

# Employer Tracking Survey 2019



## 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.

### Sample Size



## Findings

### Spontaneous Awareness of Products and Services:



**Health and safety information and training**  
32%



**Tier 1 Grants**  
21%



**Tier 3 Grants**  
17%



**Other training courses**  
16%



**Offering apprenticeships**  
12%

### Communications

Once prompted, 85% of respondents could recall having received written correspondence from CITB NI in the past 12 months relating to products and services.



**E-mail**  
52%

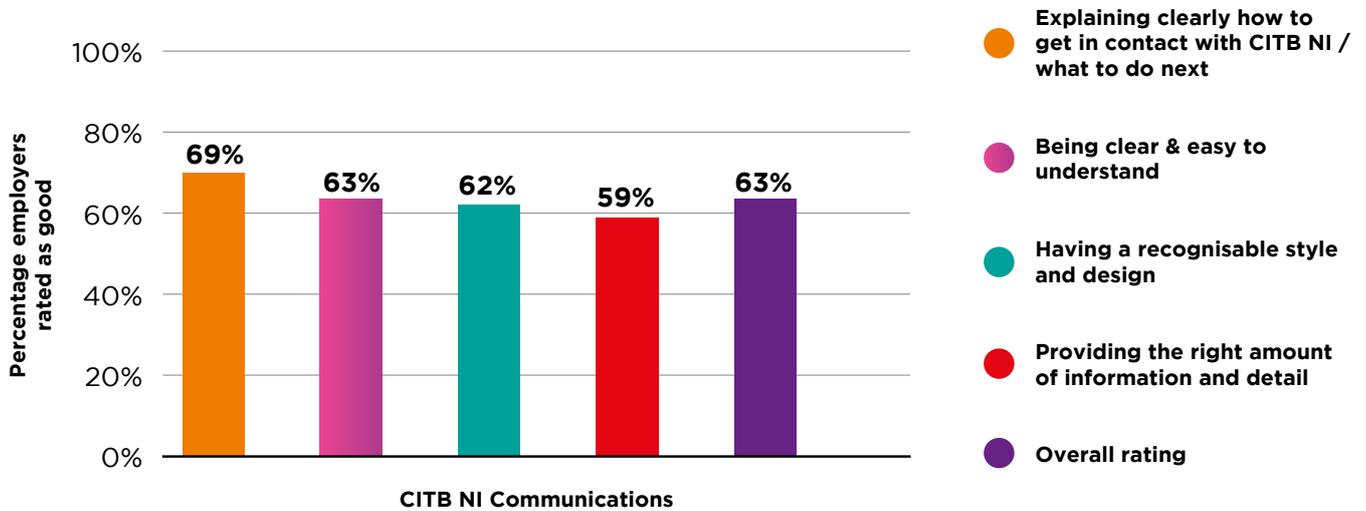


**Direct Mail (post)**  
16%



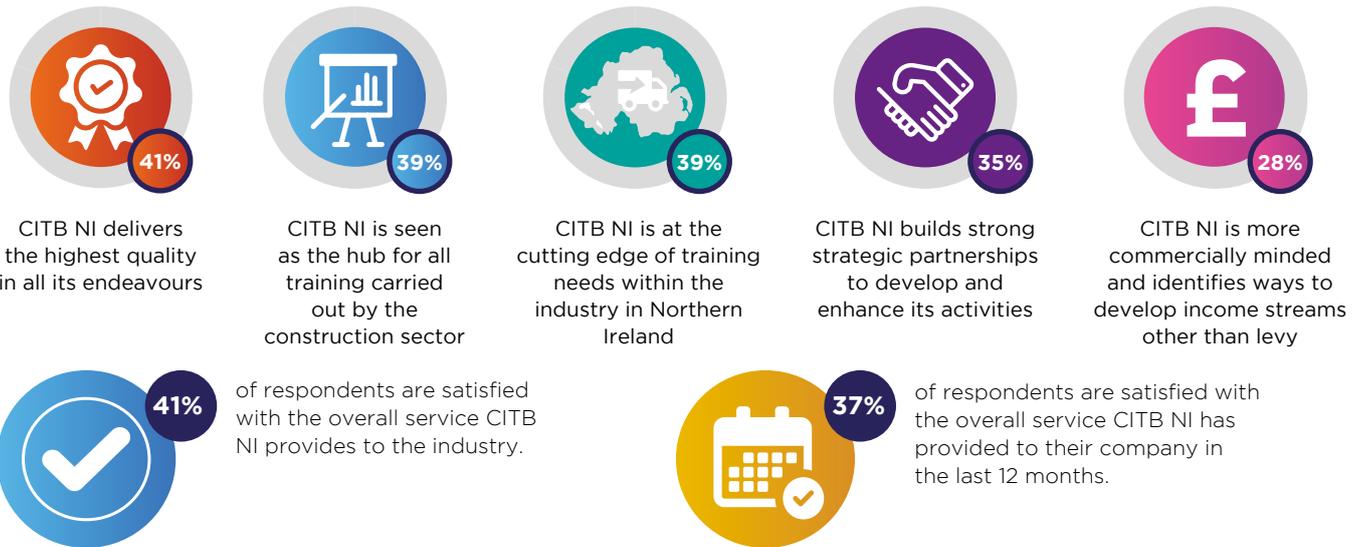
**Text message**  
19%

## How good is CITB NI's communication?



## Satisfaction with CITB NI's Performance

### Level of agreement with statements about CITB NI



## Grants and Levy

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

	2019 (%)
Online levy return facility	76
Online levy guidance notes	66
Grant scheme information	72
Online grant applications	72
BACS payments	72



43% 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.



55% 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](http://www.citbni.org.uk).