 2017.

Respondents were asked what would encourage them to hire and train more apprentices (question 44b). Responses based on 3,903 respondents included (note that percentages are based on multiple responses):

- Depends on the amount of work I have available, depending on the market (more work, better economy, etc.) (51%);
- If more qualified candidates were available (10%);
- No encouragement needed - currently looking to hire more apprentices (7%);
- If government and/or industry subsidized training and expenses, it would be easier to train more apprentices (7%);
- Do not need more staff / only hire one apprentice at a time (6%);
- If the school programs better prepared them for work, had higher standards (5%);
- Need more young people interested in the trades (5%);
- If it was more profitable for the employer / having a bigger budget (4%);
- If the business was expanding or becoming more competitive (3%);
- I can mold/train them the way I want (2%);
- If I had more journeypersons (1%);
- If I had a bigger facility or more trucks (1%); and
- If wages were lower (1%).

3 Survey Findings of Other Measures of Apprenticeship System Performance

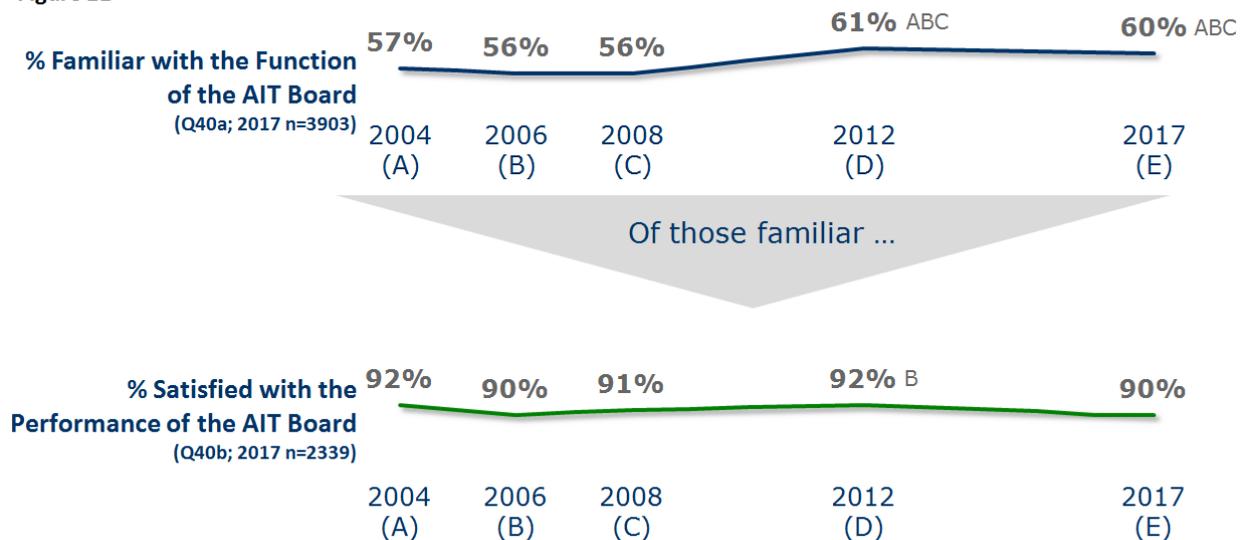
Although not defined as “key performance indicators”, this study also investigated satisfaction with other measures of the apprenticeship system. The following sections reveal further insight into employers’ satisfaction with the apprenticeship and trade certification system in Alberta.

3.1 Satisfaction with Industry Advisory System

All respondents were questioned regarding their familiarity with the Alberta Apprenticeship and Industry Training Board, the Provincial Apprenticeship Committees and Local Apprenticeship Committees. Those employers who indicated that they were either familiar or very familiar with these aspects of the industry advisory system were then asked to rate their level of satisfaction with each.

As outlined in Figure 11, in 2017 the level of respondent familiarity with the function of the Alberta Apprenticeship and Industry Training Board remained consistent with 2012 (60% in 2017 versus 61% in 2012). Of those respondents familiar with the Board, the vast majority (90%) were satisfied with its performance, overall (comparable to 92% in 2012).

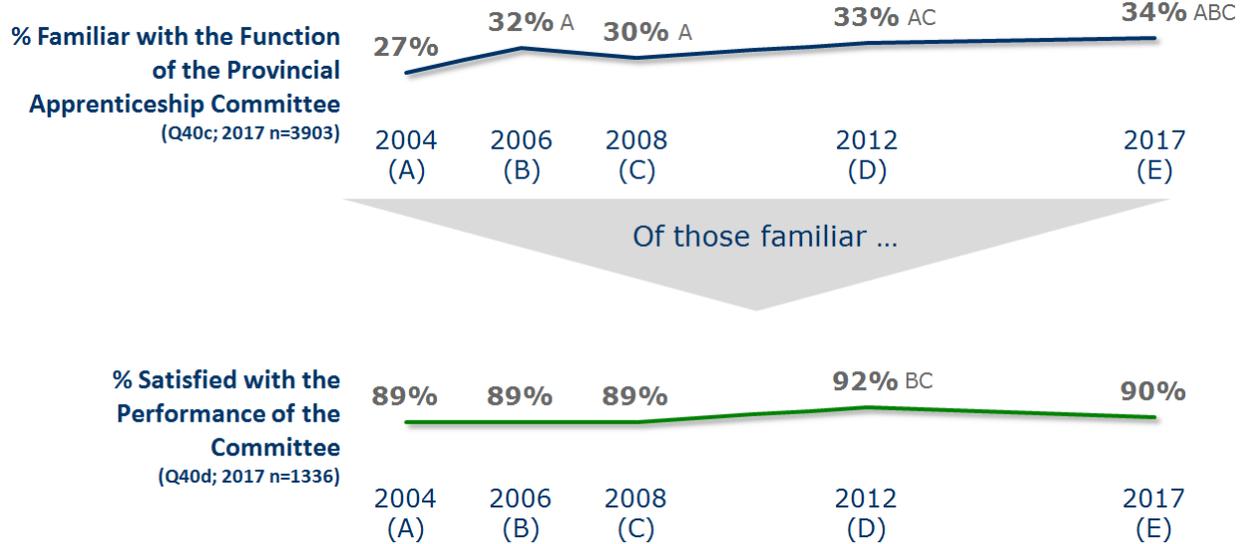
Figure 11



Upper case letters indicate significance at the 95% confidence level.

Compared to 2012, the percentage of respondents familiar with the functions of the Provincial Apprenticeship Committee (PAC) remained consistent in 2017 (34% in 2017 versus 33% in 2012). Of those familiar with PAC, the vast majority of respondents (90%) said that they were either satisfied or very satisfied with its performance (decreasing nominally from 92% in 2012 to return closer to levels seen in prior years: 89% in each of 2008, 2006, and 2004). Refer to Figure 12, below.

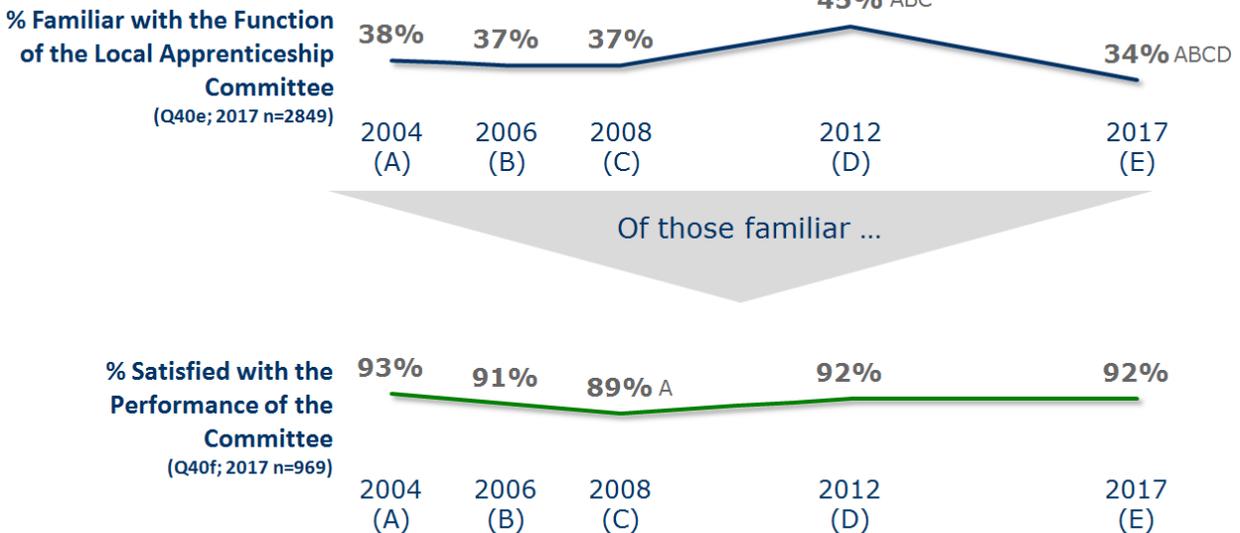
Figure 12



Upper case letters indicate significance at the 95% confidence level.

As shown in Figure 13, the proportion of employers who are familiar with the function of the Local Apprenticeship Committee (LAC) in 2017 (34%), has decreased significantly compared to previous survey years and is at the lowest point since 2004 (45% in 2012, 37% in 2008 and 2006, 38% in 2004). In terms of overall satisfaction with the LAC’s performance, the vast majority of respondents who indicated that they were familiar with the LAC were either satisfied or very satisfied (92%), consistent with 2012 (92% in 2012, 89% in 2008, 91% in 2006 and 93% in 2004).

Figure 13



Upper case letters indicate significance at the 95% confidence level.

Similar to previous years, only 7% of respondents indicated that they had been a member of a Local or Provincial Apprenticeship Committee or the Apprenticeship and Industry Training Board (similar to 8% in each of 2012, 2008, 2006, and 2004).

3.2 Market Conditions

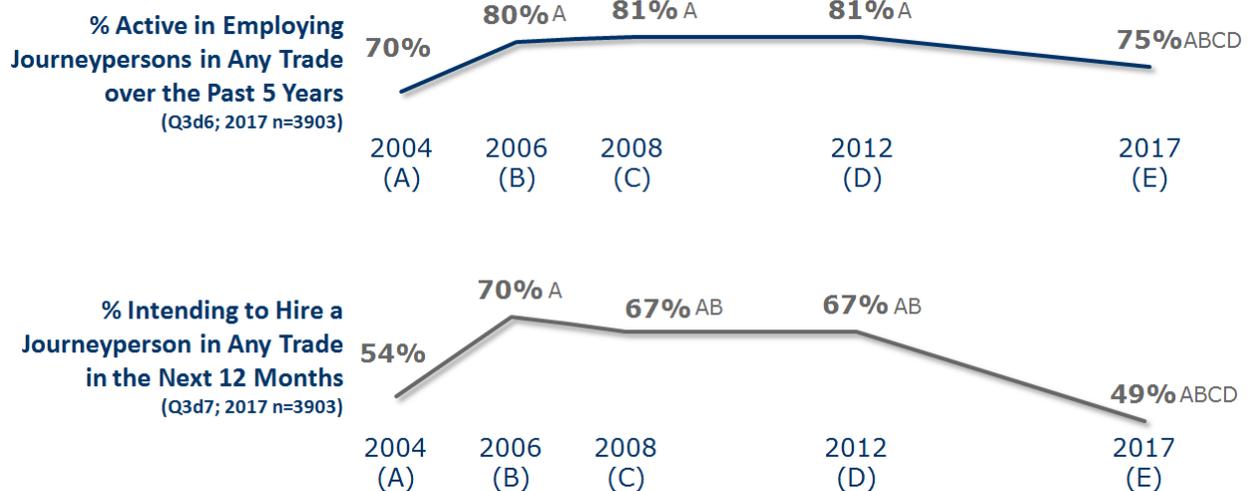
Similar to previous survey years, this study also examined a number of other issues apart from employer satisfaction. These included perceptions of current labour market conditions for both journeypersons and apprentices.

3.2.1 Journeypersons Supply and Demand

All employers were asked to indicate, how active their business location has been in employing journeypersons in any trade in the past five years. Seventy-five percent (75%) of respondents said that their business location was either very active (34%) or active (41%) in employing journeypersons, while 23% said they were either “inactive” or “very inactive” and 2% were uncertain. These results are significantly lower for “very active” in 2017 compared to 2012 (34% in 2017 versus 39% in 2012).

In addition, 49% of businesses said that in the next 12 months they planned to hire journeypersons in any trade, which is significantly lower in 2017 compared to the 67% of respondents that reported intending to hire a journeyperson in any trade within the year in 2012. The decline in hiring intentions could be related to the economic conditions, as Alberta in early 2017 had experienced 2 years of recession. See Figure 14.

