

Apprenticeship outcomes and client expectations

A pilot survey of Commercial Cookery graduates and employers

Apprenticeship outcomes and client expectations

- ◆ Desire to determine the extent to which training delivery of the same qualification by different training organisations meets client needs and expectations in a consistent manner.
- ◆ Clients: employers **and** apprentices.
- ◆ Project was undertaken in collaboration with the Tasmanian Qualifications Authority.

Apprenticeship outcomes and client expectations

The purpose was twofold:

1. To test whether the selected process/ methodology could produce meaningful information to answer the question of meeting client needs in a consistent manner.
2. To determine whether client training needs and expectations **were** met; and whether they were met in a consistent manner.

Apprenticeship outcomes and client expectations

Pilot:

Certificate III in Commercial Cookery

- ◆ Survey of graduate apprentices
- ◆ Survey of employers

Apprenticeship outcomes and client expectations

General findings

- ◆ The research was relatively easy to carry out and could be scaled up to a larger number of respondents.
- ◆ Both graduates and employers were quite willing to talk to the researchers. In fact several employers were very pleased to have the opportunity to do so.

Apprenticeship outcomes and client expectations

Student survey (telephone interview)

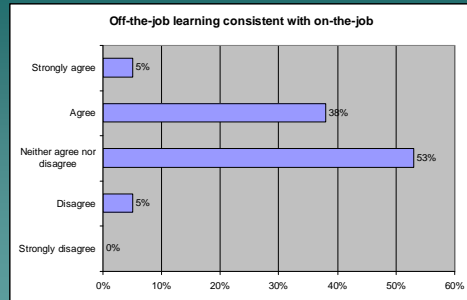
- ◆ 175 graduates
 - 88 completed in 2007
 - 87 completed in 2006
- ◆ 72 responses

Apprenticeship outcomes and client expectations



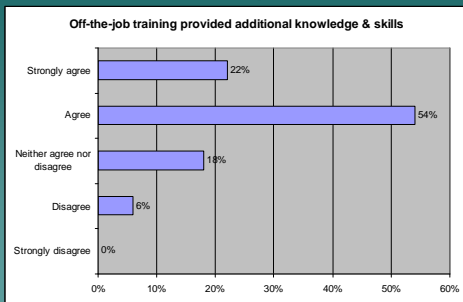
Source: Graduate Apprentices Survey, Skills Tasmania/TQA, March-April 2008.

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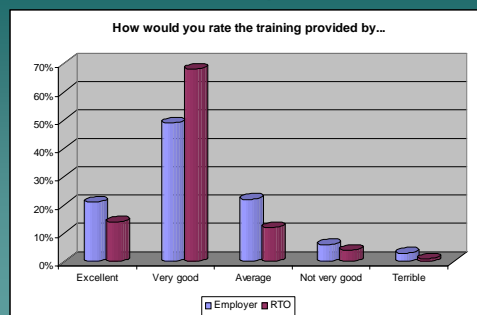
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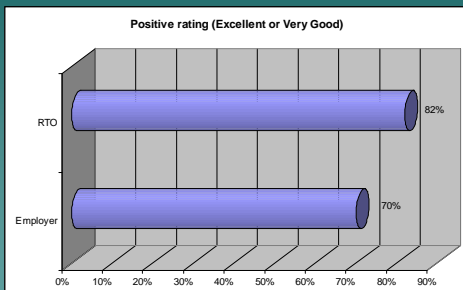
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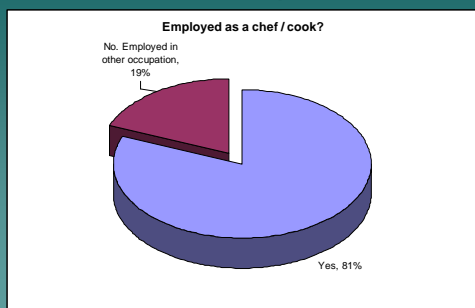
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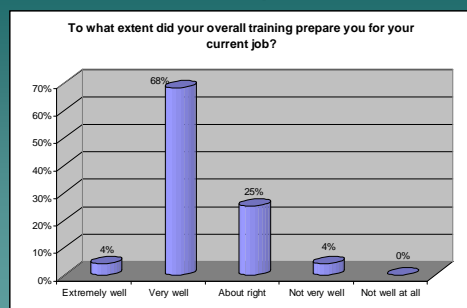
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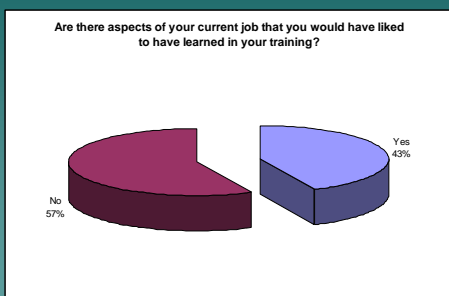
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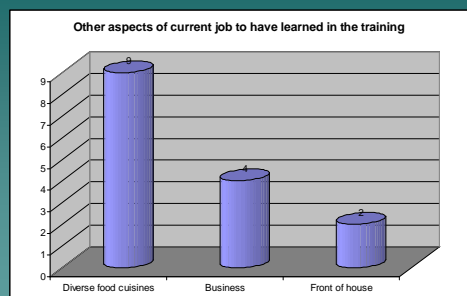
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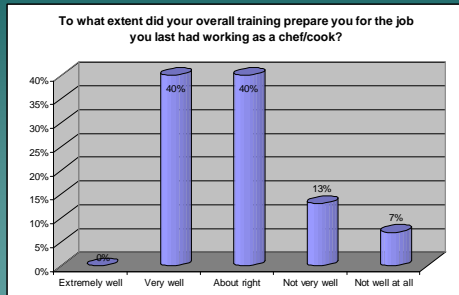
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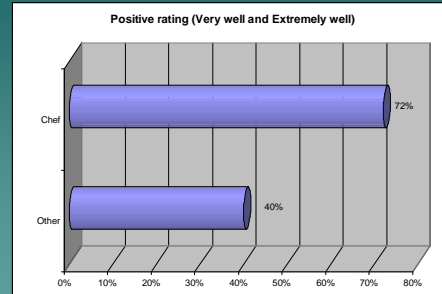
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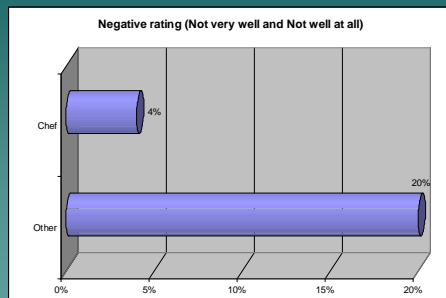
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Apprenticeship outcomes and client expectations

Employer survey

- ◆ 14 employers
- ◆ Face to face interviews
- ◆ Statewide
- ◆ Across various types of business (café, pub, restaurant, hotel, catering business, etc)

Apprenticeship outcomes and client expectations

- ◆ Knowledge and skills of those who have completed a Commercial Cookery apprenticeship.
- ◆ Do they meet industry expectations?
- ◆ Mostly, yes; But only a start.

Apprenticeship outcomes and client expectations

- ◆ Was there consistency of outcomes between different RTOs?
- ◆ Most said "yes"; a few said "no".
- ◆ Trainers were a factor.

Apprenticeship outcomes and client expectations

Outcomes depend on many parameters:

- ◆ Employer type
- ◆ Employer-provided training
- ◆ Employer involvement
- ◆ RTO-provided training
 - Some inconsistencies identified
- ◆ Apprentice attitude and aptitude