*Institut
de la statistique*
Québec ⚜⚜

Survey of Workplace Training Practices in Québec

2023

About the survey

The *Survey of Workplace Training Practices in Québec in 2023* is being conducted at the request of the Ministère de l'Emploi et de la Solidarité sociale (MESS) and the Commission des partenaires du marché du travail (CPMT). The purpose of this survey is to collect data on job-related training and to identify actions that will help promote skills development and recognition.

Confidentiality

Your organization has been selected to participate in this survey. Your participation is mandatory under the *Act respecting the Institut de la statistique du Québec*.

The information must be sent to the Institut de la statistique du Québec (ISQ) as requested in this questionnaire. The ISQ guarantees that the information provided by your organization as part of this survey will remain confidential.

The ISQ has entered into an agreement with the MESS and the CPMT, to whom the data collected will be sent (except for your organization's name and contact information) unless we receive a written notice of refusal by February 28, 2025. Rest assured that your answers will be kept confidential and will only be used for statistical purposes.

To ensure the quality of this survey, if we need to call you, the telephone interview may be monitored by a supervisor. However, interviews are not recorded.

Assistance

For assistance, please contact the Direction de la gestion de la collecte at 1-800-561-0213.

Version française disponible sur demande

Instructions

- **Don't return the questionnaire to us by mail or by fax.**

- **Please complete the questionnaire within the next two weeks.**

- If your organization's total payroll was less than $250,000 in 2023, please contact the ISQ at 1-800-561-0213.

- Answer thinking of the organization whose name and Québec enterprise number (NEQ) are listed in the contact information on the first page of this questionnaire or in the email you received. If applicable, you must consider all of the organization's establishments, administrative units or divisions located in the province of Québec and included under this NEQ.

- Terms marked with an asterisk (*) are explained in the "Definitions" section of this questionnaire.

- The questionnaire covers all training activities provided **during the period from January to December 2023**, whether or not they were carried out under the *Act to promote workforce skills development and recognition*.

- To help you answer certain questions, you can refer to any document that relates to training activities. You can also refer to Revenu Québec's 2023 **Summary of Source Deductions and Employer Contributions**.

- When completing this questionnaire, please take into account all employees to whom your organization issued a Revenu Québec RL-1 slip for the year 2023.

- Answer to the best of your knowledge. If you don't have the exact information for certain sections of the questionnaire, provide the best possible estimate.

Definitions

Act to promote workforce skills development and recognition (Workforce Skills Act)

The purpose of the *Act to promote workforce skills development and recognition* is to improve workforce qualifications and skills. The Act applies to businesses whose total payroll exceeds two million dollars in a given calendar year. It requires them to invest an amount representing at least 1% of their total payroll in workforce skills development.

Digital literacy

According to the Centre de ressources spécialisées Co-Savoir, formerly the Centre de documentation sur l'éducation des adultes et la condition féminine (CDÉACF), digital literacy is the "ability to understand and use information through technology: accessing, understanding and using online resources and information, communicating with others, and managing one's accounts and personal information securely." (Source: cdeacf.ca/dossier/litteratie-numerique).

Literacy

According to the Programme for the International Assessment of Adult Competencies (PIAAC), literacy is defined as "understanding, evaluating, using, and engaging with written texts to participate in society, to achieve one's goals, and to develop one's knowledge and potential". (Source: www.peicacda.ca/590/FAQ.html).

Numeracy

According to the PIAAC, numeracy is defined as "the ability to access, use, interpret, and communicate mathematical information and ideas in order to engage in and manage the mathematical demands of a range of situations in adult life." (Source: www.peicacda.ca/590/FAQ.html).

Occupational categories

If an employee had more than one function in your organization in 2023, consider the function they devoted the most time to.

1. Executive and management staff

Employees who have management positions. This category comprises upper and middle management staff and any other management staff. Executive and management staff plan, organize, lead, control and assess the operations of companies, production sectors, departments, or services.

