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EMPLOYER TRAINING EXPENDITURE AND PRACTICES

AUSTRALIA

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CONTENTS

page

CONTENTS

Notes	2
Summary of findings	3
List of tables	11

TABLES

Provision of training	13
Training expenditure	18
Constraints on structured training	22
Reasons structured training provided	23
Employee participation in training	25
Training arrangements	26
Occupation	27
Electronic learning	28
Apprentices/trainees	29
Other workers	30

STANDARD ERROR TABLES

Provision of training	31
Training expenditure	32

ADDITIONAL INFORMATION

Explanatory notes	33
Appendix, ABS data available on request	36
Technical note	38
Glossary	40

- For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Valerie Pearson on Perth 08 9360 5374.

NOTES

ABOUT THIS PUBLICATION

This publication contains estimates obtained from a sample survey of employers conducted by mail in July 2002. The survey was designed to obtain information from employers on structured and unstructured training practices, and expenditure on structured training, in respect of the financial year ended June 2002.

This survey was conducted with full funding from the Australian National Training Authority.

NOTES ON ESTIMATES

Care should be taken when comparing estimates of training practices and expenditure contained in this publication with those from earlier training surveys published in *Employer Training Practices, Australia, February 1997* (cat. no. 6356.0) and *Employer Training Expenditure, Australia, July to September 1996* (cat. no. 6353.0) because of methodological differences between the surveys. See paragraphs 11–12 of the Explanatory Notes for further detail.

ABS DATA AVAILABLE ON REQUEST

In addition to the information contained in this publication, a range of unpublished data is available on request. For more information refer to the Appendix on page 36.

SAMPLING ERRORS

For information on sampling errors see the Technical Note and tables 19–20.

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ABBREVIATIONS

ABS	Australian Bureau of Statistics
ANZSIC	Australian and New Zealand Standard Industrial Classification
ASCO	Australian Standard Classification of Occupations
ATO	Australian Taxation Office
GST	Goods and Services Tax
GWS	gross wages and salaries
MUS	management unit/state
PAYGW	pay-as-you-go withholding
PES	post-enumeration survey
TAFE	Technical and Further Education
TEPS	Training Expenditure and Practices Survey
TES	Training Expenditure Survey
TPS	Training Practices Survey

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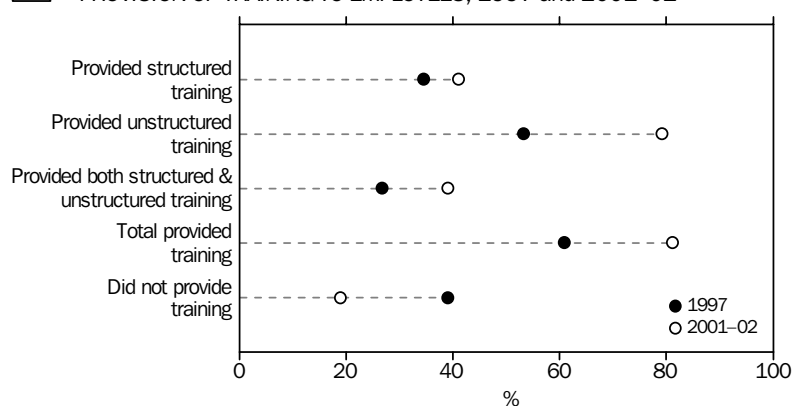
SUMMARY OF FINDINGS

INTRODUCTION

Training is both an investment in personal and professional development, and a contributor towards stronger business performance and productivity. Training needs within the workplace may be met through the provision of structured training (where training activities have a specified content or predetermined plan); or unstructured training (which does not have a specified content or predetermined plan). Included in the provision of training is employer support of employees' training participation through a variety of means such as payment of course fees.

During the year ending June 2002, 81% of all Australian employers provided some training for their employees. Of all employers, 41% provided structured training and 79% provided unstructured training.

1 PROVISION OF TRAINING TO EMPLOYEES, 1997 and 2001-02



Between 1997 and 2002 the proportion of businesses providing training increased by 20 percentage points, up from 61% in 1997. Increases of a similar magnitude occurred in nearly all states and territories. Training levels were highest in South Australia and the Australian Capital Territory (91% and 92% of employers), with the proportion of businesses providing training in each increasing by 26 percentage points since 1997 (see table 1).

While growth occurred Australia-wide in both the proportion of employers that provided structured training and those that provided unstructured training, growth was particularly strong among those that provided unstructured training (up 26 percentage points, from 53% in 1997).

Net direct expenditure on structured training during the 2001-02 financial year totalled \$3,652.8 million. This reflected gross expenditure of \$1,036.7 million on trainers' wages and salaries and \$2,981.5 million on other direct structured training costs,¹ offset by the receipt of \$365.5 million in training-related subsidies and payments. Net direct training expenditure averaged \$458 per employee and 1.3% of total gross wages and salaries.

¹ Excludes wages and salaries of employees for the time spent attending training.

SUMMARY OF FINDINGS *continued*

INTRODUCTION *continued*

Net direct expenditure on structured training has increased substantially (up 52%) since 1996, reflecting both the large increase in the proportion of businesses providing training, and high employment growth over this period.¹ Growth in expenditure has been partly offset by high growth in government subsidies for training (up 201%), following the federal government's expansion of the New Apprenticeship Scheme.

EMPLOYERS THAT PROVIDED STRUCTURED TRAINING TO EMPLOYEES

Sector

More public sector employers (84%) provided structured training than those in the private sector (41%). Additionally, more public sector employers reported an increase in their provision of structured training from the previous financial year (32% compared with 14%).

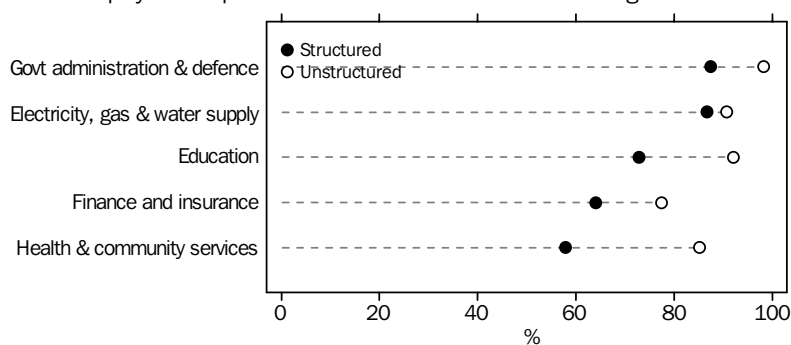
Employer size

Larger employers were more likely than smaller employers to provide structured training to their employees. During 2001–02, 98% of employers with 100 or more employees provided structured training, compared with 70% of medium-sized employers (those with 20–99 employees) and 39% of small employers (those with less than 20 employees). A higher proportion of large employers also reported an increase in structured training compared to the previous financial year (54%) than medium or small employers (34% and 13% respectively).

Industry

Structured training provision varied substantially across industries, as might be expected due to differences in the need for specialised skills and qualifications. Employers classified to Government administration and defence had the highest levels of structured training provision (88%), followed by those in Electricity, gas and water supply (87%) and Education (73%). Structured training provision was lowest in Transport and storage (17%), Manufacturing (34%) and Retail trade (34%).

2 INDUSTRIES WITH HIGHEST PROPORTION OF TRAINING PROVISION(a), Employers that provided structured and unstructured training



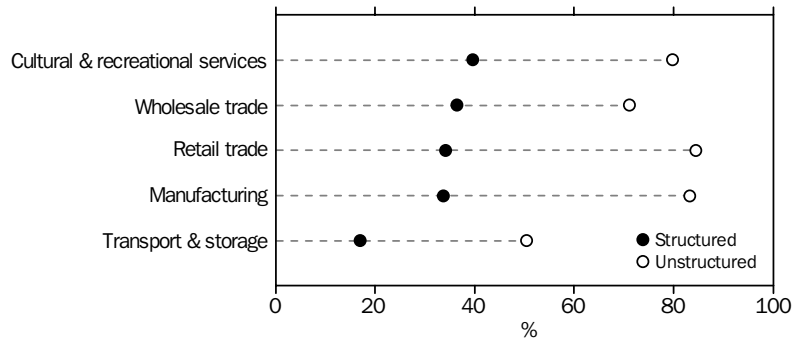
(a) Ranked by proportion that provided structured training.

¹ Changes in methodology between the 1996 Training Expenditure Survey and 2001–02 Training Expenditure and Practices Survey have impacted on the comparability of the data. For information on data comparability between the two surveys, refer to paragraphs 11–12 of the Explanatory Notes.

SUMMARY OF FINDINGS *continued*

Industry continued

3 INDUSTRIES WITH LOWEST PROPORTION OF TRAINING PROVISION(a), Employers that provided structured and unstructured training



(a) Ranked by proportion that provided structured training.

Industries where a relatively high proportion of employers reported an increase in structured training (compared to the previous financial year) included Government administration and defence (49%), Finance and insurance (44%) and Electricity, gas and water supply (31%).

State/territory

Levels of structured training provision varied from 37% in Victoria and the Northern Territory, to 53% in Tasmania. Structured training provision is influenced by the employer composition within each state and territory, including ratios of large to small employers and public to private sector employers, and award and enterprise bargaining requirements.

Support for structured training

The most common form of support provided by employers that provided structured training during 2001–02 was payment of employees' wages and salaries while they attended training (89% of all employers that provided structured training). More than three-quarters of employers (77%) paid their employees' structured training fees, and half paid for employees' training materials. Large employers were more likely to provide each form of support than were smaller employers.

SUMMARY OF FINDINGS *continued*

Support for structured training continued

SUPPORT FOR STRUCTURED TRAINING, Employers that provided structured training

	EMPLOYER SIZE			<i>Employers that provided structured training</i>
	<i>Less than 20 employees</i>	<i>20-99 employees</i>	<i>100 or more employees</i>	
<i>Type of support provided</i>	%	%	%	%
Paid employees' wages and salaries while attending training	88.2	97.3	99.7	89.4
Paid employees' structured training fees	75.3	88.7	96.9	77.2
Paid for employees' training materials	48.4	60.7	79.8	50.5
Paid for employees' travel/accommodation expenses associated with structured training	37.4	58.7	83.5	40.7
Other	4.8	3.8	6.8	4.8
Total(a)	100.0	100.0	100.0	100.0

(a) Employers could provide more than one type of support for structured training and therefore components do not sum to total.

Structured training arrangements

The training arrangement used most commonly to deliver structured training was external workshops, lectures, etc. (76% of employers that provided structured training), followed by structured on-the-job training (55%), attendance at internal workshops, lectures, etc. (42%) and computer-assisted structured training (33%).

STRUCTURED TRAINING ARRANGEMENTS, Employers that provided structured training

	EMPLOYER SIZE			<i>Employers that provided structured training</i>
	<i>Less than 20 employees</i>	<i>20-99 employees</i>	<i>100 or more employees</i>	
<i>Structured training arrangements</i>	%	%	%	%
Structured on-the-job training	50.8	80.2	92.8	54.8
Internal workshops, lectures, etc.	36.8	72.6	88.2	41.7
External workshops, lectures, etc.	74.6	85.4	94.5	76.2
Computer-assisted structured training	31.2	42.4	61.3	33.1
Audiovisual	9.9	19.3	28.3	11.3
Correspondence	11.3	16.8	33.2	12.4
Other	1.9	0.7	1.6	1.8
Total(a)	100.0	100.0	100.0	100.0

(a) Employers could use more than one type of structured training arrangement and therefore components do not sum to total.

SUMMARY OF FINDINGS *continued*

Use of external training providers

During 2001–02, the majority (92%) of employers that provided structured training used external training providers for some, or all, of that training, with little variation by the size of the employer (see table 5). Private training providers were used by more employers than any other type of external training provider (40% of employers that provided structured training), followed by public institutes of technical and further education (TAFE) (36%). The external training provider most commonly reported by employers as being the provider used 'most often' was TAFE (25% of employers that provided structured training), closely followed by private training providers (24%).

Factors impacting on the provision of structured training

The predominant reason for providing structured training was maintaining professional status and/or meeting industry standards (55% of all employers that provided structured training). Other common reasons included staff development/advancement (54% of employers that provided structured training) and improving the quality of goods/services provided (53%). The reasons given for providing structured training varied substantially across industries (see table 12).

Most employers that provided structured training (72%) still identified factors which constrained their provision of structured training. The most commonly reported constraint was that current employees were adequately trained, with 37% of employers that provided structured training identifying that this factor had influenced their training provision.

EXPENDITURE ON STRUCTURED TRAINING

Gross direct expenditure on structured training during the 2001–02 financial year was \$4,018.2 million, an increase of \$1,500.1 million compared with 1996 (\$2,518.1 million). While this reflects, in part, the increase in both the number and proportion of employers that provided structured training, it does not necessarily indicate a large increase in training expenditure on a per capita basis. Much of the increase in gross expenditure can be attributed to the level of employment growth that has occurred over this period.

The costs of providing training were offset to some extent by the receipt of subsidies or grants to be utilised for training purposes, and by payments received from external attendees of internal training courses. These receipts totalled \$365.5 million for the 2001–02 financial year, resulting in net direct training expenditure of \$3,652.8 million. Compared to 1996, net direct training expenditure increased by \$1,256.1 million, or 52%. However, net expenditure per employee increased 22% (from \$377 to \$458). For employers that provided structured training during the reference period, net expenditure per employee increased from \$545 in 1996 to \$579 in 2001–02, an increase of 6%.

