

Modern Apprenticeship Intermediate Outcomes

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Evaluation & Research Team

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1. Executive Summary

This report is based upon the analysis of a telephone survey of 2,000 Modern Apprentices (MAs) in Scotland, who had left their apprenticeship around six months previously. The responses included some apprentices who had completed their apprenticeship ('completers') and some who had not ('non-completers').

The research was conducted by an independent market research company, IFF Ltd, for Skills Development Scotland (SDS) in early 2016. The results presented have been reweighted to ensure that they are representative of MAs as a whole. A similar survey of MAs was carried out in 2012¹ and where possible the results are compared. The research forms part of a wider SDS programme of work to inform the development of MAs in Scotland.

SDS recently published findings from a survey of 2,500 MA employers² and the results can be read alongside those presented here.

1.1 Key Findings³

Overall the headline results show:

Outcomes

- 91 per cent of MAs who completed their apprenticeship were in work around six months later. This is consistent with the 2012 finding of 92 per cent. Two-thirds (67 per cent) of completers were employed with the same employer, compared with 70 per cent in 2012.
- The proportion of MA completers either in work or education was 95 per cent, compared with 92 per cent in 2012.
- For all MA leavers, including non-completers, the vast majority (85 per cent) were still in work six months after completing or leaving their MA, with nine in ten (90 per cent) in either work or education. There is no significant change from 2012 where 86 per cent of all MA leavers were in work and 90 per cent in work or education.
- For both male and female apprentices, over four in every five were in work six months after leaving their apprenticeship (86 per cent of males and 84 per cent of females). This compares with 86 per cent for both male and female MAs in 2012. Furthermore, when looking at all apprentices in work or education, 92 per cent of males and 94 per cent of

¹ https://www.skillsdevelopmentscotland.co.uk/media/35597/ma_outcomes_report_-_29jan13_-_final_1_.pdf

² https://www.skillsdevelopmentscotland.co.uk/media/35594/ma_employer_survey_2015_final_sep_15.pdf

³ When comparing 2016 results with 2012, differences are only reported as an increase or decrease where there is a statistical significant change.

females were in work or education around 6 months after leaving or completing their apprenticeship.

Satisfaction Levels

- MAs continued to report high levels of satisfaction. 87 per cent were satisfied with their apprenticeship overall, the same as in 2012. The majority (71 per cent) were very satisfied and a further 16 per cent satisfied.
- As in 2012, satisfaction levels varied significantly by completion status. Almost all completers (94 per cent) were satisfied and 65 per cent of non-completers were satisfied. The majority of MA completers were very satisfied (81 per cent) with 39 per cent of non-completers very satisfied.
- Overall just six per cent of MAs were dissatisfied, the same as 2012. Only two per cent of apprentices who completed their MA were dissatisfied, and shows little change from 2012 (3 per cent). Whereas 19 per cent of non-completers were dissatisfied, compared with 22 per cent in 2012.
- Satisfaction levels were similar for male and female MAs at 88 per cent and 87 percent respectively and show little change from 2012 (88 per cent for males and 86 per cent for females).

Entry Routes

- In total, just over half (51 per cent) of all MAs were recruited specifically as MAs. Younger MAs were more likely to be recruited specifically with three-quarters (75 per cent) of under 20s reporting they were taken on as MAs.

Benefits (Career Progression, Skills and Abilities and Personal Development)

- MAs cited a range of career progression benefits as a result of their apprenticeship (either wholly or partially). These were in line with 2012 and include: more satisfaction out of work, doing a job with more responsibilities, better job security, received a pay rise or moved to a higher paid job and promoted or moved to a higher level job.
- Four in every five MAs (81 per cent) who were in work six months after leaving their MA report at least one form of career progression from: working at a higher level, working for higher pay or doing a job with more responsibilities

- MAs reported that their skills and abilities had improved (either wholly or partially) due to their MA. In particular greater proportions of MAs in 2016 reported improvements in the following skills and abilities due to their MA:
 - Improved communication skills (77 per cent, up from 74 per cent in 2012)
 - Better at working with others (74 per cent, up from 69 per cent in 2012)
 - Better at problem solving (70 per cent, up from 66 per cent in 2012)
- Furthermore, the majority of employed MAs felt that their current job afforded them the opportunity to make use of the skills they had developed on their MA and is in line with 2012 findings.
- Compared to 2012, apprentices were more likely to agree that, due to their MA, they had improved career prospects (74 per cent, up from 68 per cent in 2012) and that they had a clearer idea about what they wanted to do in life (62 per cent, up from 58 per cent in 2012).
- Completers are more likely to report benefits than non-completers, as expected.

Reasons for Non-completion

- The survey asked non-completers why they failed to complete. Common reasons for leaving the MA early include:
 - offer of better employment (16 per cent of non-completers);
 - redundancy (13 per cent)
 - got a more interesting job (12 per cent)
 - got a job with better terms and conditions (12 per cent)
- Most Modern Apprentices complete. However, 39 per cent of those who do not complete say that there is 'nothing' that would have encouraged them to complete (up from 34 per cent in 2012). Of those who suggested (60 per cent) factors that would have encouraged them to complete, these included:
 - improvements to training (more training, more time to complete it and more relevant training) (21 per cent)
 - more support from their supervisor, line manager or employer (15 per cent)
 - the opportunity to continue the MA elsewhere (13 per cent)
 - more support from their training provider (9 per cent)

2. Introduction

This research project was designed to explore what happens to Modern Apprentices (MAs) in Scotland after they leave their apprenticeship.

The results are based on a telephone survey of 2,000 MAs who had left their MA in the last six months or so. The survey includes MAs who had completed their apprenticeship and some who had not. The research was conducted by an independent market research company, IFF, during the early part of 2016. The recent survey follows on from a similar survey carried out in 2012. The research forms part of a wider SDS programme of work to inform the development of MAs in Scotland.

There was a strong response rate to the survey – 83 per cent for completers and 60 per cent for non-completers. The survey responses have been reweighted to ensure that they are representative. The findings reported are based on these reweighted responses.

The key question for the research was to ascertain what happens to MAs roughly six months after they leave their apprenticeship. Information was collected on:

- entry route to the MA,
- economic status six months after leaving MA,
- satisfaction with the MA,
- reason for leaving the MA,
- career progression, and
- impact of the MA on skills & abilities and personal development.

A detailed breakdown of the respondents to the survey by completion status, MA Level, age and completion status is provided in **Annex A**.