Figure 14

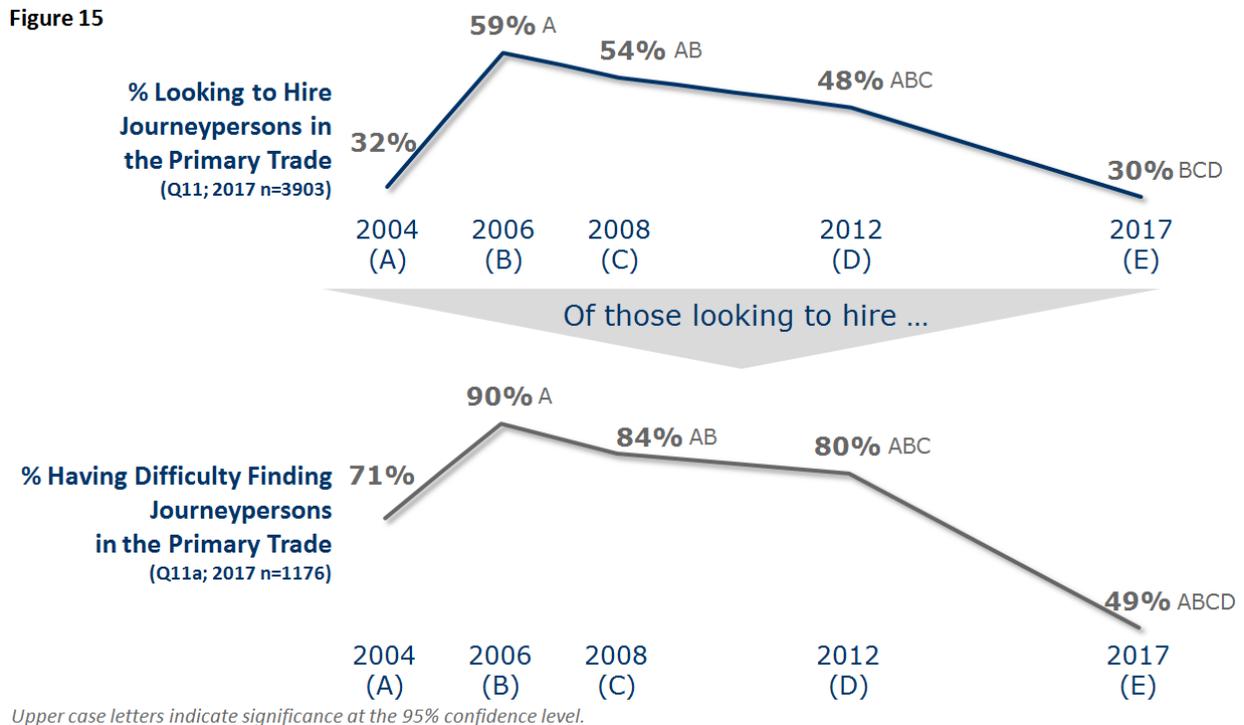


Upper case letters indicate significance at the 95% confidence level.

31% of all employers in 2017 indicated that they anticipated a shortage of journeypersons a year from now for their business location, which is again a significant decrease from previous years (68% in 2012, 69% in 2008, 85% in 2006, and 58% in 2004).

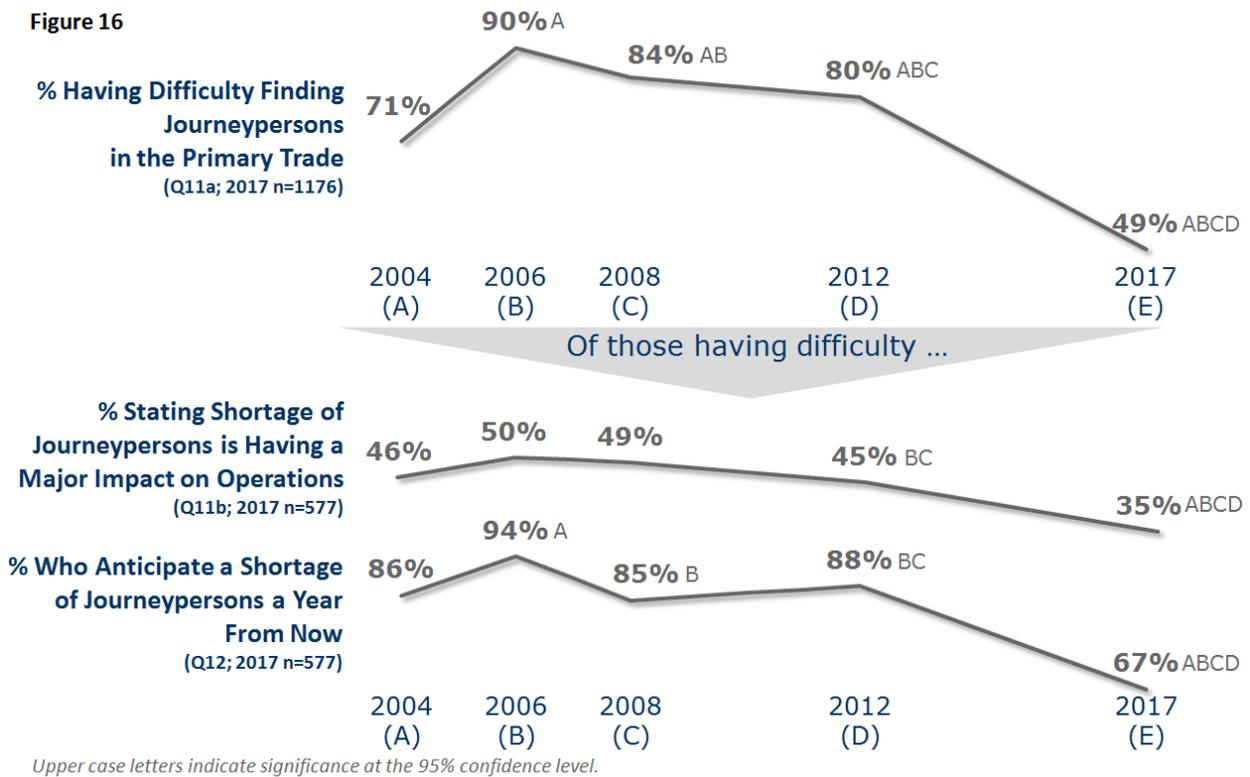
As shown in Figure 15, thirty percent (30%) of employers in 2017 indicated that they are currently looking to hire a journeyperson in their primary trade, which represents a significant decrease from the 48% reported in 2012 and the 54% reported in 2008.

Figure 15



The proportion of employers in 2017 that were looking to hire and indicated they were having difficulty finding a journeyperson at the present time also decreased significantly, to about half (49% in 2017 versus 80% in 2012). That said, journeyperson shortages are continuing to have a major impact on some business locations, though fewer than in 2012. Thirty-five percent (35%) of employers said the difficulties encountered in hiring journeypersons were having a major impact on their operations, a significant decrease from all previous years (45% in 2012, 49% in 2008, 50% in 2006, and 46% in 2004). See Figure 16.

Compared to 2012, again significantly fewer employers, who indicated current difficulties finding journeypersons to hire, anticipate a shortage of journeypersons a year from now for their business location (67% in 2017 versus 88% in 2012, 85% in 2008, 94% in 2006, and 86% in 2004). See Figure 16.



Hiring intentions differ by trade group. In 2017, employers in the other trade groups (45%) were most likely to be looking to hire journeypersons, followed by employers in the vehicle trade group (34%). Employers in the electrical (21%) and metal (24%) trade groupings were least likely to be looking to hire journeypersons in 2017. Overall, the percentage of employers who indicated that they are currently looking to hire a journeyperson in their primary trade declined significantly across all trade groups in 2017. Hiring intentions also differ by region; in 2017, employers in the Northwest region (37%) were significantly more likely to be looking to hire journeypersons than the other regions (29% Urban, 29% South, and 30% Northeast).

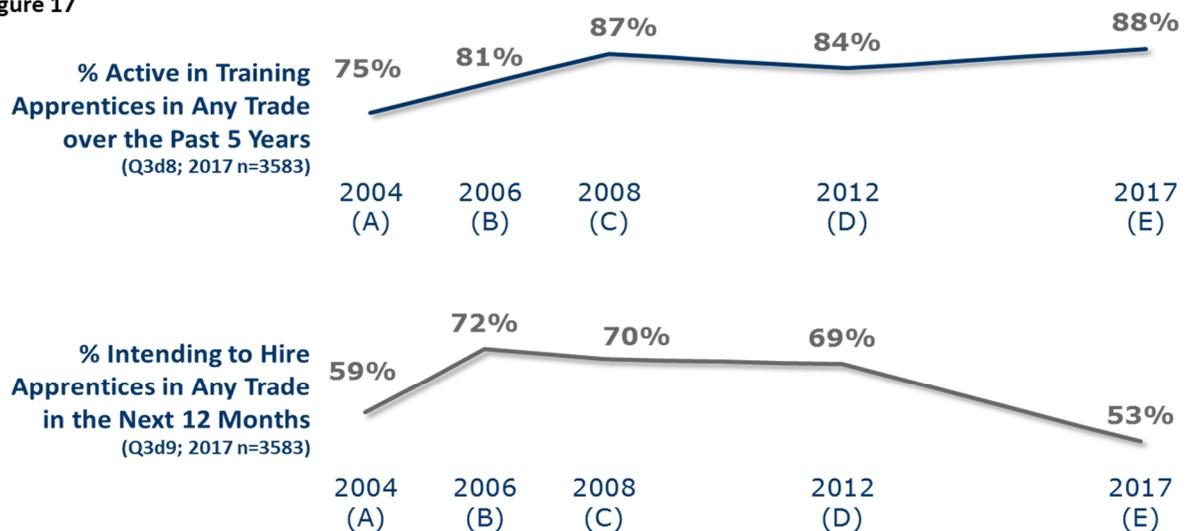
Employers in the other trade groups (64%, down significantly from 78% in 2012) were most likely to report having difficulties finding journeypersons, followed by vehicle (56%, down significantly from 90% in 2012) and architectural/construction (52%, also down significantly from 74% in 2012). In 2017, employers in the electrical (32%, down significantly from 69% in 2012) and metal (32%, down significantly from 83% in 2012) trade groupings were least likely to have difficulties. In terms of location, employers located in the Urban region (44%) reported difficulty finding journeypersons less frequently than those in the Northwest region (67%) and the Northeast region (54%). Those in the South region (49%) were slightly more likely to report difficulties compared to those in the Urban region.

Not surprisingly, those in the vehicle trade group were more likely to feel that the difficulties in finding journeypersons were having a major impact on their operations (40% in 2017 versus 52% in 2012). There were no significant differences in impact by region in 2017.

3.2.2 Employment of Apprentices

All employers were asked to indicate, how active their business location has been in training apprentices over the past five years, in any trade. Eighty-eight percent (88%) of respondents in 2017 said that their business location was either very active (42%) or active (46%) in training apprentices, while 11% said they were either “inactive” or “very inactive”, and 1% were uncertain. A decrease since 2012, 53% of respondents stated they intend to hire apprentices in the next 12 months (compared to 69% in 2012, 70% in 2008 and 72% in 2006). In contrast, there was a significant increase in the percentage of respondents who were “active” or “very active” hiring apprentices in the past 5 years (88% versus 84% in 2012). Refer to Figure 17.

Figure 17



Upper case letters indicate significance at the 95% confidence level.

In terms of employers who have been actively training apprentices, those grouped under the vehicle (91%), electrical (90%), and metal (88%) trade groupings were more likely to have trained apprentices in the past 5 years compared to employers in the architectural/construction (84%) and other (84%) trade groupings. There are no differences by region in 2017.

The employers (n=269) that had not employed any registered apprentices in the past five years were asked to provide reasons for not training any apprentices. Responses included (note that percentages are based on multiple responses):

- Not needed/no work for apprentices (55%);
- Can't find qualified people to apprentice (6%);
- No time to train/supervise apprentices (4%);
- Can't afford apprentice wage rate/scale (4%);
- Too expensive of a way of training (4%);
- Not enough journeypersons to train or supervise/can't meet ratio (2%); and
- Too much paperwork/administration (>0%).

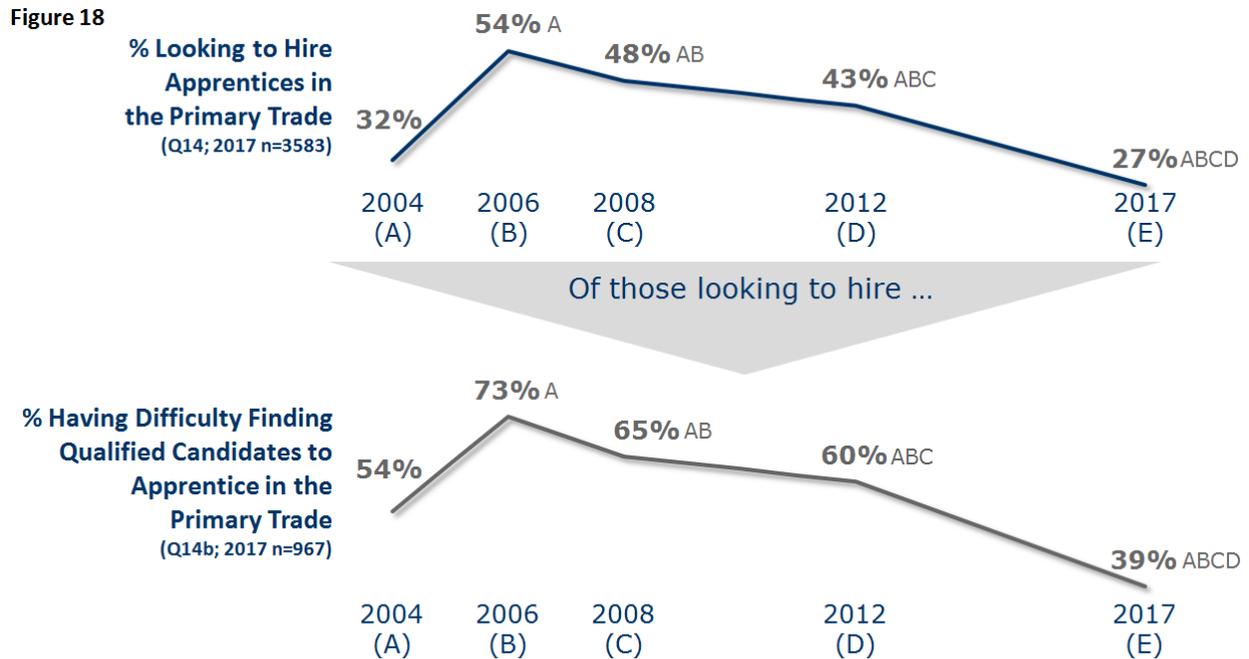
Respondents were asked how many registered apprentices were currently employed by all of their business locations. Just over two-thirds (70%) indicated they currently employ apprentices, which represents a decrease compared to previous survey years (77% in 2012 and 83% in 2008). Those who currently employ apprentices, employ an average of 8 apprentices.

The remaining 30% of employers (n=1,160) that do not currently employ any registered apprentices provided a number of reasons for not training any apprentices including (note that percentages are based on multiple responses):

- Not needed/no work for apprentices (76%);
- Can't find qualified people to apprentice (10%);
- Can't afford apprentice wage rate/scale (4%);
- Too expensive of a way of training (3%);
- No time to train/supervise apprentices (3%);
- No apprentices are applying (3%);
- Company is not fully open for business (new, closed, or in a transition period) (2%);
- Not enough journeypersons to train or supervise/can't meet ratio (2%);
- In the process of looking to hire/hiring (apprentices haven't started working yet) (2%);
- Too much paperwork/administration (1%); and
- High turnover (1%).