Sector

During 2001–02, public sector employers reported 30% of total net direct training expenditure. Public sector employers comprised less than 1% of all employers, and their relatively high total expenditure reflects the relatively large proportion of small employers in the private sector, the high proportion of public sector employers that provided structured training (84%), and the high employee participation rates in the public sector. On a per capita basis, public sector employers that provided structured training spent the equivalent of \$735 per employee (1.7% of total gross wages and salaries) on net direct training costs, compared with \$530 per employee (1.5% of gross wages and salaries) for private sector employers.

SUMMARY OF FINDINGS *continued*

Employer size

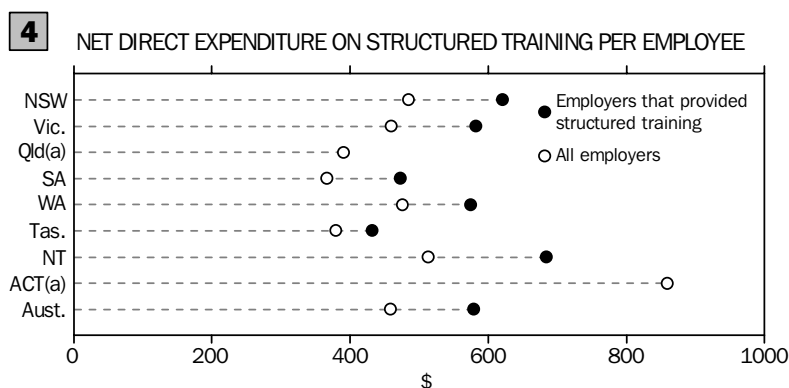
Employers with 100 or more employees contributed 71% of total net direct training expenditure. The majority (74%) of these large employers spent in excess of \$20,000 (net) on structured training, compared with 20% of medium employers (20–99 employees) and less than 1% of small employers (those with less than 20 employees). Of the employers that provided structured training, large employers averaged expenditure of \$336,100 on net direct training costs, equivalent to \$661 per employee. In comparison, medium employers that provided structured training spent an average of \$19,300 (or \$472 per employee) and small employers averaged \$2,300 (\$422 per employee).

Industry

Employers classified to Property and business services contributed the highest net direct training expenditure on structured training (\$614.1 million), followed by Finance and insurance (\$401.3 million) and Manufacturing (\$394.9 million). Net expenditure per employee exceeded \$1,000 for the financial year in four industries: Mining (\$1,643), Finance and insurance (\$1,323), Electricity, gas and water supply (\$1,279) and Communication services (\$1,279). The lowest levels of net expenditure per employee were in Retail trade (\$127), Accommodation, cafes and restaurants (\$147), Construction (\$208), and Cultural and recreational services (\$225).

State/territory

Total gross direct training expenditure was highest in the larger states (\$1,437.1 million in New South Wales, \$1,033.3 million in Victoria and \$629.60 million in Queensland), indicative of the larger number of employers in these states. Net expenditure per employee ranged from a high of \$859 in the Australian Capital Territory to a low of \$367 in South Australia. Similarly, expenditure as a proportion of gross wages and salaries was relatively high in the Australian Capital Territory (2.1%) and the Northern Territory (1.5%), and low in South Australia, Queensland and Tasmania (1.2% in each).



(a) Data for employers that provided structured training is not available for publication, but has been included in Australian total.

EMPLOYERS THAT DID NOT PROVIDE STRUCTURED TRAINING

Factors which constrained the provision of structured training

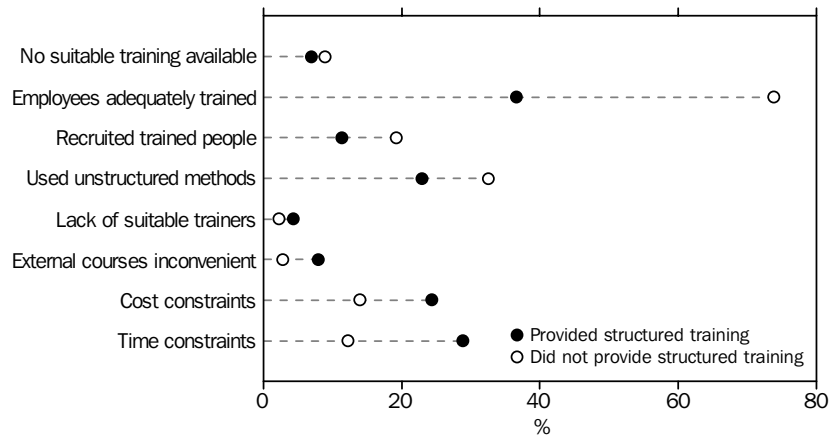
Over half (59%) of all employers did not provide structured training to their employees. Of these employers, around two-thirds provided unstructured training, while the remainder provided no training at all. The most commonly reported constraints were that current employees were already adequately trained (74%), or that training needs were being met through unstructured methods (33%). This reflects that, for many employers, the lack of structured training was not indicative of an unmet training need.

SUMMARY OF FINDINGS *continued*

Factors which constrained the provision of structured training continued

Employers that did not provide structured training were less likely to nominate cost as a relevant constraint than those who had provided structured training (14% and 24%, respectively). Only 5% of employers that did not provide structured training nominated this as the 'greatest constraint' on training provision, compared with 14% of those that did provide structured training.

5 CONSTRAINTS ON STRUCTURED TRAINING, By whether training provided



Employers that provided neither structured nor unstructured training

Around one in five employers (19%) did not provide any training to their employees. The industries with the highest proportion of employers that did not provide training were Transport and storage and Communication services (each 48%).

While employers identified a range of reasons why training was not provided to their employees, the majority nominated reasons which indicated that training was not required. The main reason for not providing training was that current employees were already adequately trained (80% of employers that did not provide any training).

REASONS NO TRAINING PROVIDED

	%
Work is unskilled/does not require training	11.1
No suitable training available	*4.6
Current employees adequately trained	79.9
Recruited trained people	11.0
Employees undertake training at own expense/in own time	*2.5
Cost constraints	*5.6
Time constraints	*5.9
Business in the process of closing down	*9.3
Total(a)	100.0

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Includes a small number of 'Other' responses. Employers could give more than one reason and therefore components do not sum to total.

SUMMARY OF FINDINGS *continued*

EMPLOYERS WITH APPRENTICES, TRAINEES AND/OR OTHER WORKERS

Provision of training to apprentices/trainees

Employers with apprentices or entry level trainees are required to provide a structured work and training program for those employees, and usually attract Commonwealth or state/territory government incentive payments to help offset their training costs. In 2001–02, 13% of employers (86,900) employed apprentices and/or trainees, compared with 11% in 1997. Apprentices and trainees were most commonly reported by employers in Government administration and defence (44%), followed by Personal and other services (24%), Construction (22%) and Electricity, gas and water supply (21%).

Expenditure

Gross direct training expenditure for employers with apprentices or trainees totalled \$1,845.7 million for the 2001–02 financial year, equivalent to 46% of total gross direct training expenditure across all employers. However, because apprentices and trainees generally attract a high level of training subsidisation relative to other employees, employers with apprentices or trainees received a disproportionate amount of all subsidies, grants and payments received for training purposes. Employers with apprentices or trainees received \$289.9 million in subsidies, grants and payments for the financial year, equivalent to 16% of their gross direct training expenditure. In contrast, employers with no apprentices or trainees received \$75.6 million, equivalent to just 3% of their gross training expenditure. This resulted in net direct training expenditure of \$1,555.8 million for employers with apprentices or trainees, and \$2,097.0 million for those without.

Of those employers that provided structured training, employers with apprentices or trainees averaged net expenditure of \$492 per employee (equivalent to 1.4% of gross wages and salaries). This was considerably lower than net expenditure of other employers that provided structured training, which averaged \$667 per employee, or 1.7% of gross wages and salaries.

Provision of training to other workers

Around 44% of all employers had workers other than employees ('other workers') at some time during the twelve months to June 2002. Overall, employers were less likely to provide training to other workers than to employees. Less than one-quarter (22%) of employers with other workers provided structured training to these workers and less than half (45%) provided unstructured training.

Across industries, the provision of structured training to other workers was most common among employers in Electricity, gas and water supply (67% of employers in this industry with other workers), followed by Health and community services (56%) and Government administration and defence (41%). Provision of unstructured training to other workers was most common among employers in Education (74%), Government administration and defence (72%) and Electricity, gas and water supply (69%).

LIST OF TABLES

page

PROVISION OF TRAINING

1	All employers: Whether employer provided training to employees, by sector, employer size, state/territory and industry—1997 and 2001–02	13
2	All employers: Provision of structured and unstructured training to employees and change in level of structured training, by sector, employer size, state/territory and industry	14
3	All employers: Provision of structured and unstructured training to employees, by training support and arrangements and use of external training providers—1997 and 2001–02	15
4	All employers: Provision of structured and unstructured training to employees, by training support and arrangements, by employer size	16
5	Employers that provided structured training to employees: Use of external training providers (all providers used and provider used most often) by employer size	17

TRAINING EXPENDITURE

6	All employers: Direct expenditure on structured training of workforce—1996 and 2001–02	18
7	All employers: Direct expenditure on structured training of workforce, by sector, employer size, state/territory and industry	19
8	All employers: Net direct training expenditure, net expenditure per employer and net expenditure per employer that provided structured training to employees, by sector, and employer size	20
9	All employers: Net direct training expenditure per employee, by sector and employer size	21

CONSTRAINTS ON STRUCTURED TRAINING

10	All employers: Constraints on the provision of structured training to employees (all constraints and greatest constraint) by employer size and whether employer provided structured training	22
-----------	--	----

REASONS STRUCTURED TRAINING PROVIDED

11	Employers that provided structured training to employees: Reasons why structured training was provided, by employer size	23
12	Employers that provided structured training to employees: Reasons why structured training was provided, by sector, state/territory and industry	24

EMPLOYEE PARTICIPATION IN TRAINING

13	Employers that provided structured training to employees: Employee participation in structured training and nationally recognised training courses, by sector and employer size	25
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LIST OF TABLES *continued*

page

TRAINING ARRANGEMENTS

- 14** Employers that provided structured training to employees: Structured training arrangements for permanent and non-permanent employees, by predominant employee type 26

OCCUPATION

- 15** All employers: Occupational profile of employees, by training expenditure, whether employer provided training to employees, and training support and arrangements 27

ELECTRONIC LEARNING

- 16** Employers that provided structured training to employees: Use of electronic learning arrangements (level and change from previous financial year) by sector, employer size, state/territory and industry 28

APPRENTICES/TRAINEES

- 17** All employers: Proportion of employees who were apprentices or trainees, by training expenditure, employer size and industry 29

OTHER WORKERS

- 18** Employers with other workers: Provision of structured and unstructured training to other workers, by sector, state/territory and industry 30

STANDARD ERROR TABLES

- 19** All employers: Provision of structured and unstructured training to employees and change in level of structured training, by sector, employer size, state/territory and industry 31
- 20** All employers: Direct expenditure on structured training of workforce, by sector, employer size, state/territory and industry 32

PROVISION OF TRAINING TO EMPLOYEES, All employers

	PROVIDED TRAINING TO EMPLOYEES		DID NOT PROVIDE TRAINING TO EMPLOYEES	
	1997(a)	2001-02(b)	1997(a)	2001-02(b)
	%	%	%	%
SECTOR				
Private sector	60.6	81.0	39.4	19.0
Public sector	84.0	97.3	*16.0	2.7
All Sectors	60.9	81.1	39.1	18.9
EMPLOYER SIZE				
Less than 20 employees				
Less than 5 employees	44.8	72.4	55.2	27.6
5-9 employees	74.3	94.9	25.7	*5.1
10-19 employees	86.5	95.2	13.5	*4.8
Total	57.1	79.9	42.9	20.1
20-99 employees	93.8	97.5	6.2	**2.5
100 or more employees	99.4	100.0	*0.6	—
Total	60.9	81.1	39.1	18.9
STATE/TERRITORY				
New South Wales	58.0	80.7	42.0	19.3
Victoria	58.7	78.4	41.3	21.6
Queensland	66.4	81.4	33.6	18.6
South Australia	64.9	90.9	35.1	*9.1
Western Australia	62.6	82.2	37.4	17.8
Tasmania	63.1	79.5	*36.9	*20.5
Northern Territory	92.2	78.5	**7.8	*21.5
Australian Capital Territory	65.9	91.5	*34.1	*8.5
Australia	60.9	81.1	39.1	18.9
INDUSTRY				
Mining	54.0	76.2	46.0	*23.8
Manufacturing	68.0	83.3	32.0	16.7
Electricity, Gas and Water Supply	87.1	90.9	**12.9	*9.1
Construction	47.0	75.7	53.0	24.3
Wholesale Trade	60.6	71.8	39.4	28.2
Retail Trade	60.5	86.4	39.5	13.6
Accommodation, Cafes and Restaurants	54.8	91.5	45.2	*8.5
Transport and Storage	43.2	52.3	56.8	47.7
Communication Services	54.0	52.3	46.0	*47.7
Finance and Insurance	68.1	81.5	31.9	*18.5
Property and Business Services	60.0	82.4	40.0	17.6
Government Administration and Defence	99.4	98.2	*0.6	*1.8
Education	75.7	93.3	24.3	*6.7
Health and Community Services	68.0	85.2	32.0	*14.8
Cultural and Recreational Services	49.5	80.0	50.5	*20.0
Personal and Other Services	78.3	94.5	*21.7	**5.5
All Industries	60.9	81.1	39.1	18.9

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) 12 months ended February 1997. Source: 1997 Training Practices Survey (ABS data available on request).