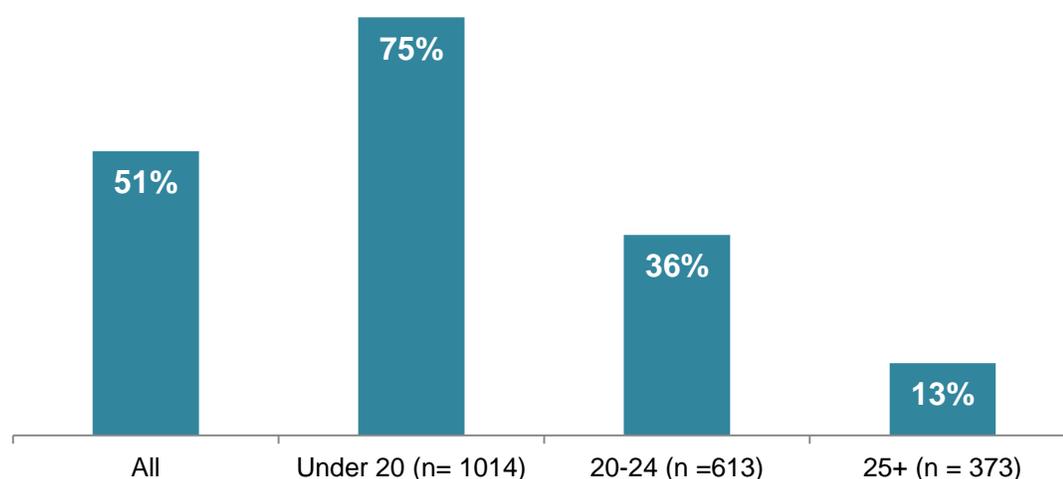
A short overview of MAs in Scotland is provided for reference in **Annex B**.

3. Profile of MAs

In terms of their entry to the apprenticeship, just over half (51 per cent) of all MAs had been recruited specifically as a MA. They either started their training immediately or after a period of time.⁴ The recent MA employer survey⁵ examined the length of time between recruiting a MA and the start of the apprenticeship. It also examined the reasons for the time interval.

Three quarters (75 per cent) of Modern Apprentices aged under 20 years old had been recruited specifically for the apprenticeship⁶.

Figure 3.1: Situation before starting MA – proportion recruited as a MA



⁴ A proportion of respondents who indicated they had been recruited as regular employees without expecting to do a MA, started their MA in less than six months.

⁵ https://www.skillsdevelopmentscotland.co.uk/media/35594/ma_employer_survey_2015_final_sep_15.pdf

⁶ <https://www.skillsdevelopmentscotland.co.uk/media/41664/modern-apprenticeship-statistics-quarter-4-2015-16-2-1.pdf> reports that 80% of MAs between 16 – 19 years were employed for less than six months prior to starting their apprenticeship.

4. Satisfaction

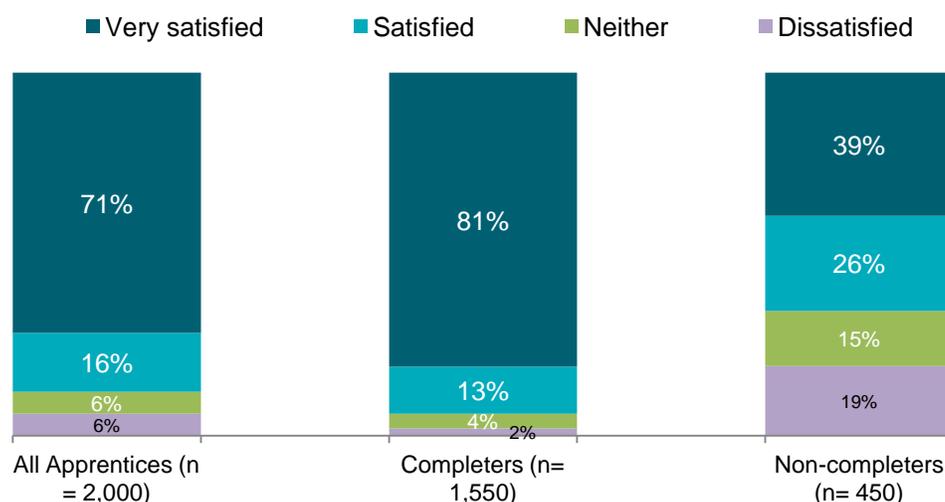
Satisfaction levels with MAs were high (Figure 4.1). 71 per cent of all apprentices were very satisfied with the MA, with a further 16 per cent satisfied. This gives an overall satisfaction rating of 87% - the same as in 2012. However, as was the case in 2012, this varied by completion status.

- For those who **completed** their MA, 94 per cent were satisfied (92 per cent in 2012). The vast majority (81 per cent) were very satisfied and a further 13 per cent satisfied. Only two per cent were dissatisfied.
- For those who **did not complete** their MA, 65 per cent were satisfied (62 per cent in 2012), where 39 per cent were very satisfied and a further 26 per cent satisfied. Just under one in five (19 per cent) were dissatisfied, compared with 22 per cent in 2012.

These results show a high degree of satisfaction with the MA from the perspective of the apprentice. Two things stand out in particular:

- The high ratio between those completers who were very satisfied compared to those who were only satisfied.
- The relatively high level of satisfaction amongst those MAs who did not complete, with over three times as many very satisfied/satisfied as dissatisfied.

Figure 4.1: Overall satisfaction with the MA

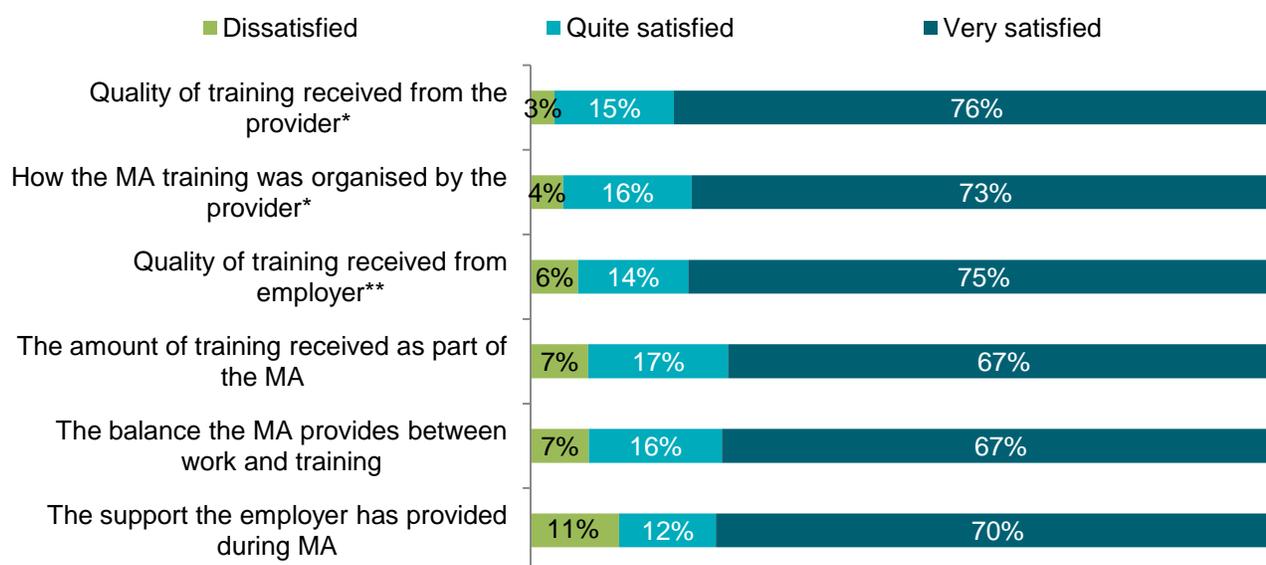


The question remains as to the MA’s satisfaction with specific elements of the apprenticeship - were apprentices more satisfied with some elements than with others? The following categories were considered:

- quality of training received from the provider,
- quality of training received from the employer,
- provider's organisation of the apprenticeship,
- the balance between work and training within the apprenticeship,
- the support from the employer during the apprenticeship and;
- the amount of training received as part of the apprenticeship.