2. Professional staff

This category comprises employees whose functions usually require a bachelor's degree or equivalent. Professional staff may hold positions in the following fields:

- Business, finance and administration
- Natural and applied sciences and related professions
- Health care
- Social sciences, education, public administration and religion
- Arts, culture, sports and recreation

Examples of positions: accountant, human resources specialist, dentist, lawyer, notary, psychologist, engineer and other engineering professionals, computer scientist, statistician, etc.

3. Technical staff (college level)

This category comprises employees in positions that usually require a diploma of college studies (DEC) or equivalent. Technical staff may hold positions in the following fields:

- Business, finance and administration
- Natural and applied sciences and related professions
- Health care
- Social sciences, education, public administration and religion
- Arts, culture, sports and recreation

Examples of positions: civil, mechanical or industrial engineering technologist or technician, purchasing agent, executive assistant, bookkeeper, evaluator, paralegal, graphic designer/technician, etc.

Technician positions that do not require a diploma of college studies or equivalent are excluded from this category, including secretarial positions.

4. Clerical and administrative support staff

Employees holding positions that do not require a diploma of collegial studies or equivalent and who provide administrative or clerical services to internal or external clients. This category comprises health services support staff, secretaries and office staff.

Examples of positions: secretary, legal secretary, medical secretary, office clerk, accounting clerk, receptionist, telephone operator, etc.

5. Sales and service staff

This category comprises sales and service staff and employees holding basic or mid-level supervisory positions in this field.

Examples of positions: sales representative, salesperson, security guard, cleaner, janitor, cashier, police officer, firefighter, butcher, etc.

6. Production staff

Production staff are employees who have jobs in production or maintenance.

They are skilled workers who have jobs in production, operations or maintenance that require a trade certificate of competence or equivalent on-the-job training, as well as operational staff working in production or maintenance positions that do not require a trade certificate of competence or equivalent on-the-job training. Production staff include:

- Tradespersons and transportation and machinery workers
- Primary sector workers
- Transformation, manufacturing, and public utility workers

Examples of positions: carpenter, electrician, machine operator, mechanic, plumber, welder, industrial butcher, baker, machinery operator, installation worker, truck or other vehicle driver, heavy-duty equipment operator, repair and maintenance worker, labourer, etc.

Public sector

The public sector comprises all institutional units under government control. Control may take the form of full ownership of the institutional unit or a majority holding of the voting shares. The public sector consists of the Québec government, federal government in Québec, municipal governments, universities, and government business enterprises in the three levels of government. Childcare centres (CPEs), daycare centres and non-profit organizations (NPOs) are not included in the public sector.

Workplace Apprenticeship Program (Programme d'apprentissage en milieu de travail [PAMT])

The Workplace Apprenticeship Program is one of the training strategies devised by the sectoral workforce committees (CSMOs). It specifically promotes the use of an apprenticeship system based on the guidance of journeypersons. The fundamental tool used is the apprenticeship booklet, which describes the complete set of skills in a simple manner. Apprentissage en milieu de travail | Gouvernement du Québec (quebec.ca)

Section 1   Profile of respondent organization

1.1   Which industry sector best represents your organization's main activity?

☐ Agriculture, animal production, forestry, fishing and hunting

☐ Mining, quarrying, and oil and gas extraction

☐ Utilities (e.g., electric power or natural gas distribution, water and sewage system management)

☐ Construction (e.g., general and specialized contractors, civil engineering)

☐ Manufacturing

☐ Wholesale trade

☐ Retail trade

☐ Transportation and warehousing

☐ Information and cultural industries (e.g., publishers, motion picture, music, radio and television broadcasting industries, telecommunications, data processing and hosting)

☐ Finance and insurance

☐ Real estate and rental and leasing (e.g., lessors of dwellings or warehouses, real estate agents and brokers, car and tool rental companies)

