



**Australian Computer Society**

**Employment Survey Report**

**September 2007**

This report was analysed and written by the Centre for Innovative Industries Economic Research Inc for the Australian Computer Society. The report was edited by Ian Dennis and Len Joynson for the ACS.

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## About ACS



ACS is the leading professional body in ICT in Australia. Members of the ACS are professionally qualified and accredited.

ACS has over 14,000 members nationally. Of these, some 50% are directly involved in the Australian ICT Industry with approximately 60% holding senior management positions. ACS also supports a large student membership.

In addition to our professional members, over 1000 ICT practitioners participate in ACS Special Interest Groups (SIG), including ICT Governance, E-Commerce, Service Oriented Computing, IT Quality and Telecommunication SIGs.

## About CIIER

**Centre for Innovative  
Industry Economic  
Research Inc.**

CIIER is an Asia-Pacific Centre, formed to create a facility, repository, and think-tank for consistent, competently researched, up-to-date, and analysed data on employment, markets, revenue streams, R&D, processes and management methods, specifically focussed on high technology, innovative, and emerging industries.

CIIER produces the *'Top 250' ICT Industry Research Report*, widely recognised as the leading credible indicator of trends in the Australian ICT industry, in co-operation with Whitehorse Strategic Group Ltd, and conducts detailed analysis and reporting on Information Technology. Reports include the *National Study of the Australian Software Industry & Vertical Applications Markets* ([The Australian software industry and vertical applications markets: Globally competitive, domestically undervalued](#)) for the Federal Government (DCITA) in 2005-06; the *ICT Skills Snapshot* for the Government of Victoria in 2005-6; and Reports on other high technology industries, including energy and biotechnology.

## **EXECUTIVE SUMMARY**

The 2007 ACS Survey is the fifth in the series providing detailed information on the employment outlook for ICT professionals in Australia based upon Survey responses. Its aim is to assist ICT professionals; those contemplating a career in the industry, and other industry stakeholders, with a useful overview of employment conditions and attitudes in the profession.

Respondents covered the full range of ICT jobs, with a significant concentration of management, strategic, and senior roles. Whilst the geographic profile of respondents does not correlate, and the industry demography is both “overweight” from Government and education employees and “underweight” from the ICT industry, it correlates well for ICT staff in non-ICT industries.

The relative seniority of respondents is underscored by the overweight representation of the senior professional grades (Member, Senior Member, Fellow), within the survey respondents.

The response rate of 14% females to 86% males is reflective of the gender composition of ACS membership. Whilst it is lower than the employment rate within the ICT sector, it is consistent with earlier Surveys

### **Employment**

The 2007 Survey confirms the continuing tightening of the ICT profession labour market. Survey reported unemployment has continued to decline rapidly over the past four years falling to a new low of 3.84%. 70% of those employed are full-time (>35 hours per week), whilst a further 6.5% are self-employed, with 65% working more than a 40 hour work. 62% of the respondents to the 2007 Survey have worked more than ten years in the ICT industry in Australia.

### **Discrimination**

The 2007 Survey found that a significant proportion (19.2%) of respondents reported that they had been discriminated against on the basis of their age. Both age and sexual discrimination was significantly higher in Queensland, and sexual discrimination was also high in Western Australia.

### **Job-Skills**

The ICT jobs-skills analysis indicates a younger overall age profile for development and technical support, with a slightly older age profile for service delivery, an older age profile for management and administration, and a more even profile for strategy and planning.

Sales and marketing represented a small 2% of respondents, perhaps suggesting a lower than optimum level of accredited ICT professionalism in this group.

Higher proportions of respondents indicated that they mainly operate within design and implementation job-skills. Education and training delivery job-skills continued to decline.

### **Unemployment**

Unemployment experience varied significantly by age. Whilst the relatively high unemployment level for the under 30 age group can be explained by the delay for many in this group in gaining their first job, the higher level of unemployment experience for the 41-50 age group is more likely to be derived from a combination of age discrimination and either real or imagined concerns about the currency of their ICT skills. When combined with the reported levels of age discrimination by both ACS grade and job type, this suggests that ICT recruiting practices are failing to access a significant group of older experienced workers within these job-skills.

## **Profile**

Only 56% of the respondents have received a degree or diploma in any field of study, and a high 37% of respondents have vendor or other (non-University) accreditation as their sole qualification, other than experience. Also significantly, a high percentage of respondents have entered ICT from other fields, and more than half have worked in fields outside ICT at some stage in their careers.

But, most importantly, over 86% of respondents consider themselves to be part of the Australian ICT industry.

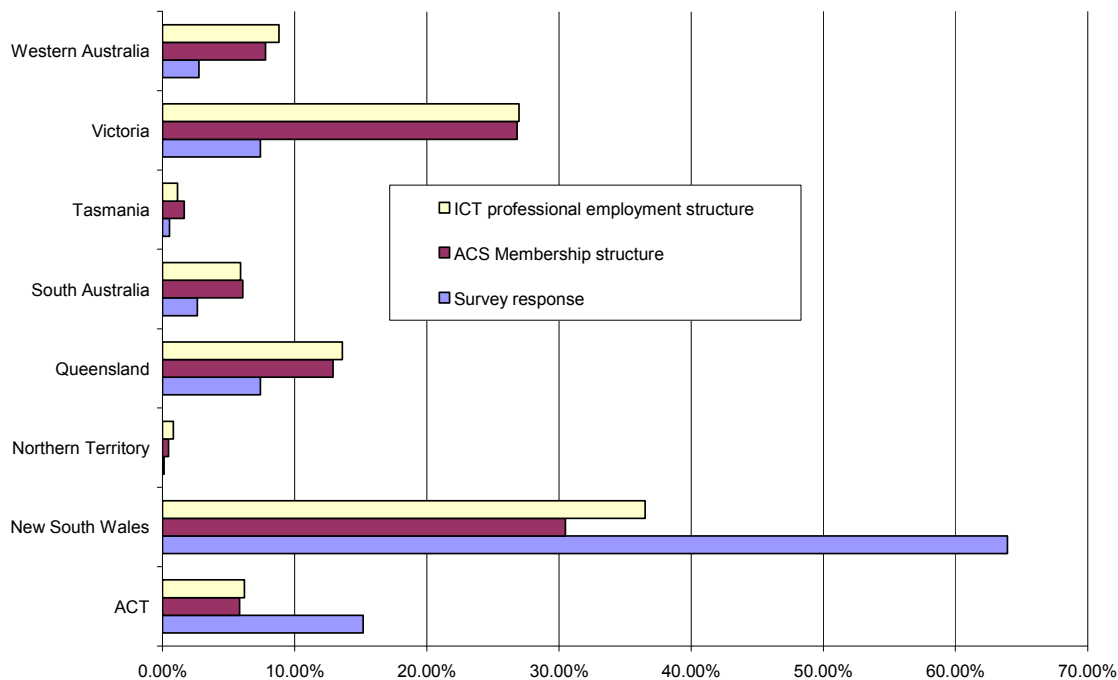
## Survey Validity

The major value of a Survey is in its ability to be used to model the group surveyed and to accurately reflect that cohort. It is therefore important to establish the validity or otherwise of the Survey data, by comparing its structure to that for both ACS membership, and to ICT professional employment.

The response made to the 2007 ACS Survey, at a response rate of 5.6% of members, reflects members' continuing interest in contributing to an important aspect of ACS activities, which is to further the employment prospects of ICT professionals in Australia.

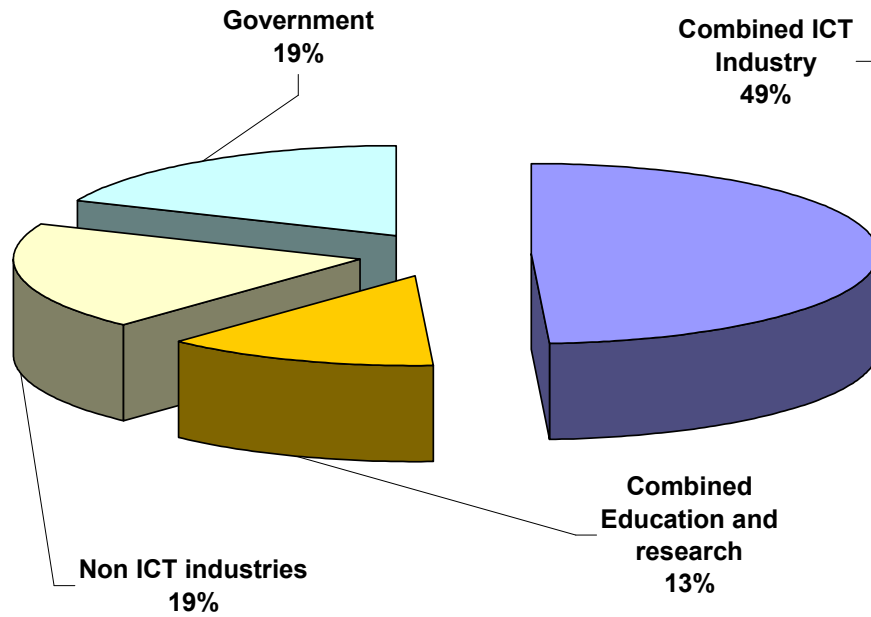
The following comparisons show the relative percentages applicable to the responses, the ACS membership, and ICT professional and technical employment in Australia, based, in the main, on Department of Employment and Work-place relations data.

**ACS Employment Survey - response by location**

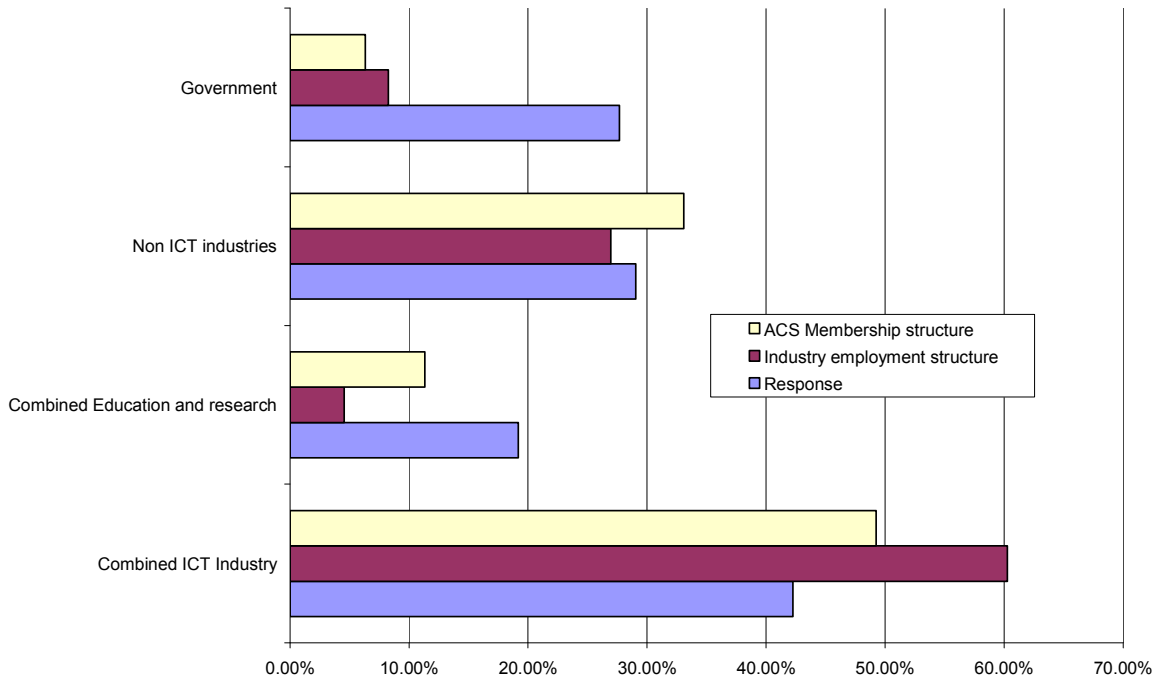


The geographic profile of respondents does not correlate to that of ACS membership in the State concerned, or to the demography for total ICT technical and professional employment. Regional comparatives are therefore likely to more accurately reflect the position in NSW and ACT and may need to be interpreted with caution in relation to other States and Territories.