It is apparent (see Figure 4.2) that the high levels of extreme satisfaction amongst apprentices were broadly consistent across these categories. The results are in line with those reported in 2012 and show no significant change.

Figure 4.2: Satisfaction with specific elements of the MA



Base: All Apprentices (2,000). Except: * = All who have received training from a college or training provider (1,736).

** = All who have received formal training from their employer (1,400)

5. Outcomes

The principal purpose of the survey was to examine the employment outcomes of MAs approximately six months after they left their apprenticeship. Figure 5.1 summarises the work outcomes for all MAs and also examines the differences by age, level and completion status. Older apprentices and those undertaking apprenticeships at higher levels are more likely to be in work around six months after leaving their apprenticeship. Similarly, completers are much more likely to be in work than non-completers.

Some key findings for employment and education outcomes are below. These figures are generally in line with 2012 results.

All

- 85 per cent of all apprentices (completers and non-completers) were in work around six months after leaving their apprenticeship, consistent with 86 per cent in 2012. Furthermore, 90 per cent of all apprentices were either in work or education, the same as 2012.

Age

- 94 per cent of apprentices aged over 25 years old were in work around six months after leaving or completing their apprenticeship, showing no change from 2012.
- For those aged under 20 years and those aged 20 to 24 years old, the corresponding figures were 79 per cent and 90 per cent respectively. This compares with 2012 findings of 81 per cent for those under 20 years and 91 per cent for 20 to 24 year olds.
- Looking at those in work or education, 94 per cent of 25 years and over, 94 per cent of 20 to 24s and 92 per cent of under 20s were in work or education.

Gender

- 92 per cent of males and 94 per cent of females were in work or education around six months after leaving or completing their apprenticeship.
- Furthermore 86 per cent of males and 84 per cent of females were in work six months after their apprenticeship. In line with 2012 results of 86 per cent for both male and female MAs.

MA Level

- 98 per cent of those undertaking a Level 4 MA were in work around six months after leaving or completing their apprenticeship. For those at Level 2 and those at Level 3, the corresponding figures were 82 per cent and 86 per cent respectively.
- When looking at those in education or work, these figures rise to 90 per cent of Level 2 MAs, 93 per cent of Level 3 MAs and 98 per cent of Level 4 MAs.

Entry Route

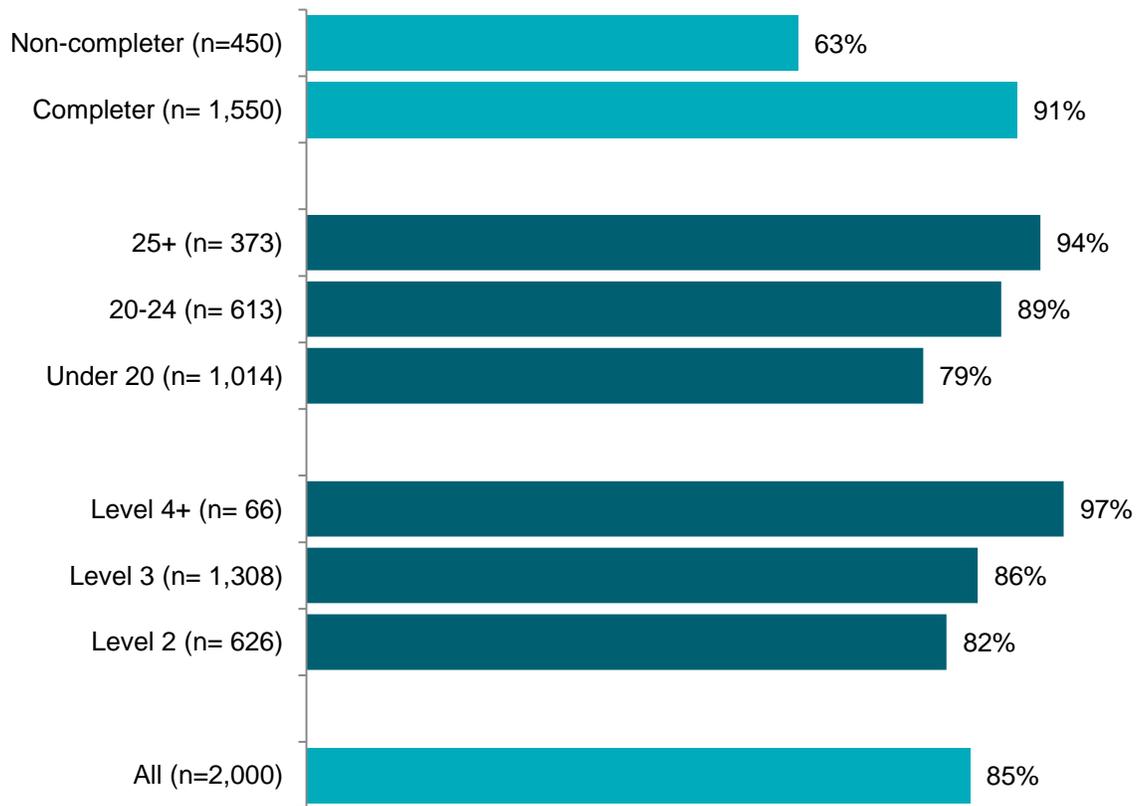
- 89 per cent of those who were already employed before starting their MA were in work around six months after leaving or completing their apprenticeship. For those recruited as an MA, the figure was 80 per cent. This is in line with findings from 2012.

Completers and Non-Completers

Section 11 examines the benefits of completion in more detail.

- 91 per cent of those who completed their MA were in work around six months after completing compared with 63 per cent of non-completers. This is in line with 2012 results (92 per cent completers in work and 66 per cent non-completers in work in 2012).
- Just over two thirds (67 per cent) of all completers were still employed with the same employer. Once again, there is no significant change from the 2012 findings (70 per cent).
- However, there was a significant increase in the proportion of non-completers in work or education – 80 per cent up from 70 per cent in 2012.
- Most non-completers who were working six months or so after leaving their MA were now working for a different employer (78 per cent). Conversely, the majority of MAs who had completed their MA and were employed six months later were with the same employer (75 per cent) they undertook their MA with.