☐ Administrative and support, waste management and remediation services (e.g., administrative management and business support services, employment placement agencies, travel agencies, security, building maintenance, landscaping and cleaning services, event organizers, waste management services)

☐ Professional, scientific and technical services

☐ Management of companies and enterprises

☐ Educational services

☐ Health care and social assistance

☐ Arts, entertainment and recreation

☐ Accommodation and food services

☐ Other services (except public administration)

☐ Public administration

☐ Other sector, please specify: |_____|

1.2   Your organization is part of the:

☐ private sector

☐ public sector*

1.3   In what year was your organization created (in its current form)?

|_____|

1.4 **Considering the total payroll of your employees in Québec, in which administrative region do most of your organization's activities take place?**

☐	01-Bas-Saint-Laurent	☐	10-Nord-du-Québec
☐	02-Saguenay-Lac-Saint-Jean	☐	11-Gaspésie-Îles-de-la-Madeleine
☐	03-Capitale-Nationale	☐	12-Chaudière-Appalaches
☐	04-Mauricie	☐	13-Laval
☐	05-Estrie	☐	14-Lanaudière
☐	06-Montréal	☐	15-Laurentides
☐	07-Outaouais	☐	16-Montérégie
☐	08-Abitibi-Témiscamingue	☐	17-Centre-du-Québec
☐	09-Côte-Nord		

1.5 **Considering the time of the year when there were the most employees on your payroll, what was the maximum number of people employed by your organization in 2023?**

☐	1 to 9 employees	☐	50 to 99 employees
☐	10 to 19 employees	☐	100 to 249 employees
☐	20 to 29 employees	☐	250 to 499 employees
☐	30 to 49 employees	☐	500 or more employees

1.6 **a)** **Considering the number of Revenu Québec RL-1 slips issued, how many employees in total worked in your organization in 2023?**

|_____| employees

If an employee had more than one function in your organization in 2023, consider the function they devoted the most time to.

b) **Please break down the total number of people who worked in your organization in 2023 according to the categories* below.**

1)	Executive and management staff	|_____|
2)	Professional staff	|_____|
3)	Technical staff	|_____|
4)	Clerical and administrative support staff	|_____|
5)	Sales and service staff	|_____|
6)	Production staff	|_____|
	▼	▼
7)	TOTAL	|_____| → **The total must be equal to the number of employees reported at 1.6 a).**

In this survey, "organizational change" means any change made by the organization to the following: work schedules; management practices; collaboration with or involvement of external partners in research and development, production or marketing; or any process redesign effort aimed at increasing performance.)

1.7   In 2023, did your organization make any organizational changes?

☐   Yes

☐   No   ➜   Go to question 1.9.

1.8   Please specify the organizational changes that were made.

☐   Modified work schedules

☐   Made changes to human resources management practices

☐   Collaborated with external partners in research and development, production or marketing

☐   Redesigned processes to increase performance

☐   Made organizational changes using the organization's own resources

In this survey, "technological change" means implementing or using new software, processes or equipment, excluding replacement with similar equipment and software updates.)

1.9   In 2023, did your organization make any technological changes?

☐   Yes

☐   No

Total payroll is the sum of all wages and salaries. You must include salaries, tips, paid vacation, director's fees, commissions, premiums and bonuses, as well as taxable benefits. Amounts paid by an employer to a trustee or a depositary under a profit-sharing plan, an employee trust or an employee benefit plan must also be included.

1.10   What was your organization's total payroll in 2023?

☐   Less than $250,000

☐ $250,000 to $299,999

☐ $300,000 to $499,999

☐ $500,000 to $749,999

☐ $750,000 to $999,999

☐ $1,000,000 to $1,499,999

☐ $1,500,000 to $1,999,999

☐ $2,000,000 to $2,999,999   ➜   Go to question 1.12.

☐ $3,000,000 to $3,999,999   ➜   Go to question 1.12.

☐ $4,000,000 or more   ➜   Go to question 1.12.

