

2018 Victorian Employers Skills Survey

Administrative and Support Services



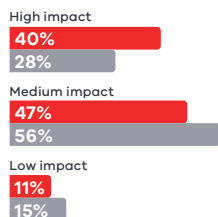
Of the 13,600 employers that responded to *Victorian Employer Skills Survey* in 2018, nearly 1,080 were from the Administrative and Support Services industry. Employers report that skills are important to productivity, but many are facing challenges filling jobs and finding the right applicants with the right skills. These challenges are faced both now, and are expected to continue into the future. However, a high proportion of employers that access training to improve the skills of their workforce report a positive impact on productivity and return on investment. Training providers engaged in this industry are seen to be of very high quality.

The statistics below reflect the experience of employers in the Administrative and Support Services industry compared to the overall Victorian average.

Skills are important to productivity

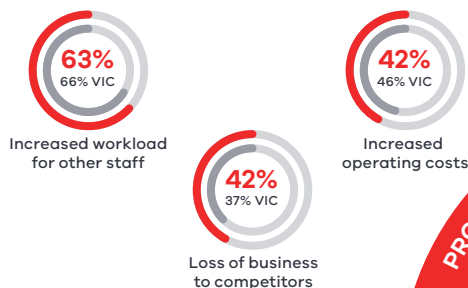


Businesses with a lack of skills found it had a medium impact on workplace productivity.



Impact of insufficient workforce skills

Businesses lacking skills mainly reported the following workplace issues:



■ Administrative and Support Services ■ Victoria

Managing the skills of the workforce

Employers reported that recruitment was challenging due to candidates not having the required skills or being job ready.

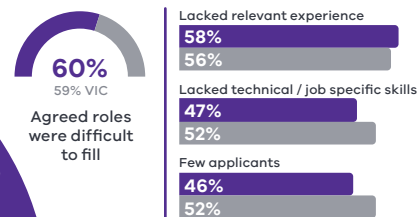
A quarter of employers saw the need to improve the skills of existing staff.



■ Administrative and Support Services ■ Victoria

Recruitment challenges

Employers facing recruitment challenges mainly reported applicant related reasons for their difficulties.

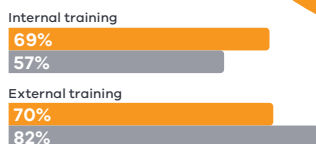


■ Administrative and Support Services ■ Victoria

Employers' access to training



Employers who supported training either utilised external trainers or made provisions for training within the organisation by other staff.



Training contribution and quality

Employers who supported training agreed it had a positive contribution to productivity and business success.



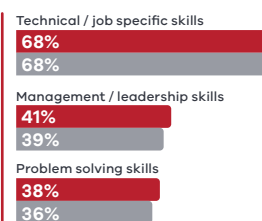
■ Administrative and Support Services ■ Victoria

Skills needed now and for the future



Type of skills lacking today and in the next 12 months

Employers who lack the skills today, or expect to over the next year, identified various skills needs.



■ Administrative and Support Services ■ Victoria