(b) 2001-02 financial year.

PROVISION OF TRAINING TO EMPLOYEES AND CHANGE IN LEVEL OF STRUCTURED TRAINING, All employers

	PROVIDED STRUCTURED TRAINING (a)			Provided unstructured training	Provided structured and unstructured training	Total provided training	Did not provide training	Total	Number of employers
	Increased	No change	Total (b)						
	%	%	%						
SECTOR									
Private sector	14.3	24.0	40.6	79.1	38.7	81.0	19.0	100.0	666.4
Public sector	31.5	49.7	84.3	97.0	83.9	97.3	2.7	100.0	5.9
All Sectors	14.4	24.2	41.0	79.2	39.1	81.1	18.9	100.0	672.2
EMPLOYER SIZE									
Less than 20 employees									
Less than 5 employees	8.4	20.5	30.9	69.7	28.3	72.4	27.6	100.0	417.6
5–9 employees	19.2	29.3	50.9	93.7	49.7	94.9	*5.1	100.0	140.7
10–19 employees	25.6	30.9	59.3	95.1	59.2	95.2	*4.8	100.0	68.3
Total	12.7	23.6	38.5	77.9	36.5	79.9	20.1	100.0	626.6
20–99 employees	34.4	31.1	70.4	97.0	70.0	97.5	**2.5	100.0	37.8
100 or more employees	54.0	39.5	97.5	99.5	97.0	100.0	—	100.0	7.9
Total	14.4	24.2	41.0	79.2	39.1	81.1	18.9	100.0	672.2
STATE/TERRITORY									
New South Wales	14.5	22.6	39.7	79.9	38.9	80.7	19.3	100.0	239.6
Victoria	10.7	24.1	37.3	75.9	34.7	78.4	21.6	100.0	180.7
Queensland	16.8	24.6	43.4	79.1	41.1	81.4	18.6	100.0	112.8
South Australia	18.7	25.8	47.0	87.8	43.9	90.9	*9.1	100.0	43.6
Western Australia	15.4	26.6	44.6	78.9	41.2	82.2	17.8	100.0	65.1
Tasmania	*16.8	35.5	52.5	79.3	52.3	79.5	*20.5	100.0	14.4
Northern Territory	*19.8	*16.6	36.9	75.4	33.9	78.5	*21.5	100.0	5.7
Australian Capital Territory	*19.4	24.0	49.2	90.9	48.7	91.5	*8.5	100.0	10.4
Australia	14.4	24.2	41.0	79.2	39.1	81.1	18.9	100.0	672.2
INDUSTRY									
Mining	*16.1	*28.7	45.2	74.3	43.3	76.2	*23.8	100.0	2.2
Manufacturing	13.8	17.8	33.6	83.2	33.6	83.3	16.7	100.0	60.7
Electricity, Gas and Water Supply	30.9	49.0	86.7	90.7	86.5	90.9	*9.1	100.0	0.7
Construction	12.2	25.8	42.0	73.4	39.6	75.7	24.3	100.0	100.2
Wholesale Trade	11.4	20.9	36.5	71.1	35.8	71.8	28.2	100.0	50.1
Retail Trade	13.9	17.4	34.1	84.5	32.1	86.4	13.6	100.0	110.8
Accommodation, Cafes and Restaurants	20.2	20.1	41.3	86.3	36.1	91.5	*8.5	100.0	30.7
Transport and Storage	*7.9	*8.8	*17.0	50.4	*15.1	52.3	47.7	100.0	31.3
Communication Services	*12.2	**16.4	*37.1	52.3	*37.1	52.3	*47.7	100.0	4.6
Finance and Insurance	43.9	*18.9	64.0	77.5	60.0	81.5	*18.5	100.0	17.7
Property and Business Services	12.9	26.7	42.2	79.0	38.8	82.4	17.6	100.0	146.2
Government Administration and Defence	48.7	35.4	87.5	98.2	87.5	98.2	*1.8	100.0	1.6
Education	*15.6	57.1	72.9	92.1	71.6	93.3	*6.7	100.0	11.2
Health and Community Services	16.4	40.1	57.9	85.2	57.9	85.2	*14.8	100.0	49.5
Cultural and Recreational Services	*11.4	*27.7	39.7	79.7	39.4	80.0	*20.0	100.0	18.6
Personal and Other Services	*16.4	31.1	47.5	94.5	47.5	94.5	**5.5	100.0	36.0
All Industries	14.4	24.2	41.0	79.2	39.1	81.1	18.9	100.0	672.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) Relates to change in amount of structured training provided from previous financial year.

(b) Includes a small number of 'decreased' responses.

3

CHARACTERISTICS OF TRAINING AND USE OF EXTERNAL TRAINING PROVIDERS, All employers

	1997(a)	2001-02(b)
	%	%
.....		
Provided training		
Provided structured training		
Support for structured training(c)		
Paid employees' wages and salaries while attending training	34.6	36.7
Paid employees' structured training fees	20.8	31.6
Paid for employees' training materials	14.9	20.7
Paid for employees' travel or accommodation costs	. .	16.7
Other	8.6	2.0
Structured training arrangements(c)		
Structured on-the-job training	14.8	22.5
Internal workshops, lectures, etc.	13.3	17.1
External workshops, lectures, etc.	28.3	31.2
Computer-assisted structured training	9.9	13.6
Audiovisual	8.1	4.6
Correspondence	4.6	5.1
Other	15.6	*0.7
External training providers used		
Used external training provider(c)		
TAFE	14.9	14.7
University	4.9	5.6
Private training provider	11.8	16.5
Government department or agency(d)	. .	4.6
Professional association	9.3	9.4
Industry association	7.0	6.0
Equipment and/or product manufacturer/supplier	8.1	9.9
Parent company, subsidiary or franchise dealer(d)	. .	3.1
Other external training providers used	2.2	*1.3
Total used external training provider(c)	30.7	37.7
No external training provider used	3.8	3.2
Total provided structured training(c)	34.5	41.0
Provided unstructured training		
Unstructured training arrangements(c)		
On-the-job training as the need arises	51.4	67.3
Reading manuals, journals or training notes	46.4	45.8
Training through group discussion	42.9	35.9
Computer-assisted unstructured training(d)	. .	15.4
Other	39.1	*2.1
Total provided unstructured training(c)	53.2	79.2
Provided structured and unstructured training	26.8	39.1
Total provided training(e)	60.9	81.1
Did not provide training	39.1	18.9
Total	100.0	100.0

. . not applicable

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) 12 months ended February 1997. Source: 1997 Training Practices Survey (ABS data available on request).

(b) 2001-02 financial year.

(c) Employers could provide more than one answer and therefore components do not sum to total.

(d) Not separately identified in 1997, and is therefore included in 'Other'.

(e) Categories are not mutually exclusive and therefore components do not sum to total.

CHARACTERISTICS OF TRAINING BY EMPLOYER SIZE, All employers

	LESS THAN 20 EMPLOYEES				20 OR MORE EMPLOYEES		
	Less than 5 employees	5-9 employees	10-19 employees	Total	20-99 employees	100 or more employees	All employers
PROPORTION OF EMPLOYERS (%)							
Provided training							
Provided structured training							
Support for structured training(a)							
Paid employees' wages and salaries while attending training	26.8	45.9	53.2	34.0	68.5	97.1	36.7
Paid employees' structured training fees	22.8	39.4	45.4	29.0	62.4	94.5	31.6
Paid for employees' training materials	15.2	23.9	28.9	18.7	42.7	77.8	20.7
Paid for employees' travel or accommodation costs	12.0	16.9	24.1	14.4	41.3	81.4	16.7
Other	*1.9	*1.0	**3.4	1.9	*2.7	*6.6	2.0
Structured training arrangements(a)							
Structured on-the-job-training	13.4	29.3	37.0	19.6	56.4	90.5	22.5
Internal workshops, lectures, etc.	9.7	21.3	27.1	14.2	51.1	85.9	17.1
External workshops, lectures, etc.	23.7	37.7	40.9	28.7	60.1	92.1	31.2
Computer-assisted structured training	9.1	17.4	18.9	12.0	29.9	59.8	13.6
Audiovisual	3.2	*4.3	*6.2	3.8	13.6	27.6	4.6
Correspondence	3.9	*5.5	*4.5	4.3	11.8	32.3	5.1
Type of structured training(a)							
Induction	9.6	20.9	36.8	15.1	56.4	91.1	18.3
Management and supervisory	7.7	16.3	25.8	11.6	43.5	81.9	14.2
General computing	9.7	16.3	17.9	12.1	34.7	75.2	14.1
Health and safety	9.2	23.6	32.1	14.9	48.2	91.0	17.7
Personal development	5.5	10.7	13.8	7.6	23.8	59.4	9.1
Literacy and numeracy	**0.6	**1.1	**4.1	*1.1	*3.3	13.3	*1.3
Occupation-specific	23.0	39.1	48.2	29.4	64.6	95.4	32.1
Organisation-specific	11.3	25.7	35.3	17.1	50.2	84.5	19.8
Total provided structured training(a)(b)	30.9	50.9	59.3	38.5	70.4	97.5	41.0
Provided unstructured training							
Unstructured training arrangements(a)							
On-the-job training as the need arises	52.3	90.7	91.9	65.2	94.4	97.8	67.3
Reading manuals, journals or training notes	42.4	49.5	47.1	44.5	61.0	78.2	45.8
Training through group discussion	26.8	49.0	48.8	34.1	57.5	74.7	35.9
Computer-assisted unstructured training	11.6	18.8	20.6	14.2	30.0	38.0	15.4
Total provided unstructured training(a)(b)	69.7	93.7	95.1	77.9	97.0	99.5	79.2
Provided structured and unstructured training	28.3	49.7	59.2	36.5	70.0	97.0	39.1
Total provided training(c)	72.4	94.9	95.2	79.9	97.5	100.0	81.1
Did not provide training	27.6	*5.1	*4.8	20.1	**2.5	—	18.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NUMBER OF EMPLOYERS ('000)

Total	417.6	140.7	68.3	626.6	37.8	7.9	672.2
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* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) Employers could provide more than one answer and therefore components do not sum to total.

(b) Includes a small number of 'Other' responses that could not be classified elsewhere.

(c) Categories are not mutually exclusive and therefore components do not sum to total.

5

USE OF EXTERNAL TRAINING PROVIDERS BY EMPLOYER SIZE, Employers that provided structured training to employees

	LESS THAN 20 EMPLOYEES				20 OR MORE EMPLOYEES		Employers that provided structured training
	Less than 5 employees	5-9 employees	10-19 employees	Total	20-99 employees	100 or more employees	
ALL EXTERNAL TRAINING PROVIDERS USED (%)							
Type of external training provider used							
TAFE	32.9	35.8	35.2	34.1	43.0	66.7	35.9
University	11.5	*9.9	*13.8	11.4	22.4	51.2	13.6
Private training provider	35.5	35.6	38.7	36.0	66.3	83.1	40.3
Government department or agency	*8.1	*13.3	*11.2	10.2	15.8	28.7	11.2
Professional association	22.7	24.2	14.5	21.8	24.7	52.0	22.9
Industry association	12.5	8.7	15.8	11.9	31.3	40.6	14.6
Equipment and/or product manufacturer/supplier	20.6	23.9	27.7	22.8	29.9	44.4	24.1
Parent company, subsidiary or franchise dealer	7.0	*5.1	*9.0	6.8	13.3	16.7	7.7
<i>Total used external training provider(a) (b)</i>	92.4	92.8	86.7	91.5	95.2	98.3	92.1
No external training provider used	*7.6	*7.2	*13.3	8.5	*4.8	*1.7	7.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

EXTERNAL TRAINING PROVIDER USED MOST OFTEN (%)							
Type of external training provider used							
TAFE	27.0	24.3	23.7	25.6	17.5	15.1	24.5
University	*6.3	**1.4	*7.1	5.0	*3.3	4.9	4.8
Private training provider	19.6	23.8	21.7	21.2	39.2	47.2	23.7
Government department or agency	*2.2	**2.2	*3.6	*2.4	2.9	2.1	2.5
Professional association	13.8	*16.5	*5.9	13.3	6.6	7.6	12.5
Industry association	8.2	*3.7	*5.1	6.4	10.8	6.5	6.8
Equipment and/or product manufacturer/supplier	10.2	*14.1	*13.7	11.9	5.7	*7.2	11.2
Parent company, subsidiary or franchise dealer	*4.0	**2.4	*4.6	3.6	6.9	5.3	4.0
<i>Total used external training provider(b)</i>	92.4	92.8	86.7	91.5	95.2	98.3	92.1
No external training provider used	*7.6	*7.2	*13.3	8.5	*4.8	*1.7	7.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NUMBER OF EMPLOYERS ('000)							
Total	129.2	71.5	40.5	241.3	26.6	7.7	275.6

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Employers could have used more than one external training provider and therefore components do not sum to total.

(b) Includes a small number of 'Other' responses.