**ACS Member Survey - Respondent Industry classification**



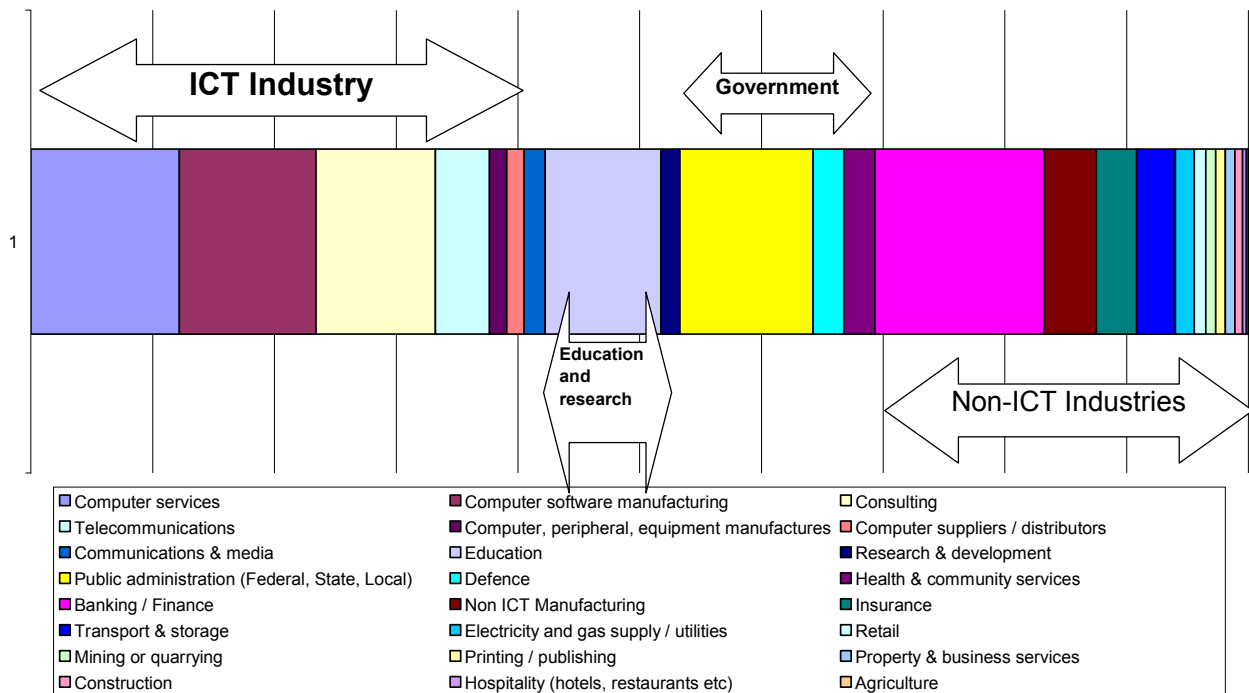
**ACS Employment Survey - response by industry group**



The Survey response demography is “overweight” from Government and education employees, correlates well for ICT staff in non-ICT industries, but is “underweight” from the ICT industry. It should be noted that the ICT Industry includes a significant number of Telecommunications specialists, a number of whom relate more strongly to engineering professional bodies, so the ICT survey response correlation is closer to the ACS membership profile.

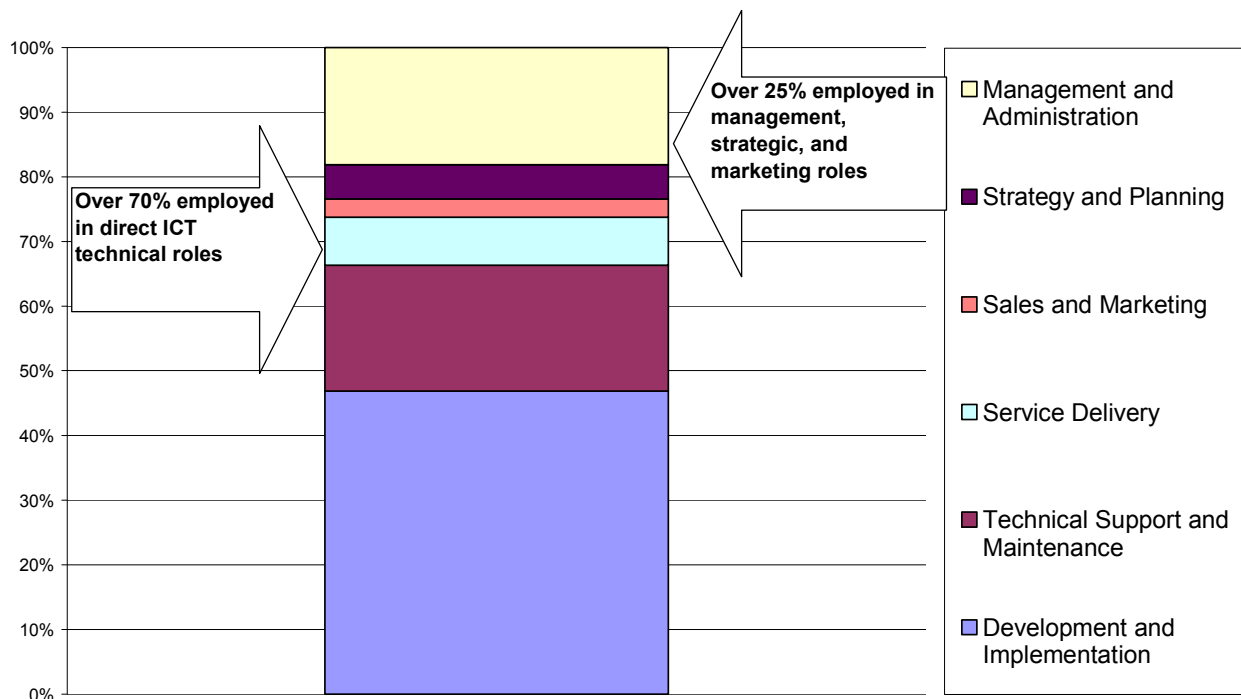
Responses were, however, received from almost every industry sector, with a very strong response from the banking and finance sector within the non-ICT industries.

**ACS Employment Survey - Responses by Industry sector**

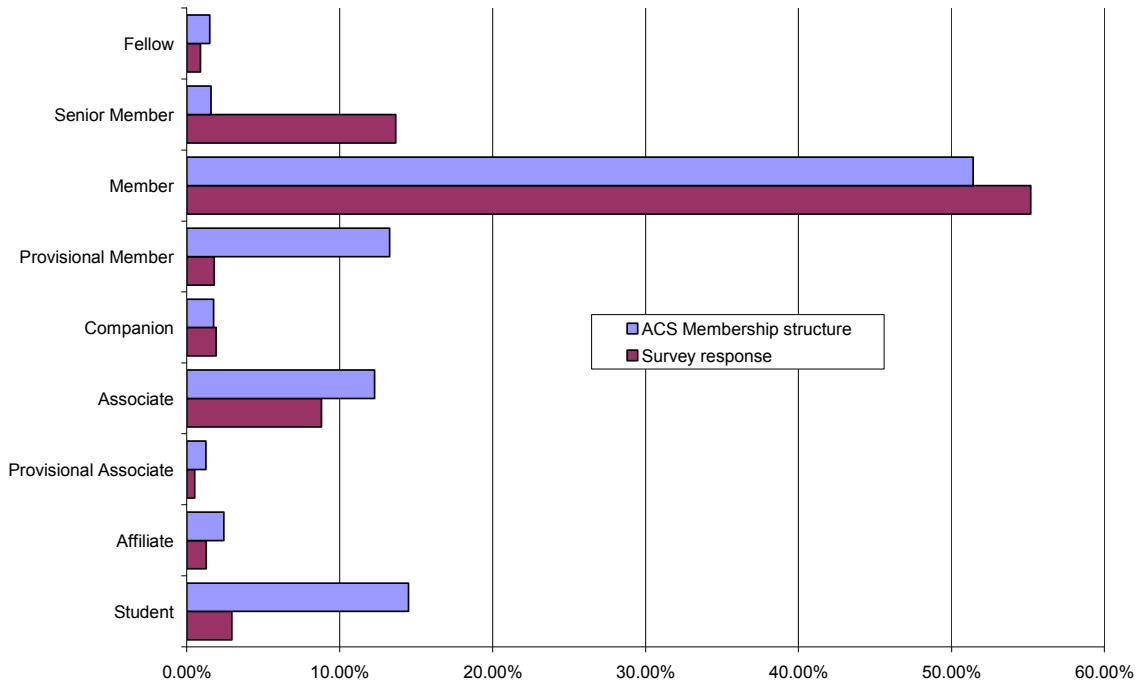


Respondents covered the full range of ICT jobs, with a significant concentration of management, strategic, and senior roles.

**ACS Employment Survey - Main job type**



### ACS Employment Survey - Response by Grade of membership



The relative seniority of respondents is underscored by the overweight representation of the senior professional grades ( Member, Senior Member, Fellow), within the survey respondents.

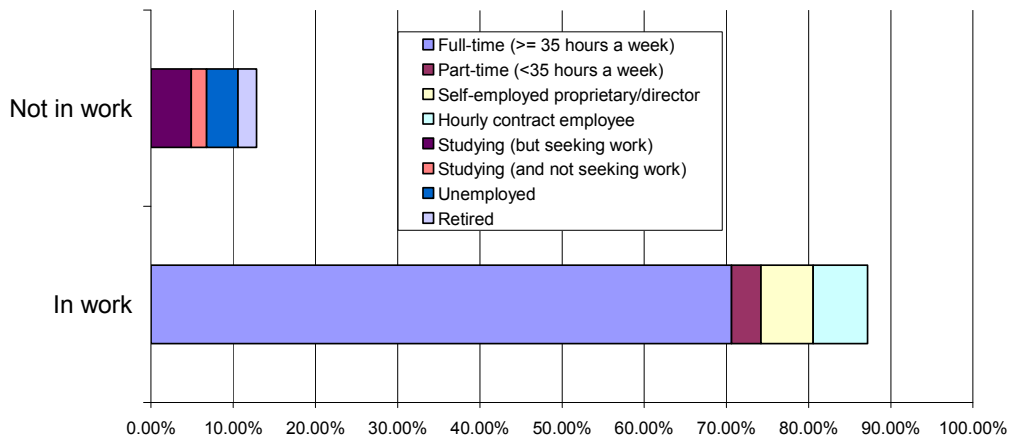
The response rate of 14% females to 86% males is reflective of the gender composition of ACS membership. Whilst it is lower than the employment rate within the ICT sector, it is consistent with earlier Surveys. ABS and CIER data shows 24% of professionals in the ICT industry workforce are female and 76%, male, however DEWR data indicates that 19% of ICT technical and professional employment in all industries is female. The survey analysis following, in relation to gender issues, should be evaluated in this light.

# Analysis of the ACS Employment Survey

## Employment

The 2007 Survey confirms the continuing tightening of the ICT profession labour market. Survey reported unemployment has continued to decline rapidly over the past four years (falling from 7.2% in the 2005 Survey to 5.1% in 2006, and now to a new low of 3.84%.