As shown in Figure 18, employers in 2017 were significantly less likely to be currently looking to hire an apprentice (27% versus 43% in 2012, 48% in 2008 and 54% in 2006). Compared to 2012, significantly fewer employers indicated that they are having difficulty finding qualified candidates to apprentice (39% versus 60% in 2012, 65% in 2008 and 73% in 2006). Further, 22% of employers who indicated they are having difficulty finding qualified applicants said this was having a major impact on their business (versus 36% in 2012, 39% in 2008 and 44% in 2006) (see Figure 19 on the next page).

Figure 18

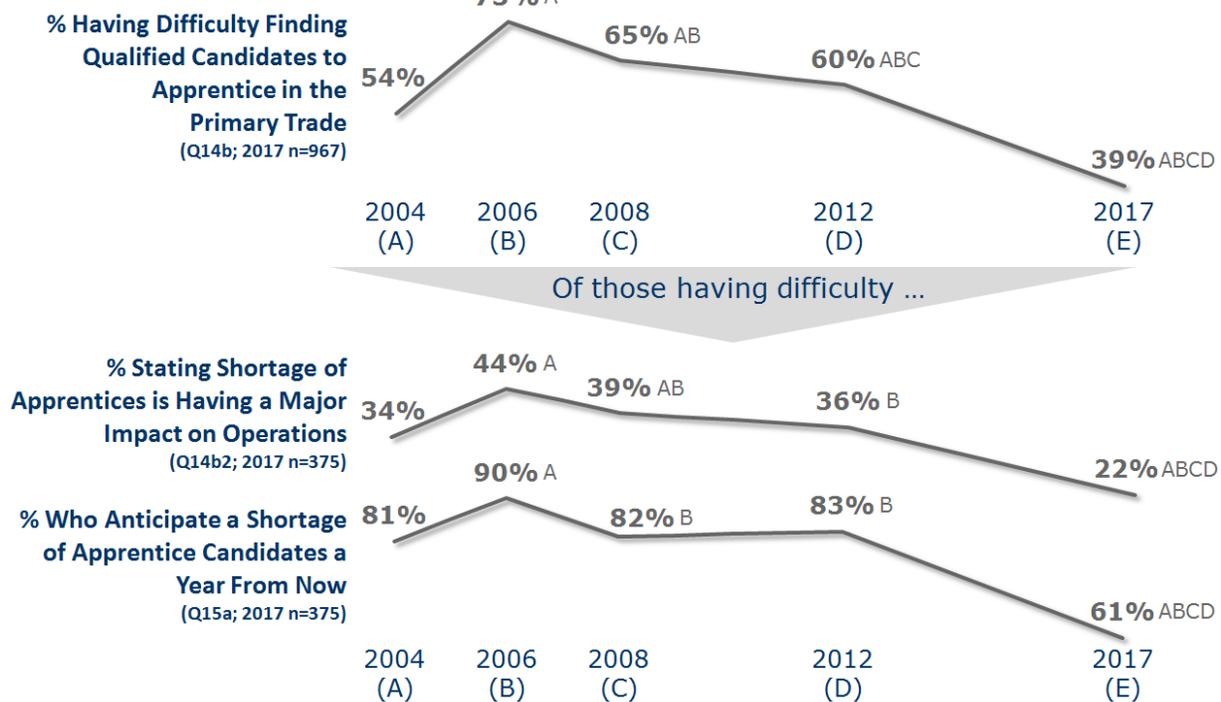


Upper case letters indicate significance at the 95% confidence level.

Sixty-one percent (61%) of employers in 2017, who are currently having difficulties finding candidates to hire, anticipate a shortage of apprentices a year from now, as shown in Figure 19. This represents a significant decline compared to previous survey years (83% in 2012, 82% in 2008, and 90% in 2006).

Likewise, 25% of all employers in the current survey commented that they anticipate a shortage of apprentice candidates in a year's time, another significant decrease compared to 52% in 2012, 53% in 2008 and 68% in 2006.

Figure 19



Upper case letters indicate significance at the 95% confidence level.

In terms of trade group, employers in the other trades (35%), architectural/construction (28%), and mechanical (28%) trade groupings were more likely to be looking for one or more apprentices in their primary trade. Employers in the Northwest region (34%) were most likely to be looking for apprentices, compared to 28% in the South region, 26% in the Urban region, and 23% in the Northeast region.

Employers in the other trades group (48%) were also more likely to report having difficulties finding apprentices in their primary trade, followed by the vehicle (47%) and architectural/construction (43%) trade groups. In contrast, those in the electrical (25%) and metal (29%) were less likely to report difficulties finding apprentices. There were no differences by region in difficulties finding apprentices.

Those employers who believed that there would be a shortage of persons to apprentice in their business location's primary trade a year from now were asked why they felt that way (n=894). A long and varied list of responses was noted, with the most frequently mentioned remarks including (note that percentages are based on multiple responses):

- Economic conditions (29%);
- Trade is viewed as low status (20%);
- Shortage in geographic region or area (16%);
- Young people are not interested / lack interest (13%);
- Low pay rate in trade (11%);
- Lack of apprentices, overall (11%);
- Young generation lacks work ethic and commitment (6%); and
- Demographics (6%).

Among those employers currently looking for one or more persons to apprentice in their primary trade at their business locations (n=967), the following minimum qualifications for hiring someone to register as an apprentice were (note that percentages are based on multiple responses):

- Grade 12 or completed high school (37%);
- A specific type of work experience (21%);
- Someone with previous trade experience in the primary trade (16%);
- Some technical training (NAIT/SAIT, etc.) (9%);
- Some high school (8%);
- Someone with previous trade experience in a related trade (4%);
- Technical graduate (NAIT/SAIT, etc.) (4%);
- Someone with previous trade experience in any trade (2%);
- Career and Technology Studies (2%);
- A certified journeyman in a related trade (1%);
- A certified journeyman in any trade (1%); and
- Vocational graduate (1%).

Forty-seven percent (47%, n=455) of respondents mentioned the following other qualities, abilities and experience when considering someone to hire as an apprentice, including (note that percentages are based on multiple responses):

- Good work ethic, commitment and attitude (13%);
- Valid driver's license / vehicle (7%);
- Willingness to work (4%);
- An interest in the trade (4%);
- Willingness to learn (3%);
- Personality (3%);
- Safety ticket / First Aid / H2S / WHIMIS / safe attitude (3%);
- Mechanical aptitude (3%);
- General aptitude for the trade (2%);
- Good physical fitness / good eyesight (2%);
- Hand skills / skill with hand tools (2%);
- Clean drug/alcohol test, clean criminal record (2%);
- Punctuality (1%);
- Over 18 years old (1%); and
- English skills (1%).

3.2.3 Knowledge of and Participation in the Registered Apprenticeship Program

Respondents were then asked a series of questions about the Registered Apprenticeship Program (RAP). Among the 3,583 employers that had hired apprentices in the past 5 years, 78% stated they were either very familiar (28%) or familiar (51%) with the RAP program. This represents a significant increase in the percentage of respondents indicating they were familiar with the RAP program (78% in 2017 versus 76% in 2012 and 69% in 2008).

A total of 672, or 24%, of these employers who were familiar with the RAP program reported they currently employed RAP apprentices (statistically significantly lower than 29% in 2012).

Among those employers familiar with RAP, 91% stated that the program was valuable, the same as in 2012. Employers in the metal (93%) and mechanical (92%) trade groups were most likely to indicate the program was valuable.

Reasons provided by respondents who indicated RAP was valuable (n=2,550) included (note that percentages are based on multiple responses):

- It introduces students to the industry and gets them interested (39%);
- Gives students a head-start in their career / keeps them in school (22%);
- Provides students good hands-on experience, training and standardization (21%);
- Positive past experience with RAP (13%);
- Is another option to academic / work experience (12%);
- Gives participants valuable experience going through the program (11%);
- Mutually beneficial to students and industry (6%);
- Keeps them focused / gives them direction (3%);
- Had RAP students who are not full apprentices / journeypersons (2%);
- Provides another avenue for finding/recruiting apprentices (2%);
- Learn faster when young / it is great working with youth (1%);
- It's more beneficial for the student than the employer (1%);
- Demand for skilled people in the trades (1%);
- Apprentices are able to earn some money (1%);
- Less expensive to hire a RAP apprentice (1%);
- Tracks their hours and that they've passed their schooling (1%); and
- Holds them accountable (>0%).

The remaining respondents either felt the RAP program was not valuable (5%) or were unsure (4%).

Reasons provided by respondents who felt RAP was not valuable (n=149) included (note that percentages are based on multiple responses):

- Students are too immature, lacking skill, knowledge and motivation (35%);
- Lack of commitment from the students / just looking for credits (20%);
- Education / training was inadequate, students were rushed through (16%);
- Not applicable to our trade or had no interested applicants (15%);
- Students went through with no success (11%);
- Discourages students from going to school (7%);
- Not enough practical experience, too much theory (7%);
- Positive comments about RAP (5%);
- Students do not know what they are getting into (2%); and
- Difficult to find applicants / candidates (2%).

3.3 Employee Attraction / Retention Activities

Employers were next asked about the activities they have in place to help retain the apprentices or journeypersons they currently employ. Activities to retain employees mentioned by respondents (n=3,517) included (note that percentages are based on multiple responses):

- Offer competitive wages / competitive wage increases (22%);
- Provide steady work / busy work environment / job security (17%);
- Established a mentoring program / on the job training, cross-train employees (17%);
- Offer benefits such as medical, dental, or disability (16%);
- Provide a safe / respectful / up to date working environment (13%);
- Pay tuition / pay for additional training / offer scholarships (12%);
- Give bonuses, incentives, or offer profit sharing (10%);
- A regular workweek, flexible shifts, or short Fridays (4%);
- Offer RSP program / pension program (4%);
- Weekly lunches, dinners, outings or social events (3%);
- Growth opportunities (2%);
- Pay for tools and clothing (1%); and
- Pay for books (<0%).

One quarter of respondents (25%, n=3,517) indicated they did not have any activities in place to retain current employees.

Employers (n=3,583) were also asked to describe activities in place to attract new apprentices or journeypersons to their organization. The methods of attracting new employees mentioned by respondents included (note that percentages are based on multiple responses):

- Advertising / school presentations or job fairs (9%);
- Word of mouth or reputation of organization (9%);
- High pay scale (8%);
- Nothing in particular / Simply a job/opportunity to work (7%);
- Offer benefits (6%);
- Training programs / extended training opportunities (6%);
- Provide a safe / respectful / up to date working environment (6%);
- Give bonuses / incentives (6%);
- Online advertising / company website (4%);
- Offer permanent employment opportunities (3%);
- Attract from RAP / Co-op / high school (2%);
- Growth opportunities (2%);
- A regular work week, flexible shifts, or short Fridays (1%); and
- We have a recruiter (1%).

Nearly half (46%) of respondents (n=3,583) indicated they did not have any activities in place to attract new employees (a significant increase compared to 35% in 2012 and 29% in 2008).

3.4 Non-Traditional Source of Employment

Table 18 presents the percentage of employers that indicated they currently employed apprentices from specific non-traditional sources and their numbers. 16% of respondents employed visible minorities and 17% employed women apprentices in non-traditional trades; both values are significant decreases from 2012 results. Visible minorities (2,361) are the most prevalent non-traditional apprentices. See Table 18, below, for the breakdown of the percentage of employers with non-traditional apprentices and the corresponding numbers of such apprentices employed.

Table 18

	Employers with Apprentices from Non-Traditional Sources (Q15g1)					
	Employers with non-traditional apprentices by Survey Year			Number employed from non-traditional sources by Survey Year		
	2008 (n=3917)	2012 (n=3851)	2017 (n=3903)	2008 (n=3917)	2012 (n=3851)	2017 (n=3903)
	(women n=3669)	(women n=3596)	(women n=3649)	(women n=3669)	(women n=3596)	(women n=3649)
	C	D	E			
Aboriginal persons	16%	16%	11% CD	2,005	2,836	1,025
Persons with disabilities	5%	5%	3% CD	207	426	160
Visible minorities	18%	21% C	16% CD	2,937	5,363	2,361
Immigrants	15%	18% C	15% D	1,913	3,686	1,690
Women*	21%	20%	17% CD	2,248	2,792	1,860
Any others [^]	-	-	1%	-	-	524

Upper case letters indicate significance at the 95% confidence level.

* For women, the question was filtered to exclude employers for whom hairstylist or baker was the primary trade.

[^] Asking for "any other" non-traditional sources was left open-ended and new in 2017.

In addition to indicating whether they currently employed apprentices from non-traditional sources, respondents were asked to indicate whether their company was looking specifically to hire apprentices from any non-traditional sources. Three-fifths (60%) indicated that they were not looking to hire any non-traditional apprentices, while 28% stated they hire based purely on qualifications. Indigenous persons (7%) and women (7%) were most frequently mentioned as being sought after. See Table 19.

Table 19

Currently Looking for Apprentices from Non-Traditional Sources (Q15g2)	
2017 (n=2743) (women n=2583)	
Aboriginal persons	7%
Persons with disabilities	4%
Visible minorities	5%
Immigrants	5%
Women*	7%
Any others	4%
Total: Looking for any non-traditional apprentice	12%
None of the above [^]	60%
Hire purely based on qualifications [^]	28%

Results cannot be compared to previous years due to a change in the question.

** For women, the question was filtered to exclude employers for whom hairstylist or baker was the primary trade.*

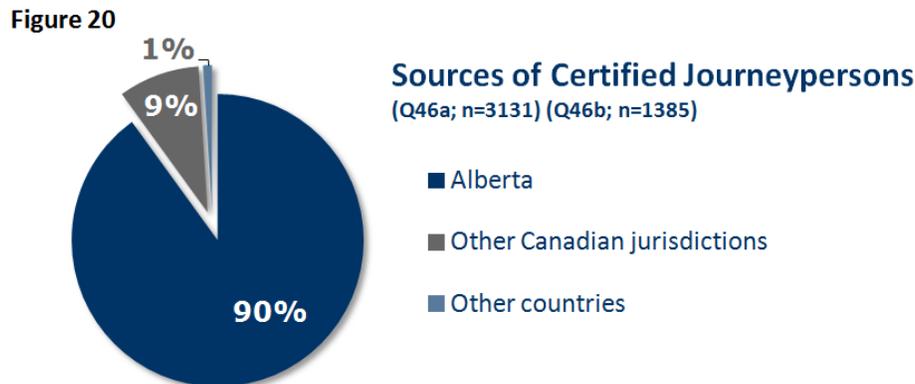
[^] "None of the above" and "hire based purely on qualifications" were exclusive levels.