DIRECT TRAINING EXPENDITURE(a), All employers

1996(b) 2001-02(c)

.....
 COMPONENTS OF NET DIRECT TRAINING EXPENDITURE (\$m)

Gross direct training expenditure excluding wages & salaries of dedicated trainers	1 430.5	2 981.5
Wages & salaries of dedicated trainers	1 087.7	1 036.7
<i>Total gross direct training expenditure</i>	<i>2 518.1</i>	<i>4 018.2</i>
Subsidies, grants and payments from external attendees of internal training courses	121.5	365.5
Net direct training expenditure	2 396.7	3 652.8

.....
 NET DIRECT TRAINING EXPENDITURE PER EMPLOYEE (\$)

All employers	377.10	458.40
Employers that provided structured training	544.70	579.10

.....
 NET DIRECT TRAINING EXPENDITURE AS A PROPORTION OF GROSS WAGES AND SALARIES (%)

All employers	1.3	1.3
Employers that provided structured training	1.7	1.5

.....
 (a) Comprises expenditure on structured training only.
 Data for 1996 and 2001-02 are not fully comparable.
 See paragraphs 11-12 of the Explanatory Notes for further detail.

(b) Annual estimate based on September quarter 1996.
 Source: 1996 Training Expenditure Survey (ABS data available on request).

(c) 2001-02 financial year.

DIRECT TRAINING EXPENDITURE(a), Selected employer characteristics—All employers

	ALL EMPLOYERS					EMPLOYERS THAT PROVIDED STRUCTURED TRAINING		
	Gross direct training expenditure	Net direct training expenditure	Net expenditure per employee	Net expenditure as a proportion of GWS	All employers	Net direct training expenditure per employee	Net direct training expenditure as a proportion of GWS	All employers that provided structured training
	\$m	\$m	\$	%	'000	\$	%	'000
SECTOR								
Private sector	2 774.8	2 546.6	394.80	1.2	666.4	530.00	1.5	270.6
Public sector	1 243.5	1 106.2	728.10	1.7	5.9	734.90	1.7	4.9
All Sectors	4 018.2	3 652.8	458.40	1.3	672.2	579.10	1.5	275.6
EMPLOYER SIZE								
Less than 20 employees								
Less than 5 employees	260.0	231.1	274.50	0.9	417.6	726.70	2.1	129.2
5–9 employees	196.0	166.3	183.10	0.7	140.7	356.10	1.3	71.5
10–19 employees	176.7	162.3	182.00	0.7	68.3	303.30	1.0	40.5
Total	632.7	559.8	211.80	0.8	626.6	422.30	1.4	241.3
20–99 employees	555.8	515.7	369.10	1.1	37.8	472.20	1.3	26.6
100 or more employees	2 829.7	2 577.3	655.90	1.6	7.9	661.30	1.6	7.7
Total	4 018.2	3 652.8	458.40	1.3	672.2	579.10	1.5	275.6
STATE/TERRITORY								
New South Wales	1 437.1	1 358.8	485.10	1.3	239.6	620.40	1.6	95.0
Victoria	1 033.3	907.8	459.50	1.3	180.7	581.60	1.6	67.3
Queensland	629.6	551.2	390.30	1.2	112.8	np	np	48.9
South Australia	269.8	222.5	366.70	1.2	43.6	472.20	1.3	20.5
Western Australia	371.6	352.9	475.40	1.4	65.1	574.20	1.5	29.0
Tasmania	72.2	63.6	379.20	1.2	14.4	432.40	1.3	7.6
Northern Territory	48.6	44.8	512.80	1.5	5.7	683.20	1.8	2.1
Australian Capital Territory	156.1	151.2	858.80	2.1	10.4	np	np	5.1
Australia	4 018.2	3 652.8	458.40	1.3	672.2	579.10	1.5	275.6
INDUSTRY								
Mining	121.4	118.9	1 643.00	2.3	2.2	1 723.70	2.3	1.0
Manufacturing	429.4	394.9	434.30	1.1	60.7	574.90	1.3	20.4
Electricity, Gas and Water Supply	80.0	74.3	1 279.10	2.2	0.7	1 285.30	2.2	0.6
Construction	119.7	93.3	207.70	0.6	100.2	308.90	0.8	42.1
Wholesale Trade	248.1	234.8	422.30	1.1	50.1	624.60	1.4	18.3
Retail Trade	194.2	150.7	127.00	0.6	110.8	188.40	0.8	37.7
Accommodation, Cafes and Restaurants	71.2	57.1	146.80	0.7	30.7	218.10	1.0	12.7
Transport and Storage	131.9	120.4	426.30	1.0	31.3	581.90	1.2	*5.3
Communication Services	145.9	143.6	1 279.30	2.5	4.6	np	np	*1.7
Finance and Insurance	408.2	401.3	1 323.40	2.4	17.7	1 381.80	2.5	11.3
Property and Business Services	651.6	614.1	536.70	1.4	146.2	693.20	1.7	61.7
Government Administration and Defence	288.7	265.0	718.80	1.7	1.6	733.30	1.7	1.4
Education	356.2	316.7	478.80	1.3	11.2	494.90	1.4	8.2
Health and Community Services	437.4	355.4	382.90	1.2	49.5	np	np	28.7
Cultural and Recreational Services	63.0	56.4	225.00	1.0	18.6	np	np	7.4
Personal and Other Services	271.3	255.9	859.40	2.9	36.0	1 125.20	3.3	17.1
All Industries	4 018.2	3 652.8	458.40	1.3	672.2	579.10	1.5	275.6

np not available for publication but included in totals where applicable, unless otherwise indicated

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Comprises expenditure on structured training only.

NET DIRECT TRAINING EXPENDITURE(a), All employers

	NET DIRECT TRAINING EXPENDITURE					NET EXPENDITURE PER EMPLOYER	
	<i>Nil or negative</i>	<i>\$1 and under \$5,000</i>	<i>\$5,000 and under \$20,000</i>	<i>\$20,000 and over</i>	<i>Total</i>	<i>All employers</i>	<i>Employers that provided structured training</i>
	%	%	%	%	%	\$'000	\$'000
SECTOR							
Private sector	64.2	27.2	6.5	2.1	100.0	3.8	9.4
Public sector	*18.7	37.4	11.8	32.1	100.0	189.1	224.4
All Sectors	63.8	27.3	6.5	2.4	100.0	5.4	13.2
EMPLOYER SIZE							
Less than 20 employees							
Less than 5 employees	71.2	25.9	*2.9	**0.1	100.0	0.6	1.7
5–9 employees	59.1	31.7	8.6	*0.6	100.0	1.2	2.3
10–19 employees	50.8	34.6	12.5	*2.1	100.0	2.4	4.0
<i>Total</i>	66.2	28.1	5.2	0.4	100.0	0.9	2.3
20–99 employees	34.8	18.4	26.8	20.0	100.0	13.7	19.3
100 or more employees	6.7	*5.0	14.0	74.2	100.0	327.6	336.1
Total	63.8	27.3	6.5	2.4	100.0	5.4	13.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Comprises expenditure on structured training only.

NET DIRECT TRAINING EXPENDITURE PER EMPLOYEE(a), All employers

NET EXPENDITURE PER EMPLOYEE

	<i>Nil or negative</i>	<i>\$1 and under \$150</i>	<i>\$150 and under \$400</i>	<i>\$400 and over</i>	<i>Total</i>	<i>Number of employers(b)</i>
	%	%	%	%	%	'000
SECTOR						
Private sector	60.4	10.0	9.3	15.6	100.0	666.4
Public sector	*18.3	*22.2	*18.9	40.2	100.0	5.9
All Sectors	60.0	10.1	9.4	15.8	100.0	672.2
EMPLOYER SIZE						
Less than 20 employees						
Less than 5 employees	65.1	4.8	6.4	16.2	100.0	417.6
5–9 employees	59.1	14.7	12.6	13.7	100.0	140.7
10–19 employees	50.8	25.6	12.8	10.8	100.0	68.3
<i>Total</i>	62.2	9.3	8.5	15.0	100.0	626.6
20–99 employees	34.8	20.8	21.5	22.9	100.0	37.8
100 or more employees	6.7	23.0	22.9	47.3	100.0	7.9
Total	60.0	10.1	9.4	15.8	100.0	672.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution
(a) Comprises expenditure on structured training only.
(b) Includes employers who had no employees in the last pay period ended on or before 30 June 2002, for whom expenditure per employee could not be calculated. Components do not sum to total.

ALL CONSTRAINTS			GREATEST CONSTRAINT		
Less than 20 employees	20 or more employees	Total	Less than 20 employees	20 or more employees	Total

PROVIDED STRUCTURED TRAINING TO EMPLOYEES (%)

Constraints on structured training						
No suitable training available	7.0	7.2	7.0	*2.3	*2.5	*2.4
Current employees adequately trained	37.9	27.8	36.6	27.9	13.8	26.1
Recruited trained people	10.6	16.9	11.4	*2.4	3.7	2.6
Requirements met through unstructured methods	22.3	28.0	23.0	8.4	11.0	8.7
Lack of suitable trainers	*3.6	9.6	4.4	np	np	*0.9
External courses inconvenient	7.6	10.6	8.0	np	np	3.4
Cost constraints	22.4	38.9	24.4	13.5	21.1	14.4
Time constraints	26.4	45.9	28.8	10.6	18.9	11.6
<i>Provision of structured training was constrained</i> (a) (b)	71.3	77.6	72.1	71.3	77.6	72.1
No constraints	28.7	22.4	27.9	28.7	22.4	27.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

DID NOT PROVIDE STRUCTURED TRAINING TO EMPLOYEES (%)

Constraints on structured training						
No suitable training available	9.1	*3.4	8.9	3.4	*1.9	3.4
Current employees adequately trained	74.4	54.4	73.8	55.5	*31.6	54.8
Recruited trained people	19.0	*27.5	19.2	8.3	**12.0	8.4
Requirements met through unstructured methods	31.9	54.6	32.6	15.3	*38.7	16.0
Lack of suitable trainers	*2.3	**0.8	*2.3	np	np	**0.2
External courses inconvenient	*2.8	*1.9	*2.8	np	np	**0.8
Cost constraints	13.2	*41.3	14.0	4.9	*3.3	4.8
Time constraints	11.7	*28.5	12.2	*3.4	**3.0	3.4
<i>Provision of structured training was constrained</i> (a) (b)	97.0	96.1	96.9	97.0	96.1	96.9
No constraints	*3.0	**3.9	*3.1	*3.0	**3.9	*3.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

ALL EMPLOYERS (%)

Constraints on structured training						
No suitable training available	8.3	6.3	8.1	3.0	2.4	3.0
Current employees adequately trained	60.3	34.4	58.6	44.9	18.2	43.1
Recruited trained people	15.8	19.5	16.0	6.0	*5.7	6.0
Requirements met through unstructured methods	28.2	34.7	28.7	12.7	17.9	13.0
Lack of suitable trainers	2.8	7.4	3.1	*0.4	1.6	*0.5
External courses inconvenient	4.7	8.4	4.9	1.9	1.6	1.9
Cost constraints	16.7	39.5	18.3	8.2	16.7	8.8
Time constraints	17.4	41.6	19.0	6.2	14.9	6.8
<i>Provision of structured training was constrained</i> (a) (b)	87.1	82.3	86.7	87.1	82.3	86.7
No constraints	12.9	17.7	13.3	12.9	17.7	13.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

NUMBER OF EMPLOYERS ('000)

Employers that provided structured training	241.3	34.3	275.6	241.3	34.3	275.6
Employers that did not provide structured training	385.3	11.4	396.7	385.3	11.4	396.7
Total	626.6	45.6	672.2	626.6	45.6	672.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution

np not available for publication but included in totals where applicable, unless otherwise indicated

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Under 'all constraints' employers could have more than one constraint on structured training and therefore components do not sum to total.

(b) Includes a small number of 'Other' responses.

11

REASONS WHY STRUCTURED TRAINING WAS PROVIDED, By employer size—Employers that provided structured training to employees

	LESS THAN 20 EMPLOYEES				20 OR MORE EMPLOYEES		Employers that provided structured training
	Less than 5 employees	5-9 employees	10-19 employees	Total	20-99 employees	100 or more employees	

REASONS WHY STRUCTURED TRAINING WAS PROVIDED (%)

Award or enterprise bargaining agreements	*4.3	*10.6	*7.1	6.7	9.8	24.1	7.4
Legislative, regulatory or licensing requirements	41.5	29.1	34.6	36.7	43.3	64.1	38.1
Maintain professional status and/or meet industry standards	53.9	50.8	53.2	52.9	65.9	73.7	54.7
Improve quality of goods/services provided	44.6	54.8	59.5	50.1	70.6	83.9	53.1
Respond to new technology	30.1	41.4	36.6	34.5	47.3	58.5	36.4
Competition from businesses in Australia or overseas	*5.9	*7.7	*11.6	7.4	12.1	17.8	8.1
Skill shortages/recruitment difficulties	*5.4	*12.3	*13.2	8.8	21.8	35.3	10.8
Develop and maintain a flexible and responsive workforce	24.3	36.4	46.0	31.5	55.9	74.9	35.1
Staff development/advancement	44.5	56.9	60.5	50.9	69.1	87.1	53.6
Total(a)	100.0	100.0	100.0	100.0	100.0	100.0	100.0

NUMBER OF EMPLOYERS ('000)

Total	129 235.1	71 543.1	40 525.3	241 303.5	26 589.0	7 667.9	275 560.4
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* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Includes a small number of 'Other' responses. Employers could also give more than one reason why structured training was provided and therefore components do not sum to total.