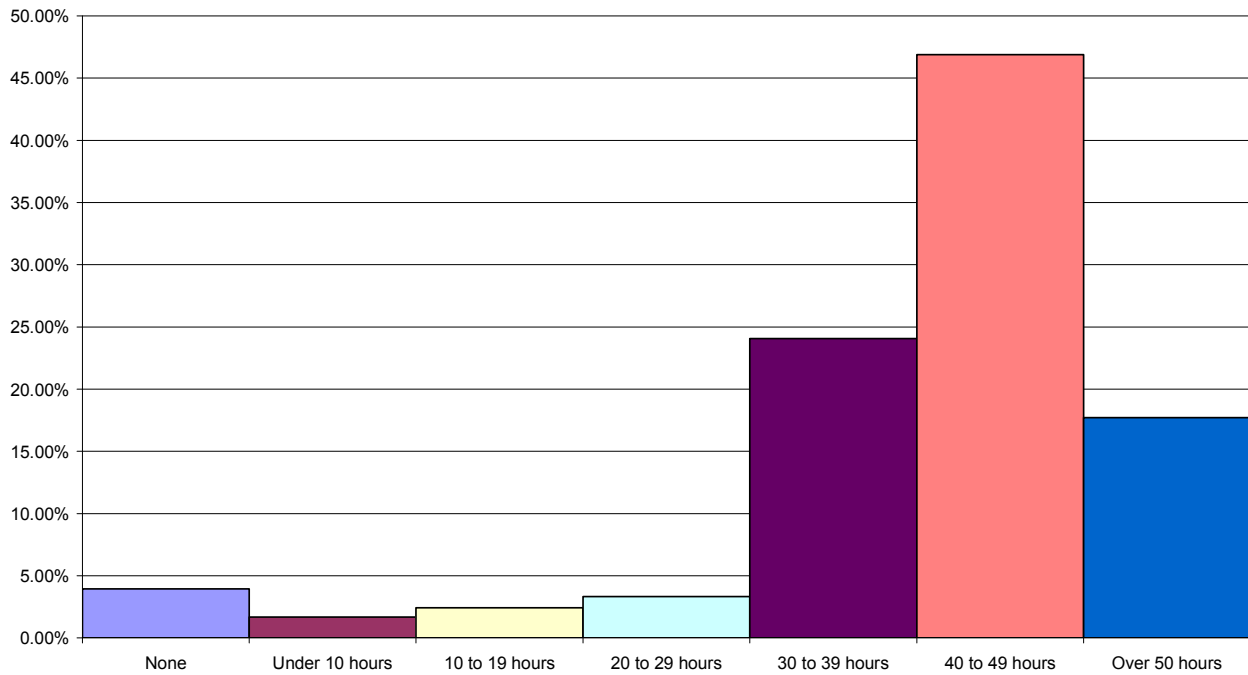
ACS Employment Survey - Employment characteristics



	In work	Not in work
Retired		2.25%
Unemployed		3.84%
Studying (and not seeking work)		1.85%
Studying (but seeking work)		4.89%
Hourly contract employee	6.61%	
Self-employed proprietary/director	6.35%	
Part-time (<35 hours a week)	3.57%	
Full-time (>= 35 hours a week)	70.63%	

Of those employed, over 70% are full-time (>35 hours per week), whilst a further 6.5% are self-employed.

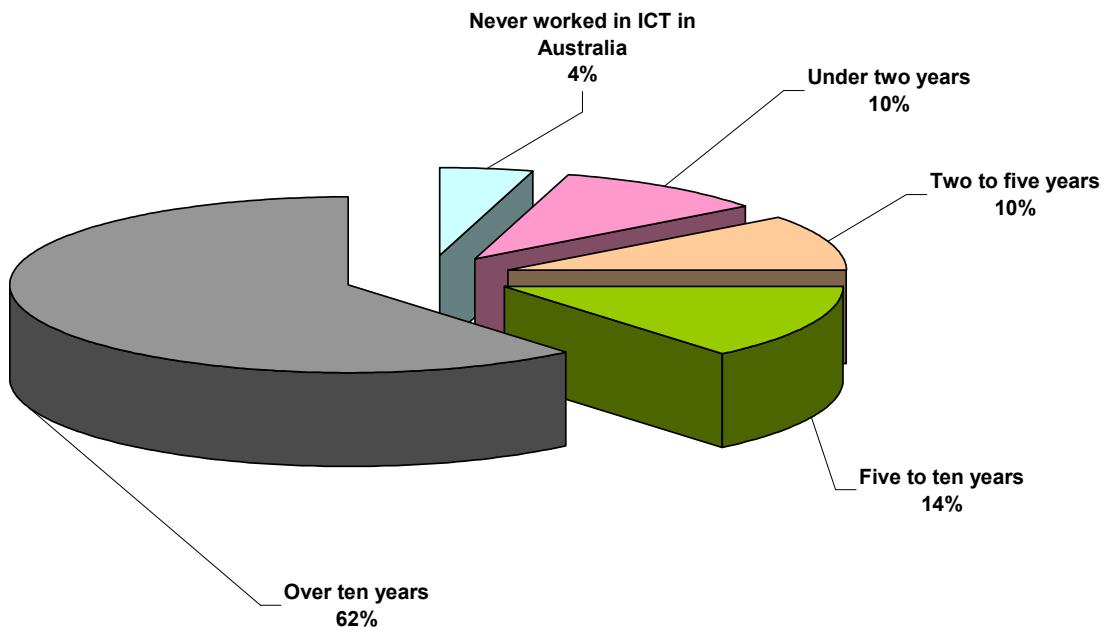
### ACS Employment Survey - Work-load



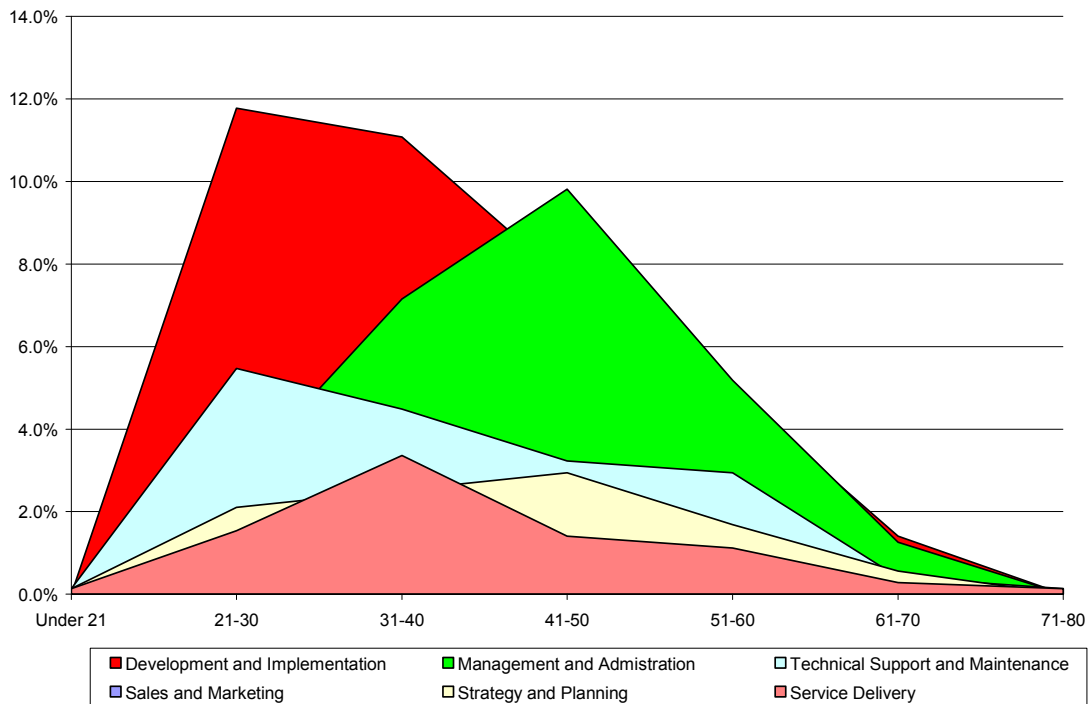
The well identified ICT skills shortage is also reflected in the work-load of those employed, with 65% working more than a 40 hour work – so much for work-life balance !

Continuity of employment by respondents to the Survey is another indicator of a tight labour market. 62% of the respondents to the 2007 Survey have worked more than ten years in the ICT industry in Australia.

### ACS Employment Survey - Duration of Employment



ACS Employment Survey - Age profile by job group



The chart above clearly shows that there are completely different, and understandable, age-profiles for each of the main job/skill groups.

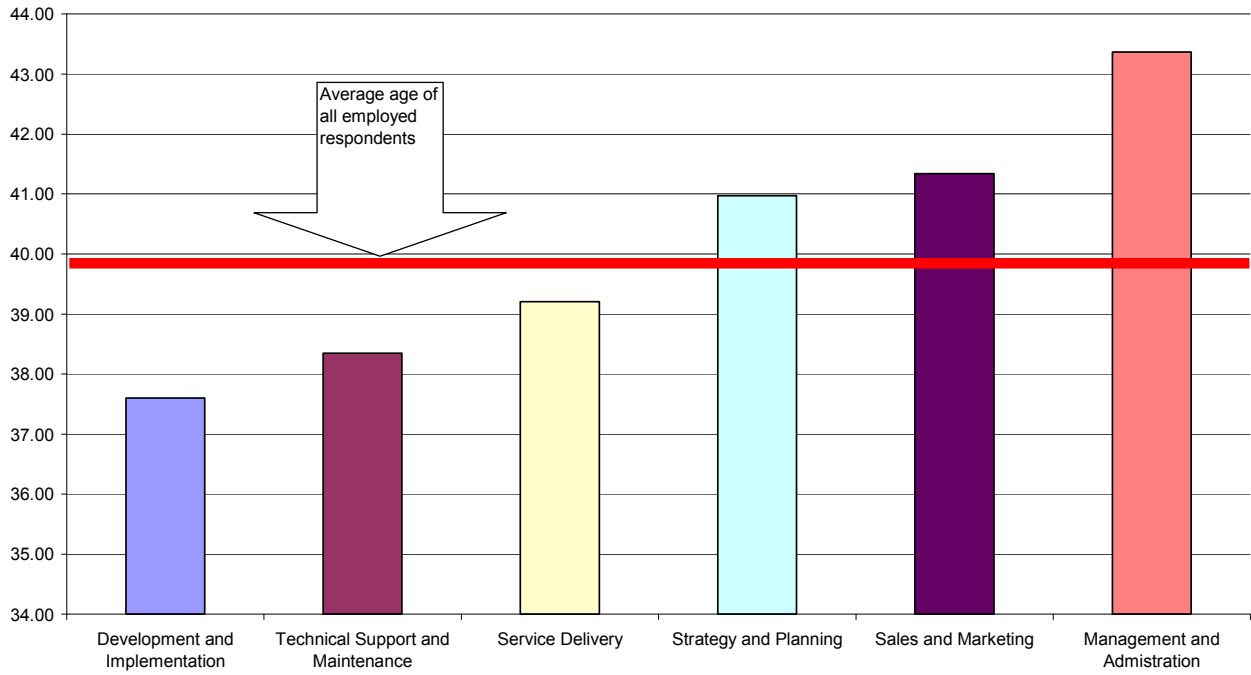
The analysis indicates a younger overall age profile for development and technical support, peaking in the 21-30 age-group, with a slightly older age profile for service delivery, peaking at the 31-40 age-group, an older age profile for management and administration, peaking at the 41-50 age-group, and a more even profile for strategy and planning, which, although it does peak at the same point as management and administration, is much less subject to age-group variation.

The process of quantifying likely future shortages in ICT skills groups can be greatly assisted by an improved understanding of age-profiles as such knowledge allows for more accurate projections of the rate of “new” job entrants to the job-skills identified, rather than the proportion normally filled by transfer or promotion from other job-skills.