Figure 5.1: Work Outcomes at 6 Months Out



6. Reasons for leaving the MA

MAs who didn't complete their apprenticeship were asked their reason for leaving early. There were a variety of reasons cited including:

- 16 per cent of non-completers reported that they had been offered a better paid job
- a further 13 per cent reported that they had been made redundant⁷
- 12 per cent stated that they had got a more interesting job
- and 12 per cent got a job with better terms and conditions

Non-completers were asked what, if anything, could have helped them stay on to complete the MA.

- 39 per cent of non-completers that said that *nothing* would have made them stay on to complete (up from 34 per cent in 2012).

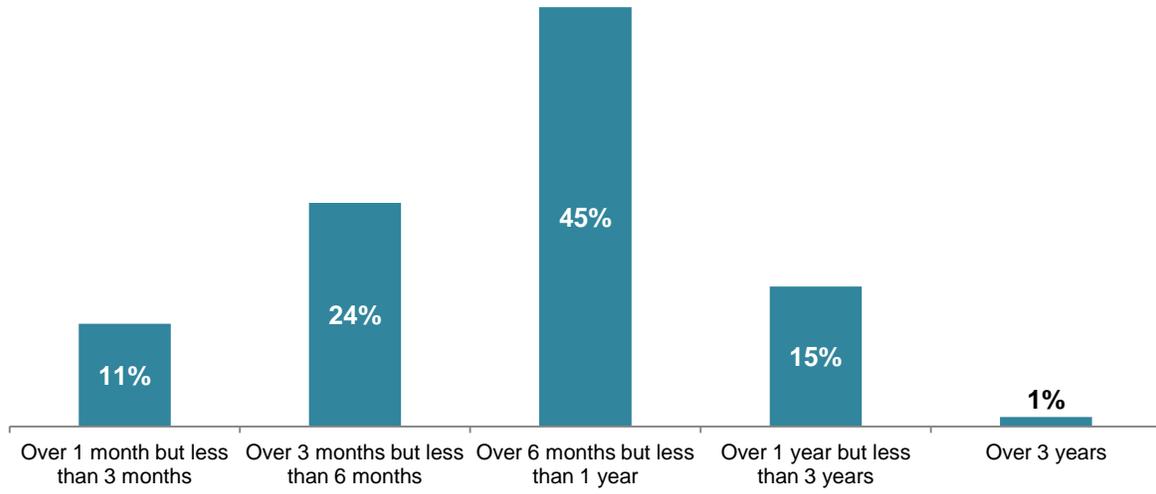
60 per cent of non completers suggested a variety of factors which they believed may have influenced them to complete. These include:

- improvements to training (more training, more time to complete it and more relevant training) (21%)
- more support from their supervisor, line manager or employer (15%)
- the opportunity to continue the MA elsewhere (13%)
- more support from their training provider, (9%)

Figure 6.1 summarises the time profile of non-completers on their MA. Just over a third (35 per cent) of non-completers left their MA within six months. This compares with around half (51 per cent) who left within 6 months in 2012. A further 45 per cent of MAs spent between six months to a year on their MA before leaving. A small proportion (16 per cent) of non-completers left after one year.

⁷ MAs who have been made redundant are eligible for Adopt an Apprenticeship which provides financial support for employers taking on redundant MAs.

Figure 6.1: Non-completers' time on MA before leaving



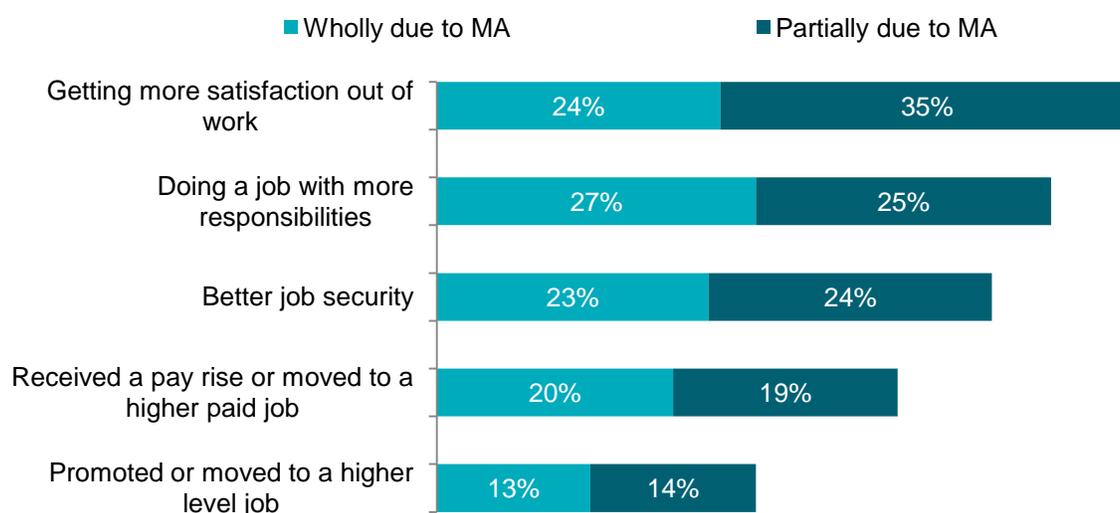
7. Career Progression

Apprentices were asked about the impact of the MA on their career progression. This question was posed irrespective of whether or not the apprentice was a ‘completer’ or ‘non-completer’. Overall four in every five MAs (81 per cent) who were in work six months after leaving their MA (completer and non-completers) reported at least one of the following factors:

- Working at a higher level
- Working for higher pay
- Doing a job with more responsibilities

Figure 7.1 highlights the proportion of apprentices who cited each of the career progression factors, and how far these were attributable to the MA. The 2016 figures for career progression are generally in line with those found in the 2012 survey.