3.5 Out-of-Province / Out-of-Country Trained Journeypersons

In 2017, employers were asked if they employ certified journeypersons from other Canadian jurisdictions or other countries at their business. Twenty-two percent (22%) of employers noted that they currently employed out-of-province / out-of-country journeypersons. Among those who employ these certified journeypersons:

- In the primary trade:
 - An average of 18% of employed journeypersons were certified in other Canadian jurisdictions; and
 - An average of 7% were certified in other countries.
- In all other trades:
 - An average of 14% of journeypersons were certified in other Canadian jurisdictions; and
 - An average of 4% were certified in other countries.

Overall, among all employers of certified journeypersons in any trade, 90% of the journeypersons have been certified in Alberta, while 9% are certified in other Canadian jurisdictions and 1% in another country; see Figure 20.



This question was asked for the first time in 2012 but was altered slightly for 2017 (asking number of employees in 2012 versus asking for percentage of employees in 2017), so results between the two years are not directly comparable.

Among employers who employ at least one out-of-province trained journeyperson, respondents were asked if they prefer to hire Alberta certified journeypersons over those certified elsewhere. Just over half (53%) of the respondents (n=825) indicated that they do not have a preference for Alberta certified journeypersons, while 38% did prefer those trained in Alberta and 9% were unsure. These results are consistent with those from 2012 where 54% of the respondents (n=1,430) indicated that they do not have a preference for Alberta certified journeypersons.

Those employers who prefer Alberta certified journeypersons over those certified elsewhere (n=312) were asked for reasons why they provided that answer, which included (note that percentages are based on multiple responses):

- Better training and knowledge of what is taught (34%);
- More familiar with the standards, guidelines and industry (17%);
- Like to hire locally and support the Alberta workforce (16%);
- Are easier to retain / are local / more available (14%);
- Have training more relevant to the work being done in Alberta (11%);
- Easier to hire / process (8%);
- More cost-effective (5%);
- Alberta certified journeypersons are more recognized (4%);
- Prefer Red Seal (2%);
- Language barrier (1%); and
- It's mandatory (1%).

See Figure 21 for a summary of out-of-province certified journeypersons.

Figure 21

Out-of-Province Certified Journeypersons	
22%	Currently employ out-of-province / out-of-country certified journeypersons
38% (41% in 2012)	Prefer to hire Alberta certified journeypersons over those certified elsewhere
34% (44% in 2012)	Better trained/know what is being taught in Alberta
17% (19% in 2012)	More familiar with standards, guidelines and industry in Alberta
16% (13 in 2012)	Prefer to hire locally, to support the Alberta workforce
14% (6% in 2012)	Local journeypersons are easier to retain, are more available

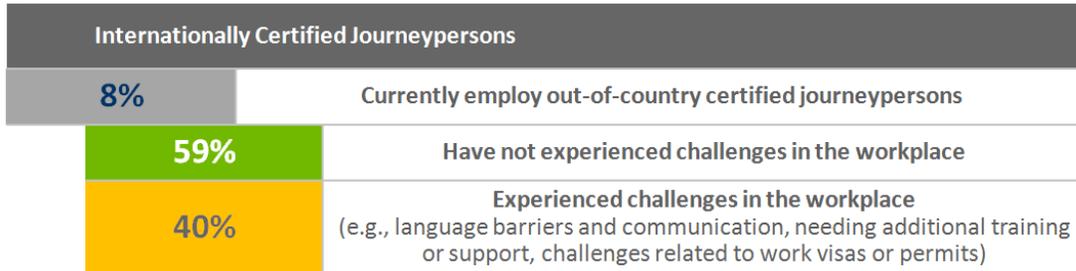
Coded verbatim responses are not tested for statistical differences.

In contrast, employers who indicated no preference for Alberta certified journeypersons over those certified elsewhere (n=438) were asked to provide their reasons, which included (note that percentages are based on multiple responses):

- They just need to have the experience or skills (23%);
- It is not important / training is the same (23%);
- They just need to be certified / have qualifications (22%);
- Unless it is Red Seal / upgradable to Red Seal it does not matter (12%);
- Just need to be the right person / candidate (11%);
- They are better trained elsewhere / they bring new knowledge (7%);
- Depends on the person (5%);
- Just prefer to hire locally / within the province (4%);
- A shortage of tradespeople (general) (3%); and
- Lack of local hires available (1%).

Finally, a new question was asked in 2017 of those employers who employed any journeypersons certified from other countries. Among those respondents (n=313), 40% indicated that they had experienced challenges with their internationally certified journeypersons at their workplace, while 59% had not and 1% didn't know; see Figure 22. Among those who have experienced a challenge (n=124), popular themes in the specified challenges included challenges with language barriers and communication, needing additional training or support, and challenges related to work visas or permits (among many others).

Figure 22



New questions in 2017.

4 Summary

Research results indicate that among Alberta employers of tradespersons, satisfaction with the apprenticeship and trade certification system in Alberta continues to be very high.

The vast majority of employers continue to be satisfied overall with the skills of their certified journeypersons (97%) in their primary trade, and has even increased from 95% in the previous survey years. Employer's satisfaction with journeyperson's ability to use safe practices in the trade (97%; same as 2012), practical skills (95%; same as 2012), communication with co-workers (94% versus 95% in 2012), ability to teach (89%; same as 2012), and supervisory ability (82% versus 83% in 2012) remained comparable. Knowledge of trade theory increased statistically significantly (96% versus 92% in 2012).

Employers were asked how likely their business was to try to hire journeypersons with a Red Seal endorsement in their primary trade rather than without. Fifty-seven percent (57%, n=3,084) indicated they were more likely to try to hire journeypersons with a Red Seal than without, a statistical increase from 54% in 2012.

Satisfaction with apprenticeship technical training as a method of providing tradespersons with the skills needed in their trade remained consistent in 2017 (87% versus 86% in 2012). Compared to previous survey years, a similar proportion of employers were familiar with the technical training curriculum (81% in 2017 versus 81% in 2012 and 80% in 2008). Similar levels of satisfaction with the effectiveness of technical training for practical skills (82% versus 81% in 2012), employer satisfaction with the training curriculum (87% versus 88% in 2012) as well as those who considered the technical training in trade theory effective (90% versus 91% in 2012) and those who considered technical training up-to-date (81% in both 2017 and 2012) were seen.

The vast majority of employers continued to consider on-the-job training to be effective (95% in 2017 versus 96% in 2012).

The percentage of employers who found the Record Book useful for evaluating the performance of apprentices did not change between 2017 and 2012 (67% in both years).

Just under three-quarters of employers (71%) indicated that in the past year their business employed apprentices who were eligible to attend technical training, consistent with 2012 (72%). Among apprentices who did not attend training, the most frequently mentioned reason was that the apprentices lacked financial resources (32%).

Among those employers who had apprentices attending technical training during the last year, nominally more employers in 2017 (73% versus 70% in 2012) stated that they were aware of the types of financial assistance available to apprentices while participating in the technical training. Of those aware of financial assistance (n=1,608), 82% were satisfied with the financial assistance available (a

continuing increase from 75% in 2012 and 65% in 2008). Fifty-four percent (54%) of employers in 2017 reported that the company or an association paid all or part of the apprentices' tuition fees (versus 59% in 2012). Further, significantly fewer employers (22%) indicated that they or an association paid a portion of the apprentices' wages (compared to 45% in 2012 and 51% in 2008).

Among employers that dealt with Client Services staff within the past 12 months, satisfaction with the quality of service provided continued to be rated highly; a vast majority (95%) of employers were satisfied overall. Almost all employers were highly satisfied with apprenticeship staff in terms of providing courteous service (97%), staff doing everything necessary to assist them (94%), knowledge level (94%), ease of access to staff services (88%, a significant decrease from 92% in 2012 and 94% in 2008) and waiting time for the service provided (87%, a significant decrease from 90% in 2012).

Overall satisfaction with Alberta's apprenticeship and trade certification system decreased to 90% in 2017 after an increase to 92% in 2012, when overall satisfaction was at its highest level. This change from 2012 represents a statistically significant decrease, but is still statistically significantly higher than the 2006 result (87%).

New in 2017, a vast majority (90%) of employers stated that the employment of journeypersons and registered apprentices provides a benefit to the business.

The level of familiarity with the function of the Alberta Apprenticeship and Industry Training Board remained consistent (60% in 2017 versus 61% in 2012). Among those familiar with the Board, the vast majority (90%) were satisfied with its performance (comparable to 92% in 2012). Familiarity with the Provincial Apprenticeship Committee (PAC) has also remained constant in 2017 (34% versus 33% in 2012) and a similar percentage of employers were satisfied with the PAC's performance (90% versus 92% in 2012). Significantly fewer employers reported being familiar with the Local Apprenticeship Committee (LAC) (34% versus 45% in 2012), while 92% of those familiar were satisfied with the LAC's performance (consistent with 2012).

Market conditions have changed significantly since the 2012 survey, and this is reflected in the 2017 survey when evaluating the results pertaining to the supply and demand of journeypersons and apprentices. The number of employers actively employing journeypersons has decreased significantly since 2012 but still remains fairly high at 75% (compared to 81% in 2012). However, employers intending to hire a journeyperson in any trade within the next year has dropped to about half (49% in 2017 versus 67% in 2012). Moreover, slightly less than one-third of all employers (30%) indicated that they were currently looking to hire journeypersons in their primary trade, a significant decrease from 2012 (48%) and 2008 (54%). Consequently, significantly fewer employers were having difficulty finding journeypersons (49% versus 80% in 2012 and 84% in 2008), though 35% still indicate that this difficulty was having a major impact on their business location's operations (a decrease compared to 45% in 2012). A significantly lower percentage of this year's respondents who are having difficulty finding

journeypersons to hire anticipate a shortage of journeypersons a year from now compared to employers in 2012 (67% in 2017 versus 88% in 2012).

Employers were significantly more likely to be actively training apprentices in the past 5 years (88% in 2017 versus 84% in 2012); however, the percentage of employers intending to hire apprentices in the upcoming year is significantly lower in 2017 (53% compared to 69% in 2012 and 70% in 2008). Likewise, the percentage of employers looking to hire apprentices at the time of the survey has also decreased dramatically since 2012; only 27% indicated they were currently looking to hire versus 43% in 2012. Correspondingly, the percentage of employers who are having difficulty finding qualified candidates at the time of the survey has decreased from 60% in 2012 to 39% in 2017, and those who are having difficulty and who stated the shortage of apprentices is having a major impact on their business operations is 22% (versus 36% in 2012). Three-fifths (61%) anticipate a shortage of candidates in one year, a decrease from 83% in 2012.

Among the employers who had hired apprentices in the past 5 years, 78% were familiar with the Registered Apprenticeship Program (RAP), a significant increase from 76% in 2012 and 69% in 2008.

The 2017 survey marks the third year employers were asked about employing apprentices from non-traditional sources; visible minorities (2,361) continued to be the most frequently mentioned source, followed by women (1,860), immigrants (1,690), and Indigenous persons (1,025). Only 12% of employers are currently specifically looking to hire from at least one non-traditional source.

In summary, research results continue to indicate an overwhelmingly high level of satisfaction with the apprenticeship system in Alberta. The current state of the economy is playing a large role in the outlook for hiring apprentices in the next 12 months. Despite the economy however, this research demonstrates a continued contentment with the apprenticeship system among Alberta employers.

5 Methodology

The project was managed by the Strategic Integration Policy Branch of Apprenticeship and Student Aid (the client). All components of the project were designed and executed in close consultation with the client. At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Advanis, including the results of the previous employer satisfaction studies. The consulting team completely familiarized itself with the objectives of the client ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan, and project initiation.

To maintain continuity, the methodology used in the 2017 study was similar to the approach used in conducting the previous surveys and the client was responsible for the design of the research methodology and the development of the survey instrument.

For the 2017 survey, Advanis was responsible for the preparation of the sample frame and for doing the sampling. As a first step, Advanis was responsible for all aspects of the cleaning and editing of the raw population data file to prepare the sample frame. The cleaning, editing, and sampling was undertaken in accordance with the objectives provided by the client. Advanis was also responsible for pretesting the survey instrument, data collection, cleaning, coding and data entry, conducting the data analysis and reporting. The study was conducted based on the following approach:

- Questionnaire review and pretest;
- Survey population preparation and sample selection;
- Data collection;
- Data checking, cleaning, coding, and merging; and
- Analysis and reporting.

A detailed description of each task of the study is outlined in the remainder of this section.

5.1 Questionnaire Review and Pretest

The last employer survey was conducted in 2012. In consultation with the client, the survey instrument utilized in the 2012 study was reviewed and modifications were incorporated into the 2017 survey design. A couple of new questions were added to the 2017 survey and new questions from the previous survey were retained. In the 2017 survey, questions about employment of out-of-province trained journeypersons were continued.

The 2017 survey continues with an in-depth assessment of the employment of non-traditional apprentices, first introduced in the 2008 survey. This includes an examination of both the number of non-traditional apprentices currently employed and whether employers are looking to hire such apprentices. The non-traditional sources considered included Indigenous persons, persons with disabilities, visible minorities, immigrants, and gender for trades traditionally dominated by males.

Some emerging issues were addressed in the 2017 survey. Previous questions surrounding the contributions of journeypersons who have completed an apprenticeship program and registered apprentices to the company's competitiveness and profit margin were removed in 2017, and replaced by a broader question asking if these employees benefit the company. Also added in 2017 was a follow-up question to continue the line of questioning around hiring internationally certified journeypersons that was started in the 2012 survey. Added for 2017 was a question on whether any challenges with these employees have been experienced in the workplace, and if so, allowing respondents a chance to describe what those challenges have been.

