



SCREENING OUTCOMES

(TAKE FROM S3 IF ANSWERED, S2 IF NOT ANSWERED S3, S1 IF NOT ANSWERED S3 OR S2

Hard Appointment	S1/S2/S3 = code 3
Soft appointment	S1/S2/S3 = code 4
Refusal	S1/S2/S3 = code 5
Refusal (Company Policy)	S1/S2/S3 = code 6
Refusal (Taken part in recent survey)	S1/S2/S3 = code 7
Nobody at site able to answer questions	S1/S2/S3 = code 8
Not available in deadline	S1/S2/S3 = code 9
Company too small / No-body on payroll / 0 employees	S1/S2/S3 = code 10 OR A6TOT = 0
Don't Know exact number of employees	A6TOT = dk
Engaged	S1 = code 11
Fax line	S1 = code 12
No reply / Answering phone	S1 = code 13
Residential number	S1 = code 14
Dead line	S1 = code 15
Company closed	S1 = code 16

Out of quota From A4

[NOTE – IF Sector quota filled sample is removed immediately]

ASK ALL

S1. **Good morning/afternoon, my name is XXX and I am calling from IFF Research, an independent research organisation, on behalf of the Learning and Skills Council. Can I just check, is this ... COMPANY...?**

SINGLE CODE

Yes	1	Continue
No – incorrect name	2	Record correct company name
Definite appointment	3	Make definite appointment / soft call back
Soft appointment	4	
Refusal – no reason given	5	Close
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	
Not available in deadline	9	
Company too small / no-one on payroll / 0 employees	10	
Engaged	11	
Fax	12	
No reply / Answering machine	13	
Residential number	14	
Dead line	15	
Company closed	16	
Duplicate – already called about this survey	17	

S2. *IF HAVE NO NAMED SAMPLE FROM NESS 2003*
Can I speak to the most senior person here who has responsibility for human resource and personnel issues?

INTERVIEWER PROMPT:

IF COMPANY WITH MORE THAN 24 EMPLOYEES: Your human resources or personnel director / manager?

IF COMPANY WITH LESS THAN 25 EMPLOYEES: The owner, managing director or general manager?

IF HAVE NAMED SAMPLE FROM NESS 2003

Can I please speak to [INSERT NAMED CONTACT]

SINGLE CODE

Yes - transferred	1	<i>Go to S3</i>
Yes – correct respondent speaking	2	
Definite appointment	3	<i>Make definite appointment / soft call back</i>
Soft appointment	4	
Refusal	5	<i>Close</i>
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	
Not available in deadline	9	
Company too small / no-one on payroll	10	
Duplicate – already called about this survey	11	
<i>[IF NAMED CONTACT]</i> No-one of that name works here / Person no longer works here	12	<i>Reask S2</i>

- S3. **Good morning/afternoon, my name is XXX and I am calling from IFF Research, an independent research organisation. We are conducting a major research project on behalf of the Learning and Skills Council and its partners to find out what skills are necessary for businesses to survive and grow. The information will be used to plan training provision to ensure it meets the skills needs of businesses.**

IF HAVE NAMED CONTACT FROM NESS 2003. You may remember that you helped us with a similar survey a year ago

INTERVIEWER NOTE: The partner organisations are: the Department for Education and Skills, Regional Development Agencies, the Sector Skills Development Agency and Sector Skills Councils.

The interview will take on average 20 minutes depending on the answers given. Would it be convenient to conduct the interview now?

SINGLE CODE

Yes – continue	1	<i>Continue</i>
Definite appointment	3	<i>Make definite appointment / soft call back</i>
Soft appointment	4	
Refusal – no reason given	5	<i>Close</i>
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	
Not available in deadline	9	
Company too small / no-one on payroll	10	
Duplicate – already called about this survey	11	

ADD IF NECESSARY

- Your co-operation will ensure that the views expressed are representative of all employers
- The results will be available later this year and will be posted on the LSC's website: www.lsc.gov.uk
- All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.
- We work strictly within the Market Research Society Code of Conduct
- Contact at IFF Research is Ben Davies if they would like to find out more about the survey (020 7250 3035) EACH CONTRACTOR TO ADAPT
- Contact at Learning & Skills Council is Owen Hillis (Tel: 02476 823471)
- Establishments have been randomly chosen from British Telecom Yellow Pages and Thompson's Directories (now owned by Experian)

Section A: Establishment details

I would like to begin by asking you some general questions about this establishment or site. By establishment or site I mean this single location, even if it encompasses more than one building.