1.11   In 2023, was your organization subject to the Workforce Skills Act*?

☐   Yes

☐   No   ➜   End of section 1, go to question 2.1.

1.12 What means did your organization use to provide training in 2023? (Indicate whether or not you used the following means.)

Means used	Yes	No
1) Courses offered by a recognized educational institution (vocational training centre, CEGEP, university)	☐	☐
2) Training provided by a training body or training instructor accredited by the Ministère de l'Emploi et de la Solidarité sociale	☐	☐
3) Training provided by an in-house training service accredited by the Ministère de l'Emploi et de la Solidarité sociale	☐	☐
4) Training provided by an in-house multi-employer training service accredited by the Ministère de l'Emploi et de la Solidarité sociale	☐	☐
5) Training activities provided by a professional order governed by the Québec Professional Code	☐	☐
6) Training provided as part of a training plan implemented by your organization	☐	☐
7) Training provided as part of symposiums, seminars or conferences	☐	☐
8) Training provided by an association (organization dedicated to the professional development of its members)	☐	☐
9) Training provided under a training plan agreement between the employer and the union	☐	☐
10) Contributed to the Construction Training Fund administered by the Commission de la construction du Québec (CCQ)	☐	☐
11) Made payments to a recognized training mutual	☐	☐
12) Incurred expenditures with a recognized training mutual	☐	☐
13) Participated in the Workplace Apprenticeship Program (PAMT)* or another strategy based on the workforce skills development and recognition framework	☐	☐
14) Hosted trainees or teachers as part of a recognized educational program	☐	☐

1.13 In 2023, did your organization organize any training under the Workplace Apprenticeship Program (PAMT)*?

☐ Yes

☐ No

1.14 In 2023, what percentage of its total payroll did your organization invest in employee training, in accordance with the Workforce Skills Act*?

|_____| % ➔ If you answered 1% or more, go to question 2.1.

1.15 Why didn't your organization invest at least 1% of its total payroll in employee training in 2023?

		Yes	No
1)	First year subject to the Act	☐	☐
2)	Organizational restructuring	☐	☐
3)	Amount invested was enough for our training needs	☐	☐
4)	Low return on training investment	☐	☐
5)	Lack of knowledge about the Workforce Skills Act	☐	☐
6)	Lack of information or support to organize training	☐	☐
7)	Not enough relevant courses or programs	☐	☐
8)	Not enough qualified trainers	☐	☐
9)	Not enough candidates able to receive training (for a given course)	☐	☐
10)	Impossible to withdraw employees from production to give them training	☐	☐
11)	Inadequate conditions for organizing more training, missing or inadequate equipment, lack of availability of certain employees	☐	☐
12)	Carried forward amounts from previous years for the 2023 return	☐	☐
13)	Other reason (specify): _____	☐	☐

Section 2   Structured training activities in 2023

▶ This section covers structured training in 2023, both formal and informal, as defined below:

STRUCTURED TRAINING includes any formal or informal training activities aimed at improving employee skills. It is structured in terms of objectives, duration, or learning support. It may be provided by an external or in-house resource and **may or may not lead to certification**.

FORMAL TRAINING OR FORMAL APPRENTICESHIP: Training (or apprenticeship) that takes place at an educational institution or training centre and is structured (in terms of objectives, duration or learning support) and **leads to certification**.

INFORMAL TRAINING or INFORMAL APPRENTICESHIP: Courses, seminars or workshops not provided by an educational institution or training centre and which **do not lead to certification**. The Workplace Apprenticeship Program (PAMT) is considered informal training even though it may lead to a certificate of vocational qualification (issued by Emploi-Québec).

▶ Exclude any unstructured training activities such as informal on-the-job training or the sharing of information between co-workers.

If your organization is in the construction industry, only include structured training directly funded by your organization. This means you must exclude any training funded by the Construction Training Fund of the Commission de la construction du Québec (CCQ) through the contributions paid by your organization.