REASONS WHY STRUCTURED TRAINING WAS PROVIDED TO EMPLOYEES(a)

	<i>Legislative, regulatory or licensing requirements</i>	<i>Maintain professional status and/or meet industry standards</i>	<i>Improve quality of goods and services provided</i>	<i>Respond to new technology</i>	<i>Develop and maintain a flexible and responsive workforce</i>	<i>Staff development/ advancement</i>	<i>Other</i>	<i>Total(a)</i>	<i>Number of employers</i>
	%	%	%	%	%	%	%	%	'000
SECTOR									
Private sector	37.8	54.3	52.7	35.9	34.5	53.1	23.2	100.0	270.6
Public sector	51.6	76.7	69.9	64.0	66.3	82.1	28.0	100.0	4.9
All Sectors	38.1	54.7	53.1	36.4	35.1	53.6	23.3	100.0	275.6
STATE/TERRITORY									
New South Wales	36.7	53.7	53.0	33.9	31.3	50.3	22.2	100.0	95.0
Victoria	36.3	48.4	51.5	38.4	34.3	47.5	24.1	100.0	67.3
Queensland	38.9	61.0	52.8	42.2	33.1	59.0	22.2	100.0	48.9
South Australia	34.6	61.4	47.8	33.2	43.6	59.1	*28.1	100.0	20.5
Western Australia	47.5	56.3	61.1	36.3	36.9	61.5	*21.3	100.0	29.0
Tasmania	40.6	59.2	52.5	*19.7	55.3	60.2	*20.7	100.0	7.6
Northern Territory	47.9	*40.1	47.7	*33.2	*41.9	57.6	*33.7	100.0	2.1
Australian Capital Territory	*33.1	58.5	56.0	41.4	58.4	67.4	*37.2	100.0	5.1
Australia	38.1	54.7	53.1	36.4	35.1	53.6	23.3	100.0	275.6
INDUSTRY									
Mining	60.9	65.3	*43.3	*23.8	*36.9	*49.1	*21.2	100.0	1.0
Manufacturing	30.9	46.6	50.8	32.5	49.6	47.0	43.3	100.0	20.4
Electricity, Gas and Water Supply	76.9	69.5	66.5	49.7	69.6	70.2	39.3	100.0	0.6
Construction	56.4	43.9	32.4	*19.1	*21.9	36.4	*14.4	100.0	42.1
Wholesale Trade	19.5	42.6	64.8	41.9	54.6	59.0	21.6	100.0	18.3
Retail Trade	31.2	45.3	61.3	32.3	48.0	42.6	29.0	100.0	37.7
Accommodation, Cafes and Restaurants	56.1	37.9	41.9	*23.8	*14.1	52.5	*32.2	100.0	12.7
Transport and Storage	*59.9	*58.7	*57.6	*46.0	*38.0	*45.4	**28.6	100.0	*5.3
Communication Services	*51.0	*76.4	*68.7	*61.4	*58.0	**33.5	**33.0	100.0	*1.7
Finance and Insurance	59.0	64.3	39.6	*30.7	*19.8	61.7	*8.0	100.0	11.3
Property and Business Services	29.4	63.8	60.0	43.9	27.2	57.8	23.2	100.0	61.7
Government Administration and Defence	61.1	63.3	81.4	66.6	77.7	89.3	36.5	100.0	1.4
Education	*28.1	83.5	66.3	51.1	*41.7	80.7	*16.0	100.0	8.2
Health and Community Services	34.3	72.9	61.5	61.8	41.3	72.4	*16.6	100.0	28.7
Cultural and Recreational Services	**26.1	*38.2	*42.7	*20.3	*31.9	*40.9	*25.1	100.0	7.4
Personal and Other Services	44.4	55.4	46.8	*23.2	*35.1	65.4	*24.7	100.0	17.1
All Industries	38.1	54.7	53.1	36.4	35.1	53.6	23.3	100.0	275.6

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Employers could give more than one reason why structured training was provided and therefore components do not sum to total.

EMPLOYEE PARTICIPATION IN STRUCTURED AND NATIONALLY RECOGNISED TRAINING, Employers that provided structured training to employees

	PROPORTION OF EMPLOYEES THAT PARTICIPATED IN STRUCTURED TRAINING				PROPORTION OF EMPLOYEES THAT PARTICIPATED IN NATIONALLY RECOGNISED TRAINING			<i>Employers that provided structured training</i>	<i>Number of employers</i>
	<i>Up to 25%</i>	<i>26-50%</i>	<i>51-75%</i>	<i>More than 75%</i>	<i>None</i>	<i>Up to 25%</i>	<i>More than 25%</i>		
	%	%	%	%	%	%	%		
SECTOR									
Private sector	26.8	23.8	13.8	35.6	40.7	30.3	29.1	100.0	270.6
Public sector	*18.9	13.9	15.9	51.3	*21.3	50.9	*27.8	100.0	4.9
All Sectors	26.7	23.6	13.8	35.8	40.3	30.6	29.0	100.0	275.6
EMPLOYER SIZE									
Less than 20 employees									
Less than 5 employees	15.3	23.1	11.6	50.0	47.2	11.6	41.2	100.0	129.2
5-9 employees	36.9	25.8	*14.2	23.2	41.3	36.3	22.4	100.0	71.5
10-19 employees	38.5	25.2	15.5	20.9	30.9	52.1	17.0	100.0	40.5
<i>Total</i>	25.6	24.2	13.0	37.2	42.7	25.7	31.6	100.0	241.3
20-99 employees	37.1	19.0	18.5	25.5	28.0	61.3	10.8	100.0	26.6
100 or more employees	25.8	20.2	24.0	30.1	8.7	78.8	12.6	100.0	7.7
Total	26.7	23.6	13.8	35.8	40.3	30.6	29.0	100.0	275.6

* estimate has a relative standard error of between 25% and 50% and should be used with caution

STRUCTURED TRAINING ARRANGEMENTS FOR PERMANENT AND NON-PERMANENT EMPLOYEES, Employers that provided structured training to employees

STRUCTURED TRAINING ARRANGEMENTS

	<i>Structured on-the-job training</i>	<i>Internal workshops, lectures, etc.</i>	<i>External workshops, lectures, etc.</i>	<i>Computer-assisted structured training</i>	<i>Other</i>	<i>Total(a)</i>	<i>Number of employers</i>
	%	%	%	%	%	%	'000

TRAINING PROVIDED TO PERMANENT EMPLOYEES

All employees permanent	52.8	35.0	79.1	32.5	20.5	100.0	139.9
Most employees permanent(b)	62.2	52.5	75.0	38.6	21.4	100.0	88.0
Most employees non-permanent	35.5	42.7	81.7	*23.4	*20.8	100.0	27.8
Total(c)	54.0	41.7	77.9	33.4	20.5	100.0	260.3

TRAINING PROVIDED TO NON-PERMANENT EMPLOYEES

Most employees permanent(b)	67.3	63.0	33.8	32.4	10.7	100.0	34.8
Most employees non-permanent	44.7	45.2	55.4	*21.8	*17.5	100.0	25.6
All employees non-permanent	*45.1	*28.0	*56.4	**14.1	**12.3	100.0	*7.9
Total(d)	56.4	52.3	43.9	25.9	13.3	100.0	70.1

TRAINING PROVIDED TO ALL EMPLOYEES

All employees permanent	52.8	35.3	79.1	32.5	20.5	100.0	140.0
Most employees permanent(b)	64.0	53.0	73.5	38.6	20.9	100.0	90.7
Most employees non-permanent	41.7	42.5	76.5	26.9	*21.1	100.0	32.4
All employees non-permanent	*45.2	*28.0	*56.5	**14.1	**12.3	100.0	*7.9
Total(e)	54.8	41.7	76.2	33.1	20.2	100.0	275.6

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Employers could give more than one answer and therefore components do not sum to total.

(b) Constituting at least 50% but not all employees. Employers with exactly 50% permanent and 50% non-permanent employees have been categorised as 'most employees permanent'.

(c) Includes employers who had permanent employees in the reference period but not in the last pay period ended on or before 30 June 2002.

(d) Includes employers who had non-permanent employees in the reference period but not in the last pay period ended on or before 30 June 2002.

(e) Includes employers who had employees in the reference period but not in the last pay period ended on or before 30 June 2002.

EMPLOYERS WITH AT LEAST 40% OF THEIR EMPLOYEES IN
OCCUPATION GROUP

		<i>Managers and administrators, professionals and associate professionals</i>	<i>Tradespersons and related workers</i>	<i>Clerical, sales and service workers</i>	<i>Production workers, transport workers and labourers</i>	<i>All employers(b)</i>
EXPENDITURE						
Gross direct training expenditure	\$m	1 726.9	346.7	1 408.4	667.5	4 018.2
Subsidies, grants and payments from attendees of internal training courses	\$m	128.7	65.9	91.3	78.7	365.5
Net direct training expenditure	\$m	1 598.2	280.8	1 317.1	588.8	3 652.8
Net expenditure per employee	\$	638.10	295.40	436.80	320.40	458.40
Net expenditure per employee for employers that provided structured training	\$	755.70	406.70	568.20	448.50	579.10
Net expenditure as a proportion of GWS	%	1.5	0.9	1.4	1.0	1.3
Net expenditure as a proportion of GWS for employers that provided structured training	%	1.7	1.1	1.7	1.3	1.5
WHETHER PROVIDED TRAINING						
Provided training						
Provided structured training						
Support for structured training(c)						
Paid employees' wages and salaries while attending training	%	36.1	49.6	35.8	25.4	36.7
Paid employees' structured training fees	%	34.4	36.1	29.7	21.5	31.6
Paid for employees' training materials	%	24.0	25.0	19.8	13.8	20.7
Paid for employees' travel or accommodation costs	%	21.0	8.7	18.3	10.4	16.7
Structured training arrangements(c)						
Structured on-the-job training	%	15.3	38.9	18.4	18.0	22.5
Internal workshops, lectures, etc.	%	17.8	18.8	16.1	11.6	17.1
External workshops, lectures, etc.	%	34.4	43.1	27.9	18.7	31.2
Computer-assisted structured training	%	16.7	10.2	14.6	10.5	13.6
Audiovisual	%	6.5	*3.5	5.8	*1.9	4.6
Correspondence	%	7.7	*2.3	6.6	2.0	5.1
Type of structured training(c)						
Induction	%	14.5	24.1	15.6	16.7	18.3
Management and supervisory	%	16.0	7.6	15.3	11.3	14.2
General computing	%	15.5	11.7	17.3	9.9	14.1
Health and safety	%	12.6	27.2	15.8	18.2	17.7
Personal development	%	11.4	*4.8	9.7	4.8	9.1
Literacy and numeracy	%	*1.4	*1.0	*1.0	*2.2	*1.3
Occupation-specific	%	32.1	44.2	27.5	24.3	32.1
Organisation-specific	%	19.1	19.6	19.5	17.1	19.8
Total provided structured training(c)(d)	%	42.0	52.1	38.5	31.5	41.0
Provided unstructured training	%	76.0	83.7	78.1	76.8	79.2
Provided structured and unstructured training	%	39.2	49.7	36.3	30.1	39.1
Total provided training(b)	%	78.8	86.1	80.3	78.1	81.1
Did not provide training	%	21.2	13.9	19.7	21.9	18.9
Total	%	100.0	100.0	100.0	100.0	100.0
NUMBER OF EMPLOYERS						
Total	'000	234.8	135.0	240.9	126.4	672.2

* estimate has a relative standard error of between 25% and 50% and should be used with caution

(a) Excludes employers who had no employees in the last pay period ending on or before 30 June 2002.

(b) Categories are not mutually exclusive and therefore do not sum to total.

(c) Employers could give more than one answer and therefore components do not sum to total.

(d) Includes a small number of 'Other' responses not categorised elsewhere.