A simpler way of partially analysing this difference is to identify the average age of respondents by the job function, as in the chart below, and comparing the results to the average across all jobs.

As a general rule, unless the age distribution is such that there are no respondents at all at the lowest age-point, then the lower the average and median age profile for a particular job-skill, the higher will be the proportion of new entrants to such jobs.

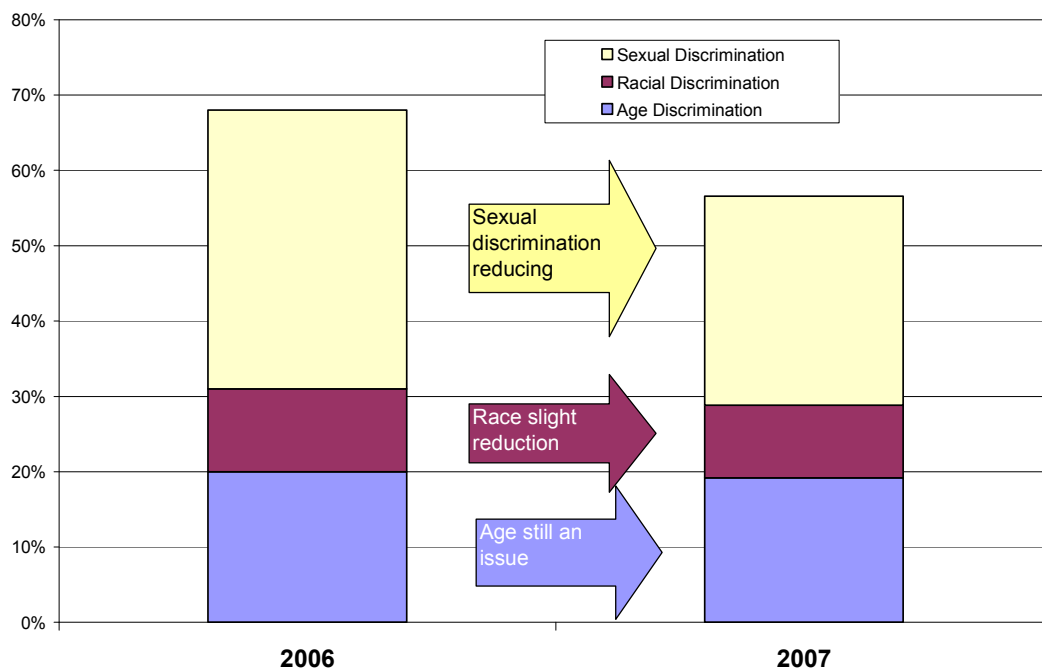
### ACS Employment Survey - Average Age by job function



## Age Discrimination and Gender Issues

The 2006 Survey found that a significant proportion (20%) of respondents reported that they had been discriminated against on the basis of their age. The 2007 Survey reinforced that finding, with 19.2% of respondents claiming that they had experienced age discrimination. There was, however, no significant statistical difference between males and females in regard to age discrimination.

ACS Employment Survey - Discrimination trend



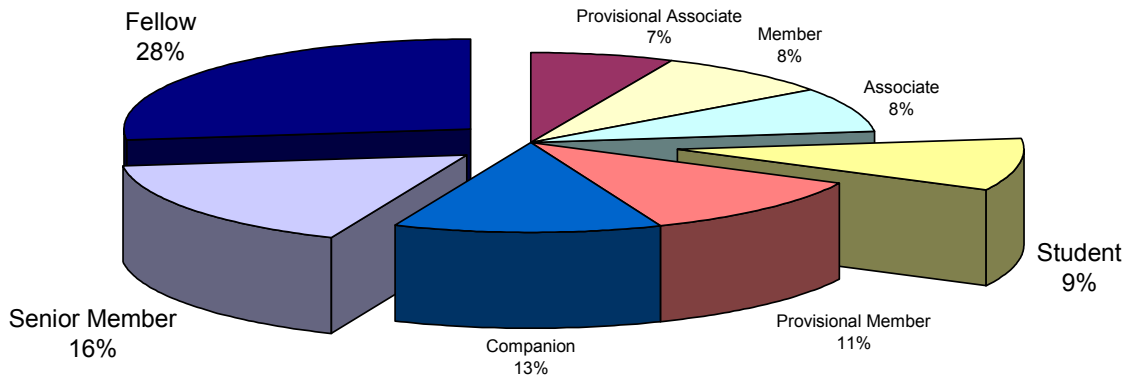
The 2006 Survey found discrimination on the basis of race and ethnicity claimed by 11% of respondents, with students highly represented in this group. In this years Survey the number was slightly lower at 9.6%, with a similar percentage (9.8%) of students indicating that they had been discriminated against on racial or ethnic grounds. Interestingly, a much smaller proportion (4.7%) of females considered that they had been the subject of racial discrimination.

The 2006 Survey reported that 37% of female respondents felt they had been discriminated against on the basis of sex, compared with 1.3% of males.

In 2007, female respondents reported a much lower (but still unacceptable) level of 27.8%, whilst just under 1.5 % claimed that they had been subjected to sexual discrimination.

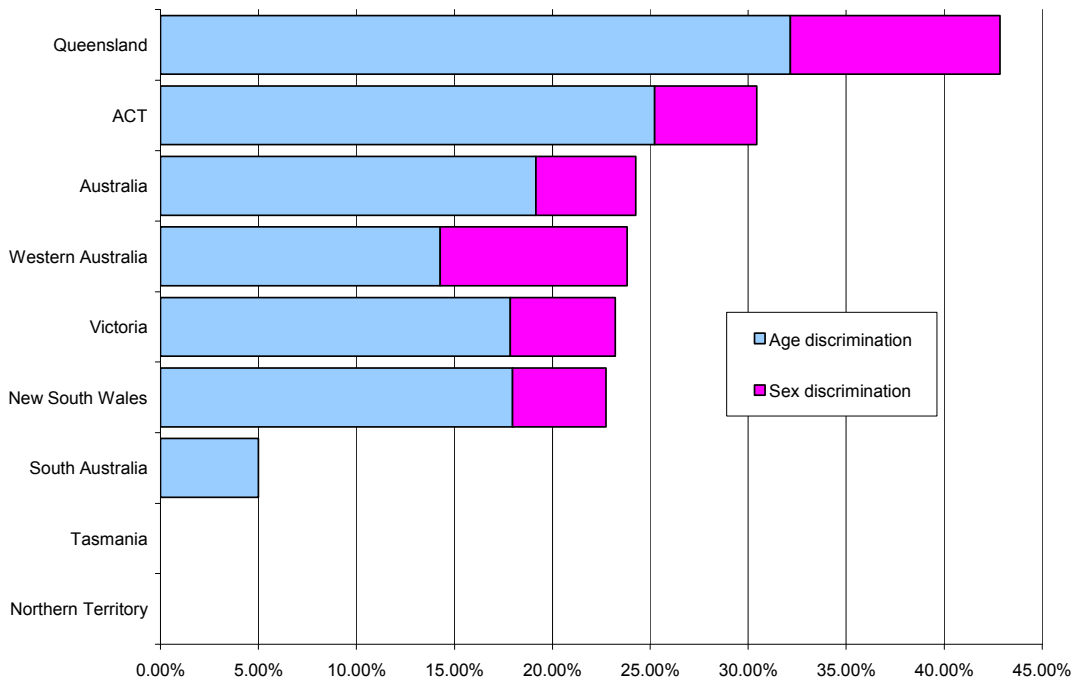
Whilst in 2006 Female respondents were more likely to be hourly contract employees or students seeking work, over 70% of the female respondents in the 2007 Survey were members of ACS professional Grades.

**ACS Employment Survey - Racial discrimination encountered by Membership grade**



Unlike the 2006 Survey, racial discrimination was reported at all levels in 2007, with only 9% of students, (who represented 13% of the total responses on this question), claiming such discrimination.

**ACS Employment Survey - Discrimination by location**

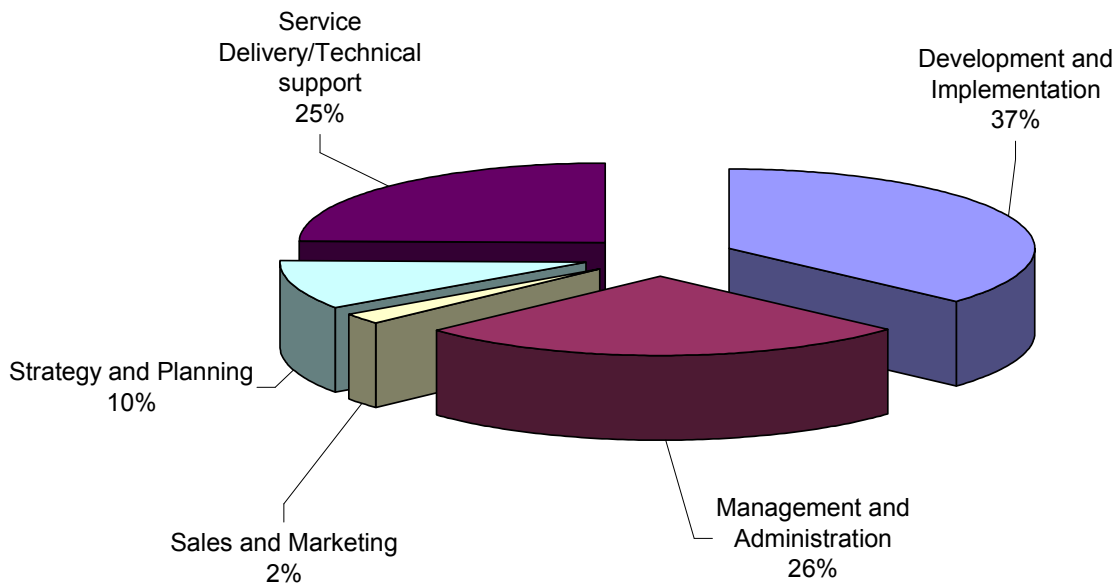


A more disturbing result was the significant variation on discrimination reports when considered by location. Both age and sexual discrimination was significantly higher in Queensland, and sexual discrimination was also high in Western Australia. Levels of racial discrimination were broadly consistent across locations.

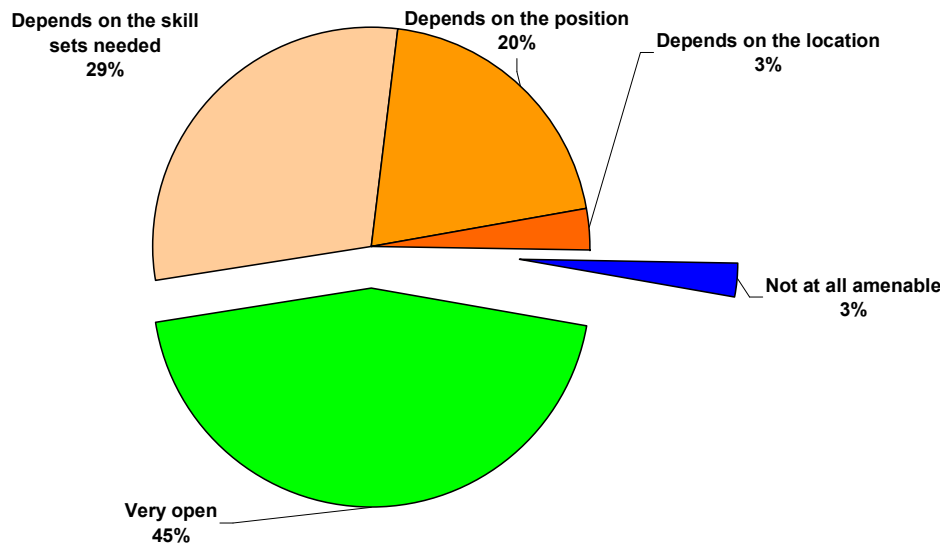
## ICT Employment Skills

Nearly 40% of respondents classified their skills group as “development and implementation”, whilst just over a quarter felt that they could more accurately be described as “management and administration”. Service providers were the next largest group, followed by strategic planners. Sales and marketing represented a small 2% of respondents, perhaps suggesting either a lower than optimum level of accredited ICT professionalism in this group, or a perception by ICT sales and marketing professionals who are ICT practitioners, that ACS does not offer them appropriate networking and professional development opportunities.