ASK ALL EXCEPT SIC CODES 36639, 74879, 93059 AND 52489

- A1. I have [READ OUT SIC DESCRIPTION ON SAMPLE – SEE ANNEX A FOR FULL LISTING] as a general classification for your establishment. Does this sound right?

Yes	1	CHECK A2a
No	2	ASK A2

ASK IF NO AT A1 OR IF SIC CODES 36639, 74879, 93059 AND 52489

- A2. **What is the main business activity at this establishment?**

PROBE AS NECESSARY:

What is the main product or service of this establishment?

What exactly is made or done at this establishment?

What material or machinery does that involve using?

WRITE IN. CODE TO SIC 4 DIGIT.

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ASK A2A IF SIC 2003 = 75 (EXCLUDING 75.23 AND 75.24)

- A2a. **Do you consider yourself to be part of... READ OUT. SINGLE CODE.**

Central government	1	CHECK A3
Or Local government	2	
DO NOT READ OUT: Neither	3	
DO NOT READ OUT: Other (SPECIFY)	4	
DO NOT READ OUT: Don't know / not sure	5	

ASK ALL THOSE NOT PART OF CENTRAL OR LOCAL GOVERNMENT (A2A/NOT1or2)

- A3. **Would you classify this establishment as part of the... READ OUT? SINGLE CODE**

private / commercial sector	1
public sector (add if necessary: run or funded wholly by central or local government)	2
voluntary sector (including charities or trusts)	3
Other (WRITE IN)	4
DO NOT READ OUT: Private-Public Partnership (PPP)	5
DO NOT READ OUT: Don't Know	X

ASK ALL

- A4. **Including yourself and any working proprietors, how many part-time and full-time employees do you have on the payroll at *this location* - we are interested in all those on the payroll but not outside contractors/agency staff nor the self-employed other than a self-employed owner? PROBE FOR BEST ESTIMATE**

WRITE IN NUMBER (1-99999) [DK = THANK AND CLOSE]

A4RAN **CATI INSTRUCTION – AUTOMATICALLY CODE TO GRID BELOW**

1	1	<u>THANK AND CLOSE</u>
2-4	2	ASK A5
5-9	3	
10-24	4	
25-49	5	
50-99	6	
100-199	7	
200-250	8	
251-499	9	
500+	10	

IF A4 > 1500 ASK:

- A4chk. **I've recorded that as (insert number from A4) part-time and full-time employees on the payroll at this location, excluding contractors/agency staff, is this correct?**

Yes	1	CONTINUE
No	2	REASK A4

A4TOT – CATI DUMMY VARIABLE TOTAL NUMBER OF EMPLOYEES FROM A4

ASK IF 2-24 EMPLOYEES AT A4

- A5. **Are any working proprietors included in this total?**

Yes	1	ASK A6
No	2	GO TO A7

IF WORKING PROPRIETORS INCLUDED IN TOTAL

- A6. **Excluding working proprietors, how many people are employed at this establishment?**

WRITE IN NUMBER (0-23)

ADD CATI CHECK SO THAT FIGURE GIVEN IS < A4

A6 TOT – CATI DUMMY VARIABLE TOTAL NUMBER OF EMPLOYEES FROM A6 IF A5 IS 'YES'. IF A5 IS 'NO' THEN A6TOT = A4TOT

ASK ALL

- A7. **You said there were [INSERT NUMBER FROM A4] staff at this establishment. I would like you to break this number down to nine specific categories. If staff carry out more than one role please only include them in their main function.**

First, do you employ any staff at this establishment as ... OCCUPATION...?