USE OF ELECTRONIC LEARNING ARRANGEMENTS, Employers that provided structured training to employees

	<i>Did not use electronic learning arrangements</i>	<i>Used electronic learning arrangements(a)</i>	CHANGE FROM PREVIOUS FINANCIAL YEAR		Total	Number of employers '000
			<i>Increased</i>	<i>No change/ decreased</i>		
	%	%	%	%	%	
SECTOR						
Private sector	62.6	37.4	15.7	84.3	100.0	270.6
Public sector	42.6	57.4	23.1	76.9	100.0	4.9
All Sectors	62.2	37.8	15.9	84.1	100.0	275.6
EMPLOYER SIZE						
Less than 20 employees						
Less than 5 employees	66.0	34.0	12.7	87.3	100.0	129.2
5-9 employees	63.2	36.8	17.0	83.0	100.0	71.5
10-19 employees	61.9	38.1	*18.6	81.4	100.0	40.5
Total	64.5	35.5	15.0	85.0	100.0	241.3
20-99 employees	49.7	50.3	18.9	81.1	100.0	26.6
100 or more employees	35.3	64.7	34.1	65.9	100.0	7.7
Total	62.2	37.8	15.9	84.1	100.0	275.6
STATE/TERRITORY						
New South Wales	66.7	33.3	14.2	85.8	100.0	95.0
Victoria	63.5	36.5	15.4	84.6	100.0	67.3
Queensland	52.0	48.0	20.3	79.7	100.0	48.9
South Australia	62.3	37.7	*20.0	80.0	100.0	20.5
Western Australia	61.0	39.0	*12.2	87.8	100.0	29.0
Tasmania	71.1	28.9	*12.5	87.5	100.0	7.6
Northern Territory	59.0	*41.0	20.1	79.9	100.0	2.1
Australian Capital Territory	53.1	46.9	*18.2	81.8	100.0	5.1
Australia	62.2	37.8	15.9	84.1	100.0	275.6
INDUSTRY						
Mining	70.3	*29.7	**18.5	81.5	100.0	1.0
Manufacturing	71.0	29.0	*16.3	83.7	100.0	20.4
Electricity, Gas and Water Supply	64.0	36.0	12.3	87.7	100.0	0.6
Construction	78.1	*21.9	*10.2	89.8	100.0	42.1
Wholesale Trade	55.5	44.5	*18.4	81.5	100.0	18.3
Retail Trade	71.9	28.1	*10.0	90.0	100.0	37.7
Accommodation, Cafes and Restaurants	81.7	**18.3	**15.6	84.4	100.0	12.7
Transport and Storage	*26.4	73.6	*44.1	*55.9	100.0	*5.3
Communication Services	**7.6	92.4	**29.9	70.1	100.0	*1.7
Finance and Insurance	47.0	53.0	*25.6	74.4	100.0	11.3
Property and Business Services	51.7	48.3	19.8	80.2	100.0	61.7
Government Administration and Defence	43.2	56.8	33.1	66.9	100.0	1.4
Education	50.4	49.6	*14.4	85.6	100.0	8.2
Health and Community Services	52.4	47.6	*18.2	81.8	100.0	28.7
Cultural and Recreational Services	81.8	*18.2	**8.1	91.9	100.0	7.4
Personal and Other Services	63.7	*36.3	**7.7	92.3	100.0	17.1
All Industries	62.2	37.8	15.9	84.1	100.0	275.6

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) For some, or all, of the structured training provided.

		<i>Employers with apprentices or trainees</i>	<i>Employers without apprentices or trainees</i>	<i>Total</i>
EXPENDITURE				
Gross direct training expenditure	\$m	1 845.7	2 172.6	4 018.2
Subsidies, grants and payments from attendees of internal training courses	\$m	289.9	75.6	365.5
Net direct training expenditure	\$m	1 555.8	2 097.0	3 652.8
Net expenditure per employee	\$	491.30	436.60	458.40
Net expenditure per employee for employers that provided structured training	\$	492.10	667.00	579.10
Net expenditure as a proportion of GWS	%	1.4	1.3	1.3
Net expenditure as a proportion of GWS for employers that provided structured training	%	1.4	1.7	1.5
EMPLOYER SIZE				
Less than 20 employees				
Less than 5 employees	%	9.2	90.8	100.0
5–9 employees	%	18.3	81.7	100.0
10–19 employees	%	13.5	86.5	100.0
<i>Total</i>	%	11.7	88.3	100.0
20–99 employees	%	24.8	75.2	100.0
100 or more employees	%	52.0	48.0	100.0
Total	%	12.9	87.1	100.0
INDUSTRY				
Mining	%	**12.7	87.3	100.0
Manufacturing	%	16.3	83.7	100.0
Electricity, Gas and Water Supply	%	21.1	78.9	100.0
Construction	%	21.6	78.4	100.0
Wholesale Trade	%	*6.0	94.0	100.0
Retail Trade	%	17.6	82.4	100.0
Accommodation, Cafes and Restaurants	%	12.6	87.4	100.0
Transport and Storage	%	**4.1	95.9	100.0
Communication Services	%	0.7	99.3	100.0
Finance and Insurance	%	*12.9	87.1	100.0
Property and Business Services	%	5.8	94.2	100.0
Government Administration and Defence	%	44.0	56.0	100.0
Education	%	*3.7	96.3	100.0
Health and Community Services	%	*10.9	89.1	100.0
Cultural and Recreational Services	%	*7.3	92.7	100.0
Personal and Other Services	%	23.5	76.5	100.0
All Industries	%	12.9	87.1	100.0
NUMBER OF EMPLOYERS				
Total	'000	86.9	585.4	672.2

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

* estimate has a relative standard error of between 25% and 50% and should be used with caution

	PROVIDED TRAINING TO OTHER WORKERS					
	Provided training			Did not provide training to other workers		Number of employers '000
	Provided structured training	Provided unstructured training	Total(b)	Total	Total	
%	%	%	%	%	'000	
OTHER WORKERS AS A PROPORTION OF TOTAL WORKFORCE						
Less than 10%	17.0	37.2	39.0	60.8	100.0	101.3
10% or more	24.8	48.7	53.7	46.3	100.0	197.0
Total	22.1	44.8	48.7	51.3	100.0	298.3
SECTOR						
Private sector	21.9	44.3	48.2	51.7	100.0	294.4
Public sector	43.5	80.2	84.0	16.0	100.0	3.9
All Sectors	22.1	44.8	48.7	51.3	100.0	298.3
STATE/TERRITORY						
New South Wales	19.5	40.5	44.6	55.4	100.0	103.7
Victoria	25.5	50.7	55.0	45.0	100.0	77.0
Queensland	*18.5	40.0	43.1	56.9	100.0	48.1
South Australia	*28.8	45.5	49.0	51.0	100.0	24.3
Western Australia	*17.3	45.0	47.9	52.1	100.0	31.0
Tasmania	46.1	51.7	63.7	*36.3	100.0	6.2
Northern Territory	**12.8	56.7	57.5	*42.5	100.0	3.1
Australian Capital Territory	*35.8	68.6	68.9	*27.8	100.0	4.9
Australia	22.1	44.8	48.7	51.3	100.0	298.3
INDUSTRY						
Mining	*21.4	*40.4	*41.1	58.9	100.0	1.2
Manufacturing	*15.9	33.3	34.3	65.7	100.0	24.6
Electricity, Gas and Water Supply	67.1	69.1	79.4	20.6	100.0	0.4
Construction	18.3	38.9	41.3	58.7	100.0	66.2
Wholesale Trade	*22.4	52.9	54.4	45.6	100.0	17.8
Retail Trade	27.8	46.7	50.4	49.6	100.0	41.7
Accommodation, Cafes and Restaurants	29.2	43.9	48.6	51.4	100.0	16.9
Transport and Storage	*3.4	*22.7	*23.1	76.9	100.0	11.3
Communication Services	*32.3	*43.0	*44.9	*55.1	100.0	0.8
Finance and Insurance	*22.5	49.1	55.8	44.2	100.0	3.9
Property and Business Services	18.0	48.6	53.5	46.5	100.0	62.3
Government Administration and Defence	40.7	72.3	76.3	23.7	100.0	1.2
Education	*35.9	73.6	77.1	*22.9	100.0	8.7
Health and Community Services	55.8	54.6	70.0	*28.6	100.0	12.2
Cultural and Recreational Services	*15.4	64.4	65.0	*35.0	100.0	10.2
Personal and Other Services	*23.0	*37.0	44.8	55.2	100.0	19.1
All Industries	22.1	44.8	48.7	51.3	100.0	298.3

* estimate has a relative standard error of between 25% and 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Employers whose workforce included workers other than employees at any time during the 2001-02 financial year.

(b) Categories are not mutually exclusive and therefore components do not sum to total.

	Provided structured training	Provided unstructured training	Provided structured and unstructured training	Total provided training	Did not provide training	Total	Number of employers
	%	%	%	%	%	%	'000
SECTOR							
Private sector	1.6	1.4	1.6	1.4	1.4	—	10.8
Public sector	5.4	0.6	5.4	0.5	0.5	—	0.4
All Sectors	1.6	1.4	1.6	1.3	1.3	—	10.8
EMPLOYER SIZE							
Less than 20 employees							
Less than 5 employees	2.0	2.1	2.0	2.0	2.0	—	12.5
5–9 employees	3.8	1.5	3.8	1.4	1.4	—	9.2
10–19 employees	4.5	1.7	4.5	1.7	1.7	—	5.9
Total	1.7	1.5	1.7	1.4	1.4	—	11.0
20–99 employees	5.1	2.2	5.1	2.2	2.2	—	3.1
100 or more	1.0	0.3	1.1	—	—	—	0.3
Total	1.6	1.4	1.6	1.3	1.3	—	10.8
STATE/TERRITORY							
New South Wales	2.7	2.3	2.7	2.3	2.3	—	6.7
Victoria	3.2	3.0	3.2	2.9	2.9	—	5.5
Queensland	4.0	3.5	3.9	3.4	3.4	—	4.9
South Australia	5.6	3.5	5.6	3.1	3.1	—	2.4
Western Australia	5.2	4.4	5.1	3.9	3.9	—	3.2
Tasmania	6.2	5.4	6.2	5.4	5.4	—	0.6
Northern Territory	6.9	7.3	6.4	7.2	7.2	—	0.4
Australian Capital Territory	7.5	3.7	7.5	3.6	3.6	—	0.8
Australia	1.6	1.4	1.6	1.3	1.3	—	10.8
INDUSTRY							
Mining	9.9	7.9	9.9	7.7	7.7	—	0.1
Manufacturing	4.3	4.1	4.3	4.1	4.1	—	2.2
Electricity, Gas and Water Supply	3.6	3.5	3.6	3.5	3.5	—	—
Construction	4.6	4.2	4.6	4.1	4.1	—	4.1
Wholesale Trade	4.7	5.1	4.7	5.1	5.1	—	2.3
Retail Trade	4.3	3.6	4.2	3.4	3.4	—	5.2
Accommodation, Cafes and Restaurants	5.7	3.1	5.6	2.8	2.8	—	1.9
Transport and Storage	4.9	8.2	4.9	8.1	8.1	—	2.4
Communication Services	12.5	12.3	12.5	12.3	12.3	—	0.7
Finance and Insurance	7.4	6.9	7.6	6.2	6.2	—	1.8
Property and Business Services	3.7	3.3	3.7	3.1	3.1	—	6.1
Government Administration and Defence	3.0	0.9	3.0	0.9	0.9	—	—
Education	8.2	2.9	8.2	2.9	2.9	—	0.8
Health and Community Services	6.2	4.6	6.2	4.6	4.6	—	2.6
Cultural and Recreational Services	9.2	7.6	9.2	7.6	7.6	—	1.4
Personal and Other Services	7.0	3.2	7.0	3.2	3.2	—	2.1
All Industries	1.6	1.4	1.6	1.3	1.3	—	10.8

— nil or rounded to zero (including null cells)

	ALL EMPLOYERS					EMPLOYERS THAT PROVIDED STRUCTURED TRAINING		
	Gross direct training expenditure	Net direct training expenditure	Net expenditure per employee	Net expenditure as a proportion of GWS	All employers	Net expenditure per employee	Net expenditure as a proportion of GWS	All employers that provided structured training
	\$m	\$m	\$	%	'000	\$	%	'000
SECTOR								
Private sector	73.6	72.8	11.10	—	10.8	14.40	—	11.3
Public sector	17.9	19.3	11.60	—	0.4	11.50	—	0.4
All Sectors	75.8	75.3	9.60	—	10.8	11.60	—	11.3
EMPLOYER SIZE								
Less than 20 employees								
Less than 5 employees	28.1	28.5	33.70	0.1	12.5	87.30	0.2	9.0
5–9 employees	25.3	24.9	26.60	0.1	9.2	51.10	0.2	7.0
10–19 employees	27.8	27.7	29.00	0.1	5.9	46.60	0.1	4.5
Total	45.3	45.4	16.90	0.1	11.0	33.70	0.1	11.2
20–99 employees	39.6	38.7	27.90	0.1	3.1	31.60	0.1	1.9
100 or more employees	50.6	50.0	11.00	—	0.3	10.90	—	0.3
Total	75.8	75.3	9.60	—	10.8	11.60	—	11.3
STATE/TERRITORY								
New South Wales	50.5	50.1	17.30	—	6.7	21.30	0.1	6.7
Victoria	37.3	37.2	19.00	0.1	5.5	24.00	0.1	6.1
Queensland	31.8	32.1	24.40	0.1	4.9	28.90	0.1	4.8
South Australia	13.6	13.7	27.20	0.1	2.4	30.10	0.1	2.6
Western Australia	21.3	20.5	28.30	0.1	3.2	34.70	0.1	3.7
Tasmania	5.7	5.4	25.10	0.1	0.6	28.90	0.1	0.9
Northern Territory	3.7	3.4	47.30	0.1	0.4	66.00	0.1	0.4
Australian Capital Territory	10.5	10.5	60.80	0.2	0.8	65.40	0.1	0.8
Australia	75.8	75.3	9.60	—	10.8	11.60	—	11.3
INDUSTRY								
Mining	12.4	12.4	116.80	0.1	0.1	122.40	0.1	0.2
Manufacturing	24.6	24.4	28.20	0.1	2.2	37.00	0.1	2.6
Electricity, Gas and Water Supply	2.5	2.4	30.70	—	—	30.90	—	—
Construction	8.8	10.0	24.80	0.1	4.1	42.30	0.1	4.9
Wholesale Trade	23.5	23.6	46.20	0.1	2.3	67.20	0.1	2.4
Retail Trade	15.6	15.5	13.10	0.1	5.2	17.30	0.1	5.0
Accommodation, Cafes and Restaurants	5.1	5.2	13.30	0.1	1.9	19.80	0.1	1.9
Transport and Storage	12.4	12.2	46.20	0.1	2.4	61.20	0.1	1.5
Communication Services	6.5	6.2	48.20	0.1	0.7	53.00	0.1	0.6
Finance and Insurance	17.8	17.9	56.30	0.1	1.8	59.20	0.1	1.7
Property and Business Services	42.5	41.6	35.20	0.1	6.1	43.70	0.1	5.8
Government Administration and Defence	15.6	16.8	40.40	0.1	—	40.60	0.1	0.1
Education	15.4	15.5	22.20	0.1	0.8	22.60	—	1.0
Health and Community Services	34.3	34.0	27.50	0.1	2.6	28.00	0.1	3.4
Cultural and Recreational Services	4.3	4.0	19.40	0.1	1.4	27.50	0.1	1.8
Personal and Other Services	9.4	8.7	60.20	0.1	2.1	66.40	0.1	2.7
All Industries	75.8	75.3	9.60	—	10.8	11.60	—	11.3

— nil or rounded to zero (including null cells)

EXPLANATORY NOTES

INTRODUCTION

1 This publication contains estimates obtained from a sample survey of employers conducted by mail in July 2002. The survey was designed to obtain information from employers on structured and unstructured training practices, and expenditure on structured training, in respect of the financial year ended June 2002. Similar surveys were previously conducted in 1989–90, 1993–94 and 1996–97.