2.1   Did your organization fund or organize any structured training activities for its employees in 2023?

☐   Yes

☐   No   →   Go to question 2.13.

2.2   In 2023, did your organization fund or organize any structured training activities based on:

		Yes	No
1)	A formal approach?	☐	☐
2)	An informal approach?	☐	☐

2.3 **In 2023, what type(s) of structured training activities did your organization fund or organize?**

		Yes	No
1)	Training provided by an educational institution (high school, college/CEGEP, university)	☐	☐
2)	Training provided by an employee of the organization	☐	☐
3)	Training provided by consulting firms or external training teams	☐	☐
4)	Training provided by equipment suppliers and dealers	☐	☐
5)	Training received during seminars or conferences	☐	☐
6)	Distance learning (online or by correspondence)	☐	☐
7)	Other activities (specify): _____	☐	☐

By "workplace", we mean the organization's premises, office, or construction sites.

2.4 a) In 2023, did any of these structured training activities take place in the workplace?

☐ Yes

☐ No ➜ Go to question 2.5.

By "outside the workplace", we mean in specialized facilities or at an educational institution.

b) In 2023, did any of these structured activities take place outside the workplace?

☐ Yes

☐ No ➜ Go to question 2.5.

Only provide an answer to the items checked "Yes" in question 2.3.

c) Please indicate whether the structured training activities funded or organized by your organization in 2023 and described in question 2.3 took place in or outside the workplace.

		In the workplace	Outside the workplace
1)	Training offered by educational institutions (high school, college, university)	☐	☐
2)	Training provided by consulting firms or external training teams	☐	☐
3)	Training provided by equipment suppliers and dealers	☐	☐
4)	Training provided by an employee of the organization	☐	☐

Exclude training related to an obligation from the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST).

2.5 **What are the main reasons why your organization decided to fund or organize structured training in 2023?**

		Yes	No
1)	Improving productivity	☐	☐
2)	Improving employee skills	☐	☐
3)	Difficulty recruiting qualified personnel	☐	☐
4)	High personnel turnover	☐	☐
5)	Helping employees adapt to technological or organizational changes	☐	☐
6)	Meeting strategic development needs	☐	☐
7)	Increasing employee motivation and/or autonomy	☐	☐
8)	Meeting needs related to the environment and climate change	☐	☐
9)	Reducing losses caused by ignorance or misuse of equipment	☐	☐
10)	Training is a part of the organization's regular activities	☐	☐
11)	Request made by union or employees	☐	☐
12)	Contractual obligation to be allowed to manufacture or distribute a product or meet a quality standard (such as an ISO standard)	☐	☐
13)	Complying with Workforce Skills Act	☐	☐
14)	Training obligation to meet the requirements of a professional order or comply with the provisions of an act other than the Workforce Skills Act (excluding the Act respecting OHS)	☐	☐
15)	Other reasons (specify): _____	☐	☐

2.6 **In 2023, did your organization fund or offer training to its employees to improve their:**

		Yes	No
a)	Literacy skills*?	☐	☐
b)	Numeracy skills*?	☐	☐
c)	Digital literacy skills*?	☐	☐

2.7 **In 2023, did your organization use the following external sources of funding for its structured training activities?**

		Yes	No
1)	Federal government training programs	☐	☐
2)	Provincial government training programs	☐	☐
3)	Training trust fund	☐	☐
4)	Funding from a union or employee association	☐	☐
5)	Funding from a professional or industry organization	☐	☐
6)	Funding by the employees	☐	☐
7)	Material or equipment suppliers	☐	☐
8)	Other external sources of funding (specify): _____	☐	☐

Include salaries paid to employees during training and any other training-related expenses.

2.8 **What percentage of your organization's total payroll was invested in structured training in 2023? Provide the best possible estimate.**

[_____] %

Each employee who received training must only be counted once.