Following client approval of the survey instrument, Advanis conducted 30 pretest interviews with a random sample of respondents. The pretest was used to assess interview length and flow patterns and to identify any problem questions or difficulties in comprehension or wording as well as areas of respondent resistance. Following the pretest, the questionnaire was finalized in consultation with the client. A copy of the final questionnaire is provided in Appendix A.

5.2 Survey Population and Sample Selection

Similar to the previous employer surveys, administrative data was used to build a sample frame for the 2017 survey. AIT identified business locations are tracked by AE client service staff in the Alberta Trades and Occupations Management System (ATOMS). Field staff use ATOMS to keep track of the activities of apprentices as they progress through their program. As a dynamic system, ATOMS is subject to out-of-date records as well as duplicate records. In order to convert the data into a format suitable for research purposes, extensive data cleaning and editing of the data was necessary.

The survey population consists of managers who have direct operational responsibility for employing and coordinating the work of journeypersons and apprentices at Apprenticeship and Industry Training (AIT) business locations, defined as a specific place of business that is registered in ATOMS.

Refinements made in the definition of the employer survey population also apply to the 2017 survey and included;

- “Employer” – limited to persons with direct operational responsibilities for employing skilled tradespersons at specific “AIT identified business locations”. The respondents had to be in a position to make informed judgments with respect to the attributes of apprentices and journeypersons, as well as the suitability of their training and preparedness. For small operations, this was generally the owner/president/CEO of the company. For larger businesses, this was generally an individual with line management responsibility for employing tradespersons at a particular location identified by AIT staff through field visits, and recorded as such in ATOMS.
- “Ultimate decision making authority” – definition revised to “direct operational responsibility” to align with the change in definition of employer.

- “Skilled tradesperson” – was essentially the same definition used in previous surveys, but clarified with respect to persons who are working at a journeyperson level without certification in an optional certification trade.

For continuity with earlier employer surveys, the 2017 survey is still referred to as the 2017 Employer Survey. However, for reporting purposes, the terms “employer”, “business” and “business location” are synonymous and in all cases, refer to an AIT-defined business location that has been identified and is recorded in ATOMS by AE client services staff.

A number of procedures were completed to prepare the population file for use as a sample frame for the 2017 survey:

1. Identifying missing and erroneous phone numbers;
2. Looking up valid phone number where possible;
3. Creating additional (scratch) variables needed to identify duplicate records;
4. Identifying and removing duplicate business locations;
5. Identifying duplicate contacts;
6. Identifying individuals with a Domain of Responsibility extending to more than one business location;
7. Identifying a Primary Record for a single Domain of Responsibility and dropping all other related records; and
8. Calculating certain values in the Primary Record that is retained to represent a single Domain of Responsibility.

Advanis critically reviewed the protocol that was used previously to clean the raw records. Based on this review, Advanis proposed an alternate protocol to address the business objectives more effectively. Advanis documented this scenario-based approach in a detailed memo for the client, including examples to illustrate each step of the proposed approach. After discussing and refining the revised approach with the client, Advanis then applied this approach and provided the client with a dataset that showed the outcome for each raw record, as well as a cleaned sample frame for conducting the sampling.

5.2.1 Selecting the Respondent

It is crucial to the success of the study that the respondent was knowledgeable regarding the quality of their employees and was in a position to make informed judgments with respect to the attributes of apprentices and journeypersons, as well as the suitability of their training and preparedness. Accordingly, the survey population for this study consisted of owners/managers of businesses that employ skilled tradespeople. The operational definition of this population was a respondent in a position to make informed judgments with respect to the attributes of apprentices and journeypersons, as well as the suitability of their training and preparedness.

The survey instrument specifically screened respondents to ensure that they were the “person responsible for employing and coordinating the work of journeypersons and apprentices” at the business. Where the same individual has responsibility for employing tradespersons in multiple locations

or sites, his/her domain of responsibility included employment at all of those sites. The respondent answered for all trades at all business locations (combined) for which he/she was the person most responsible for employing tradespersons. Introduced in the 2004 survey and continued in the 2017 survey was determining a domain of responsibility and using it to construct the sample frame. This tightened-up the business location population, reducing chances of duplication in the sample.

5.2.2 Sample Frame and Quotas

Advanis, in conjunction with the client established the sampling frame and quotas based on the level of precision required and the number of registered firms by the primary trade group categories and the size of the business location. The primary trade group was defined as the most prevalent apprentice or journeyman trade employed within the business. These trades were summed into six trade groups, as outlined in Table A.

A **census** was deployed for all large business locations, intermediate business locations and small business locations that employ five or more apprentices. A total of 3,365 business locations were included in the census. The target for the census was 1,918 interviews.

A **random sample** of small business locations, employing less than five apprentices and those that do not employ any apprentices or certified journeymen, stratified by primary trade group, was required. Based on a total of 26,014 business locations, a 95% +5.0% confidence level was established for each primary trade group, resulting in a requirement of 2,107 completed interviews.

Table A below, outlines, by trade group, the sampling quotas required for the business locations.

Table A: Sampling Quotas

	Business Locations	Quota Target
Census	3,365	1,918
Small Businesses	26,014	2,107
Architectural/construction	4,555	354
Electrical	2,828	338
Metal	4,758	356
Mechanical	3,238	344
Vehicle	6,103	361
Other	4,532	354

5.3 Data Collection

5.3.1 Research Timing and Results of Surveying

The data collection phase of this study was conducted between January 19 and May 3, 2017. Advanis completed 3,777 telephone interviews and collected 126 web surveys for a total of 3,903 surveys with Alberta business locations that employ skilled tradespersons and apprentices.

Table B, below, outlines the distribution of completed interviews by trade group.

Table B; Total Survey Completes

Trade Groups	Census	Random Sample		Total Surveys
	Surveys	Quota Target	Surveys	
Architectural/construction	150	354	392	542
Electrical	277	338	416	693
Metal	252	356	378	630
Mechanical	274	344	426	700
Vehicle	418	361	466	884
Other	97	354	357	454
Total	1,468	2,107	2,435	3,903

The number of interviews completed for the random sample surveys was exceeded in all 6 trade groups, however for the census surveys, completions were below target, reaching 1,468 from a target of 1,918.

Total survey results for each of the trade groups provide a margin of error no greater than +5.0% at the 95% confidence level (i.e., 19 times out of 20). The outcome of all call attempts resulted in an overall response rate of 26%. Other relevant statistics concerning the results of the survey sample are presented in Table C.

Table C: Survey Statistics

Trade Groups*	Type of Sample	Sample Drawn	Percent Refusing	Percent Unable to Contact
Architectural/construction	Census	367	32%	16%
	Sample	2,000	27%	41%
Electrical	Census	648	29%	21%
	Sample	2,000	21%	48%
Metal	Census	634	30%	20%
	Sample	2,000	27%	43%
Mechanical	Census	653	30%	17%
	Sample	2,000	25%	43%
Vehicle	Census	791	26%	14%
	Sample	1,500	29%	27%
Other	Census	272	36%	14%
	Sample	2,200	32%	34%
Total		15,065	27%	35%

**Based on the “expected” primary trade for business locations surveyed. The actual primary trade varied slightly from the one anticipated in the sampling data.*

While data was being collected, Advanis provided a weekly written progress report to the client.

5.3.2 Survey Administration and Quality Control Measures

The questionnaire was programmed into Advanis’ proprietary multi-modal survey platform. Using this system, data collection and data entry were simultaneous, as data was entered while the interview was being conducted. Furthermore, the system allowed interviewers to directly enter verbatim responses to open-ended questions. Throughout the process, Advanis maintained respondent confidentiality.

The survey was primarily administered through telephone interviews. Respondents who requested to complete the survey online were provided with a link to an online version of the survey, which was identical to the telephone survey. All other respondents completed the survey with the live interviewer via telephone.

A minimum of four call attempts were made to make an ‘initial contact’ with the target respondent. Initial contact meant that the interviewer had established voice contact with the target respondent and had attempted to apply the research instrument, or had established a date and time to call back and complete the survey. After the initial contact, a minimum of four further attempts to complete an interview were made.

Busy numbers were scheduled for a call back every twenty minutes. Where there was an answering machine, fax or no answer, the call back was scheduled at a different time period on the following day. The first attempts to reach each listing were made during weekdays between 9:00 a.m. and 5:00 p.m. If

requested by the respondent, interviewers would schedule appointments for interviews between 5:00 p.m. and 9:00 p.m.

Respondents that call into our call centre were transferred directly to an interviewer working on the project. When an inbound caller is transferred to an interviewer, the respondent's case is automatically identified and displayed to the interviewer. This enables the interviewer to reference the call history, provides a modified introduction script to reflect the inbound nature of the call, and facilitate a seamless flow into the survey if the respondent agrees to complete the survey. Calls received outside of regular calling hours were sent to a voicemail with a customized message for the survey, asking them to leave a time when it would be most convenient to call back.

Advanis employed a total of 39 experienced and professional interviewers. All interview staff were extensively trained on the survey instrument. Interviewers participated in a training session prior to the commencement of the data collection. Advanis' Quality Assurance team listened to the recordings of 10 percent of completed surveys and compared the responses to those entered by the interviewer to ensure that responses from respondents were properly recorded. Team Supervisors conducted regular evaluations with each interviewer, in addition to nightly monitoring of each interviewer on their team.

Advanis is a member of the Marketing Research & Intelligence Association of Canada, and abides by its "Rules of Conduct and Good Practice". All data collection activities were conducted in compliance with the privacy requirements of the Freedom of Information and Protection of Privacy Act. Measures used to protect personal information from unauthorized access, collection, use and disclosure included:

- All data was stored exclusively on servers within secure facilities; using a variety of security appliances (firewalls, IDS, IPS, anti-malware, anti-virus); and using secure methods of data transfer (HTTPS, SFTP, or encrypted files).
- Data resided on servers within the corporate network as opposed to interviewers' or professional staff members' PCs or laptops.
- Advanis is certified with "PROTECTED B" clearance by Public Works and Government Services Canada.
- Advanis employees are required to complete security awareness training annually. This training is included in the onboarding process for new staff.
- Employees who work remotely connect to a VPN, then log into a server on the corporate network to perform their work.

5.4 Data Checking, Cleaning, Coding, and Merging

Advanis used SPSS statistical software to develop checking, cleaning, and coding syntax. Advanis developed syntax that, among other things, handled:

- Checking skip patterns;
- Checking response ranges;

- Conducting a set of checks to identify any respondent who took an unreasonably short time answering, who straight lined responses, who fail a validation check or in other ways are a potential “cheater/inattentive”; and
- Bucketing responses on scale questions.

Checking syntax was developed and run on test data first. Next, it was finalized by being run on pre-test data. This ensured that data coming from the final survey is accurate. During data collection, checking and cleaning continued. It was done regularly to ensure that the data continued to be valid and correct.

All SPSS syntax files were quality checked by at least one other member on the Advanis team (i.e., other than the original author of the syntax). Transformations of the data (e.g., bucketing the top two responses and bottom two responses of 5-point scales) and complex data checking were quality-checked by more senior staff, and required internal sign-off.

Open-ended questions were coded into appropriate categories. In order to facilitate comparisons between the 2017 results and historical results, Advanis used the coding schemes used historically to code the verbatim responses in the 2017 data. Some new levels were also added to the coding schemes of questions where the responses may have changed over time to reflect current verbatim supplied. Driven by the need to ensure clean, accurate data in a timely, ongoing manner, Advanis developed a software platform that is tightly integrated into the data collection process to remove the manual steps traditionally required that are susceptible to user error and compromised data quality. Key components of the verbatim coding process included:

- New survey data was available to the coders immediately after each survey was completed. The tool “pulls” the required information from the survey database, allowed the cleaning to occur, and “put” the cleaned information directly back into the database.
- 10% of all cases were checked for quality assurance.
- Each question had a separate queue, allowing coders to focus on a single question at a time, thereby improving accuracy and consistency.

Tabulations of the detailed data tables of survey results were provided to the client in an electronic SPSS data file, including an electronic copy of the codebook for the survey.

5.5 Analysis and Reporting

Please see [section 1.2](#) (“Response Rate and Notes on Analysis”) for details on the analysis and reporting approach for this survey.

Appendix A: Survey Instrument

2017 SURVEY OF EMPLOYER SATISFACTION WITH APPRENTICESHIP TRAINING AND SKILLED TRADESPERSONS

Int1a *Show if contact name available*

Hello, may I speak with <sample.contact>?

(Note that even if the business doesn't currently employ any apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify.)

- ₁ Speaking [Go to Int1b]
- ₂ Getting or forwarding to the person [Go to Int1b]
- ₃ Person no longer at company [Go to Int1C]
- ₄ Call back later [Schedule call back]
- ₅ Refusal [Code as refusal]

Int1a2 *Show if no contact name available*

Hello, my name is _____. I am calling from Advanis. We are conducting a study on behalf of Alberta Advanced Education and the Alberta Apprenticeship and Industry Training Board. Can I please speak with the person responsible for employing and coordinating the work of journeypersons and/or apprentices at your place of business?

(Note that even if the business doesn't currently employ any journeypersons or apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify.)

- ₁ Yes, speaking [Go to Int1e]
- ₂ Yes, getting or forwarding to the person [Go to Int1d]
- ₃ Yes, call back later [Schedule call back]
- ₆ Yes, speaking but refusal [Go to int1a2email]
- ₄ No, Refusal [Code as refusal]
- ₅ Business does not employ journeypersons or apprentices **DO NOT READ: (if they employ one but not the other, select the appropriate "yes" level instead.)** [Go to Int1a3]

Int1a3 *Show if does not employ journeypersons or apprentices*

I understand. We would like to speak with someone about Alberta's apprenticeship and industry training system. Would you be the best person to discuss this with at your place of business?

- ₁ Yes, speaking [Go to Int1e]
- ₆ Yes, speaking but refusal [Go to int1a3email]
- ₂ Yes, getting or forwarding to the person [Go to Int1d]
- ₃ Yes, call back later [Schedule call back]
- ₄ No, refusal [Code as refusal]

inbound1 *Show if Inbound Call*

Hello, this is _____ from Advanis, how can I help you?
(let the caller introduce himself)

Yes, we did call your phone number. We were trying to speak with <sample.contact> on behalf of Alberta Advanced Education and the Alberta Apprenticeship and Industry Training Board, is that you?