Figure 7.1: Career progression following MA (*n= 1,485 – All currently in work*)



Other points to note around career progression are:

- **Completers** are more likely to report career progression
- Those **recruited specifically** as MAs are more likely to report career progression
- **Younger MAs** are more likely to report career progression
- MAs studying at Level 3 are more likely to report career progression

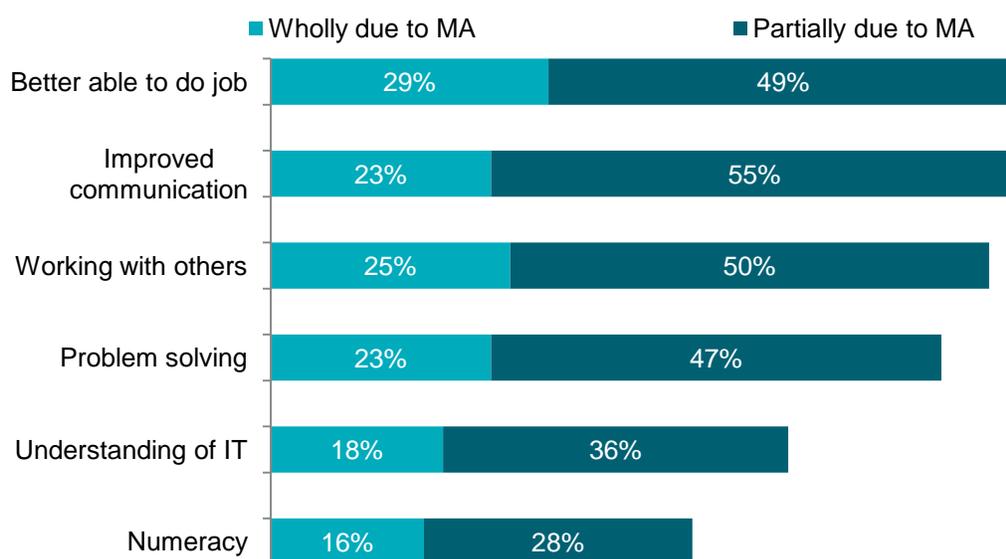
8. Impact on Skills and Abilities

Apprentices reported that undertaking the MA had improved their skills and abilities. They reported a wide range of skills that had been improved. The skill categories considered were whether leavers felt that they:

- were better able to do their job
- had improved communication skills
- were better at working with others
- had improved numeracy skills
- had an improved understanding of IT
- had improved problem solving skills.

For most of the categories, the vast majority of apprentices felt these skill improvements were either wholly or partly due to the MA training as shown in Figure 8.1. Leavers who had completed their MA were more likely to report improvements in these skills and abilities, and were also more likely to attribute this to their MA training.

Figure 8.1: Impact of the MA on Skills and Abilities (*n= 1,485 – All currently in work*)



Totals may differ from those presented below due to rounding of individual values.

Greater proportions of MAs in 2016⁸ reported improvements in the following skills due to their MA:

- Improved communication skills (77 per cent, up from 74 per cent in 2012)
- Better at working with others (74 per cent, up from 69 per cent in 2012)
- Better at problem solving (70 per cent, up from 66 per cent in 2012)

⁸ Statistically significant changes

9. Impact on Personal Development

Apprentices who had completed their MA were more likely to report positive impacts on personal development. The skill categories considered were whether leavers felt that they:

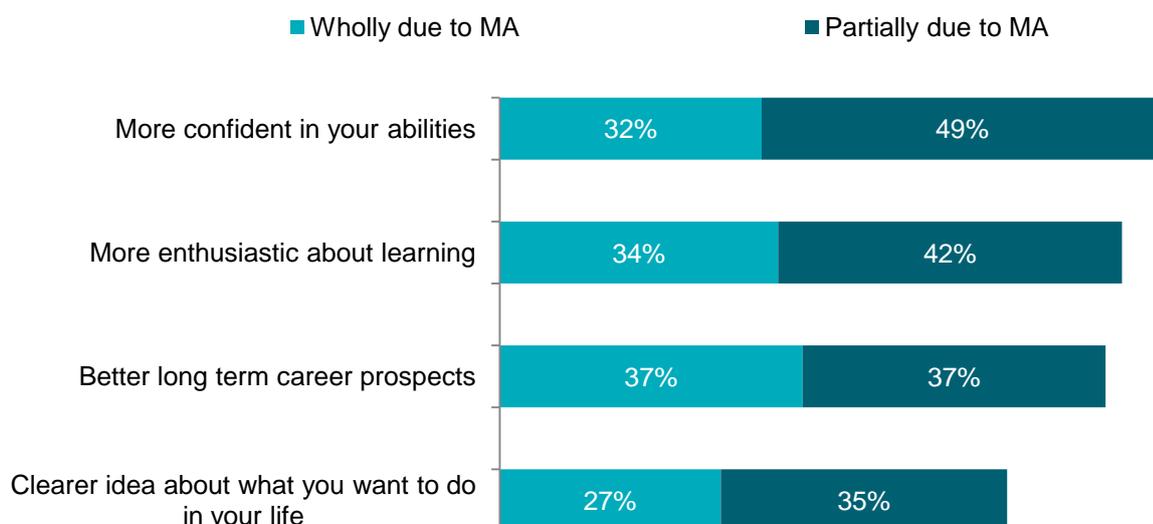
- Were more confident in their abilities;
- Were more enthusiastic about learning;
- Had better long-term career prospects
- Had a clearer idea about what to do in life
- Were closer to where they wanted to be in life.

In all aspects of personal development explored, over half of all MAs reported that they had seen improvement due to the MA. Fewer non-completers reported benefits due to the MA. However, even among non-completers over half reported that their MA had had an impact on their personal development. Further details on the benefits of completion are in section 11.

Figure 9.1 summarises the impact of MAs on personal development for all MAs. Compared with 2012, apprentices were more likely to agree that, due to their MA, they

- had improved long term career prospects (74 per cent, up from 68 per cent in 2012) and
- that they had a clearer idea about what they wanted to do in life (62 per cent, up from 58 per cent in 2012).

Figure 9.1: Impact of the MA on Personal Development (*n*= 2,000)