ACS 2007 Member Survey Skills mix

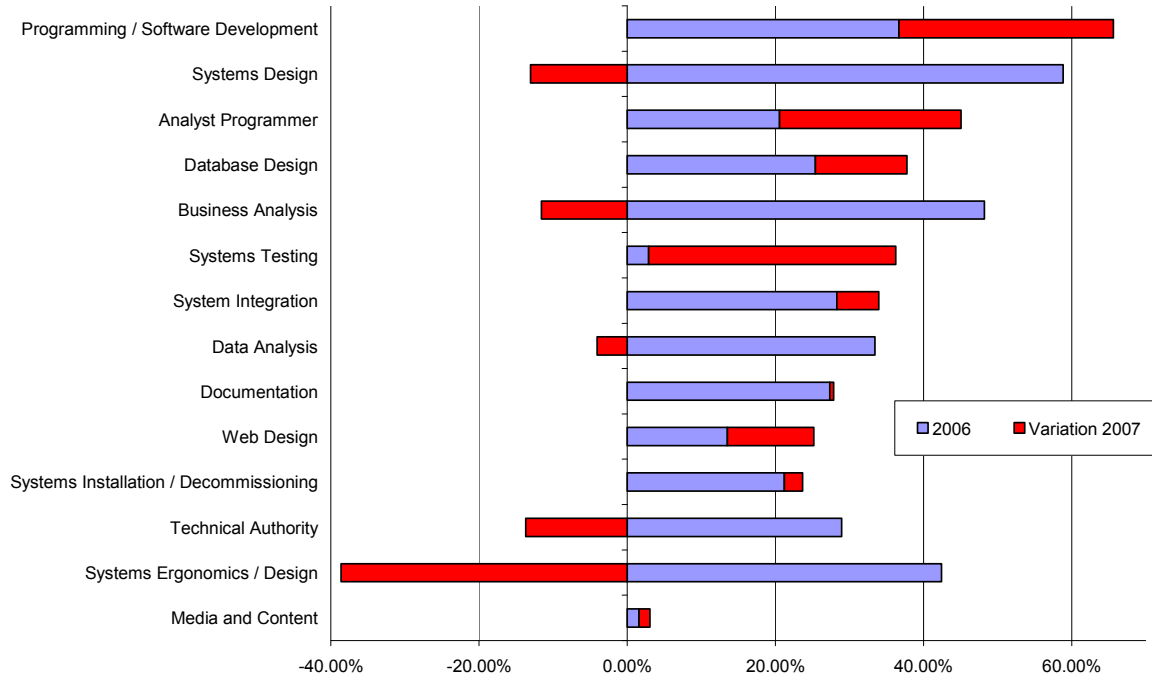


ACS Employment Survey - Open to change of skills



## ICT Skills growth and contraction 2006-2007

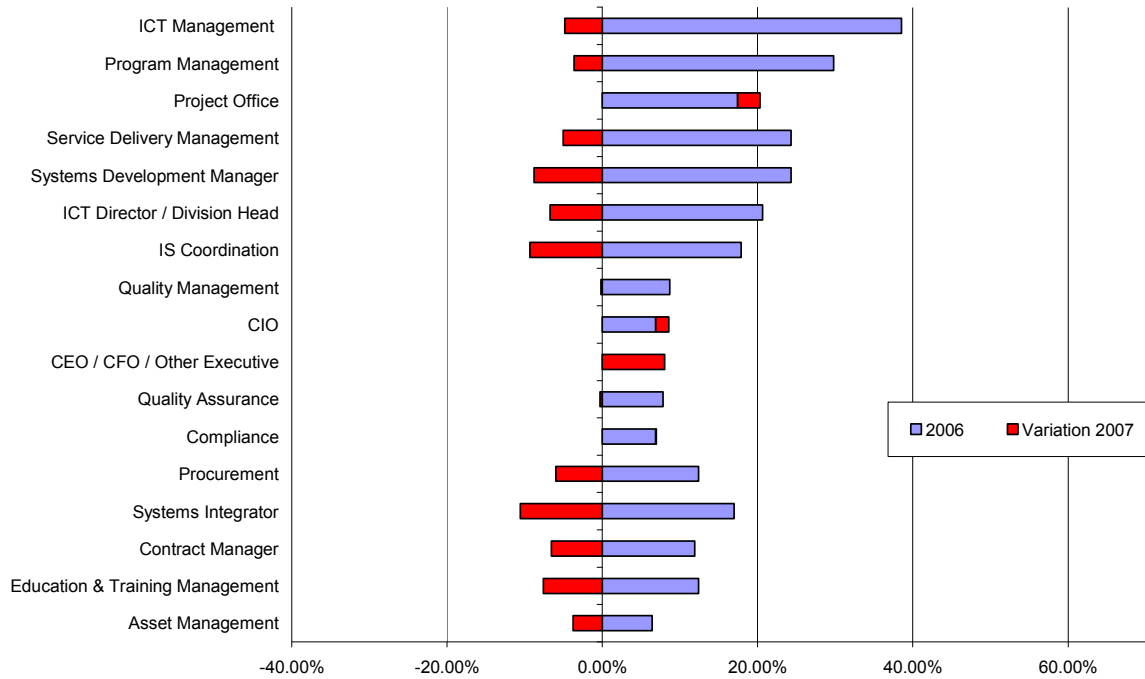
ACS Employment Survey - ICT Skills - Design and Implementation



Higher proportions of respondents indicated that they mainly operate within design and implementation job-skills. Of these, the two largest proportions in 2007 are for Programming/Software development, and Systems Design, closely followed by Analyst/programmer, Database Design and Business Analysis. These are, of course, somewhat complementary job-skills. Whilst the proportion within two of these leading groups decreased in 2007, there was compensating overall net growth in this group of skills.

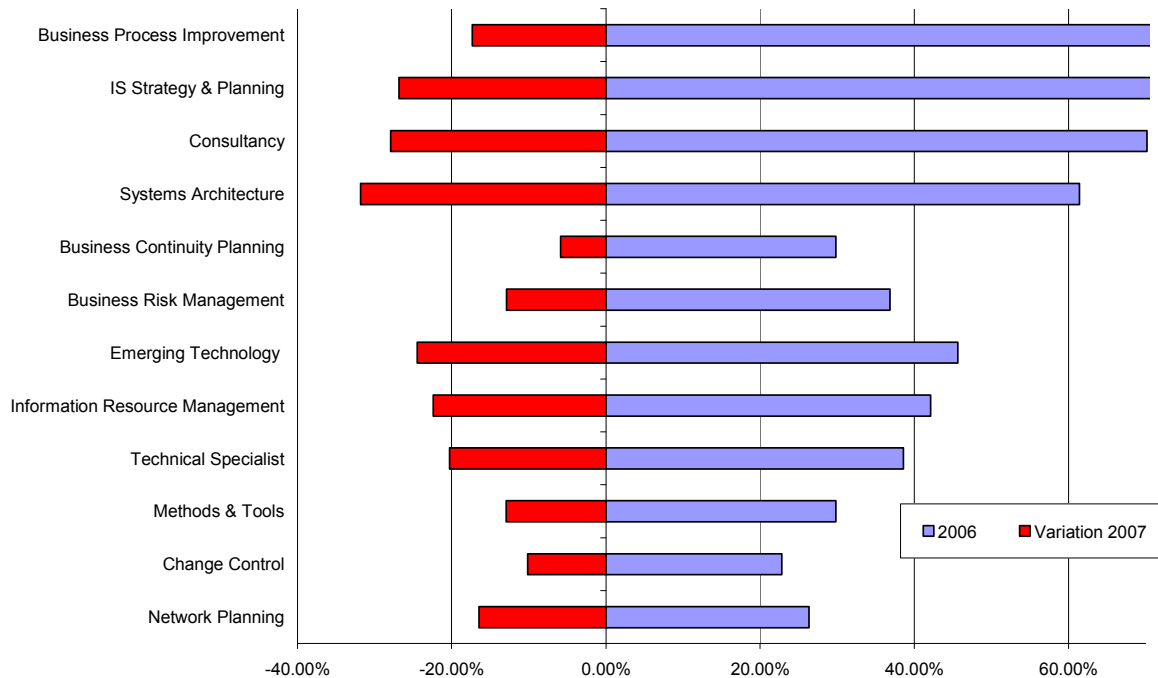
Significant growth, from a low base was seen in Systems testing, with Systems ergonomics/design showing the most significant decline.

**ACS Employment Survey - ICT Skills - Management and Administration**



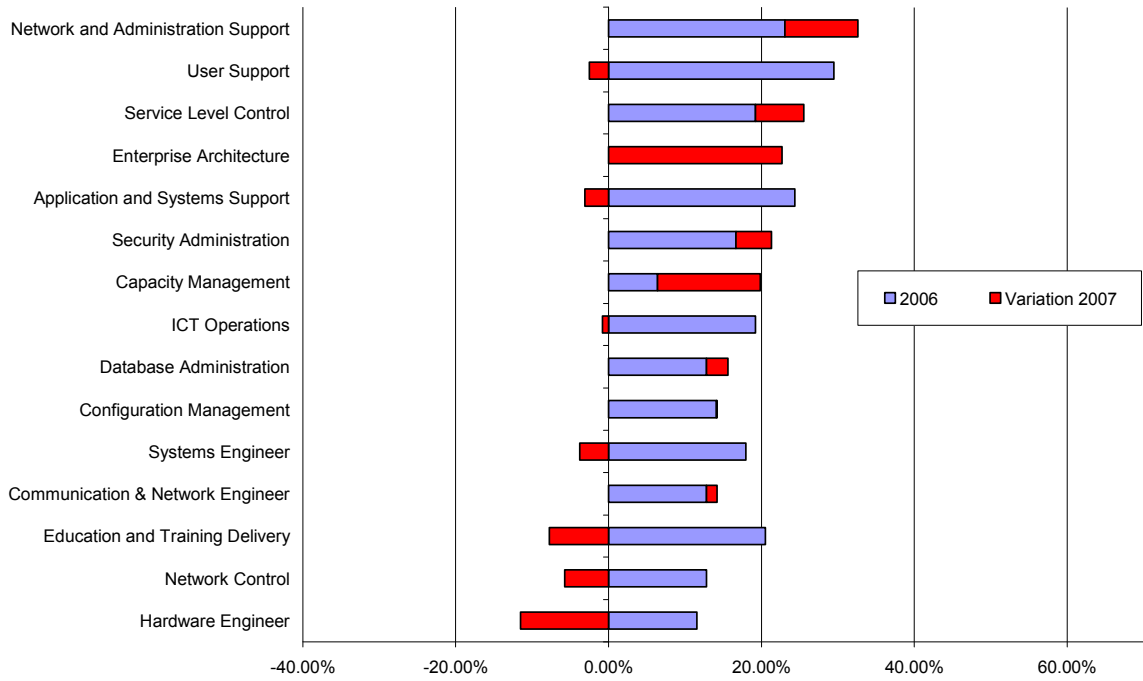
Management and Administration job-skills are far less volatile than Design and Implementation, however overall there was an overall slight decline in the proportionate representation.

**ACS Employment Survey - ICT Skills - Strategy and Planning**



Strategy and Planning job-skill proportions showed declines across the board, suggesting an increased focus on actual design and implementation in the current year.