**Confirm the named respondent is on the phone before continuing.
If they are not currently available, arrange a callback.**

(Note that even if the business doesn't currently employ any apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify.)

- Yes, continue [Go to Int2a]
- Yes, speaking but refusal [Go to inboundemail]
- No, arrange a call back [Schedule call back]
- No, refusal [Code as refusal]
- No, decline to answer [Code as "not eligible"]

inboundemail *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

Refused [Code as refusal]

int1a2email *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

Refused [Code as refusal]

int1a3email *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

Refused [Code as refusal]

Int1b

Hello, my name is _____. I am calling from Advanis. We are conducting a study on behalf of Alberta Advanced Education and the Alberta Apprenticeship and Industry Training Board. Are you the person responsible for employing and coordinating the work of journeypersons and/or apprentices at your place of business?

(Note that even if the business doesn't currently employ any apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify.)

- ₅ Yes [Go to Int2a]
- ₁₁ Yes, speaking but refusal [Go to int1bemail]
- ₆ No, someone else is responsible [Go to Int1c]
- ₁₀ Business does not employ either journeypersons **OR** apprentices **DO NOT READ: (if they employ one but not the other, select the appropriate "yes" level instead.)** [Go to Int1b2]
- ₈ No, Refusal [Code as refusal]
- ₇ Call back later [Schedule call back]
- ₉ Decline to answer [Code as "not eligible"]

int1bemail *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

₈ Refused [Code as refusal]

Int1b2 *Show if No journeypersons or apprentices*

I understand. We would like to speak with someone about Alberta's apprenticeship and industry training system. Would you be the best person to discuss this with at your place of business?

- ₁ Yes [Go to Int2a]
- ₆ Yes, speaking but refusal [Go to int1b2email]
- ₂ No, getting or forwarding to the person [Go to Int1d]
- ₃ Yes, call back later [Schedule call back]
- ₄ No, refusal [Code as refusal]

int1b2email *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

₈ Refused [Code as refusal]

Int1c

Can I please speak with the person responsible for employing and coordinating the work of journeypersons and apprentices at your place of business?

(Note that even if the business doesn't currently employ any apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify.)

- ₁ Yes, getting or forwarding to the person [Go to Int1d]
- ₂ Yes, call back later [Schedule call back]
- ₃ No, refusal [Code as refusal]

Int1d

[When new person is on the line] Hello, my name is _____. I am calling from Advanis. We are conducting a study on behalf of Alberta Advanced Education and the Alberta Apprenticeship and Industry Training Board.

[If there are no journeypersons or apprentices at the business, show:] Are you the best person to discuss Alberta's apprenticeship and industry training system at your place of business?

[Else show:] Are you the person responsible for employing and coordinating the work of journeypersons and apprentices at your place of business?

Note that even if the business doesn't currently employ any apprentices, they still qualify to complete the survey. Similarly, even if they are a sole-proprietorship (i.e., a business owner who runs the business by themselves without any employees), they still qualify)

- ₁ Yes [Go to Int1e]
- ₆ Yes, speaking but refusal [Go to int1demand]
- ₂ No, refusal [Go to Int1c2]
- ₃ Call back later [Schedule call back]
- ₄ Refusal [Code as refusal]
- ₅ Decline to answer [Code as "not eligible"]

int1demand *Show if correct person but refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

-
- ₈ Refused [Code as refusal]

Int1c2

[If no journeypersons or apprentices employed, show:] Can I please speak with the person who would be best suited to discuss Alberta's apprenticeship and industry training system?

[Else show:] Can I please speak with the person responsible for employing and coordinating the work of journeypersons and apprentices at your place of business?

- ₁ Yes, getting or forwarding to the person *[Go to Int1d2]*
- ₂ Yes, call back later *[Schedule call back]*
- ₃ No, refusal *[Code as refusal]*

Int1d2

[When new person is on the line] Hello, my name is _____. I am calling from Advanis. We are conducting a study on behalf of Alberta Advanced Education and the Alberta Apprenticeship and Industry Training Board. Are you the person responsible for employing and coordinating the work of journeypersons and apprentices at your place of business?

- ₁ Yes *[Go to Int1e]*
- ₃ Call back later *[Schedule call back]*
- ₄ Refusal *[Code as refusal]*
- ₅ Decline to answer *[Code as "not eligible"]*

Int1e

Can I have your name please?

-
- ₈ Decline to answer *[Code as "not eligible"]*

Int2a

We would like to know how satisfied you are with Alberta's apprenticeship and industry training system. Alberta Advanced Education will use this information for research purposes only and keep your responses strictly confidential. Your personal information is collected in accordance with section 33c of *the Freedom of Information and Protection of Privacy Act* for the purposes of assessing the apprenticeship training system in Alberta and will only be used or disclosed in accordance with that Act. Do you have any questions about the collection of this information?

[If necessary to coax] Your input is very important, and will help to identify the strengths and weaknesses of the apprenticeship and industry training system.

- ₁ Yes
- ₂ No *[Go to Int3]*

Int2b

For more information about this survey, please contact Gina Wong at Apprenticeship and Student Aid in Edmonton at (780) 427-8768.

Int3

The survey takes 15-20 minutes to complete. Is this a convenient time for you to complete the survey?

(If respondent have any questions or concerns, please refer him/her to Gina Wong, Apprenticeship and Student Aid, Edmonton, Alberta at (780) 427-8768.)

- ₁ Yes
- ₂ No, call back later *[Schedule call back]*
- ₃ No, refusal *[Go to int3email]*

int3email *Show if not a convenient time and refused survey*

Would you be willing to complete the survey online? If so, can you please provide an email address where I can send the survey details?

₈ Refused *[Code as refusal]*

Intro

[If there are no journeypersons or apprentices at the business, show:] In this survey, “business” means a specific place of business and includes all sites or locations that you are responsible for. If you have the main responsibility for more than one trade or for more than one site or for multiple businesses, your answers to the questions in this survey should reflect your combined responsibilities, experience and knowledge for all of those sites and business.

[Else show:] In this survey, “business” means a specific place of business and includes all sites or locations where you have the main responsibility for decisions about employing journeypersons and apprentices. If you have the main responsibility for employing tradespersons in more than one trade or for more than one site or for multiple businesses, your answers to the questions in this survey should reflect your combined responsibilities, experience and knowledge for all of those sites and business.

So please keep in mind that wherever the term business is used in the questions, we mean all of the business locations that you are responsible for.

Also, please note this call may be recorded for quality assurance purposes.

Q1a

What is your position in the business?

(DO NOT READ)

- ₁ Owner
- ₂ President
- ₃ Superintendent
- ₄ District Manager
- ₅ Branch Manager
- ₆ Shop Manager
- ₇ Maintenance Manager
- ₈ Supervisor
- ₉ Shop Foreman
- ₁₀ Journeyperson/Tradesperson
- ₁₁ Other (specify):

Q2b *Skip if no journeypersons or apprentices at the business*

In how many different business locations are you responsible for decisions about employing tradespersons?

(Business locations should include all sites that the respondent is responsible for. If the number of sites varies, they can answer based on the number of sites that they are responsible for at this very moment.)

_____business locations

Q3d1a

Are you a journeyperson?

- ₁ Yes
- ₂ No (*go to Q3d2*)

Q3d1b

What journeyperson certificates do you hold?

[DO NOT READ; MULTIPLE RESPONSES PERMITTED]

- ₃₂ Agricultural Equipment Technician
- ₂₃ Appliance Service Technician
- ₁₀ Auto Body Technician
- ₉ Automotive Service Technician
- ₂₄ Baker
- ₃₈ Boilermaker
- ₁ Bricklayer
- ₃₆ Cabinetmaker
- ₂ Carpenter

- ₂₂ Communication Technician
- ₄₈ Concrete Finisher
- ₁₈ Cook
- ₃₄ Crane and Hoisting Equipment Operator
- ₃₀ Electric Motor Systems Technician
- ₃ Electrician
- ₁₃ Electronic Technician
- ₉₇ Elevator Constructor
- ₂₉ Floorcovering Installer
- ₈ Gasfitter
- ₂₅ Glazier
- ₄₂ Hairstylist
- ₁₉ Heavy Equipment Technician
- ₃₁ Instrument Technician
- ₃₃ Insulator
- ₄₀ Ironworker
- ₄₇ Landscape Horticulturist (previously Landscape Gardener)
- ₁₇ Lather-Interior Systems Mechanic
- ₅₀ Locksmith
- ₁₅ Machinist
- ₂₆ Metal Fabricator (fitter) (previously Structural Steel & Plate Fitter)
- ₁₆ Millwright
- ₄₉ Motorcycle Mechanic
- ₅₃ Natural Gas Compression Technician
- ₅₁ Outdoor Power Equipment Technician
- ₄ Painter and Decorator
- ₂₇ Parts Technician
- ₆ Plumber
- ₄₆ Power System Electrician
- ₂₁ Powerline Technician
- ₃₉ Printing and Graphic Arts Craftsman
- ₄₅ Recreation Vehicle Service Technician
- ₁₄ Refrigeration and Air Conditioning Mechanic
- ₅₂ Rig Technician
- ₂₈ Roofer
- ₄₄ Sawfiler
- ₁₁ Sheet Metal Worker
- ₃₇ Sprinkler System Installer
- ₇ Steamfitter-Pipefitter
- ₂₀ Tiler
- ₉₆ Tool and Die Maker
- ₄₁ Transport Refrigeration Technician
- ₃₅ Water Well Driller
- ₁₂ Welder
- ₉₉ Other (please specify)

Q3d2 *Skip if no journeypersons or apprentices at the business and respondent has only one certificate*

[If there are no journeypersons or apprentices at the business and the respondent is not a journeyperson or holds multiple certificates, show:] What is the primary trade your business operates in?

[Else show:] In which trade does the business employ the largest number of journeypersons and registered apprentices combined?

[DO NOT READ; ONE RESPONSE ONLY]

- ₃₂ Agricultural Equipment Technician
- ₂₃ Appliance Service Technician
- ₁₀ Auto Body Technician
- ₉ Automotive Service Technician
- ₂₄ Baker
- ₃₈ Boilermaker
- ₁ Bricklayer
- ₃₆ Cabinetmaker
- ₂ Carpenter
- ₂₂ Communication Technician
- ₄₈ Concrete Finisher
- ₁₈ Cook
- ₃₄ Crane and Hoisting Equipment Operator
- ₃₀ Electric Motor Systems Technician
- ₃ Electrician
- ₁₃ Electronic Technician
- ₉₇ Elevator Constructor
- ₂₉ Floorcovering Installer
- ₈ Gasfitter
- ₂₅ Glazier
- ₄₂ Hairstylist
- ₁₉ Heavy Equipment Technician
- ₃₁ Instrument Technician
- ₃₃ Insulator
- ₄₀ Ironworker
- ₄₇ Landscape Horticulturist (previously Landscape Gardener)
- ₁₇ Lather-Interior Systems Mechanic
- ₅₀ Locksmith
- ₁₅ Machinist
- ₂₆ Metal Fabricator (fitter) (previously Structural Steel & Plate Fitter)
- ₁₆ Millwright
- ₄₉ Motorcycle Mechanic
- ₅₃ Natural Gas Compression Technician
- ₅₁ Outdoor Power Equipment Technician
- ₄ Painter and Decorator
- ₂₇ Parts Technician

- ₆ Plumber
- ₄₆ Power System Electrician
- ₂₁ Powerline Technician
- ₃₉ Printing and Graphic Arts Craftsman
- ₄₅ Recreation Vehicle Service Technician
- ₁₄ Refrigeration and Air Conditioning Mechanic
- ₅₂ Rig Technician
- ₂₈ Roofer
- ₄₄ Sawfiler
- ₁₁ Sheet Metal Worker
- ₃₇ Sprinkler System Installer
- ₇ Steamfitter-Pipefitter
- ₂₀ Tilesetter
- ₉₆ Tool and Die Maker
- ₄₁ Transport Refrigeration Technician
- ₃₅ Water Well Driller
- ₁₂ Welder
- ₉₉ Other (please specify)

If there are no journeypersons or apprentices at the business and the respondent holds only one certificate, use Q3d1b as the primary trade. Else, use Q3d2 as the primary trade.

Q3d4 *Skip if no journeypersons or apprentices at the business*

Excluding yourself, how many journeypersons and registered apprentices in the <PrimaryTrade> trade are presently employed in the business for each of the following categories?

Full description if needed

Certified journeyperson: *A certified journeyperson is a person who possesses an Alberta journeyperson certificate or equivalent as provided in the Apprenticeship and Industry Training Act and related regulations.*

Uncertified journeyperson: *An uncertified journeyperson is a person who is recognized by his/her employer to be working at a journeyperson level and is paid a journeyperson wage, but does not possess an Alberta journeyperson certificate or equivalent as provided in the Apprenticeship & Industry Training Act and related regulations.*

Registered apprentice: *A registered apprentice is a person working in and learning a trade and is registered with the Government of Alberta as an apprentice.*

Certified journeyperson(s) _____

Uncertified journeyperson(s) _____

Registered apprentice(s) _____

Q3d5 *Skip if no journeypersons or apprentices at the business*

Excluding yourself, how many journeypersons and registered apprentices in **all other trades** are presently employed in the business for each of the following categories?