2.9 **a)** **In total, how many employees took part in structured training in your organization in 2023?**

[_____] employees

b) **Please break down the total number of employees who received structured training in 2023 according to the categories* below.**

		Number of employees	Number of hours
1)	Executive and management staff	[_____]	[_____]
2)	Professional staff	[_____]	[_____]
3)	Technical staff	[_____]	[_____]
4)	Clerical and administrative support staff	[_____]	[_____]
5)	Sales and service staff	[_____]	[_____]
6)	Production staff	[_____]	[_____]
7)	TOTAL	[_____]	[_____]

↳ The total for column 1 must be equal to the number of employees reported at 2.9 a).

2.10 Did the structured training funded or organized by your organization in 2023 lead to:

		Yes	No
1)	Less equipment failure; less material wasted	☐	☐
2)	Fewer workplace injuries	☐	☐
3)	Fewer absences from work	☐	☐
4)	Less personnel turnover	☐	☐
5)	Less need for supervision or guidance	☐	☐
6)	Better quality products and services	☐	☐
7)	Greater compliance with production schedules	☐	☐
8)	Lower production costs	☐	☐
9)	Improved staff capacity to adapt to change	☐	☐
10)	Increased motivation among trained employees	☐	☐
11)	Energized work teams	☐	☐
12)	Better work climate	☐	☐
13)	Other (specify): _____	☐	☐

2.11 The structured training funded or organized by your organization in 2023:

		Yes	No
1)	Led to the promotion of certain employees	☐	☐
2)	Helped certain employees avoid dismissal for lack of skills	☐	☐

2.12 When choosing employees to be trained in 2023, did your organization prioritize:

		Yes	No	Not applicable
1)	Employees who needed to improve their skills	☐	☐	
2)	Employees with a good capacity to learn	☐	☐	
3)	Employees who showed dedication to the organization	☐	☐	
4)	Employees with seniority in the organization	☐	☐	
5)	Employees assigned new duties or working with new equipment, software or processes	☐	☐	☐
6)	Newly recruited employees	☐	☐	☐
7)	Permanent employees	☐	☐	☐
8)	Skilled or specialized employees	☐	☐	☐
9)	Unionized employees	☐	☐	☐
10)	Other types of employees (specify): _____	☐	☐	

▶ **If you answered question 2.12, go to Section 3 – End of the questionnaire.**

2.13 Why didn't your organization fund or organize any structured training in 2023?

		Yes	No
1)	Not subject to the Workforce Skills Act	☐	☐
2)	Organizational reasons or labour disputes, trusteeship	☐	☐
3)	Low return on training investment	☐	☐
4)	Lack of information or support to organize training	☐	☐
5)	Few or no relevant courses or programs available	☐	☐
6)	Not enough instructors able to provide training	☐	☐
7)	Impossible to withdraw employees from production to give them training	☐	☐
8)	Inadequate conditions for training (missing or inadequate equipment)	☐	☐
9)	Lack of employee motivation	☐	☐
10)	Trained employees get recruited by competitors	☐	☐
11)	Training is not a priority for the organization	☐	☐
12)	The organization prefers to hire employees who already have the necessary skills	☐	☐
13)	No training needs in 2023	☐	☐
14)	Lack of budget for training	☐	☐
15)	Preference for informal training	☐	☐
16)	Employee activities do not require training	☐	☐
17)	Training activities were entirely funded by the CCQ fund	☐	☐
18)	Other reasons (specify): _____	☐	☐

Section 3 **End of questionnaire**

If necessary, please correct your organization's contact information from page 1.

Enter only the information that needs to be corrected.

First name _____

Last name _____

Address _____

_____

Municipality _____

Province _____

Postal code _____ _____

If you have any questions or comments about the survey, please contact us toll-free at 1-800-561-0213.

If you have any comments, please enter them in the space below.

_____

_____

_____

_____

_____

_____

_____

_____

_____

The Institut de la statistique du Québec thanks you for participating in this survey.