CATI CHECK 1: NUMBER OF CATEGORIES TO BE NO GREATER THAN NUMBER OF STAFF EMPLOYED AT A4

SET UP CHECK SO THAT ONCE OCCUPATIONS HAVE BEEN ATTRIBUTED TO TOTAL NUMBER OF STAFF NO FURTHER OCCUPATIONS ARE ASKED ABOUT

CATI CHECK AFTER A7_1: IF NUMBER OF STAFF EMPLOYED AT A4 IS GREATER THAN 50 AND RESPONDENTS SAYS NO MANAGERS EMPLOYED AT A7_1

- A7chka **Can I just check you said you had (insert number from A4) full and part time staff at this location but none are managers. Is this correct?**

Yes	1	CONTINUE
No	2	GO BACK TO A7_1 AND RECODE (INTERVIEWER NOTE: TO CHANGE NUMBER OF EMPLOYEES USE '<A4')

If A4 > 20 AND ONLY ONE TYPE OCCUPATION MENTIONED AT A7 ASK:

- A7chkb: **Can I just check, you said you had (insert number from A4) full and part time staff at this location and all of them are (insert text from A7chk2). Is this correct? (INTERVIEWER NOTE: TO CHANGE NUMBER OF EMPLOYEES USE '<A4')**

Yes	1	CONTINUE
No	2	REASK A7 SERIES

A7DUM CATI DUMMY VARIABLE – CALCULATE NUMBER OF OCCUPATIONS CODED YES TO AT A7

CATI CHECK 2: MUST ANSWER AT LEAST 1 OCCUPATIONAL CATEGORY AS YES AT A7

IF FAIL CATI CHECK 2: PROMPT RESPONDENTS WITH ... **The categories I have mentioned are intended to cover all possible occupations. Please can you tell me which come closest to describing your employees. THEN REASK A7**

A7CHK2 CATI DUMMY VARIABLE – LIST OF ALL OCCUPATIONS CODED YES AT A7

- A8. THERE IS NO A8

A9. FOR EACH OCCUPATION EMPLOYED (YES AT A7)
 [TEXT SUB IF MORE THAN 100 EMPLOYEES: **Approximately**] how many of your staff at this establishment are employed as ...? **READ OUT**

	A7		A9
	Yes	No	
Managers [IF A3 NOT CODE 1, ADD: and senior officials] (Note: this excludes supervisors) (Note: if police force this covers inspectors and above)	1	2	(1-99999)
Professional occupations [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD IF NECESSARY: including professional engineers, software and IT professionals, accountants, chemists and scientific researchers] [IF 'SERVICES' (SIC ON SAMPLE: 50-74) ADD IF NECESSARY: including solicitors and lawyers, accountants, IT professionals, economists, architects, actuaries, doctors.] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99) ADD IF NECESSARY: including doctors, psychologists, teachers, social workers, librarians, accountants, economists.]	1	2	(1-99999)
Associate professional and technical occupations [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD IF NECESSARY: including science and engineering technicians, lab technicians, IT technicians, accounting technicians.] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD IF NECESSARY: including insurance underwriters, finance and investment analysts and advisers, writers/journalists, buyers, sales reps, estate agents, train drivers/pilots, graphic designers, fitness instructors.] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD IF NECESSARY: including nurses, midwives, junior police/fire/prison officers, therapists, paramedics, community workers, fitness instructors.]	1	2	(1-99999)
Administrative and secretarial occupations [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD IF NECESSARY: including secretaries, receptionists & PAs, telephonists, credit controllers/wage clerks, assistants / clerks] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD IF NECESSARY: including secretaries, receptionists & PAs, market research interviewers, credit controllers/wage clerks, pension and insurance clerks, office assistants] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD IF NECESSARY: including secretaries, receptionists & PAs, local government officers and assistants, civil service executive officers, credit controllers/wage clerks, office assistants]	1	2	(1-99999)
Skilled trades occupations ADD IF NECESSARY: electricians, motor mechanics, machine setters/tool makers, TV engineers, construction trades, printers, chefs, butchers	1	2	(1-99999)
Personal service occupations [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD IF NECESSARY: including such occupations as care assistants, nursery nurses.] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD IF NECESSARY: including travel agents, travel assistants, hairdressers and beauticians, nursery nurses/childminders] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD IF NECESSARY: including care assistants and home carers, nursery nurses/childminders, ambulance staff, pest control officers, dental/veterinary nurses]	1	2	(1-99999)
Sales and customer service occupations ADD IF NECESSARY: sales assistants and retail cashiers, telesales, call centre agents, customer care occupations	1	2	(1-99999)
Process, plant and machine operatives ADD IF NECESSARY: plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers	1	2	(1-99999)