Certified journeyperson(s) _____

Uncertified journeyperson(s) _____

Registered apprentice(s) _____

Q3d5a Skip if no journeypersons or apprentices at the business or the total across Q3d5 is 0

Please list the trade(s) of those other journeypersons and apprentices:

[DO NOT READ; MULTIPLE RESPONSES PERMITTED]

- ₃₂ Agricultural Equipment Technician *[Show if not_Q3d2_32_Agricultural_Eq]*
- ₂₃ Appliance Service Technician *[Show if not_Q3d2_23_Appliance_Servi]*
- ₁₀ Auto Body Technician *[Show if not_Q3d2_10_Auto_Body_Techn]*
- ₉ Automotive Service Technician *[Show if not_Q3d2_9_Automotive_Serv]*
- ₂₄ Baker *[Show if not_Q3d2_24_Baker]*
- ₃₈ Boilermaker *[Show if not_Q3d2_38_Boilermaker]*
- ₁ Bricklayer *[Show if not_Q3d2_1_Bricklayer]*
- ₃₆ Cabinetmaker *[Show if not_Q3d2_36_Cabinetmaker]*
- ₂ Carpenter *[Show if not_Q3d2_2_Carpenter]*
- ₂₂ Communication Technician *[Show if not_Q3d2_22_Communication_T]*
- ₄₈ Concrete Finisher *[Show if not_Q3d2_48_Concrete_Finish]*
- ₁₈ Cook *[Show if not_Q3d2_18_Cook]*
- ₃₄ Crane & Hoisting Equipment Operator *[Show if not_Q3d2_34_Crane_&_Hoistin]*
- ₃₀ Electric Motor Systems Technician *[Show if not_Q3d2_30_Electric_Motor_]*
- ₃ Electrician *[Show if not_Q3d2_3_Electrician]*
- ₁₃ Electronic Technician *[Show if not_Q3d2_13_Electronic_Tech]*
- ₉₇ Elevator Constructor *[Show if not_Q3d2_97_Elevator_Constr]*
- ₂₉ Floorcovering Installer *[Show if not_Q3d2_29_Floorcovering_I]*
- ₈ Gasfitter *[Show if not_Q3d2_8_Gasfitter]*
- ₂₅ Glazier *[Show if not_Q3d2_25_Glazier]*
- ₄₂ Hairstylist *[Show if not_Q3d2_42_Hairstylist]*
- ₁₉ Heavy Equipment Technician *[Show if not_Q3d2_19_Heavy_Equipment]*
- ₃₁ Instrument Technician *[Show if not_Q3d2_31_Instrument_Tech]*
- ₃₃ Insulator *[Show if not_Q3d2_33_Insulator]*
- ₄₀ Ironworker *[Show if not_Q3d2_40_Ironworker]*
- ₄₇ Landscape Horticulturist (previously Landscape Gardener) *[Show if not_Q3d2_47_Landscape_Horti]*
- ₁₇ Lather-Interior Systems Mechanic *[Show if not_Q3d2_17_Lather-Interior]*
- ₅₀ Locksmith *[Show if not_Q3d2_50_Locksmith]*
- ₁₅ Machinist *[Show if not_Q3d2_15_Machinist]*
- ₂₆ Metal Fabricator (fitter) (previously Structural Steel & Plate Fitter) *[Show if not_Q3d2_26_Metal_Fabricato]*
- ₁₆ Millwright *[Show if not_Q3d2_16_Millwright]*
- ₄₉ Motorcycle Mechanic *[Show if not_Q3d2_49_Motorcycle_Mech]*
- ₅₃ Natural Gas Compression Technician *[Show if not_Q3d2_53_Natural_Gas_Com]*
- ₅₁ Outdoor Power Equipment Technician *[Show if not_Q3d2_51_Outdoor_Power_E]*
- ₄ Painter & Decorator *[Show if not_Q3d2_4_Painter_&_Decor]*
- ₂₇ Parts Technician *[Show if not_Q3d2_27_Parts_Technicia]*
- ₆ Plumber *[Show if not_Q3d2_6_Plumber]*
- ₂₁ Powerline Technician *[Show if not_Q3d2_21_Powerline_Techn]*

- ₄₆ Power System Electrician *[Show if not_Q3d2_46_Power_System_El]*
- ₃₉ Printing & Graphic Arts Craftsman *[Show if not_Q3d2_39_Printing_&_Grap]*
- ₄₅ Recreation Vehicle Service Technician *[Show if not_Q3d2_45_Recreation_Vehi]*
- ₁₄ Refrigeration & Air Conditioning Mechanic *[Show if not_Q3d2_14_Refrigeration_&]*
- ₅₂ Rig Technician *[Show if not_Q3d2_52_Rig_Technician]*
- ₂₈ Roofer *[Show if not_Q3d2_28_Roofer]*
- ₁₁ Sheet Metal Worker *[Show if not_Q3d2_11_Sheet_Metal_Wor]*
- ₄₄ Sawfiler *[Show if not_Q3d2_44_Sawfiler]*
- ₃₇ Sprinkler System Installer *[Show if not_Q3d2_37_Sprinkler_Syste]*
- ₇ Steamfitter-Pipefitter *[Show if not_Q3d2_7_Steamfitter-Pip]*
- ₂₀ Tiler *[Show if not_Q3d2_20_Tiler]*
- ₉₆ Tool & Die Maker *[Show if not_Q3d2_96_Tool_&_Die_Make]*
- ₄₁ Transport Refrigeration Technician *[Show if not_Q3d2_41_Transport_Refri]*
- ₃₅ Water Well Driller *[Show if not_Q3d2_35_Water_Well_Dril]*
- ₁₂ Welder *[Show if not_Q3d2_12_Welder]*
- ₉₉ Other (specify):

Q4

What business or industry is your business involved in?

Q5

What products or services does your business provide?

If there are no certified journeypersons in the primary trade at the business, skip to question Q3d6.

Q9

Overall, how satisfied are you with the skills of your **certified <PrimaryTrade> Journeypersons?** Are you:

[READ]

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q10

Specifically, how satisfied are you with the following skills and abilities of your **certified <PrimaryTrade> Journeypersons?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	DK, NA
a. Knowledge of trade theory	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
b. Practical skills in the trade	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
c. Ability to supervise	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
d. Ability to communicate with co-workers	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
e. Ability to teach trade practices on-the-job to apprentices	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
f. Ability to use safe practices in the trade	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅

Q10d5 *Show if primary trade is Red Seal*

How likely is it that your business tries to hire Journeypersons in the **<PrimaryTrade>** trade with a Red Seal endorsement rather than without, using a scale of 1 to 5 where 1 is very likely and 5 is not at all likely?

(Red Seal: Apprentices who have completed their training and certified journeypersons are able to obtain a red seal endorsement on their trade certificate by successfully completing an interprovincial standards examination. The red seal endorsement is widely recognized as a standard of excellence.)

- ₁ 1 Very likely
- ₂ 2
- ₃ 3
- ₄ 4
- ₅ 5 Not at all likely
- ₇ 7 Don't know [Go to Q3d6]
- ₈ 8 Not applicable [Go to Q3d6]

Q10d5b

Can you please explain the reasons for your response?

Q3d6

Over the **past five** years, how active has the business been in **employing journeypersons** in any trade?

Would you say that your business has been:

- ₁ Very active
- ₂ Active
- ₃ Inactive
- ₄ Very inactive
- ₅ **[DO NOT READ]** Don't know

Q3d7

Does the business intend to hire any **journeypersons** in any trade in the next 12 months?

- ₁ Yes
- ₂ No
- ₃ Don't know / Not sure

Q11

Is your business currently looking to recruit one or more **<PrimaryTrade>** Journeyperson(s)?

- ₁ Yes
- ₂ No *[Go to Q12]*
- ₃ Don't know *[Go to Q12]*

Q11a

Is your business having difficulty recruiting such Journeypersons at the present time?

- ₁ Yes
- ₂ No *[Go to Q12]*
- ₃ Don't know *[Go to Q12]*

Q11b

Is your difficulty in recruiting Journeypersons having a major impact, minor impact, or no impact on your business operations?

- ₁ Major Impact
- ₂ Minor Impact
- ₃ No Impact
- ₄ Don't know / Not sure

Q12

Do you think there will be a shortage of **<PrimaryTrade>** Journeypersons **a year from now?**

- ₁ Yes
- ₂ No
- ₃ Don't know

Q13d1 *Show if business does not employ any apprentices*

Why does your business not employ any apprentices right now?

[DO NOT READ; MULTIPLE RESPONSES PERMITTED]

- ₁ Not needed/no work for apprentices
- ₂ Too expensive of a way of training
- ₃ No time to train/supervise apprentices
- ₄ Can't find qualified people to apprentice
- ₅ Not enough journeypersons to train or supervise/can't meet ratio
- ₆ Too much paperwork/administration
- ₇ Can't afford apprentice wage rate/scale
- ₈ Other (specify):

Q13a

How many registered apprentices has your business employed during the past five years, including those presently employed at your business locations?

[If not sure, ask for approximate number of apprentices employed.]

Note that previously they indicated they currently employ <RATot> registered apprentices, so the answer to this question should be at least this number.

_____Apprentices employed in past 5 years

- ₉ Don't know / Not sure

Q13d2 *Show if Q13a is 0*

Why has your business not employed any apprentices during the past five years?

[DO NOT READ; MULTIPLE RESPONSES PERMITTED]

- ₁ Not needed/no work for apprentices
- ₂ Too expensive of a way of training
- ₃ No time to train/supervise apprentices
- ₄ Can't find qualified people to apprentice
- ₅ Not enough journeypersons to train or supervise/can't meet ratio
- ₆ Too much paperwork/administration
- ₇ Can't afford apprentice wage rate/scale
- ₈ Other (specify):

If there are no apprentices at the business currently or in the past 5 years, skip to question Q37.

Q3d8

Over the **past five years**, how active has the business been in **training apprentices** in any trade?

Would you say that your business has been:

- ₁ Very active
- ₂ Active
- ₃ Inactive
- ₄ Very inactive or never trained apprentices
- ₅ **[DO NOT READ]** Don't know

Q3d9

Does the business intend to hire any **apprentices** (in any trade) in the next 12 months?

- ₁ Yes
- ₂ No
- ₃ Don't know / Not sure

Q14

Is your business currently looking for one or more persons to apprentice in the **<PrimaryTrade>** trade? Please do not include any RAP apprentices.

- ₁ Yes
- ₂ No *[Go to Q15a]*
- ₃ Don't know *[Go to Q15a]*

Q14a

What is your current minimum qualification for hiring someone to register as an apprentice in the **<PrimaryTrade>** trade?

(Do not read list; probe for details as needed; check as many as apply)

High school education

- ₁ Some high school
- ₂ Grade 12 or completed high school
- ₃ Career and Technology Studies
- ₄ Vocational graduate

Technical training

- ₅ Some technical training (NAIT/SAIT, etc). Please specify:
- ₆ Technical graduate (NAIT/SAIT, etc). Please specify:

A specific type of work experience.

- ₇ A specific type of work experience. Please specify:

Someone with previous trade experience

- ₈ In any trade
- ₉ In the **<PrimaryTrade>** trade
- ₁₀ In a related trade

A certified journeyman

- ₁₁ In any trade
- ₁₂ In a related trade

Any other qualities, skills, abilities or experiences

- ₁₃ Any other qualities, skills, abilities or experiences. Please specify:

Q14b

Is your business having difficulty finding qualified candidates to apprentice at the present time in the **<PrimaryTrade>** trade?

- ₁ Yes
- ₂ No *[Go to Q15a]*
- ₃ Don't know *[Go to Q15a]*

Q14b1

What type of apprentice are you having difficulty finding in the **<PrimaryTrade>**?

- ₁ Starter apprentice
- ₂ Other apprentice
- ₃ Any apprentice

Q14b2

Is your difficulty in finding qualified apprentices having a major impact, minor impact, or no impact on your business operations?

- ₁ Major Impact
- ₂ Minor Impact
- ₃ No Impact
- ₄ Don't know / Not sure

Q15a

Do you think there will be a shortage of persons to apprentice in the <PrimaryTrade> trade, a year from now?

- ₁ Yes
- ₂ No [Go to Q15b]
- ₃ Don't know [Go to Q15b]

Q15a1

Why do you think so?

(DO NOT READ; Check as many as apply).

- ₁ Economic conditions
- ₂ Trade is viewed as low status
- ₃ Demographics
- ₄ Low pay rate in trade
- ₅ Shortage in geographic region or area
- ₆ Other, specify

Q15b

How familiar are you with the Registered Apprenticeship Program also known as RAP? Would you say ...

- ₁ Very Familiar
- ₂ Familiar
- ₃ Not Familiar [Go to Q15e]

Q15b1

Do you feel that RAP is a **valuable program**?

- ₁ Yes
- ₂ No
- ₃ Don't know [Go to Q15b3]

Q15b2

Why do you say that?

Q15b3 *Skip if no journeypersons or apprentices at the business currently*

How many RAP apprentices in any trade are employed at your business?

_____ RAP apprentices

Don't know

Q15e *Skip if no journeypersons or apprentices at the business currently*

What activities does your business have in place to help retain current apprentices or journeypersons?

Don't know

Q15f

What activities does your business have in place to attract more new apprentices or journeypersons?

Please describe:

Don't know

Q15g1a *Skip if no journeypersons or apprentices at the business currently*

In a previous question you indicated that **<INSERT NUMBER>** apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(READ CATEGORIES)

Indigenous persons _____

Don't know

Q15g1b *Skip if no journeypersons or apprentices at the business currently*

DO NOT READ: READ FULL QUESTION AGAIN ONLY IF NECESSARY

In a previous question you indicated that **< INSERT NUMBER >** apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(READ CATEGORIES)

Persons with disabilities _____

Don't know

Q15g1c *Skip if no journeypersons or apprentices at the business currently*

DO NOT READ: READ FULL QUESTION AGAIN ONLY IF NECESSARY

In a previous question you indicated that **< INSERT NUMBER >** apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(READ CATEGORIES)

Visible minorities _____

Don't know

Q15g1d *Skip if no journeypersons or apprentices at the business currently*

DO NOT READ: READ FULL QUESTION AGAIN ONLY IF NECESSARY

In a previous question you indicated that < **INSERT NUMBER** > apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(*READ CATEGORIES*)

Immigrants _____

Don't know

Q15g1e *Skip if no journeypersons or apprentices at the business currently OR primary trade is baker or hairstylist*

DO NOT READ: READ FULL QUESTION AGAIN ONLY IF NECESSARY

In a previous question you indicated that < **INSERT NUMBER** > apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(*READ CATEGORIES*)

Women _____

Don't know

Q15g1f *Skip if no journeypersons or apprentices at the business currently*

DO NOT READ: READ FULL QUESTION AGAIN ONLY IF NECESSARY

In a previous question you indicated that < **INSERT NUMBER** > apprentices in all trades are currently employed by your business.

How many apprentices does your business **currently employ** from each of the following non-traditional sources?