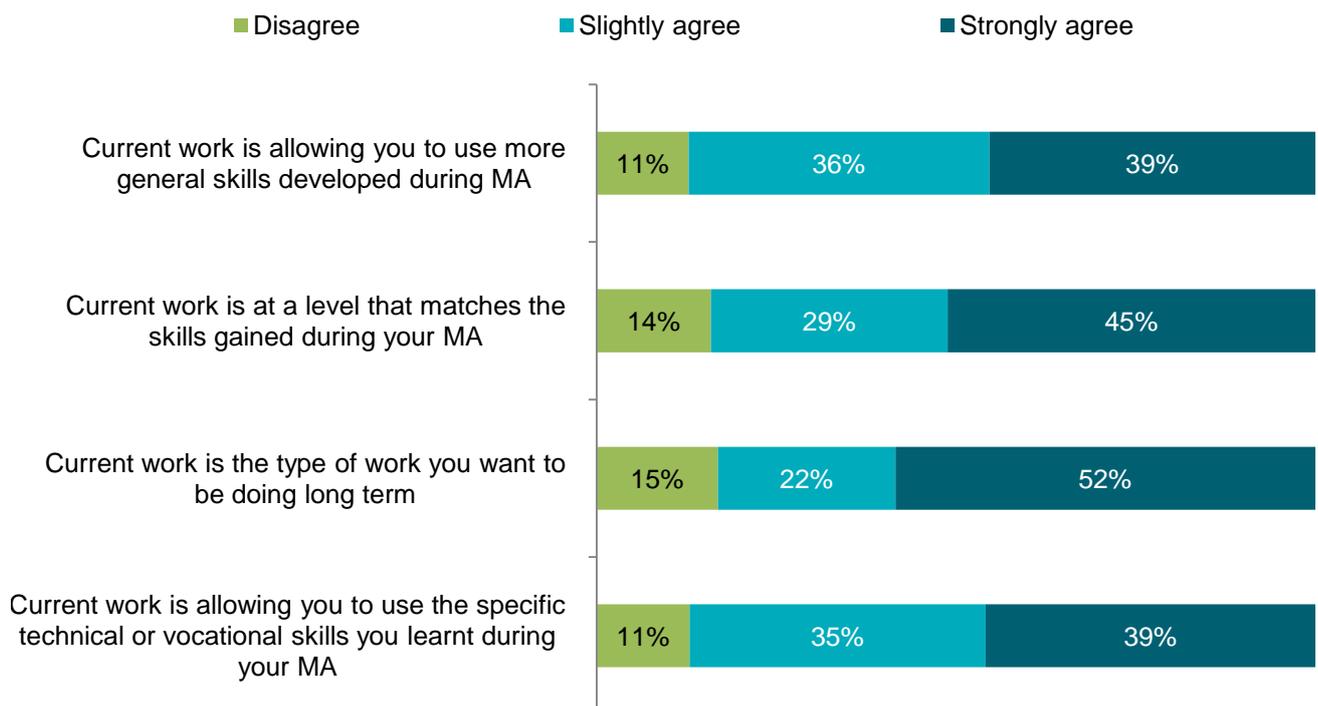


10. Skills Utilisation

Apprentices who were in work were asked whether their current job afforded them the opportunity to make use of the skills they had developed. Figure 10.1 summarises the impact of MAs on skills utilisation. The findings were consistent with the 2012 results.

- Nearly three quarters (74 per cent) of MAs employed six months after leaving their MA agree that their current work allows them to use the specific technical and vocational skills learned during their MA (75 per cent in 2012).
- A similar proportion (75 per cent) agree that they are able to use the more general skills they developed in their current work (74 per cent in 2012).

Figure 10.1: Impact of the MA on Skills Utilisation (*n*= 1,485 – All currently in work)



11. The Benefits of Completion

Table 11.1 shows a comparison of headlines for completers and non-completers. This illustrates the benefits of completing a MA. In summary, completers:

- are more likely to be in work after six months, and more likely to be in full-time employment;
- are more satisfied with the MA as a whole;
- report improvements in their skills and abilities due to the MA;
- report improvements in their personal development due to the MA;
- report positive career progression due to the MA
- agree that they can better utilise their skills.

MAs in 2016 were more likely to agree that, due to their MA, they had improved career prospects (74%, up from 69% in 2012) and that they had a clearer idea about what they wanted to do in life (65%, up from 58% in 2012).

Table 11.1: Comparing completers and non-completers

		Completers	Non-completers
Outcomes	In work after 6 months	91%	63%
	Employed full-time	80%	52%
	Employed with same Employer	67%	14%
	In work or education	95%	80%
	Likely to recommend MA to others	94%	82%
Satisfaction	Satisfied/very satisfied with MA	94%	65%
Skills and abilities	Better able to do job due to MA*	84%	52%
	Improved communication skills due to MA	81%	59%
	Better at working with others due to MA	76%	62%
	Improved numeracy skills due to MA	46%	32%
	Improved understanding of IT due to MA	57%	43%
	Improved problem solving skills due to MA	72%	55%
Personal development	More confident in abilities due to MA	85%	64%
	More enthusiastic about learning due to MA	80%	61%
	Better long term career prospects due to MA	79%	51%
	Have a clearer idea about what want to do in life due to MA	65%	51%
Skills utilisation	Agree that they use the specific technical or vocational skills learnt during the MA*	80%	46%
	Agree that they use other more general skills developed during the MA*	81%	53%
	Agree that they are doing the type of work that they want to do in the long- term*	77%	64%
Career progression	Getting more satisfaction out of your work	66%	31%
	Now doing a job with more responsibilities	58%	27%
	Have better job security	54%	20%
	Had a pay rise or moved onto a higher paid job	45%	15%
	Had a promotion or moved on to a higher level job	30%	14%

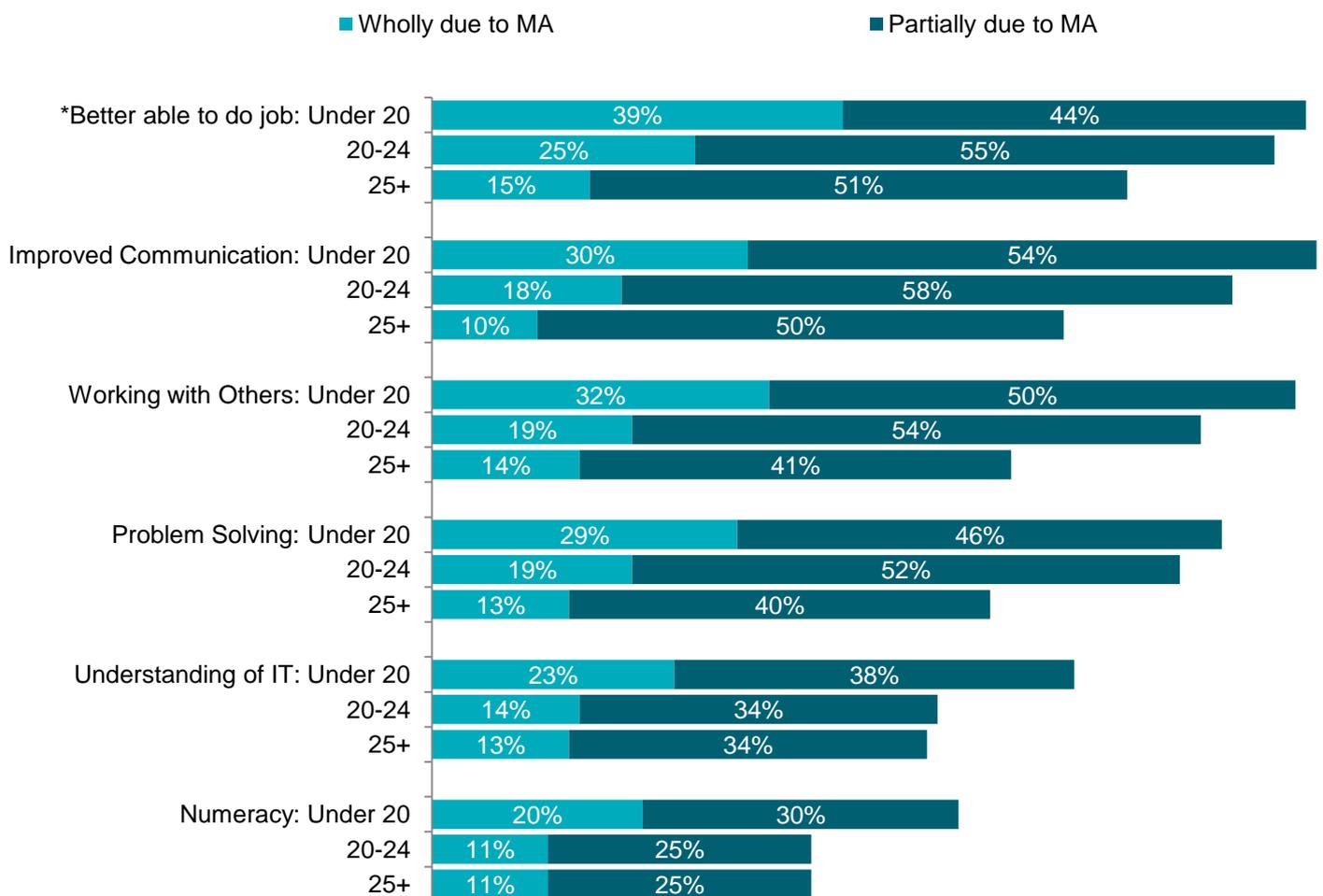
Base: All respondents (2,000), Except* - all respondents currently in work (1,460)

