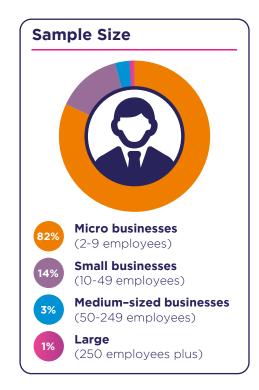
# **Employer Tracking Survey 2020**



# Introduction

CITB NI's mission is to develop and embed a training culture which will improve the skills and productivity of the Northern Ireland construction industry.

To fulfill this remit, CITB NI provides various products and services to the construction industry in Northern Ireland and needs to be able to demonstrate that it has the approval and support of the industry. It does this through an annual survey consisting of approximately 100 telephone interviews with construction sector employers in Northern Ireland.



### **Findings**

## **Spontaneous Awareness of Products and Services:**



Other training courses 55%



Health and safety information and training 18%

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Apprenticeships e.g. promoting, grants, development of 12%



Tier 1 Grants



Training in partnership 6%

### Communications

Once prompted, 76% of respondents could recall having received written correspondence from CITB NI in the past 12 months relating to products and services.

Ways employers heard about CITB NI (spontaneous): 2019 (%)



E-mail 47%



Direct Mail (post)

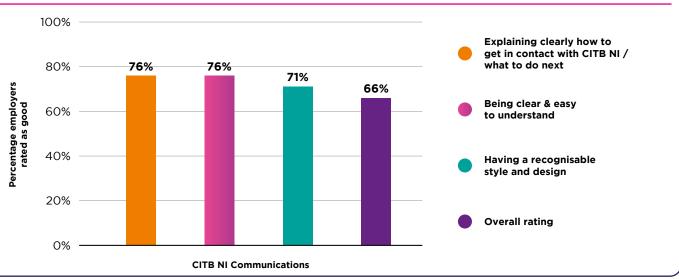


Online

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### **Satisfaction with CITB NI's Performance**

### Level of agreement with statements about CITB NI - 2020 (%)



CITB NI is at the cutting edge of training needs within the industry in Northern Ireland



CITB NI delivers the highest quality in all its endeavours



CITB NI is more commercially minded and identifies ways to develop income streams other than levy



CITB NI is seen as the hub for all training carried out by the construction sector



CITB NI builds strong strategic partnerships to develop and enhance its activities



of respondents are satisfied with the overall service CITB NI provides to the industry.



of respondents are satisfied with the overall service CITB NI has provided to their company in the last 12 months.

### **Grants and Levy**

Employers were asked to rate their satisfaction with levy and grants services used in the last 12 months:

Online levy return facility

57%

Online levy guidance notes

**39**%

**Grant scheme information** 

34%

Online grant applications

31%

**BACS** payments

63%

of respondents feel it is quite or very important to maintain the levy and grants system in terms of the impact it has on maintaining the levy and quality of training across the construction industry as a whole.



of respondents believe that the levy and grant system should continue.

For a copy of the full report go the R&D section of our website www.citbni.org.uk.

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