Elementary occupations [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) <i>ADD IF NECESSARY: labourers, packers, security guards, cleaners</i>] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) <i>ADD IF NECESSARY: including bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers, cleaners, dry cleaners</i>] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) <i>ADD IF NECESSARY: including labourers, cleaners, road sweepers, traffic wardens</i>]	1	2	(1-99999)
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A6TOT

CATI CHECK 3: *THERE IS NO CATI CHECK 3*

CATI CHECK 4: SUM OF A9 TO EQUAL A4

IF FAIL CATI CHECK 4: PROMPT RESPONDENT WITH ... **The breakdown you have provided me with sums to [INSERT SUM OF A9] but you told me earlier that you have [INSERT A4] employees in total. THEN RE-ASK A9**

SECTION C: Recruitment and Hard to fill vacancies

ASK ALL

- C1. **Changing the subject slightly, how many vacancies, if any, do you currently have at this establishment? PROBE FOR BEST ESTIMATE**

WRITE IN NUMBER _____ [ALLOW DK. IF 0 OR DK GO TO D1]

IF C1 > 100 ASK:

- C1chk. I've recorded that as (insert number from C1), is this correct?**

Yes	1	CONTINUE
No	2	REASK C1

ASK ALL WITH ANY VACANCIES AT C1. OTHERS (NONE / DK @ C1) GO TO D1.

- C2. **TEXT SUBSTITUTION: IF C1>1: In which specific occupations do you currently have vacancies at this establishment? / IF C1=1: In which specific occupation do you currently have a vacancy at this establishment?**

PROMPT FOR FULL DETAILS (E.G. IF 'MANAGER' PROBE: WHAT TYPE OF MANAGER?)

RECORD DETAILS FOR UP TO 6 OCCUPATIONS.

DUMVAC CATI DUMMY VARIABLE – LIST OF UP TO 6 OCCUPATIONS WITH VACANCIES

IF >1 OCCUPATION WITH VACANCIES @ C2, ASK C3. OTHERS GO TO C4.

- C3. **How many vacancies do you have for [EACH OCCUPATION AT C2]? PROBE FOR BEST ESTIMATE**

CATI – NUMBER OF VACANCIES FROM C1 TO APPEAR ON SCREEN

CATI – DO NOT ALLOW DON'T KNOW. ANSWER MUST BE AT LEAST 1

C2	C3 – number
Occupation 1 -	(1-9999)
Occupation 2 -	(1-9999)
Occupation 3 -	(1-9999)
Occupation 4 -	(1-9999)
Occupation 5 -	(1-9999)
Occupation 6 -	(1-9999)

CATI CHECK 6: TOTAL OF ALL VACANCIES AT C3 MUST SUM TO C1 (UNLESS GIVE 6 OCCUPATIONS WHERE IT CANNOT BE GREATER THAN C1).

IF FAIL CATI CHECK 6: PROMPT RESPONDENT WITH ... This sums to [INSERT C3 SUM] but you just told me that you had [INSERT C1] vacancies in total... THEN REASK C3

ASK ALL WITH VACANCIES AT C1

- C4. **TEXT SUBSTITUTION: IF C1>1: Are any of these vacancies proving hard to fill? / IF C1=1: Is this vacancy proving hard to fill?**

Yes	1	ASK C5
No	2	GO TO D1
DK	3	GO TO D1

ASK C5 IF YES AT C4 AND C1 > 1 (IF C4 YES AND C1=1 THEN ASK C5a)
ASK C5 FOR EACH OCCUPATION AT C2

- C5. **How many of your vacancies for [TEXT SUBSTITUTION: OCCUPATION AT C3] are proving hard-to-fill?**