SCOPE AND COVERAGE

2 The survey covered employers in all states and territories and all industries except those primarily engaged in Agriculture, forestry and fishing; private households employing staff; overseas embassies, consulates etc.; and the Australian permanent defence forces.

3 The sample for the *2001–02 Training Expenditure and Practices Survey (TEPS)*, like most Australian Bureau of Statistics (ABS) business surveys, was selected from the ABS Business Register which is primarily based on registrations to the Australian Taxation Office's (ATO) Pay-As-You-Go-Withholding (PAYGW) scheme. The population is updated quarterly to take account of:

- new businesses
- businesses which have ceased employing
- changes in employment levels
- changes in industry
- other general business changes.

4 Estimates from the survey include adjustments to allow for the time lag between businesses commencing operation and their inclusion on the ABS Business Register. For more details refer to the *Information Paper: Improvements to ABS Economic Statistics, 1997* (cat. no. 1357.0).

5 Businesses which have ceased employing are identified when the ATO cancels their PAYGW registration. In addition, businesses which did not remit under the PAYGW scheme for the previous five quarters are removed from the frame.

SURVEY METHODOLOGY AND DESIGN

6 The statistical unit for the survey was derived from the management unit, which is the largest type of unit within an enterprise group which controls its productive activities and for which accounts are kept. Specifically, the statistical unit for the survey comprised all activities of a management unit in a particular state or territory (the management unit/state or MUS). In nearly all cases the MUS coincides with the legal entity owning the business (i.e. the company, partnership, trust, sole proprietor etc.). However, in the case of larger diversified businesses there may be more than one management unit, each coinciding with a 'division' or 'line of business'. A division or line of business is recognised where separate and comprehensive financial accounts are compiled for it.

7 A sample of approximately 7,100 statistical units was selected from the ABS Business Register. Each statistical unit was classified to an industry which reflected the predominant activity of the unit in the state or territory. Statistical units were stratified by state or territory, sector, industry and employment size. A small number of strata were completely enumerated, and for each of the remaining strata a simple random sample was selected from each stratum.

8 Responses were received from 92.8% of in-scope sampled units, resulting in a final sample size of 5,889. Survey records were weighted and imputed to take account of full and partial non-response.

EXPLANATORY NOTES *continued*

INDUSTRY

9 Industry data have been classified according to the *Australian and New Zealand Standard Industrial Classification (ANZSIC), 1993* (cat. no. 1292.0). Each employer is classified to a single industry. The industry allocation is based on the primary activity of the management unit/state (MUS) irrespective of whether a range of activities or a single activity is undertaken by the unit. For example, a MUS which derives most of its income from construction activities would have all operations included in the aggregates and ratios for the CONSTRUCTION industry division, even if significant secondary activities (e.g. quarrying) were undertaken.

OCCUPATION

10 Occupation groups are based on the *Australian Standard Classification of Occupations (ASCO), Second Edition* (cat. no. 1220.0). For the purposes of this survey, the following groupings of occupations were used:

- Major Groups MANAGERS AND ADMINISTRATORS, PROFESSIONALS and ASSOCIATE PROFESSIONALS were combined to form MANAGERS AND ADMINISTRATORS, PROFESSIONALS AND ASSOCIATE PROFESSIONALS
- Major Group TRADESPERSONS AND RELATED WORKERS remains unaltered
- Major Groups ADVANCED CLERICAL AND SERVICE WORKERS, INTERMEDIATE CLERICAL, SALES AND SERVICE WORKERS and ELEMENTARY CLERICAL, SALES AND SERVICE WORKERS were combined to form CLERICAL, SALES AND SERVICE WORKERS
- Major Groups INTERMEDIATE PRODUCTION AND TRANSPORT WORKERS and LABOURERS AND RELATED WORKERS were combined to form PRODUCTION WORKERS, TRANSPORT WORKERS AND LABOURERS.

COMPARABILITY OF RESULTS

11 Users should note that results from TEPS are not fully comparable with those from previous training surveys. The main differences are listed below:

- Training expenditure was collected in TEPS for all in-scope employers, not just those that provided or supported structured training for their employees during the reference period, as was the case for the *1996 Training Expenditure Survey (TES)*.
- Training costs associated with persons who contributed to the productive work of a business but who were not employees of that business, were included in TEPS expenditure estimates but not those from TES.
- Training expenditure estimates from TEPS includes wages and salaries of employees whose main job involved training other employees, but not those of other employees involved in training provision. TES included wages and salaries of all employees for the time they spent actually involved in training other employees.

12 Some data from the *1997 Training Practices Survey (TPS)* and 1996 TES data are presented in this publication for comparison with TEPS estimates. Where methodological differences occur between these surveys, efforts have been made to maximise the comparability of the estimates presented. As a result, training expenditure estimates from the 1996 TES included in this publication differ from those previously published in *Employer Training Expenditure, Australia, July to September 1996* (cat. no. 6353.0) and *Employer Training Practices, Australia, February 1997* (cat. no. 6356.0) in the following ways:

- Training expenditure estimates from TES included in this publication generally refer to net expenditure, that is, expenditure from which any subsidies, grants or payments received for training activities have been deducted. Previously published data from TES refer to gross expenditure, where subsidies, grants and payments have not been deducted.
- Training expenditure estimates from TES included in this publication have been adjusted to exclude wages and salaries of employees for time spent receiving training; however previously published estimates included this component.

EXPLANATORY NOTES *continued*

COMPARABILITY OF RESULTS

continued

- The TEPS reference period (year ended 30 June) differs from the TES and TPS reference periods (September quarter, and year ended 28 February, respectively). Data from TES presented in this publication has been annualised to allow comparisons on a full-year basis (notwithstanding the data comparability issues outlined in paragraph 11, above); however this did not take into account any seasonal variation which may have occurred.

RELIABILITY OF ESTIMATES

13 Estimates are subject to sampling and non-sampling errors. For information on the reliability of estimates see the Technical Note.

ACKNOWLEDGEMENT

14 ABS publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated: without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the Census and Statistics Act 1905.

RELATED PUBLICATIONS

15 Users may also wish to refer to the following publications:

- *A Directory of Education and Training Statistics*, cat. no. 1136.0
- *Education and Training Experience, Australia, 2001*, cat. no. 6278.0—last issued 2002
- *Education and Training Indicators, Australia*, cat. no. 4230.0—issued 2002
- *Employer Training Expenditure, Australia, July to September 1996*, cat. no. 6353.0—issued 1997
- *Employer Training Practices, Australia, February 1997*, cat. no. 6356.0—issued 1998
- *Labour Statistics: Concepts, Sources and Methods, 2001*, cat. no. 6102.0
- *Measuring Learning in Australia—A Framework for Education and Training Statistics*, cat. no. 4213.0—issued 2003.

16 Current publications and other products released by the ABS are listed in the *Catalogue of Publications and Products* (cat. no. 1101.0). The catalogue is available from any ABS office or the ABS web site <<http://www.abs.gov.au>>. The ABS also issues a daily Release Advice on the web site which details products to be released in the week ahead.

ROUNDING

17 Estimates of proportions of employers shown in the tables are rounded to one tenth of a percentage point. Estimates of numbers of employers are rounded to the nearest 100.

18 Estimates of direct training expenditure and subsidies, grants and payments aggregated for all employers are rounded to the nearest \$100,000. Estimates of training expenditure per employer are rounded to the nearest \$100, and those of expenditure per employee are rounded to the nearest 10 cents.

19 Estimates of training expenditure as a proportion of gross wages and salaries are rounded to one tenth of a percentage point.

20 Where figures have been rounded, discrepancies may occur between sums of the component items and totals.

APPENDIX ABS DATA AVAILABLE ON REQUEST

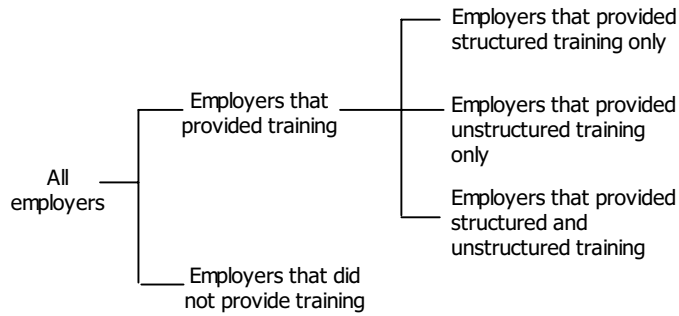
INTRODUCTION

A range of unpublished data from this survey is available on request. Data availability depends on the size of the standard errors for the estimates requested. Note that all data are subject to ABS confidentiality provisions, and data considered confidential will be suppressed.

Data can be produced for clients as customised reports in a variety of formats. Contact the Labour Employer Surveys Section on 08 9360 5374 for more information.

The survey populations and variables are listed below.

POPULATIONS



VARIABLES AVAILABLE

Characteristics of employees

- Number of employees 2001–02 financial year
- Number of employees 2000–01 financial year
- Type of employee (permanent/non-permanent)
- Employment status (full-time/part-time)
- Occupation group
- Number of dedicated trainers (full-time/part-time)
- Gross wages and salaries of employees
- Gross wages and salaries of dedicated trainers

Structured training of employees

- Support for structured training
- Structured training arrangements
- Use of electronic learning arrangements
- Change in use of electronic learning arrangements
- Factors constraining the use of electronic learning arrangements
- Types of structured training
- Participation in structured training
- Change in participation in structured training
- Participation in nationally recognised training
- Change in participation in nationally recognised training
- Methods used to determine structured training requirements
- Method of determining structured training requirements with greatest effect
- Who determined structured training requirements
- Types of external training providers used
- External training provider used most often
- Reasons for using external training provider most often
- Reasons for providing structured training
- Change in amount of structured training
- Factors increasing the amount of structured training
- Factors causing greatest increase in amount of structured training
- Factors constraining the amount of structured training
- Factor most constraining the amount of structured training

APPENDIX ABS DATA AVAILABLE ON REQUEST *continued*

continued

Unstructured training of employees

- Unstructured training arrangements
- Proportion of total training provided using unstructured training arrangements

Reasons no training provided

- Reasons no training provided

Workers other than employees

- Types of other workers used
- Proportion of total workforce who were other workers
- Provision of structured or unstructured training to other workers
- Participation in structured training by other workers
- Types of support for structured training for other workers
- Structured training arrangements for other workers

Expenditure on structured training

- Gross direct expenditure on structured training, excluding wages and salaries of dedicated trainers
- Gross direct expenditure on structured training, including wages and salaries of dedicated trainers
- Subsidies and/or grants received for the structured training of own employees
- Payments received from attendees at internal training courses who were not employees
- Net direct expenditure on structured training
- Net direct training expenditure as a proportion of gross wages and salaries
- Net direct training expenditure per employee

Business profile

- Businesses with a budget allocation for training
 - Registered training organisation status (including whether training was main activity)
 - Years of operation
 - Employment size
 - Sector
 - Industry
 - State/territory
-

TECHNICAL NOTE DATA QUALITY

INTRODUCTION

1 As the estimates in this publication are based on information relating to a sample of employers rather than a full enumeration, they are subject to sampling variability. That is, they may differ from the estimates that would have been produced if the information had been obtained from all employers.

QUALITY ASSURANCE OF DATA

2 Inaccuracies in data may occur due to imperfections in reporting by businesses, form design, or in processing by the ABS. Such inaccuracies are referred to as non-sampling error. Every effort is made to reduce non-sampling error by:

- careful design and testing of questionnaires and data processing systems
- providing detailed instructions to providers on how to respond to questions
- detailed checking of reported data to ensure that it is logical, consistent and complete.

3 The data input editing process was supported by the conduct of a post enumeration survey (PES). The PES was conducted in person with data providers in several states and territories, and was used to identify issues with the quality of reported data. Quality issues were then targeted closely during the output editing stage of the survey to assist in minimising survey bias due to non-sampling error.

4 Improvements to form design and input and output editing may account for some of the increase in training provision and expenditure compared to the *1996 Training Expenditure Survey* and the *1997 Training Practices Survey*.