**ACS Employment Survey - ICT Skills - Service Delivery and Technical Support**



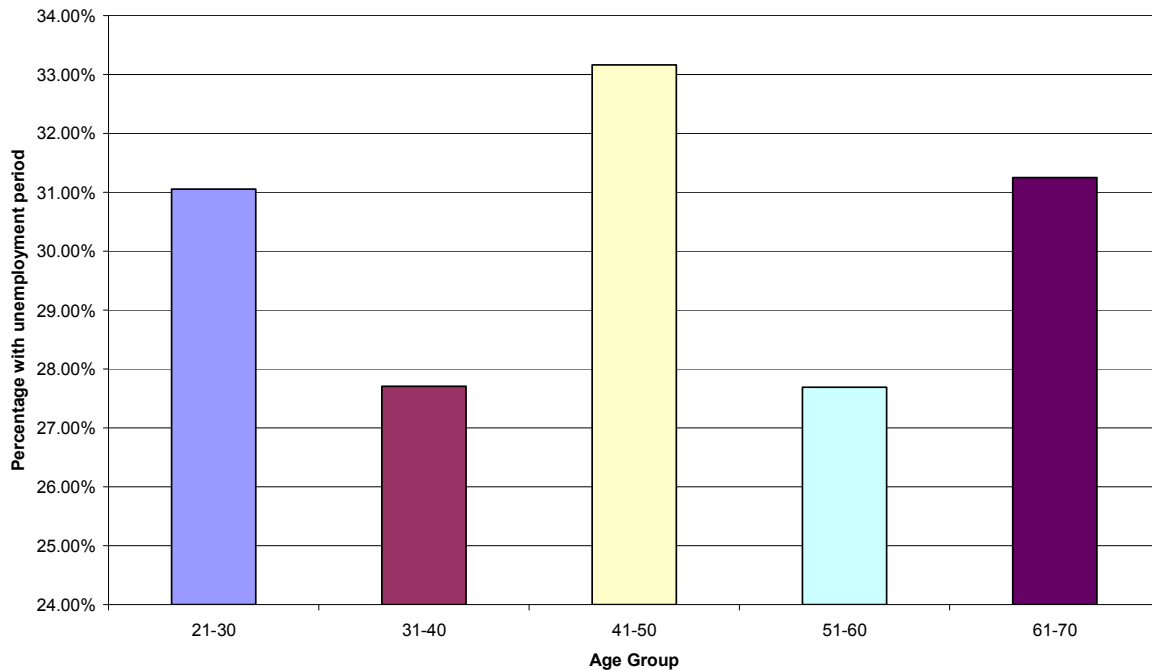
Service delivery and Technical support functions also showed net proportional growth, again reinforcing the “actual” rather than “planning” focus. Network support, enterprise architecture and capacity management ( all operational skills) all showed proportional growth. Education and training delivery continued to decline.

## Unemployment

Whilst over 29% of respondents had experienced some form of unemployment at some stage in the last five years, and every age group was represented in this, there appear to be two distinct age peaks, those aged under 30, especially under 25, and those aged 41-50.

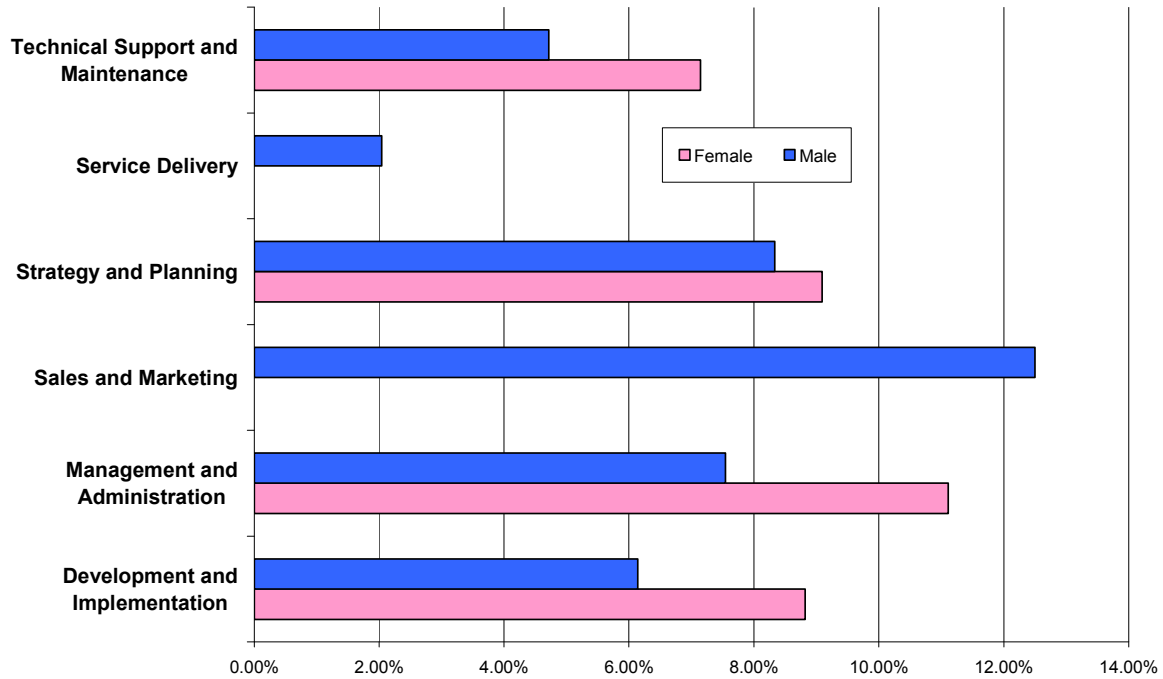
Whilst the over 61 group indicates unemployment experience at similar to the under 30 levels, this analysis is taken from a much smaller respondent sample, so more likely to be overstated.

**ACS Employment Survey - Unemployed at any time last five years**



The high level for the under 30 age group can be explained by the delay for many in this group in gaining their first job, whilst the higher level of unemployment experience for the 41-50 age group is more likely to be derived from a combination of age discrimination and either real or imagined concerns about the currency of their ICT skills.

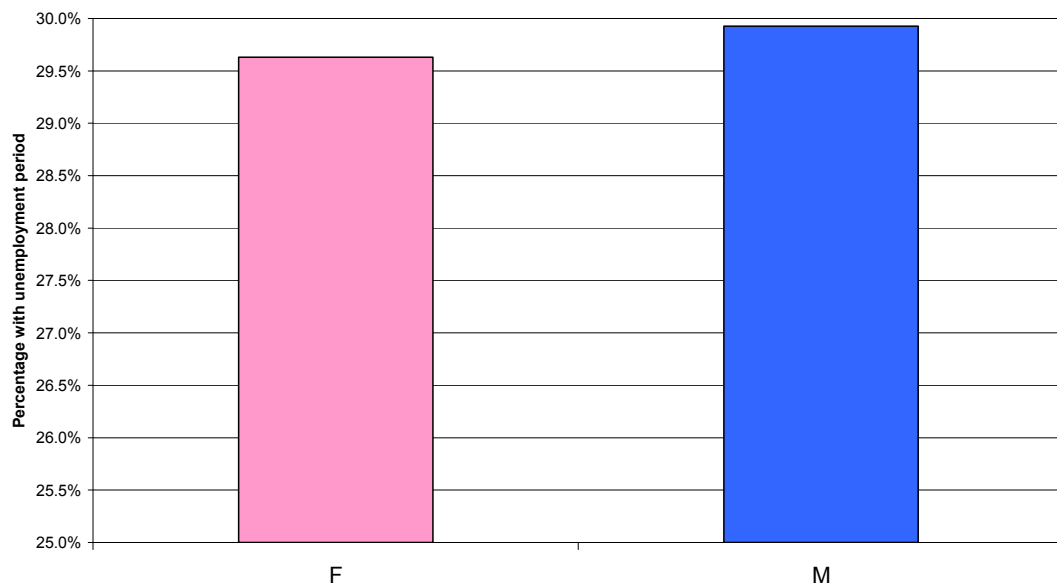
**ACS Employment Survey - Unemployment by job-type and sex**



Surprisingly, there are higher levels of unemployment reported by those respondents normally employed in the normally higher paid roles of management and administration and strategy and planning, rather than in the normally lower paid service delivery and technical support roles.

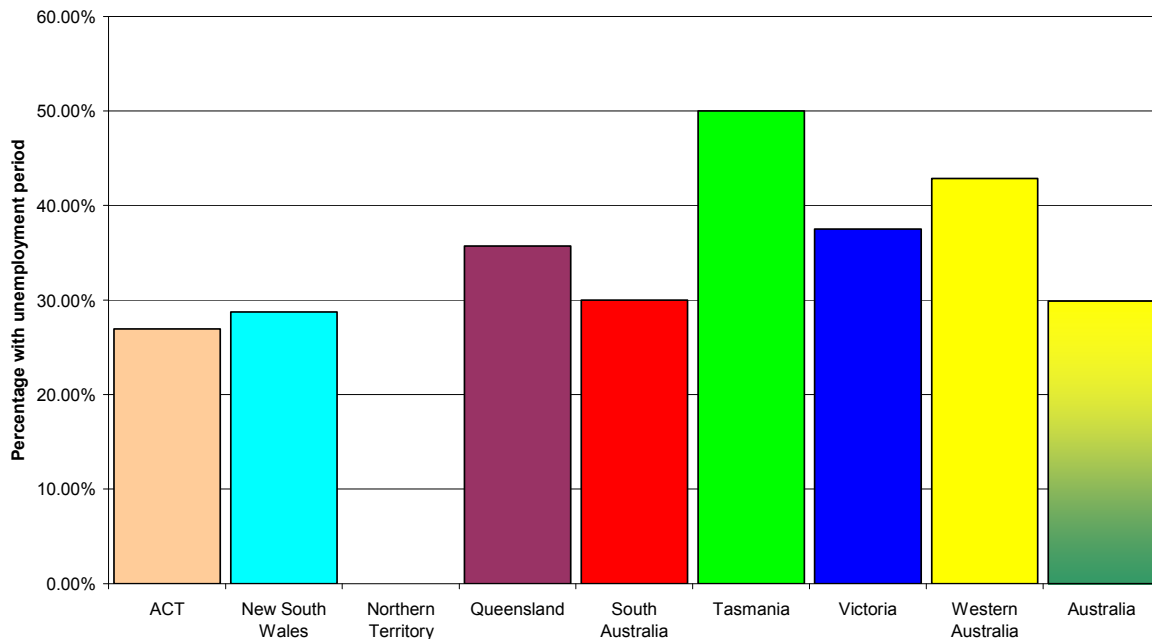
Of those respondents reporting an unemployment experience in the last five years, women reported higher levels across most job types, with the exception of service delivery and sales/marketing, however, because of the way in which male and female jobs are distributed, the aggregate female respondent unemployment experience was slightly lower than that for males.

**ACS Employment Survey - Unemployed at any time last five years**



When combined with the reported levels of age discrimination by both ACS grade and job type, this suggests that ICT recruiting practices are failing to access a significant group of older experienced workers within these job-skills. It also appears to show a bias against employing women in such senior roles as well.