12. Younger MAs

The survey found that 75 per cent of MAs aged under 20 years old had been recruited specifically to the MA. This section will examine what impacts the MA has on young people.

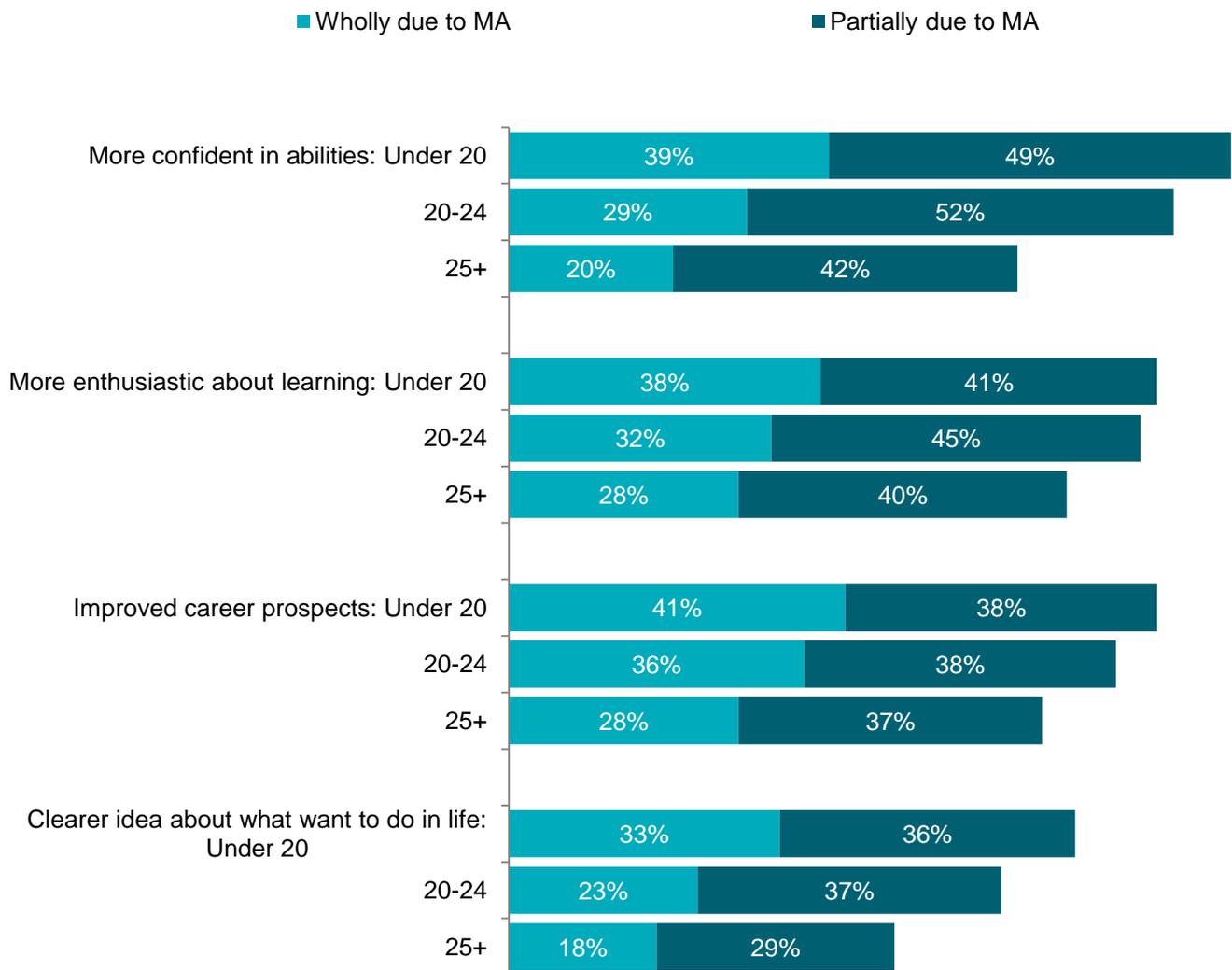
Figure 12.1 through 12.3 show the impact of the MA on personal development, skills & abilities and the providing of an opportunity to make use of these skills (skills utilisation). These results show that the MA generally has a greater impact on younger workers across personal development, skills & abilities and skills utilisation.

