

Victorian Employer Skills Survey 2021 Accommodation and Food Services

The Victorian Skills Authority (VSA) asked businesses about their skills, recruitment and training needs for the Victorian Employer Skills Survey 2021.

Findings from the survey will help the Victorian government identify areas of skills demand, drive innovation across the VET sector and better plan for Victoria's future training needs.

The VSA conducted the survey between August and December 2021. It approached 70,000 businesses and achieved a response rate of 20.5%, with coverage across all industries, business sizes and regions in the state.

i The statistics below reflect the experience of employers across the five key survey domains:
Business climate | Skills | Recruitment | Training | Apprentices, trainees and work placements

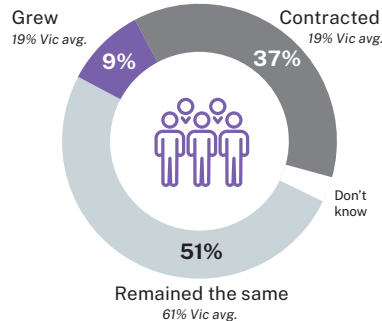


Business climate

Despite the global pandemic, many employers adapted to maintain or grow their workforce. Employers had a mostly positive outlook for the year ahead.

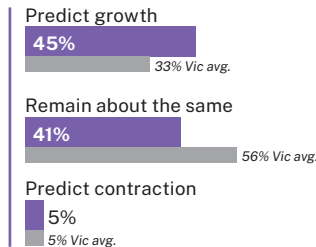
Workforce

Less than 1 in 10 employers reported growing their workforce in 2021. This was the lowest rate reported among all industries.



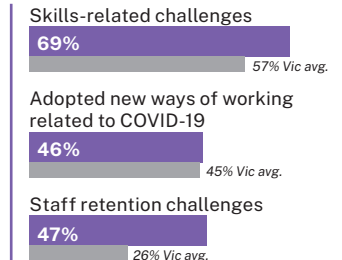
Outlook

Employers in the industry were the most optimistic about their business outlook, with over one-third of employers expecting their workforce to grow in the next 12 months.



Impacts of COVID-19

COVID-19 skills-related challenges experienced by employers in the industry were higher than the state average.



Skills

Finding candidates with the right skills presented the most common skill challenge in the past year. More employers are expecting skill shortages in 2022 than in 2021.

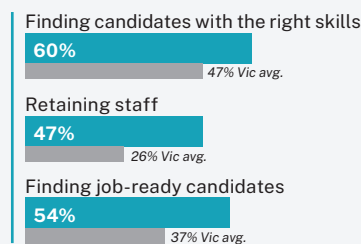
Skills shortages

Three in ten employers in the industry expect to face skills shortages in 2022. This was highest rate amongst all industries.



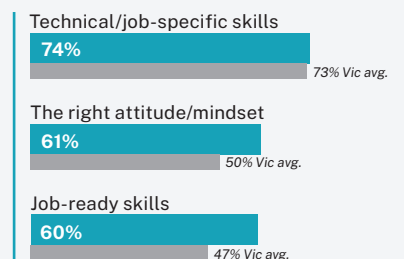
Skills challenges

The top skills challenges reported by employers were the same across all industries. They were:



Skills needs

More employers in the industry reported needing workers with the right attitude and with job-ready skills compared to the state average.



■ Indicates state wide average for Victoria

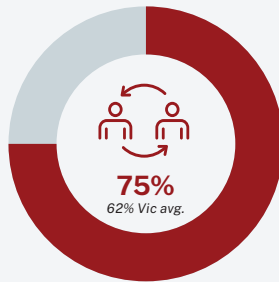


Recruitment

Most employers in the industry had undertaken some recruitment activity over the past year and the majority reported experiencing challenges.

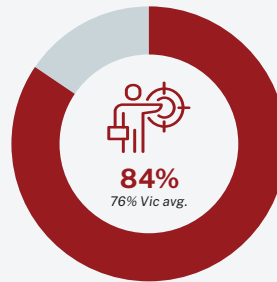
Recruitment need

More employers in the industry undertook some form of recruitment over the past 12 months, compared to the state average.



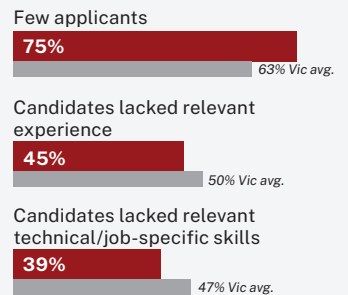
Recruitment challenges

Over five in six employers reported having difficulties recruiting for particular roles. This was higher than the state average.



Type of challenge

The most common challenges faced by employers were related to the number, experience and job-specific skills of candidates.

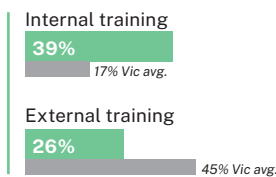


Training

More than half of employers in the industry engaged in some form of staff training.

Engagement in training

More employers in the industry used internal training only. Fewer used external training or both internal and external training (35% compared to 37% state average).



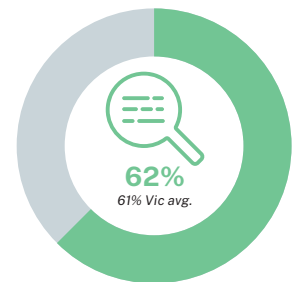
Satisfaction with training

Satisfaction levels were higher than the state average for improved staff performance, but lower for industry knowledge, quality and price.



Skillsets

Just over three in five employers said they would consider a skillset (micro credential or part qualification) rather than a full qualification to upskill their staff.

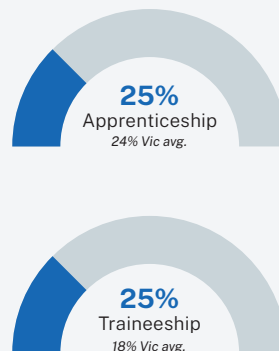


Apprentices, trainees and work placements

Employers continue to make use of apprentices, trainees and work placements to assist them in filling the skills pipeline.

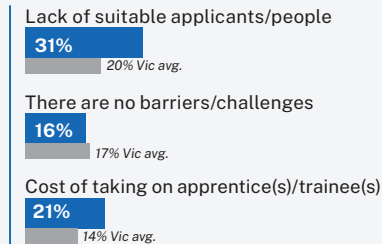
Apprentices and trainees

Uptake of trainees over the past 12 months in the industry was higher than the state average.



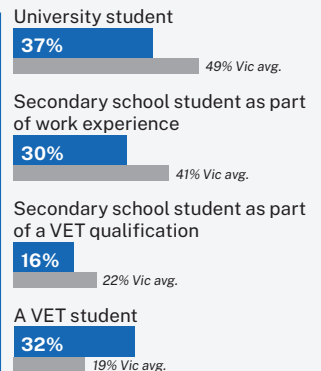
Challenges

Employers cited lack of suitable applicants and cost as their most common barriers.



Work placement students

Fewer employers in the industry took on work placement students (18% compared to 21% for Victoria). The most common type of work placement students were:



■ Indicates state wide average for Victoria