CATI – SHOW ON SCREEN NUMBER OF VACANCIES FOR EACH OCCUPATION AT C3. ANSWER GIVEN MUST BE BETWEEN 0 AND C3 RESPONSE

	C5 Number of hard to fill vacancies
Occupation 1 -	(0 – RESPONSE AT C3_1)
Occupation 2 -	(0 – RESPONSE AT C3_2)
Occupation 3 -	(0 – RESPONSE AT C3_3)
Occupation 4 -	(0 – RESPONSE AT C3_4)
Occupation 5 -	(0 – RESPONSE AT C3_5)
Occupation 6 -	(0 – RESPONSE AT C3_6)

CATI CHECK 7: NUMBER OF HARD TO FILL VACANCIES MUST SUM TO > 0 AT C5.

IF FAIL CATI CHECK 7: PROMPT RESPONDENT WITH ... **You told me earlier that you had vacancies that were hard-to-fill but I have not recorded any of them here...** THEN REASK C4

C5DUM – CATI DUMMY VARIABLE – LIST OF UP TO 6 OCCUPATIONS WITH HARD TO FILL VACANCIES

ASK C5a - C7 IN SEQUENCE FOR UP TO 6 OCCUPATIONS > 0 AT C5 (I.E. OCCUPATIONS WITH HARD-TO-FILL VACANCIES nb IF (C1=1 AND C4=YES) ASK ABOUT OCCUPATION FROM C2)

- C5a **What are the main causes of having a hard to fill vacancy for [TEXT SUBSTITUTION: OCCUPATION WITH HARD TO FILL VACANCY]? DO NOT READ OUT. CODE ALL MENTIONED**

	Occupations with hard to fill vacancies					
	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
Too much competition from other employers	1	1	1	1	1	1
Not enough people interested in doing this type of job	2	2	2	2	2	2
Poor terms and conditions (e.g. pay) offered for post	3	3	3	3	3	3
Low number of applicants with the required skills (*)	4	4	4	4	4	4
Low number of applicants with the required attitude, motivation or personality	5	5	5	5	5	5
Low number of applicants generally	6	6	6	6	6	6
Lack of work experience the company demands (*)	7	7	7	7	7	7
Lack of qualifications the company demands (*)	8	8	8	8	8	8
Poor career progression / lack of prospects	9	9	9	9	9	9
Job entails shift work/unsociable hours	10	10	10	10	10	10
Seasonal work	11	11	11	11	11	11
Remote location/poor public transport	12	12	12	12	12	12
Other (WRITE IN)	13	13	13	13	13	13
No particular reason	14	14	14	14	14	14
Don't know	X	X	X	X	X	X

- C6. **THERE IS NO C6**

FOR EACH OCCUPATION WHERE VACANCIES ARE HARD-TO-FILL BUT WHERE ONE OF CODE 4, 7 or 8 AT C5a NOT MENTIONED (IF ALL HARD TO FILL OCCUPATIONS CODED 4, 7 OR 8 AT C6 GO TO C7)

- C6a. **Can I just check, are you finding** [TEXT SUB IF C5=1 OR ONLY 1 HARD TO FILL VACANCY IN TOTAL [C1=1]: **this vacancy**] [TEXT SUB IF C5>1: **any of these vacancies**] for [EACH OCCUPATION MENTIONED] **hard to fill because... ? READ OUT**

	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
Applicants have not been of sufficient quality	1	1	1	1	1	1
Because there have been few or no applicants	2	2	2	2	2	2
Or for both of these reasons	3	3	3	3	3	3
DO NOT READ OUT: Neither of these reasons	4	4	4	4	4	4
Don't know	5	5	5	5	5	5

ASK FOR ALL HARD-TO-FILL VACANCIES CAUSED BY LACK OF QUALITY (C6A/1 OR 3)

- C6b. **You said that you have had problems with the quality of the candidates for [OCCUPATION]. Would you say that they have been lacking... ? READ OUT. CODE ALL MENTIONED.**