**ACS Employment Survey - Unemployed at any time last five years**



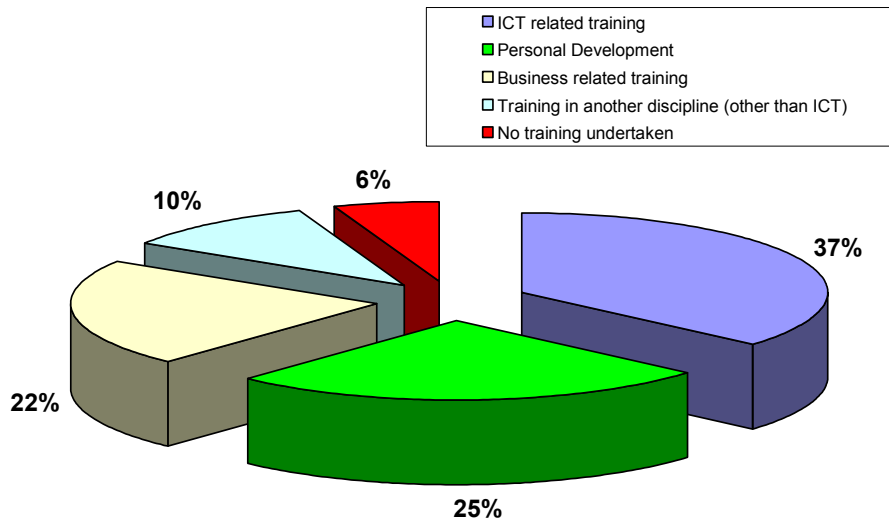
Location variations do not appear to be very significant, with the two exceptions of Tasmania, which was twenty points higher than the average, and the Northern Territory, where there is, apparently no ICT unemployment at all!

Surprisingly, the “mining boom” States of WA and Queensland indicated slightly elevated unemployment experiences compared to other respondent locations, as also did Victoria, but smaller response samples may have impacted upon the first two of these results, and the much larger number of graduating students based in Victoria to the last.

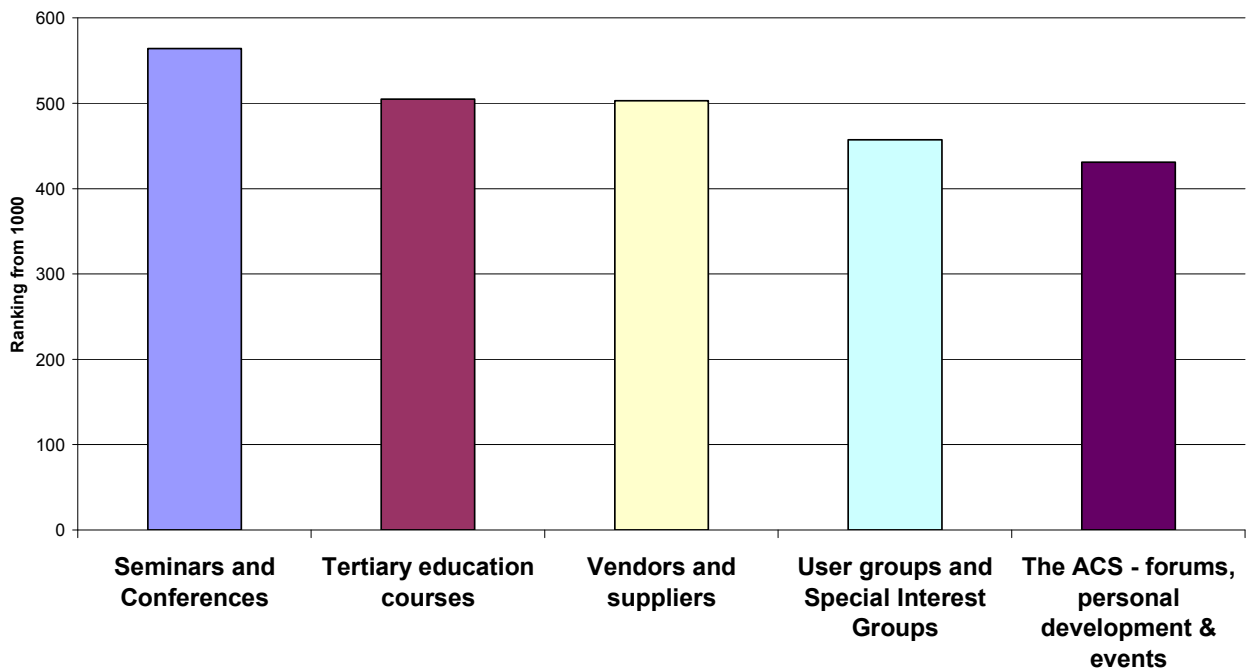
## Professional Development

94% of respondents had undertaken some form of training over the past three years, with the main types of training being ICT related, followed by personal development and business related training, with a surprising 10% indicating that they had undertaken training outside the ICT discipline.

ACS Employment Survey - Training Undertaken



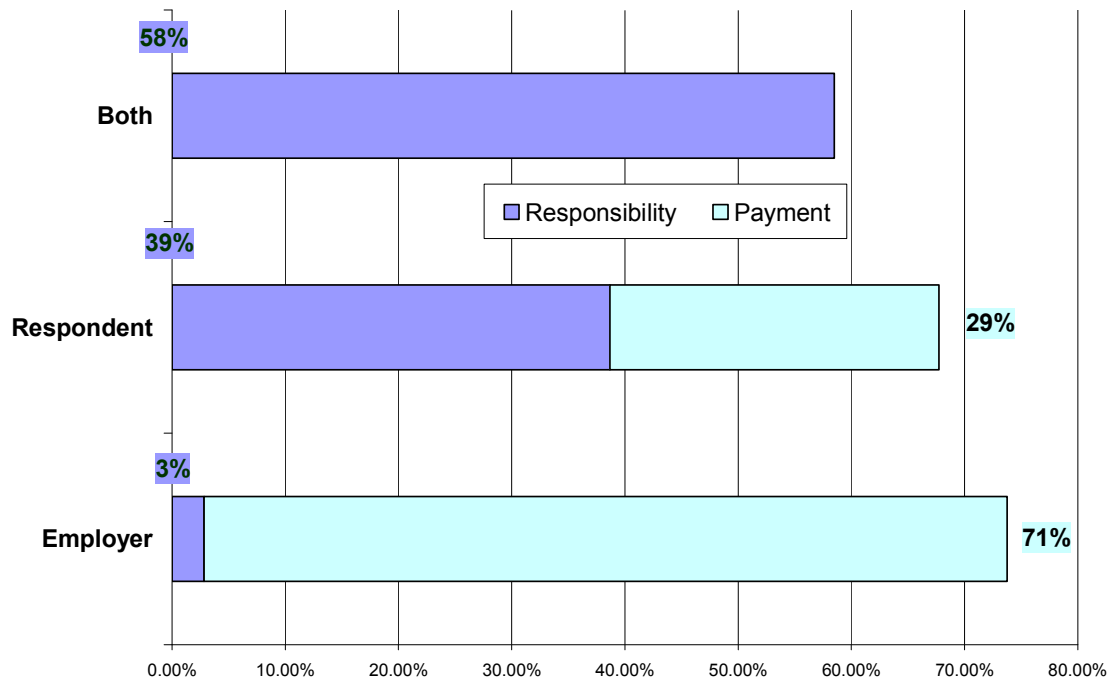
ACS Employment Survey - Sources of training - ranking



There was not a great deal of variation in the ranking of sources of training, with every category scoring close to a 50% support level, suggesting that most respondents consider that multiple sources of training are required, and that no one source is dominant.

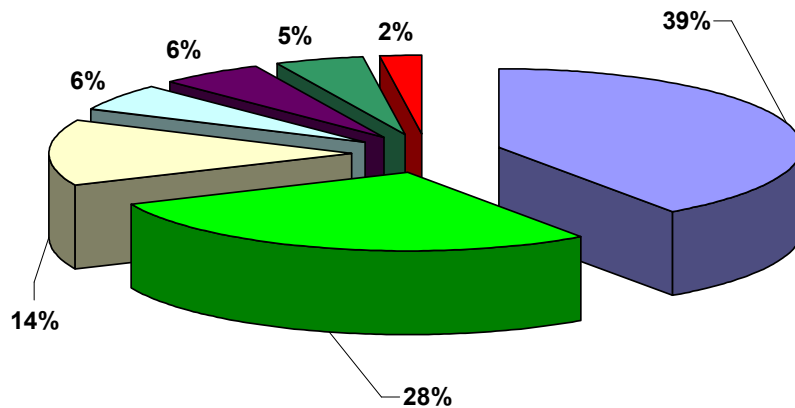
It was interesting to find that respondents rated tertiary education and vendor/supply training as almost exactly equal in training value to them.

**ACS Employment Survey - Training responsibility and payment**



ICT Employers in Australia clearly value the training that their employees receive, but are happy for their employees to make decisions on what training they require, with over 70% of employees of the respondents providing funding support, whilst just under 60% share the decision making process, and 40% leave it up to the employee.

### ACS Employment Survey - Training Challenges



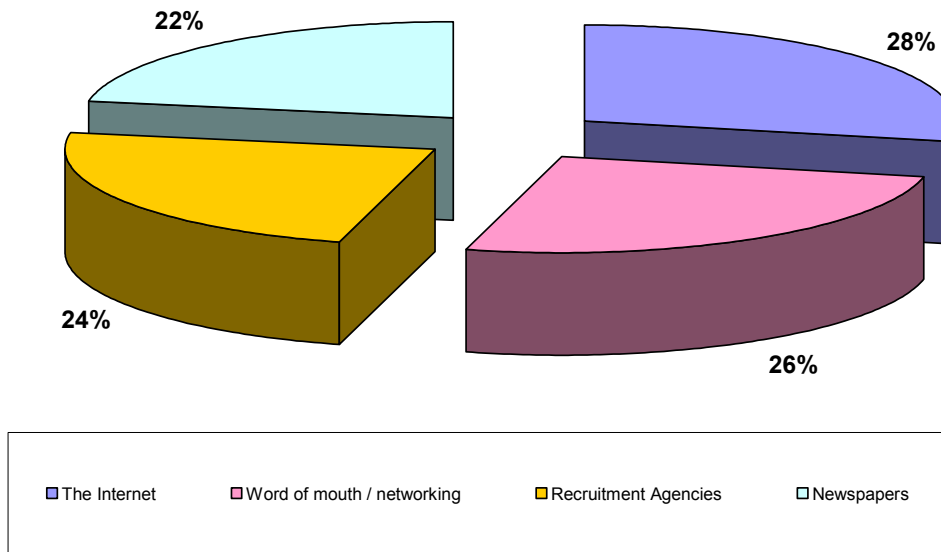
■ Sparing the time to attend these courses	■ The cost of these courses
■ Unsure if the courses will enhance my skill sets	■ Finding out they are available
■ Getting time off work	■ Getting to the places where this training is held
■ Do not consider I need more training	

Respondents, however, continue to report concerns at the challenges faced by them in accessing courses, with nearly 40% having problems finding the time available, whilst others are concerned about the cost of courses and yet others having doubts about the relevance of training offerings to their required skill-sets.

## Job Search

In a complete change-around from the last Survey, in which the internet was considered by respondents to be the best source of new ICT positions, with newspapers and recruitment agencies ranking lowly. The current Survey found each of the major job sources, Internet; Word-of mouth/Networking; Recruitment Agencies; and Newspapers, ranked as very close equivalents.

