

INTRODUCTION

Good [MORNING, AFTERNOON, EVENING],

May I speak to _____?

Hello, my name is _____. I am calling on behalf of the Industry Training Authority (ITA), the body responsible for overseeing the industry training system in BC (commonly known as the apprenticeship system). The ITA is interested in getting your feedback on technical training, work-based training, customer service, as well as assessing your awareness of the ITA and other aspects of the industry training system.

All the information that you provide will be kept confidential by BC STATS, who is conducting the survey on behalf of the ITA. Do you have a few minutes to answer some questions about your experience with the apprenticeship system?

IF YES ⇒ CONFIDENTIALITY STATEMENT

IF NO ⇒ Is there a better time for us to contact you?

IF NO ⇒ END

IF YES ⇒ NOTE TIME FOR CALL-BACK AND GOTO CALLBACK END

CONFIDENTIALITY STATEMENT

Before we continue, I would like to take a quick moment to explain how your information will be kept confidential.

Under Section 9 of the *Act*, BC STATS cannot disclose information that could be used to identify an individual return to any person, organization or government agency. Section 9 applies despite the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) other than Section 44(2) and 44(3) of FOIPPA. **Only aggregate results will be reported to the Industry Training Authority.** BC STATS will make every effort to remove any information from verbatim comments that could potentially be used to identify a respondent. **To help preserve your anonymity, please avoid personalizing your comments.**

CALL BACK END

Thank you. We will call back at [Confirm call back time]. Have a good [DAY, EVENING].

END

Thank you very much for your time [TODAY/THIS EVENING].

If you have any questions about this survey, please contact the BC STATS survey administrator at (250) 356-7982 or 1-888-447-4427, ext. 5 (outside of Victoria).

If you have any questions about the ITA, please call 1-866-660-6011 or visit the ITA website at www.itabc.ca

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SATISFACTION WITH TECHNICAL TRAINING

First, I will ask you about certain aspects of your technical training as an apprentice. Please respond to the following questions with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

[Interviewer note: other response options include Don't Know, Not Applicable and Refused]

How dissatisfied or satisfied are you with...

- Q1. The quality of instruction you received?
- Q2. The amount of practical experience during the in-school portion of the training?
- Q3. The quality of learning materials?
- Q4. The usefulness of the skills and knowledge that you have learned through your technical training program to prepare you for the workplace?
- Q5. The timing and location of technical training?
- Q6. The availability of flexible technical training options (e.g. online learning, night classes, etc.)?
- Q7. Of the previously mentioned aspects of technical training please choose one that you feel is most important to your technical training experience:
 - a) quality of instruction
 - b) amount of practical experience
 - c) quality of learning materials

 - d) usefulness of skills/knowledge in the workplace
 - e) timing and location
 - f) availability of flexible options
 - g) Apprenticeship

Again, please rate respond to the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

- Q8. Overall, how dissatisfied or satisfied are you with your technical training experience?

SATISFACTION WITH WORK-BASED TRAINING

The next set of questions focuses on your workplace training experience. Please respond to the following questions with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

[Interviewer note: other response options include Don't Know, Not Applicable and Refused]

How dissatisfied or satisfied are you with...

- Q9. The quality of teaching or mentoring provided?
- Q10. The skills taught on the job?
- Q11. The opportunity to experience all aspects of the trade?
- Q12. The opportunity to be released by your employer to attend technical training, as required?
- Q13. Finding potential employers to sponsor you, as an apprentice?
- Q14. Of the previously mentioned aspects of your work-based training please choose one that you feel is most important to your workplace training experience:
 - a) quality of teaching/mentoring
 - b) skills taught on the job
 - c) opportunities to experience all aspects
 - d) opportunity to be released for technical training
 - e) finding potential employers

Again please respond to the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

- Q15. Overall, how dissatisfied or satisfied are you with your workplace training experience?

SATISFACTION WITH CUSTOMER SERVICE

The next set of questions focus on your experiences in relation to the Industry Training Authority and/or the ITA's customer service centre, the Industry Training Centre (ITC).

Thinking about the registration process involved in becoming an apprentice, please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statement:

[Interviewer note: other response options include Don't Know and Refused]

Q16. It was easy to register as an apprentice.

Thinking about your interactions, in general, with the ITA and/or ITC, and its customer service, please indicate whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statements:

Q17. I was treated fairly.

Q18. I was informed of everything I had to do to get service from the Industry Training Authority.

Q19. The staff went the extra-mile to make sure I got what I needed.

Q20. The staff was knowledgeable and competent.

Still considering the customer service of the ITA and/or ITC, please respond to the following two questions with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

Q21. Overall, how dissatisfied or satisfied were you with the amount of time it took to get service from the ITA?

Q22. Overall, how dissatisfied or satisfied were you with the accessibility of service from the ITA?