	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
The skills you look for (*)	1	1	1	1	1	1
The qualifications you look for (*)	2	2	2	2	2	2
The work experience that you require (*)	3	3	3	3	3	3
Or do applicants tend to have poor attitudes, motivation and/or personality	4	4	4	4	4	4
DO NOT READ OUT: Don't know	X	X	X	X	X	X

ASK C7 FOR EACH OCCUPATION WITH SKILL SHORTAGE VACANCY AT C6B (codes 1-3) OR C5a (codes 4, 7 or 8) [i.e. ANY STARED (*) ANSWERS], OTHERS ASK D2

- C7. **Have you found any of the following skills difficult to obtain from applicants for [TEXT SUBSTITUTION: OCCUPATION WITH SKILLS SHORTAGE VACANCY] ... READ OUT?**
CODE ALL MENTIONED

CATI - ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH IT USER SKILLS FIRST, FOLLOWED BY IT PROFESSIONAL SKILLS). TECHNICAL & PRACTICAL SKILLS, ANY OTHER SKILLS, NONE & DK MUST ALWAYS APPEAR LAST).

	Occupations with hard to fill vacancies					
	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
General IT user skills	1	1	1	1	1	1
IT professional skills	2	2	2	2	2	2
Communication skills	3	3	3	3	3	3
Customer handling skills	4	4	4	4	4	4
Team working skills	5	5	5	5	5	5
Foreign language skills	6	6	6	6	6	6
Problem solving skills	7	7	7	7	7	7
Management skills	8	8	8	8	8	8
Numeracy skills	9	9	9	9	9	9
Literacy skills	10	10	10	10	10	10
Technical and practical skills	11	11	11	11	11	11
Office admin skills	14	14	14	14	14	14
Any other skills (WRITE IN)	12	12	12	12	12	12
(DO NOT READ OUT) No particular skills difficulties	13	13	13	13	13	13
(DO NOT READ OUT) Don't know	X	X	X	X	X	X

SECTION D: Skills gaps

I'd now like to turn to the skills within your existing workforce. Please do not think about any external recruitment problems that you may face.

Earlier on you broke down the number of staff at this site into broad categories. In each category I'd like to know how many you think are fully proficient at their job.

READ OUT ONLY IF ASKED FOR CLARIFICATION ON TERM "PROFICIENCY":

A proficient employee is someone who is able to do the job to the required level.

D1. *THERE IS NO D1*

D2. *ASK ALL, ASKING FOR EACH OCCUPATION WITH STAFF AT A7*
How many of your [INSERT NUMBER FROM A9] existing [TEXT SUBSTITUTION – EACH OCCUPATION YES AT A7] would you regard as fully proficient at their job?

CATI - SHOW NUMERIC BREAKDOWN AT A9 TO HELP RESPONDENTS ANSWER D2.

CATI - ANSWER AT D2 MUST BE BETWEEN 0 AND A9 RESPONSE FOR SAME OCCUPATION.

	D2
Managers [ADD IF A3 NOT 1: and senior officials]	(0 – RESPONSE AT A9_1)
Professional occupations	(0 – RESPONSE AT A9_2)
Associate professional and technical occupations	(0 – RESPONSE AT A9_3)
Administrative and secretarial occupations	(0 – RESPONSE AT A9_4)
Skilled trades occupations	(0 – RESPONSE AT A9_5)
Personal service occupations	(0 – RESPONSE AT A9_6)
Sales and customer service occupations	(0 – RESPONSE AT A9_7)
Process, plant and machine operatives	(0 – RESPONSE AT A9_8)
Elementary occupations	(0 – RESPONSE AT A9_9)

IF SUM OF D2 = A4 GO TO SECTION E

OTHER (= HAVE SKILL GAPS) ASK D3

D3DUM CATI DUMMY VARIABLE – LIST OF ALL OCCUPATIONS NOT FULLY PROFICIENT AT THEIR JOB

D3DUM2 CATI DUMMY VARIABLE – LIST OF 2 RANDOMLY CHOSEN OCCUPATIONS FROM D3DUM

ASK ALL WITH SKILL GAPS (IF NO SKILL GAPS, GO TO SECTION E)