RELIABILITY OF ESTIMATES

5 The difference between estimates obtained from a sample of employers, and the estimates that would have been produced if the information had been obtained from all employers, is called sampling error. The expected magnitude of the sampling error associated with any estimate can be estimated from the sample results. One measure of sampling error is given by the standard error, which indicates the degree to which an estimate may vary from the value that would have been obtained from a full enumeration (the 'true' figure). There are about two chances in three that a sample estimate differs from the true value by less than one standard error, and about nineteen chances in twenty that the difference will be less than two standard errors.

6 Standard errors of training expenditure and practices estimates by sector, business size, industry and states and territories, are shown in tables 19 and 20.

7 An example of the use of standard error on net expenditure levels is as follows. From table 6, the estimated net direct training expenditure for all employers was \$3,652.8 million. From table 20, the standard error of this estimate is \$75.3 million. There would be about two chances in three that a full enumeration would have given a figure in the range \$3,577.5 million to \$3,728.1 million, and about nineteen chances in twenty that it would be in the range \$3,502.2 million to \$3,803.4 million.

8 Detailed standard errors are available on request.

9 If the standard error of an estimate is large relative to the size of the estimate, the usefulness of that estimate is seriously impaired. The relative standard error is obtained by expressing the standard error as a percentage of the estimate to which it refers. The relative standard error is a useful measure in that it provides an immediate indication of the percentage errors likely to have occurred due to sampling, and thus avoids the need to refer also to the size of the estimate.

10 Relative standard errors can be calculated using the actual standard error and the survey estimate (referred to as x) in the following manner:

$$RSE\%(x) = (SE(x)/x) * 100$$

TECHNICAL NOTE DATA QUALITY *continued*

RELIABILITY OF ESTIMATES *continued*

11 For example, from table 7, net direct training expenditure per employee was \$394.80 for private sector employers and \$728.10 for public sector employers. Table 20 shows an estimate of the standard error on the private sector estimate is \$11.10 and an estimate of the standard error on the public sector estimate is \$11.60.

12 Applying the above $RSE\%(x)$ formula yields:

$$\begin{aligned} \text{Private sector: } RSE\%(394.80) &= (11.10/394.80) * 100 \\ &= 2.81\% \end{aligned}$$

$$\begin{aligned} \text{Public sector: } RSE\%(728.10) &= (11.60/728.10) * 100 \\ &= 1.59\% \end{aligned}$$

13 The survey was designed to achieve relative standard errors of less than ten per cent for key training provision and expenditure variables at the national industry (one-digit ANZSIC) level. Data with a similar standard of reliability can also be produced for most state/territory, sector and employer size estimates.

14 For the tables in this publication, estimates with relative standard errors between 25% and 50% have been labelled with a single asterisk; estimates with a relative standard error greater than 50% have been labelled with a double asterisk.

GLOSSARY

Apprentice	An employee undertaking a structured work and training program in which the employer is obliged to provide training, supervision and support, and the apprentice (or trainee) is obliged to undertake paid work in addition to training. These obligations are specified in a training agreement or contract of training which is usually registered with the relevant state or territory training authority, and usually attracts a Commonwealth and/or state/territory employment incentive payment.
Computer-assisted training	Training where a computer is the primary medium for instruction, including: training conducted via a computer network; self-paced training using software packages and CD-ROMS; and online training delivered internally or by external training providers. This type of training can be either structured or unstructured.
Dedicated trainers	Employees whose main job was involved in the preparation, administration, presentation and/or assessment of training to other employees from the same employer during the financial year ended 30 June 2002.
Direct training expenditure	See <i>Gross direct training expenditure</i> and <i>Net direct training expenditure</i> .
Electronic learning	Training where a computer or audio/visual broadcast technology is used as the primary medium for instruction.
Employees	Wage and salary earners who received pay for any part of the last pay period ended on or before 30 June 2002. This includes: employees on paid or prepaid leave; employees who commenced or terminated employment during the pay period; and employees on workers' compensation who continue to be paid through the payroll. However, it excludes: persons paid solely by commission, without a retainer, wage or salary; employees on workers' compensation who are not paid through the payroll; and employees paid from Australia but who have worked, or will be working, overseas for 12 months or more.
Employer size	To derive estimates of employer size, each of the employers in the survey was allocated a size classification based on the number of employees reported for that unit during the last pay period ended on or before 30 June 2002. The size classification reflects the size of a business in each state or territory and not necessarily the size of a business Australia-wide.
Employers	Employers are the statistical units which make up the population from which the sample was drawn (see paragraphs 2, 6 and 7 of the Explanatory Notes).
Equipment and/or product manufacturer/supplier	Organisations primarily involved in the manufacture and/or supply of equipment, which provide training either as part of their product package or at an additional cost.
External training providers	Trainers who usually provide structured training on a fee-for-service basis. Training may be delivered on the provider's own premises, on the premises of the organisations they provide training to, or on independent premises (e.g. hotel conference facilities).
External workshops, lectures, etc.	Workshops, lectures, tutorials and training seminars organised and conducted by external training providers (e.g. TAFEs, universities, business colleges) for the general use of individuals and organisations.
Full-time employees	Employees who normally work the agreed or award hours for a full-time employee in their occupation. If agreed or award hours do not apply, employees are regarded as full-time if they usually work 35 hours or more per week.
General computing training	Training in basic computer skills and in the use of basic computer software.
Grants	See <i>Subsidies received for training</i> .

GLOSSARY *continued*

Gross direct training expenditure	The sum of employers' expenditure on structured training, comprising: gross wages and salaries of dedicated trainers; fees to external training providers; training facilities and equipment; travel, accommodation and meals for participation in training; membership fees, donations and levies for training; and other expenditure on structured training. Expenditure was reported on a cash paid basis, exclusive of Goods and Services Tax (GST) where this was recoverable as an input tax credit.
Gross wages and salaries	Payments to employees before tax and other items (such as superannuation) are deducted. They comprise amounts paid from interstate or overseas; ordinary time and overtime earnings; overaward payments; penalty payments, shift and other remunerative allowances; commissions and retainers; bonuses and similar payments; payments under incentive or piecework; payments under profit-sharing schemes; leave loadings; annual and long service leave payments; sick leave payments; advance and retrospective payments; salaries and fees paid to company directors, members of boards, committees, commissions, councils, etc.; amounts paid to employees on workers' compensation who continue to be paid through the payroll; and severance, termination and redundancy payments.
Health and safety training	Training in recognising, evaluating and controlling environmental factors associated with the interaction of individuals and the workplace.
Induction training	General introductory training for new employees, covering issues such as organisational structure, layout, operations and procedures
Industry	A group of businesses or organisations which perform similar sets of activities in terms of the production of goods and services. Industry is classified according to the Australian and New Zealand Standard Industrial Classification. For more detail refer to the <i>Australian and New Zealand Standard Industrial Classification, 1993 (ANZSIC)</i> (cat. no. 1292.0).
Industry association	An association of organisations, or people representing organisations, which exists with a formal structure and with some purpose relating specifically to one particular industry. Their main task is not training and they do not usually train for profit.
Internal workshops, lectures, etc.	Workshops, lectures, tutorials and training seminars organised by an employer, mainly for its own employees, and using its own staff or external consultants to conduct the training.
Literacy and numeracy training	Training in the development of basic reading, writing and numeracy skills.
Management and supervisory training	Training in organising and directing the major functions of organisations, including training in planning, directing, organising, motivating and coordinating human and material resources. Also includes training that provides or upgrades skills in supervising or leading staff.
Nationally recognised training	All (non-school) courses and programs delivered by a Registered Training Organisation which are accredited, or which meet the requirements specified in a national industry or enterprise training package. Includes all higher education and vocational training leading to a qualification.
Net direct training expenditure	Gross direct training expenditure minus the sum of subsidies received for training, and payments received from external attendees of internal training courses. Where the sum of subsidies and payments received for training exceeded gross direct training expenditure during the reference period, the resultant net direct training expenditure was negative.
Net direct training expenditure per employee	Net direct training expenditure divided by the total number of employees for all employers. Where the sum of subsidies and payments received for training exceeded gross direct training expenditure during the reference period, the resultant net direct training expenditure per employee was negative.

GLOSSARY *continued*

Net direct training expenditure per employer	Net direct training expenditure divided by the total number of employers. Where the sum of subsidies and payments received for training exceeded gross direct training expenditure during the reference period, the resultant net direct training expenditure per employer was negative.
Non-permanent employees	Non-permanent employees are employees who receive some leave entitlements but are employed on a fixed term basis; and employees who may receive a higher rate of pay to compensate for a lack of permanency and entitlements. Non-permanent employees can work either full-time or part-time.
Occupation group	<p>Nominally, an occupation is a set of jobs with similar sets of tasks. In practice, an occupation is a collection of jobs sufficiently similar in their main tasks (in terms of skill level and specialisation) to be grouped together for classification purposes. Occupation groups are based on the <i>Australian Standard Classification of Occupations (ASCO), Second Edition</i> (cat. no. 1220.0). For the purposes of this survey, the following groupings of occupations were used:</p> <ul style="list-style-type: none">■ Major Groups MANAGERS AND ADMINISTRATORS, PROFESSIONALS and ASSOCIATE PROFESSIONALS were combined to form MANAGERS AND ADMINISTRATORS, PROFESSIONALS AND ASSOCIATE PROFESSIONALS■ Major Group TRADESPERSONS AND RELATED WORKERS remains unaltered■ Major Groups ADVANCED CLERICAL AND SERVICE WORKERS, INTERMEDIATE CLERICAL, SALES AND SERVICE WORKERS and ELEMENTARY CLERICAL, SALES AND SERVICE WORKERS were combined to form CLERICAL, SALES AND SERVICE WORKERS■ Major Groups INTERMEDIATE PRODUCTION AND TRANSPORT WORKERS and LABOURERS AND RELATED WORKERS were combined to form PRODUCTION WORKERS, TRANSPORT WORKERS AND LABOURERS.
Occupation-specific training	Training in the skills and competencies that comprise the work-related requirements of a particular occupation or profession.
On-the-job training	Training undertaken by employees in the workplace which takes place as part of their productive work. On-the-job training can be either structured or unstructured.
Other workers	Persons who contributed to the productive work of an organisation, but who were not employees of that organisation. 'Other workers' do not receive a wage or salary from the end user of their labour, but may receive specially invoiced payments for their services. They include proprietors/partners of unincorporated businesses; contractors, consultants and self-employed workers; persons paid by commission only; temporary agency workers; apprentices and trainees provided by Group Training Companies; unpaid workers in a family business; volunteers; and work for the dole participants.
Organisation-specific training	Training in product, equipment, systems or service knowledge specific to a particular organisation, or group of related organisations. This type of training generally develops knowledge and skills that are not directly transferable to other unrelated organisations.
Part-time employees	Employees who are not classified as full-time employees as defined.
Payments from attendees of internal training courses	Payments received from external attendees of internal training courses.
Permanent employees	Permanent employees are ongoing employees who are entitled to paid holiday and sick leave. Permanent employees can work either full-time or part-time hours.
Personal development training	Personal, social and workplace relationship training, including training in areas such as time management, stress management, assertiveness and conflict resolution.
Professional association	An association of individuals within a profession or other skilled occupation, which exists with a formal structure and with some purpose in representing the interests of its members. Their main task is not training and they do not usually train for profit.

GLOSSARY *continued*

Registered Training Organisation	Organisations registered by a state or territory authority to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework. They may include schools, TAFEs, universities, private training providers, industry bodies and other organisations meeting registration requirements.
Sector	Employers are classified as either public or private sector. The public sector comprises local government authorities and all government departments and agencies created by, or reporting to, the Commonwealth or state/territory Parliaments. The private sector comprises all organisations not classified as public sector.
Structured training	All training activities which have a specified content or predetermined plan designed to develop employment related skills and competencies. It consists of instruction or a combination of instruction and monitored practical work and includes: <ul style="list-style-type: none">■ structured on-the-job training■ workshops, lectures, tutorials and seminars■ computer-assisted structured training, including online training■ structured training using broadcast technology■ training by correspondence and monitored self-paced training.
Structured training arrangements	The structured internal and external arrangements used to train an organisation's workforce, including: structured on-the-job training; internal and external workshops, lectures, tutorials and training seminars; computer-assisted structured training; structured training using audio/visual and broadcast technology; and training by correspondence.
Structured training using audio/visual and broadcast technology	Structured training using audio/video conferencing and television, including satellite services and pay television.
Subsidies received for training	Grants or subsidies received from government and/or private organisations for training of employees.
Support for structured training	Types of employer support for employees' structured training, including payment of: employees' wages and salaries while attending training; training fees; travel and accommodation expenses associated with training; and the cost of employees' training materials.
Trainee	See <i>Apprentice</i> .
Training by correspondence	Print-based distance and open learning, where training materials are delivered by mail or facsimile.
Type of structured training	The primary subject matter of a training course or program.
Unstructured training	All training activities which do not have a specified content or predetermined plan, including: <ul style="list-style-type: none">■ showing or explaining how to perform a task on-the-job as the need arises■ acquiring knowledge/skills relevant to performing a job through reading manuals, journals, visual aids or training notes■ computer-assisted training that was not monitored and/or not used as part of a structured training program■ acquiring knowledge/skills relevant to performing a job through group discussion (e.g. company/team meetings, sales conferences where the primary purpose is training).
Workforce	Persons who contribute to the productive work of an organisation including employees and other workers.

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