Victorian Employer Skills and Training Survey 2017

Wholesale Trade

Over 12,100 employers responded to the skills and training component of the *Victorian Employer Satisfaction and Skills Survey* in 2017. Of these, 772 were from the Wholesale Trade 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.

The statistics below reflect the experience of employers in the Wholesale Trade industry compared to the overall Victorian average.

**Productivity**

**Skills are important to productivity**

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

**High impact**

Wholesale Trade: 19%

Victoria: 28%

**Medium impact**

Wholesale Trade: 63%

Victoria: 53%

**Low impact**

Wholesale Trade: 12%

Victoria: 16%

**Impact of insufficient workforce skills**

A lack of skills can increase the workload for other staff, create an inability to meet customer needs and affect operating costs.

**Increased workload for other staff**

Wholesale Trade: 58%

Victoria: 61%

**Inability to meet customer needs**

Wholesale Trade: 43%

Victoria: 39%

**Increased operating costs**

Wholesale Trade: 39%

Victoria: 44%

**Challenges**

**Managing the skills of the workforce**

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

Nearly a quarter of employers saw the need to improve leadership skills of existing staff.

Finding people with the right skills

Wholesale Trade: 49%

Victoria: 53%

Finding job ready candidates

Wholesale Trade: 24%

Victoria: 33%

Building leadership skills

Wholesale Trade: 24%

Victoria: 24%

**Recruitment challenges**

Employers faced recruitment challenges because potential candidates did not have the required job specific and technical skills.

Agreed roles were difficult to fill

Wholesale Trade: 53%

Victoria: 54%

**Lacked technical / job specific skills**

Wholesale Trade: 61%

Victoria: 50%

**Lacked relevant experience**

Wholesale Trade: 52%

Victoria: 55%

**Few applicants**

Wholesale Trade: 39%

Victoria: 46%

**Skills**

**Skills needed now and for the future**

Businesses are concerned they may not have the skills they need for the future

Wholesale Trade: 27%

Victoria: 24%

Businesses lack the skills they need today

Wholesale Trade: 11%

Victoria: 9%

Businesses believe they have the skills needed for today and for the next 12 months

Wholesale Trade: 56%

Victoria: 61%

**Main skills lacking today and in the next 12 months**

Nearly two thirds of employers identified technical and job specific skills are lacking today or will be lacking in the next 12 months.

**Technical / job specific skills**

Wholesale Trade: 65%

Victoria: 69%

**Management / leadership skills**

Wholesale Trade: 46%

Victoria: 40%

**Customer service skills**

Wholesale Trade: 34%

Victoria: 33%

**Training**

**Employers access to training**

Employers supported staff training in 2016

Wholesale Trade: 56%

Victoria: 63%

Employers mainly used private training providers and industry associations to deliver their training in 2016.

**Private training providers**

Wholesale Trade: 56%

Victoria: 50%

**Industry associations**

Wholesale Trade: 40%

Victoria: 48%

**TAFE**

Wholesale Trade: 17%

Victoria: 24%

**Training contribution and quality**

Employers find that training has a positive contribution to productivity and business success.

Positive Return on Investment

Wholesale Trade: 75%

Victoria: 75%

Positive impact on productivity

Wholesale Trade: 74%

Victoria: 72%

Trained staff are more valuable to the workplace

Wholesale Trade: 87%

Victoria: 86%

Quality of provider training was high

Wholesale Trade: 82%

Victoria: 79%