(*READ CATEGORIES*)

If non-zero, you will be able to specify the particular group on the next page.

Any others? _____ [*If greater than 0, go to Q15g1specify; else go to Q15g2*]

Don't know

Q15g1specify

Please specify what other non-traditional source your business currently employs apprentices from.

Q15g2 *Skip if no journeypersons or apprentices at the business currently*

Is your business **looking for apprentices** specifically from any of these non-traditional sources?

(RE-READ CATEGORIES)

- ₁ Indigenous persons
- ₂ Persons with disabilities
- ₃ Visible minorities
- ₄ Immigrant
- ₅ Women *[Skip If PrimTrade_Baker_or_Hairstylist]*
- ₆ Any others? (please specify)
- ₇ None of the above
- ₈ [DO NOT READ] The business hires purely based on qualifications

Q16

Overall, how satisfied are you with apprenticeship technical training as a method of providing tradespeople with the skills needed to work in the **<PrimaryTrade>** trade? Are you:

[READ]

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q17

How familiar are you with the **technical training curriculum** for the **<PrimaryTrade>** trade?

[READ]

- ₁ Very Familiar
- ₂ Familiar
- ₃ Not Familiar *[Go to Q23]*

Q18

Overall, how satisfied are you with the **technical training curriculum** for the **<PrimaryTrade>** trade?

[READ]

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q19

Generally, how effective is technical training in providing the **trade theory** needed to work in the **<PrimaryTrade>** trade?

[READ]

- ₁ Very Effective
- ₂ Effective
- ₃ Ineffective
- ₄ Very Ineffective
- ₅ [DO NOT READ] Don't know / Not stated

Q20

Generally, how effective is technical training in providing the **practical skills** needed to work in the **<PrimaryTrade>** trade?

[READ]

- ₁ Very Effective
- ₂ Effective
- ₃ Ineffective
- ₄ Very Ineffective
- ₅ [DO NOT READ] Don't know / Not stated

Q21

Generally, **how up-to-date is technical training** for the **<PrimaryTrade>** trade? Is it:

[READ]

- ₁ Very Up-to-date
- ₂ Up-to-date
- ₃ Not Up-to-date
- ₄ [DO NOT READ] Don't know / Not stated

Q23

Generally, how effective is **on-the-job work experience** in providing the practical skills needed to work in the **<PrimaryTrade>** trade?

[READ]

- ₁ Very Effective [Go to Q27]
- ₂ Effective [Go to Q27]
- ₃ Ineffective
- ₄ Very Ineffective
- ₅ [DO NOT READ] Don't know / Not stated

Q23a

Does your business have the capacity and resources to provide effective on-the-job work experience?

- ₁ Yes
- ₂ No

Q23b *Show if Q23a is Yes*

What capabilities and resources does your business have to provide effective on-the-job work experience?

Q23c *Show if Q23a is No*

Why does your business not have the capacity and resources to provide effective on-the-job work experience?

Q27 *Skip if business does not employ journeypersons or apprentices*

Generally, **how useful is the Record Book or Blue Book** for evaluating the performance of your <PrimaryTrade> apprentices?

[READ]

- ₁ Very Useful
- ₂ Useful
- ₃ Not Useful
- ₄ [DO NOT READ] Don't know / Not stated

Q27a *Skip if business does not employ journeypersons or apprentices*

Why do you say that?

Q29

Over the past year, did your business employ any apprentices who were eligible to attend technical training?

- ₁ Yes
- ₂ No [Go to Q37]
- ₃ Don't know [Go to Q37]

Q30

How many of those apprentices ...

attended technical training last year?	_____
did NOT attend technical training last year?	_____

Q30c Show if apprentices that did not attend technical training is greater than 0

Why didn't they attend?

[DO NOT READ; MULTIPLE RESPONSES PERMITTED]

- ₁ Too busy at work
- ₂ Apprentice wanted to work
- ₃ Apprentice lacked financial resources
- ₄ Personal, family, health reasons
- ₅ Wrong time of year
- ₆ Day time classes inconvenient
- ₇ Scheduling mix-up/confusion
- ₈ Location of training/too far away
- ₉ Apprentice quit before training started
- ₁₀ Other (specify)

If apprentices that attended technical training is 0, go to Q37.

Q31a

Are you aware of the types of financial assistance that are available to apprentices when they take technical training?

- ₁ Yes
- ₂ No *[Go to Q32]*

Q31b

How satisfied are you with the financial assistance that is available to apprentices for the purpose of taking technical training?

[READ LIST]

- ₁ Very Satisfied *[Go to Q32]*
- ₂ Satisfied *[Go to Q32]*
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ **[DO NOT READ]** Don't know / Not stated

Q31c

Why are you dissatisfied with the financial assistance that is available to apprentices for the purpose of taking technical training?

Q32

Did your business, or an association which your business is a member of, pay or reimburse any portion of the apprentices' tuition fees **before, during or after** they attended technical training?

- ₁ Yes
- ₂ No
- ₃ Don't know

Q33a

Did your business, or an association which your business is a member of, pay or reimburse any portion of the apprentices' wages **before, during or after** they attended technical training?

- ₁ Yes
- ₂ No
- ₃ Don't know

Q33b

Did your business, or an association which your business is a member of, assist financially in any other way **before, during or after** apprentices attended technical training?

- ₁ Yes, specify
- ₂ No
- ₃ Don't know

Q37

Have you dealt with apprenticeship staff from your local Apprenticeship Client Services office within the last 12 months?

- ₁ Yes
- ₂ No *[Go to Q40a]*
- ₃ Don't know *[Go to Q40a]*

Q37a

How satisfied were you with the services of Apprenticeship Client Services staff in terms of:
(READ SCALE FOR FIRST LEVEL. REPEAT AS NECESSARY.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	[DO NOT READ] Don't know / Not stated
a. Knowledge level of staff	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
b. Waiting time required to deal with person who served you	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
c. Providing courteous service	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
d. Whether staff did everything necessary to assist you with your service needs	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅
e. The ease with which you were able to access the service needed	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄	<input type="radio"/> ₅

Q38a

Generally, how satisfied are you with the overall **quality of the service** that you receive from Apprenticeship Client Services staff?

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ **[DO NOT READ]** Don't know / Not stated *[Go to Q40a]*

Q38b

Why do you feel that way?

Q40a

Overall, how familiar are you with the function of the Alberta Apprenticeship and Industry Training Board? Are you:

[READ]

- ₁ Very Familiar
- ₂ Familiar
- ₃ Not Familiar [Go to Q40c]

Q40b

How satisfied are you with its performance? Are you:

[READ]

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q40c

Overall, how familiar are you with the function of the Provincial Apprenticeship Committee for the <PrimaryTrade> trade?

Are you:

[READ]

- ₁ Very Familiar
- ₂ Familiar
- ₃ Not Familiar [Go to Q40e]

Q40d

How satisfied are you with its performance?

(READ SCALE ONLY IF NECESSARY.)

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q40e *Show if LAC exists for primary trade*

Overall, how familiar are you with the function of the Local Apprenticeship Committee for the <PrimaryTrade> trade in your area? Are you:

(READ)

- ₁ Very Familiar
- ₂ Familiar
- ₃ Not Familiar [Go to Q41]
- ₄ [DO NOT READ] Not applicable / No LAC in area [Go to Q41]

Q40f

How satisfied are you with its performance?

(READ SCALE ONLY IF NECESSARY.)

- ₁ Very Satisfied
- ₂ Satisfied
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q41

Are you now, or have you ever been, a member of a Local or Provincial Apprenticeship Committee or the Apprenticeship and Industry Training Board?

- ₁ Yes
- ₂ No
- ₃ Don't know / Not stated

Q42c *Skip if business does not employ journeypersons or apprentices*

Does employment of registered apprentices and journeypersons who have completed an apprenticeship training program benefit your company?

- ₁ Yes
- ₂ No
- ₃ Don't know
- ₄ Not applicable

Q44b

What would encourage you to hire and train more apprentices?

Q45

Overall, how satisfied are you with the apprenticeship and trade certification system in Alberta?

[READ]

- ₁ Very Satisfied [Go to Q46]
- ₂ Satisfied [Go to Q46]
- ₃ Dissatisfied
- ₄ Very Dissatisfied
- ₅ [DO NOT READ] Don't know / Not stated

Q45a

Why are you dissatisfied with the apprenticeship and trade certification system in Alberta?

Q46 *Skip if business does not employ journeypersons or apprentices*

Do you currently employ certified journeypersons from other Canadian jurisdictions or other countries at your business?

- ₁ Yes
- ₂ No [Go to RespEnd]
- ₃ Don't know / Not stated [Go to RespEnd]

Q46a *Show if the total for Q3d4 is greater than 0*

What percentage of certified journeypersons in the <PrimaryTrade> trade at your business are certified from Alberta, from other Canadian jurisdictions, and from other countries?

% from Alberta		%
% from other Canadian jurisdictions		%
% from other countries		%

Q46b *Show if the total for Q3d5 is greater than 0*

And what percentage of certified journeypersons in all other trades at your business are certified from Alberta, from other Canadian jurisdictions, and from other countries?

% from Alberta		%
% from other Canadian jurisdictions		%
% from other countries		%

Q46c

Do you prefer to hire Alberta certified journeypersons over those certified from elsewhere?

- Yes
- No
- Don't know/Not sure *[Go to Q47]*

Q46ca

Can you please explain why?

Q47 *Show if the total for "other countries" across Q46a and Q46b is greater than 0*

Have you experienced any challenges with your internationally certified journeypersons at your workplace?

- Yes
- No *[Go to RespEnd]*
- Don't know/Not sure *[Go to RespEnd]*

Q47a

What challenges have you experienced with the internationally certified journeypersons at your workplace?

RespEnd

THANK YOU FOR PARTICIPATING IN THIS SURVEY!

Add7

[DO NOT READ] How would you rate the receptiveness of the respondent?

- ₁ Very receptive: Quite willing to answer all questions
- ₂ Receptive: Willing to answer most questions, needed some encouragement that this information is useful for improving the apprenticeship system
- ₃ Unreceptive: Hesitant to do the survey, did not want to answer all questions, required persuasion to participate

END

The survey is complete.

Appendix B: Detailed Tabulations of Key Performance Indicators

Table B-1

Satisfaction with the Skills of Certified Journeypersons										
Question 9										
	2004		2006		2008		2012		2017	
	Frequency	Percent								
Very Satisfied	1169	44%	1307	44%	1433	42%	1407	42%	1595	51%
Satisfied	1352	51%	1515	51%	1827	53%	1750	53%	1438	46%
Dissatisfied	91	3%	108	4%	125	4%	126	4%	68	2%
Very Dissatisfied	13	0%	17	1%	17	0%	19	1%	11	0%
Don't know / Not stated	34	1%	23	1%	32	1%	27	1%	19	1%
Total	2659	100%	2970	100%	3434	100%	3329	100%	3131	100%

Table B-2

Satisfaction with the Apprenticeship Technical Training										
Question 16										
	2004		2006		2008		2012		2017	
	Frequency	Percent								
Very Satisfied	782	27%	872	27%	1001	26%	1005	26%	960	27%
Satisfied	1656	58%	1927	59%	2387	61%	2316	60%	2148	60%
Dissatisfied	282	10%	306	9%	355	9%	374	10%	326	9%
Very Dissatisfied	80	3%	78	2%	82	2%	78	2%	74	2%
Don't know / Not stated	66	2%	59	2%	92	2%	78	2%	75	2%
Total	2866	100%	3242	100%	3917	100%	3851	100%	3583	100%

Table B-3

Satisfaction with the Apprenticeship Client Services Staff								
Question 38a								
	2006		2008		2012		2017	
	Frequency	Percent	Frequency	Percent	Frequency	Percent	Frequency	Percent
Very Satisfied	799	45%	796	44%	835	45%	660	48%
Satisfied	897	51%	919	51%	918	50%	644	47%
Dissatisfied	61	3%	75	4%	76	4%	45	3%
Very Dissatisfied	8	0%	15	1%	12	1%	14	1%
Don't know / Not stated	9	1%	11	1%	12	1%	9	1%
Total	1774	100%	1816	100%	1853	100%	1372	100%

* Note: 2004 results have been excluded due to the addition of a filter question, resulting in non-comparable data.

Table B-4

Satisfaction with Alberta's Apprenticeship and Trade Certification System										
Question 45										
	2004		2006		2008		2012		2017	
	Frequency	Percent								
Very Satisfied	827	25%	838	24%	883	23%	852	22%	937	24%
Satisfied	2112	64%	2211	63%	2654	68%	2673	69%	2568	66%
Dissatisfied	202	6%	367	10%	267	7%	235	6%	250	6%
Very Dissatisfied	44	1%	47	1%	41	1%	35	1%	57	1%
Don't know / Not stated	105	3%	52	1%	72	2%	56	1%	91	2%
Total	3290	100%	3515	100%	3917	100%	3851	100%	3903	100%

Appendix C: Trade Groups

Architectural construction
Bricklayer
Cabinetmaker
Carpenter
Concrete Finisher
Crane & Hoisting Equipment Operator
Elevator Constructor
Floorcovering Installer
Glazier
Lather-Interior Systems Mechanic
Painter & Decorator
Roofer
Tilesetter

Electrical
Communication Technician
Electric Motor Systems Technician
Electrician
Power System Electrician
Powerline Technician

Metal
Boilermaker
Ironworker
Machinist
Metal Fabricator (fitter) (previously Structural Steel & Plate Fitter)
Millwright
Welder

Mechanical
Gasfitter
Instrument Technician
Insulator
Natural Gas Compression Technician
Plumber
Refrigeration & Air Conditioning Mechanic
Sheet Metal Worker
Sprinkler System Installer
Steamfitter-Pipefitter

Vehicle
Agricultural Equipment Technician
Auto Body Technician
Automotive Service Technician
Heavy Equipment Technician
Motorcycle Mechanic
Outdoor Power Equipment Technician
Parts Technician
Recreation Vehicle Service Technician
Transport Refrigeration Technician

Other
Appliance Service Technician
Baker
Cook
Hairstylist
Landscape Horticulturist (previously Landscape Gardener)
Locksmith
Rig Technician
Water Well Driller