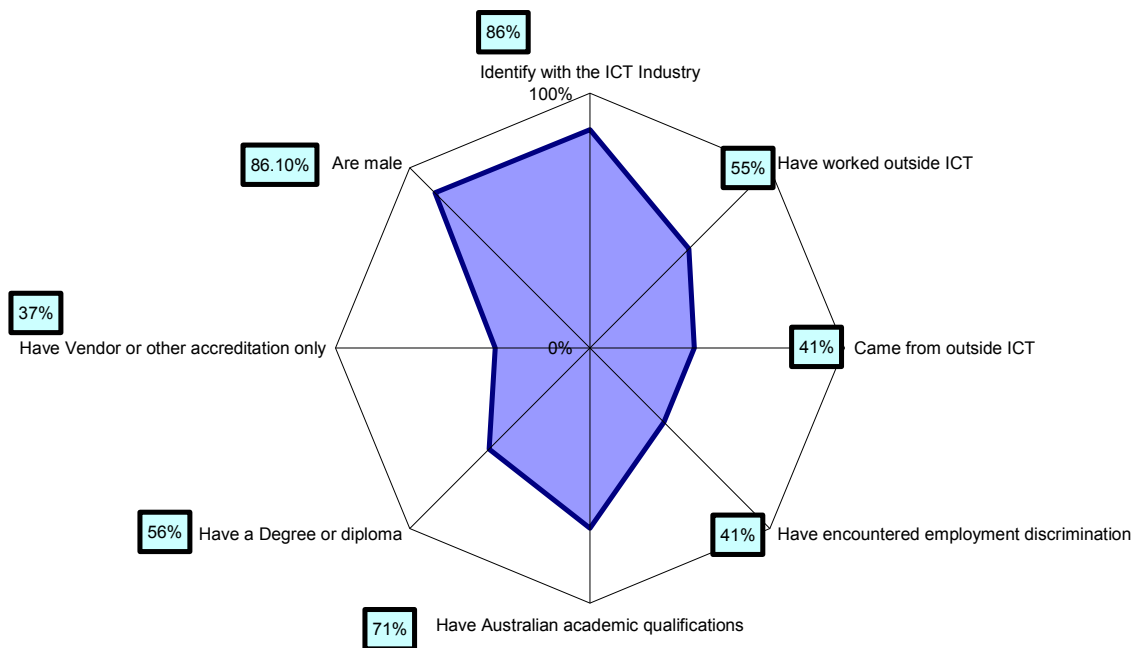
ACS Employment Survey - Best source of jobs



In answer to other questions, nearly 80% of respondents considered that they need to undertake training/retraining to keep their skills current every 1-3 years, whilst 76% felt that it would be beneficial for the ACS to provide Professional Indemnity insurance as part of its membership benefits (at no additional cost) that would cover members who undertake activities outside of their formal work functions, where they might not otherwise be covered, such as volunteer work, second job, helping friends with computing problems etc.

## Member Profile

ACS Employment Survey - Respondent profile



The diagram above allows us to profile the respondents, and suggests that the sometimes stated perception that ACS is comprised, in the main, of tertiary educated ICT academics and researchers, is far wide of the mark.

Only 56% of the respondents have received a degree or diploma in any field of study, although 71% have studied in Australia, and a high 37% of respondents have vendor or other (non-University) accreditation as their sole qualification, other than experience.

Also significantly, a high percentage of respondents have entered ICT from other fields, and more than half have worked in fields outside ICT at some stage in their careers.

What is also surprising is the relatively high reporting of some form of discrimination encountered, on the grounds of one or more of age, race, or sex.

Most importantly, over 86% of respondents consider themselves to be part of the Australian ICT industry.

When the relative seniority of the respondents is taken into consideration, (illustrated by both the length of time in ICT and their ACS grading) this input simply reinforces the view that a rigid and formulaic approach to the understanding of ICT qualifications and professional recognition, or of the paths to entry to the ICT professions, would not recognise the reality of a significant proportion of current ICT senior management in Australia.

## Survey Questions

1.00. Did you answer the equivalent ACS employment survey last year?

Yes

No

2.00. What is your employment status?

Full-time ( $\geq 35$  hours a week)

Part-time ( $< 35$  hours a week)

Self-employed proprietary/director

Hourly contract employee

Studying (but seeking work)

Studying (and not seeking work)

Unemployed

Retired

3.00. In which state or territory are you based?

NSW

VIC

QLD

SA

WA

TAS

ACT

NT

Overseas (Please specify which country)

4.00. In what industry sector are you working now?

Banking / Finance

Computer suppliers / distributors

Computer, peripheral, equipment manufacturers

Computer software manufacturing

Computer Services

Communications & media (inc TV, Australia Post, Telstra, Newspapers)

Consulting

Construction

Defence

Education

Electricity and gas supply / utilities

Health & community services

Hospitality (hotels, restaurants, etc)

Insurance

Manufacturing (excluding computer, suppliers/distributors, peripheral & equipment manufacturers)

Mining or quarrying

Printing / publishing

Property & business services

Public administration

Retail

Research & development

Telecommunications

Transport & storage  
Other  
Agriculture

5.00. Which of the following best describes your main ICT job responsibility now?

Development and Implementation  
Management and Administration  
Sales and Marketing  
Strategy and Planning  
Service Delivery  
Technical Support and Maintenance

5.10. Within Development and Implementation, which of the following are your current specialisations?

Systems Installation / Decommissioning  
Documentation  
System Integration  
Business Analysis  
Data Analysis  
Database Design  
Media and Content  
Programming / Software Development  
Systems Design  
Systems Ergonomics / Design  
Systems Testing  
Technical Authority  
Web Design  
Analyst Programmer

5.20. Within Management and Administration, which of the following are your current specialisations?

CIO  
ICT Director / Division Head  
Program Management  
Project Office  
Compliance  
Quality Assurance  
Quality Management  
Asset Management  
Education & Training Management  
ICT Management  
Systems Integrator  
IS Coordination  
Service Delivery Management  
Systems Development Manager  
Contract Manager  
Procurement  
CEO / CFO / Other Executive

5.30. Within Sales and Marketing, which of the following are your current specialisations?

Account Management  
Marketing  
Sales and Support  
Selling

5.40. Within Strategy and Planning, which of the following are your current specialisations?

Business Process Improvement  
Business Risk Management  
IS Strategy & Planning  
Consultancy  
Information Resource Management  
Technical Specialist  
Business Continuity Planning  
Change Control  
Emerging Technology  
Methods & Tools  
Network Planning  
Systems Architecture

5.50. Within Service Delivery, which of the following are your current specialisations?

Education and Training Delivery  
Communication & Network Engineer  
Hardware Engineer  
Systems Engineer  
Capacity Management  
Configuration Management  
Network Control  
Security Administration  
Application and Systems Support  
Database Administration  
ICT Operations  
Service Level Control  
Network and Administration Support  
User Support  
Enterprise Architecture

6.00. In what industry sector(s) have you spent most of your ICT career?

Banking / Finance  
Computer services  
Computer software manufacturing  
Public administration (Federal, State, Local)  
Consulting  
Education  
Other (Please specify)  
Telecommunications  
Manufacturing (excluding computer, suppliers / distributors, peripheral & equipment manufactures)  
Insurance  
Transport & storage  
Defence

Health & community services  
Communications & media (inc TV, Australia Post, Telstra, Newspapers)  
Electricity and gas supply / utilities  
Research & development  
Computer suppliers / distributors  
Computer, peripheral, equipment manufactures  
Retail  
Mining or quarrying  
Printing / publishing  
Property & business services  
Construction  
Hospitality (hotels, restaurants etc)  
Agriculture

7.00. Which of the following best describes your main job responsibility for the majority of your ICT career?

Development and Implementation  
Management and Administration  
Sales and Marketing  
Service Delivery  
Strategy and Planning  
Technical Support and Maintenance

7.10. Within Development and Implementation, which of the following specialisations did you work in?

Systems Installation / Decommissioning  
Documentation  
Systems Integration  
Analyst Programmer  
Business Analysis  
Data Analysis  
Database Design  
Media and Content  
Programming / Software Development  
Systems Design  
Systems Ergonomics / Design  
Systems Testing  
Technical Authority  
Web Design

7.20. Within Management and Administration, which of the following specialisations did you work in?

CIO  
ICT Director / Division Head  
Program Management  
Project Office  
Compliance  
Quality Assurance  
Asset Management  
Education & Training Management

ICT Management  
Systems Integrator  
IS Coordination  
Service Delivery Management  
Systems Development Manager  
Contract Manager  
Procurement  
Quality Management  
CEO / CFO / Other Executive

7.30. Within Sales and Marketing, which of the following specialisations did you work in?

Account Management  
Marketing  
Sales and support  
Selling

7.40. Within Service Delivery, which of the following specialisations did you work in?

Education & Training Delivery  
Communications & Network Engineer  
Hardware Engineer  
System Engineer  
Capacity Management  
Configuration Management  
Network Control  
Security Administration  
Application & Systems Support  
Database Administration  
ICT Operations  
Service Level Control  
Network & Administration Support  
User Support  
Enterprise Architecture

7.50. Within Strategy and Planning, which of the following specialisations did you work in?

Business Process Improvement  
Business Risk Management  
IS Strategy & Planning  
Consultancy  
Information Resource Management  
Technical Specialist  
Business Continuity Planning  
Change Control  
Emerging Technology  
Methods & Tools  
Network Planning  
Systems Architecture

8.00. How many hours do you work a week?

None  
Under 10 hours

10 to 19 hours  
20 to 29 hours  
30 to 39 hours  
40 to 49 hours  
Over 50 hours

9.00. How open are you to taking an ICT position involving new skill sets?

Very open  
Depends on the skill sets needed  
Depends on the position  
Not at all amenable  
Depends on the location

10.00. What training, via courses/conferences/seminars have you undertaken in the past three (3) years?

ICT related training  
Business related training  
Personal Development  
No training undertaken  
Training in another discipline (other than ICT)

11.00. How amenable are you to undertaking new training and/or retraining?

Very open  
Depends on the future possibilities that would eventuate from this training  
Not very amenable

12.00. What do you find to be the best source of ICT training? Please select each box then rank in order 1 to 5, 1 being the best

Seminars and Conferences  
Tertiary education courses  
The ACS - forums, personal development & events  
Vendors and suppliers  
User groups and Special Interest Groups

13.00. Who is responsible for determining your training needs?

Me  
My Employer  
Me and My Employer  
14.00. Does your employer pay or contribute to your training

Yes  
No

15.00. How often do you need to undertake training/retraining to keep your skills current?

1-3 years  
3-5 years  
5-10 years

16.00. What is the main challenge you face in undertaking courses to enhance your ICT skill sets?

Finding out they are available  
The cost of these courses

Sparing the time to attend these courses  
Getting to the places where this training is held  
Unsure if the courses will enhance my skill sets and enable me to improve my employment prospects  
Do not consider I need more training  
Getting time off work

17.00. Do you have academic or industry computing qualifications?

No formal qualifications  
Vendor accreditation  
Diploma  
Bachelor Degree with Honours  
Bachelor Degree without Honours  
Graduate Diploma  
MA / MBA  
PHD  
Other

18.00. If you have formal qualifications where were they gained and in what discipline?

Australia, please specify discipline  
Elsewhere, please specify (Country and discipline)

19.00. What do you find as the best source of new ICT positions? Please select each box then rank in order 1 to 4, 1 being the best

Newspapers  
Recruitment Agencies  
The Internet  
Word of mouth / networking

20.00. How long have you worked in an ICT professional or technical role?

Never worked in ICT in Australia  
Under two years  
Two to five years  
Five to ten years  
Over ten years

21.00. How many years experience do you have as a computing or ICT professional? Please select each box then type in numeric only

Year(s):  
Month(s):

22.00. Do you currently consider yourself as employed in the ICT industry

Yes  
No

23.00. Have you worked in other than an ICT professional or technical role during your career?

Yes  
No

24.00. Did you move into an ICT related career from another area?

Yes

No

25.00. Over the last five years, for what periods in total have you been unemployed? If applicable, please select each box then type in numeric only

Year:

Month:

26.00. Would you benefit or consider it beneficial for the ACS to provide Professional Indemnity insurance as part of its membership benefits (at no additional cost) that would cover members who undertake activities outside of their formal work functions, where they might not otherwise be covered, such as volunteer work, second job, helping friends with computing problems etc

Yes

No

27.00. In applying for ICT positions, do you believe you have ever encountered any of the following forms of discrimination?

Discrimination against your age

Discrimination against your sex

Discrimination against your race or ethnicity

Never experienced any discrimination

28.00. If you are interested in receiving the results of the survey, please enter your return email address here