Victorian Employer Skills Survey 2021 Rental, Hiring and Real Estate 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.

*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

Fewer employers reported growing their workforce over the past 12 months (compared to the Victorian average).

**Grew**

Rental Hiring and Real Estate Services 17%

Vic Avg 19%

**Contracted**

Rental Hiring and Real Estate Services 16%

Vic Avg 19%

**Remained the same**

Rental Hiring and Real Estate Services 67%

Vic Avg 61%

#### Outlook

Employers in the industry were cautiously optimistic about their business outlook. Fewer expected to contract and most expected to remain the same size.

**Predict growth**

Rental Hiring and Real Estate Services 33%

Vic Avg 33%

**Remain about the same**

Rental Hiring and Real Estate Services 56%

Vic Avg 56%

**Predict contraction**

Rental Hiring and Real Estate Services 5%

Vic Avg 5%

#### Impacts of COVID-19

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

**Skills-related challenges**

Rental Hiring and Real Estate Services 60%

Vic Avg 57%

**Adapted new ways of working related to COVID-19**

Rental Hiring and Real Estate Services 50%

Vic Avg 45%

**Staff retention challenges**

Rental Hiring and Real Estate Services 26%

Vic Avg 26%

## Skills

#### **COVID-19 presented the most common skill challenge in the past year. More employers are expecting skill shortages in 2022 than in 2021.**

#### Skills shortages

Almost one in five employers in the industry expect to face skills shortages in 2022. This was lower than the state average.

**Last 12 months**

Rental Hiring and Real Estate Services 15%

Vic Avg 16%

**Next 12 months**

Rental Hiring and Real Estate Services 18%

Vic Avg 21%

#### Skills challenges

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

**Finding candidates with the right skills**

Rental Hiring and Real Estate Services 46%

Vic Avg 47%

**Adapting to the new ways of working due to COVID-19**

Rental Hiring and Real Estate Services 50%

Vic Avg 45%

**Finding job-ready candidates**

Rental Hiring and Real Estate Services 35%

Vic Avg 37%

#### Skills needs

More employers reported needing workers with job-specific skills. Fewer needed workers with job-ready skills or the right mindset compared to the state average.
 **Technical/job-specific skills**

Rental Hiring and Real Estate Services 90%

Vic Avg 73%

**The right attitude/mindset**

Rental Hiring and Real Estate Services 28%

Vic Avg 50%

**Job-ready skill**

Rental Hiring and Real Estate Services 27%

Vic Avg 47%

## Recruitment

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

Recruitment need

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

Rental Hiring and Real Estate Services 61%

Vic Avg 62%

Recruitment challenges

Almost three in four employers reported having difficulties recruiting for particular roles. This was similar to the state average.

Rental Hiring and Real Estate Services 74%

Vic Avg 76%

Type of challenge

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

**Few applicants**

Rental Hiring and Real Estate Services 56%

Vic Avg 63%

**Candidates lacked relevant experience**

Rental Hiring and Real Estate Services 54%

Vic Avg 50%

**Candidates lacked relevant technical/job-specific skills**

Rental Hiring and Real Estate Services 49%

Vic Avg 47%

## 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 both internal and external training (44% compared to 37% state average). Fewer employers used internal or external training only.

**Internal training**

Rental Hiring and Real Estate Services 15%

Vic Avg 17%

**External training**

Rental Hiring and Real Estate Services 42%

Vic Avg 45%

**Satisfaction with training**

Levels of satisfaction with training were higher than the state average

**Helped staff do their job better**

Rental Hiring and Real Estate Services 84%

Vic Avg 81%

**Trainers had good industry knowledge**

Rental Hiring and Real Estate Services 84%

Vic Avg 80%

**Training was high quality**

Rental Hiring and Real Estate Services 78%

Vic Avg 76%

**Training was reasonably priced**

Rental Hiring and Real Estate Services 74%

Vic Avg 71%

 **Skillsets**

Three in five employers said they would consider a skillset (microcredential or part qualification) rather than a full qualification to upskill their staff.

Rental Hiring and Real Estate Services 60%

Vic Avg 61%

## 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 apprentices and trainees over the past 12 months was lower than the state average.
 **Apprenticeship**

Rental Hiring and Real Estate Services 11%

Vic Avg 24%

**Traineeship**

Rental Hiring and Real Estate Services 16%

Vic Avg 18%

**Challenges**

Fewer employers in the industry cited barriers to uptake of apprentices and trainees

**Lack of suitable applicants/people**

Rental Hiring and Real Estate Services 13%

Vic Avg 20%

**There are no barriers/challenges**

Rental Hiring and Real Estate Services 16%

Vic Avg 17%

**Cost of taking on apprentice(s)/trainee(s)**

Rental Hiring and Real Estate Services 14%

Vic Avg 14%

**Work placement students**

Fewer employers in the industry took on work placement students (12% compared to 21% for Victoria). The most common type of work placement students were:

**University student**

Rental Hiring and Real Estate Services 26%

Vic Avg 49%

**Secondary school student as part of work experience**

Rental Hiring and Real Estate Services 67%

Vic Avg 41%

**Secondary school student as part of a VET qualification**

Rental Hiring and Real Estate Services 17%

Vic Avg 22%

**A VET student**

Rental Hiring and Real Estate Services 4%

Vic Avg 19%

**View the complete report here or visit** [Victorian employer skills survey | Victorian Government (www.vic.gov.au)](https://www.vic.gov.au/victorian-employer-skills-survey)