Figure 12.1: Impact of the MA on Skills & Abilities by Age Group



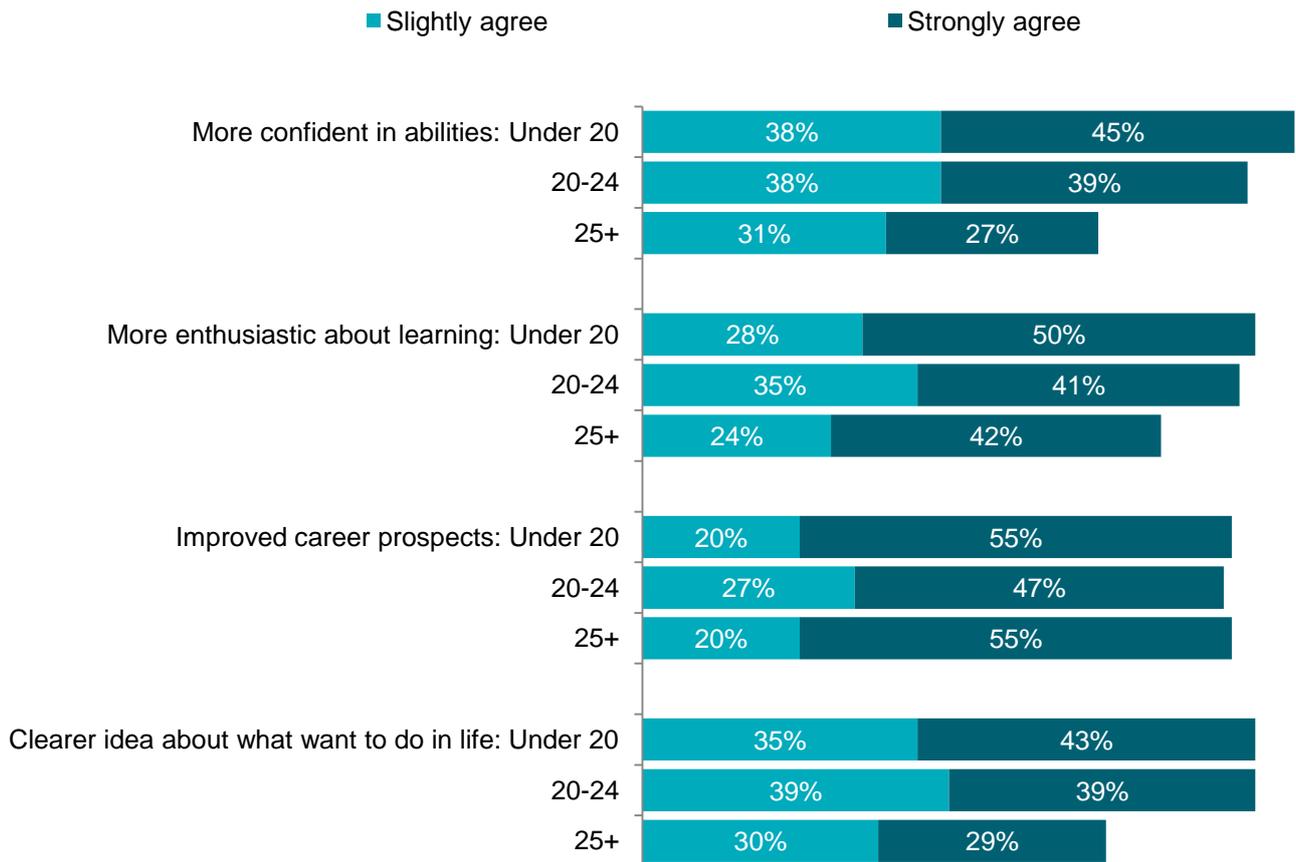
Base: Under 20 (1,014), 20-24 (613) and 25+ (373) Except * = All those working: Under 20 (669) 20-24 (492); 25+ (324)

Figure 12.2: Impact of the MA on Personal Development by Age Group



Base: Under 20 (1,014), 20-24 (613) and 25+ (373)

Figure 12.3: Skills Utilisation by Age Group



Base: Under 20 (1,014), 20-24 (613) and 25+ (373)

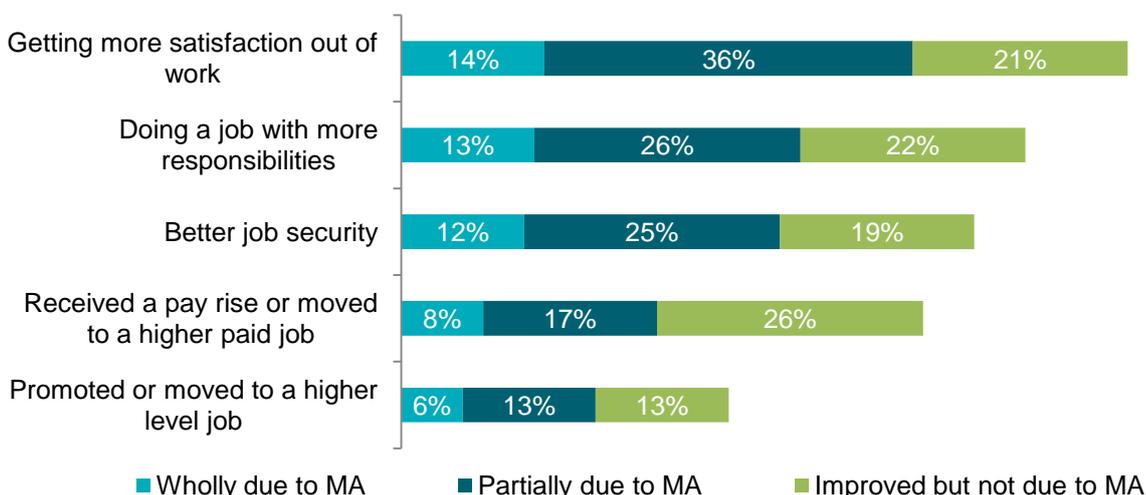
13. Career Progression for Existing Employees

For those who had been recruited as regular employees (not expecting to do a MA), has there been any career progression following their MA? Figure 13.1 illustrates the results for career progression for this group of MAs who were employed at the time of the survey- including both 'completers' and 'non-completers'.

It should be borne in mind that these respondents had left their MAs in the last six months or so- and that that is a relatively short time span in a career. Nevertheless, the results show that for many such apprentices, job satisfaction, job security and responsibilities at work have all increased in this relatively short period since leaving the MA.

For a smaller proportion, there have been more tangible benefits in terms of promotion and increased pay.

Figure 13.1: Career Progression following MA - Existing Employees (*Those currently working n = 778*)



Annex A – Profile of Survey Respondents

Group	Number	Max. Confidence Interval
All	2000	2.0
Completer	1,550	2.2
Non-completer	450	4.2
Level 2	626	3.6
Level 3	1,308	2.4
Level 4	66	10.7
Under 20	1,014	2.8
20-24	613	3.6
25 Plus	373	4.6

Annex B - Modern Apprenticeships in Scotland

Modern Apprenticeships are a methodology of learning which combines paid employment and training (for those aged over 16) to achieve industry qualifications at the level required for the job. They are geared towards helping new recruits or existing employees gain invaluable skills and industry recognised vocational qualifications.

A variety of agencies are involved in the design, development and delivery of Modern Apprenticeships in Scotland. Skills Development Scotland promotes and administers the public funding contribution for MAs on behalf of the Scottish Government. Each individual follows a Modern Apprenticeship Framework which is developed by the appropriate Sector Skills Council (SSC) in consultation with their industry. Training Providers, Colleges and Employers train and assess the competence of the apprentices.

It is important to note that a number of changes have been made to skills policy in the UK and England. The changes include: a move away from the use of National Occupational Standards to underpin apprenticeships in England; the introduction of the UK wide Apprenticeship Levy from April 2017; and the announced closure of the UK Commission for Employment and Skills (UKCES).

The recently established Scottish Apprenticeship Advisory Board (SAAB)⁹ will provide employer leadership and contribute to the development of apprenticeships in Scotland ensuring they are aligned with industry and economic need, Fair Work and job opportunities.

⁹ <https://www.apprenticeships.scot/take-on-an-ma/apprenticeship-levy/>