Q23. Of the previously mentioned aspects of customer service, which is the most important?
 a) fairness
 b) information
 c) staff went the extra mile
 d) knowledge/competence
 e) timeliness of service

Again, please answer the following question with either Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied:

Q24. Overall, how dissatisfied or satisfied are you with the customer service of the ITA and/or ITC?

AWARENESS OF ITA

The next few questions relate to your awareness of the ITA's role and mandate. Please say whether you Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree with the following statements:

- Q25. In general, I am aware of the role and mandate of the ITA.
- Q26. I am aware that ITA is mandated to ensure industry leadership in the industry training system.
- Q27. I am aware of the ITA initiative to establish Industry Training Organizations (or ITOs).
- Q28. I am aware of the Industry Training Organizations for my trade.
- Q29. ITA is mandated to oversee or govern the industry training system

UNDERSTANDING OF ROLE AND RESPONSIBILITIES

The next questions relate to your role and responsibilities as an apprentice in the BC industry training system.

Again, for each of the following statements, please respond to the following statements by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

- Q30. In general, I am aware of my role and responsibilities as an apprentice in the BC industry training system.
- Q31. I understand the requirement for completing my apprenticeship.
- Q32. I know that I am responsible for registering myself for technical training.
- Q33. I know that I need to take my technical training from an ITA – approved trainer.
- Q34. I know that I am required to notify ITA, if I change sponsors.

The next question is open-ended:

Prior to answering this question, please note that BC STATS will make every effort to remove any information from verbatim comments that could potentially be used to identify a respondent. To help preserve your anonymity, please avoid personalizing your comments.

- Q35. What is the one thing ITA could do to ensure that you understand your role and responsibilities as an apprentice?

AWARENESS OF ITA INFORMATION SOURCES

The following statements concern Industry Training Authority information sources. Please respond to the following statement by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

[Interviewer note: other response options include Don't Know and Refused]

Q36. I know how to get information about ITA and its programs.

Which of the following information sources do you consult to get information about ITA and its programs?

- a) ITA website
- b) an ITO office
- c) ITO, IA or groups
- d) Service BC or government agent office
- e) school (instructor/counsellor)
- f) work (employer) or coworkers
- g) peers (co-workers, other students)
- h) other (please specify)

SATISFACTION WITH THE ITA WEBSITE

[Only ask respondents who indicated the ITA website as a consulted information source.]

The following questions focus on the ITA website.

Thinking about when you have accessed the ITA website, please respond to each of the following statements by saying Strongly Agree, Agree, Neither Agree nor Disagree, Disagree or Strongly Disagree:

Q37. It was easy to find what I was looking for.

Q38. The site is visually appealing.

Q39. The site had the information I needed.

DEMOGRAPHIC INFORMATION

Now, I have a few demographic questions to ask of you:

Q40. Which technical training institution are you currently attending?

- | | | | |
|----|--|----|---|
| 01 | BC INSTITUTE OF TECHNOLOGY (BCIT) | 13 | SELKIRK COLLEGE (SEL) |
| 02 | CAMOSUN COLLEGE (CAM) | 14 | VANCOUVER COMMUNITY COLLEGE (VCC) |
| 03 | COLLEGE OF NEW CALEDONIA (CNC) | 15 | PAINTERS' TRADE SCHOOL |
| 04 | COLLEGE OF THE ROCKIES (COTR) | 16 | QUADRANT MARINE INSTITUTE |
| 05 | UNIVERSITY COLLEGE OF THE CARIBOO (CAR) | 17 | R.C.A.B.C. ROOFING INSTITUTE |
| 06 | UNIVERSITY COLLEGE OF THE FRASER VALLEY (FVAL) | 18 | ELECTRICAL INDUSTRY TRAINING INSTITUTE |
| 07 | KWANTLEN UNIVERSITY COLLEGE (KWN) | 19 | SHEET METAL WORKERS TRAINING CENTRE |
| 08 | MALASPINA UNIVERSITY COLLEGE (MAL) | 20 | TILE, TERRAZZO & MARBLE TRAINING FACILITY |
| 09 | NORTH ISLAND COLLEGE (NIC) | 21 | JOINT APPRENTICE REFRIGERATION TRADE SCHOOL |
| 10 | NORTHERN LIGHTS COLLEGE (NLC) | 22 | PACIFIC VOCATIONAL COLLEGE |
| 11 | NORTHWEST COMMUNITY COLLEGE (NWCC) | 23 | FUNERAL SERVICE ASSOCIATION OF BC |
| 12 | OKANAGAN UNIVERSITY COLLEGE (OUC) | | |
| | OTHER (SPECIFY) | | OTHER (please specify) |
| | DON'T KNOW / NOT SURE | | |
| | REFUSED | | |

Q41. Did you take entry level trades training or pre-apprenticeship training before registering as an apprentice?

- Yes
- No
- Don't Know / Not Sure
- Refused

Q42. Are you a member of a union?

- Yes
- No
- Don't Know / Not Sure
- Refused

END