ASK D3 AND D4 OF UP TO 2 **OCCUPATIONS** (CHOSEN AT RANDOM IF > 2 OCCUPATIONS WITH SKILL GAPS) FROM D2 WHERE STAFF NOT FULLY PROFICIENT [I.E WHERE D2 LESS THAN A9]

- D3. [TEXT SUBSTITUTION IF >2 OCCUPATION AT D2 NOT PROFICIENT: I want to ask about two of the categories where you say not all staff are proficient]. What are the main causes of some of your (**OCCUPATION**) not being fully proficient in their job... READ OUT?
CODE ALL MENTIONED

CATI - ROTATE ORDER APART FROM "OTHER"/"NO PARTICULAR CAUSES"/DK

	Occ 1	Occ 2
Failure to train and develop staff	1	1
Recruitment problems	2	2
High staff turnover	3	3
Inability of workforce to keep up with change	4	4
Lack of experience or their being recently recruited	5	5
Staff lack motivation	6	6
Any other cause (WRITE IN)	7	7
DO NOT READ OUT: No particular causes	8	8
DO NOT READ OUT: Don't Know	X	X

ASK OF THE SAME OCCUPATIONS AS D3

- D4. Thinking about your (**OCCUPATIONS**) who are not fully proficient which, if any, of the following skills do you feel need improving... READ OUT?
CODE ALL MENTIONED.

CATI - ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH IT USER SKILLS FIRST, FOLLOWED BY IT PROFESSIONAL SKILLS, TECHNICAL & PRACTICAL SKILLS, ANY OTHER SKILLS, NONE & DK MUST ALWAYS APPEAR LAST).

	Occ 1	Occ 2
General IT user skills	1	1
IT professional skills	2	2
Communication skills	3	3
Customer handling skills	4	4
Team working skills	5	5
Foreign language skills	6	6
Problem solving skills	7	7
Management skills	8	8
Numeracy skills	9	9
Literacy skills	10	10
Technical and practical skills	11	11
Office admin skills	14	14
Any other skills (WRITE IN)	12	12
(DO NOT READ OUT) No particular skills	13	13
(DO NOT READ OUT) Don't Know	X	X

ASK D4A FOR EACH OCCUPATION WITH SKILLS GAP (EACH OCCUPATION WHERE $D2 < A9$)

D4a AND D4b SHOULD BE ASKED HORIZONTALLY WITH LOGIC CHECKS IN PLACE SO THAT ONCE $A9$ MINUS $D2$ FOR EACH OCCUPATION IS ATTRIBUTED THE SCRIPT MOVES ON TO THE NEXT OCCUPATIONAL GROUP. SIMILARLY WHEN THERE IS ONLY 1 PLACE LEFT TO ALLOCATE IN AN OCCUPATIONAL GROUP D4b ISN'T ASKED; I.E THE SCRIPT SHOULD NOT ALLOW THE RESPONDENT TO GIVE A SUM FOR ANY OCCUPATION GROUP THAT IS GREATER THAN $D2$ MINUS $A9$.

- D4a. You said you had [INSERT NUMBER {'A9 minus D2' FOR THAT OCCUPATION}] AND OCCUPATION WHERE $D2 < A9$ who you would NOT regard as fully proficient. Can you describe in more detail the job title/titles of this/these [OCCUPATION] you regard as not being fully proficient.

ENTER EACH DETAILED RESPONSE AS SEPARATE ENTRY. SOC TO 3-DIGIT-LEVEL.

IF REMAINING EMPLOYEES IN OCCUPATION WHO LACK PROFICIENCY:

And of the remaining [INSERT REMAINING NUMBER OF EMPLOYEES WITH SKILLS GAP IN OCCUPATION] [OCCUPATION] who you would not regard at being fully proficient, can you describe in more detail the job title(s) of these [OCCUPATION].

- D4b. ASK FOR EACH ANSWER AT D2A WHERE MORE THAN ONE SUB-CATEGORY ANSWERED So how many of your [READ BACK DESCRIPTION GIVEN AT D4a] would you regard as not being fully proficient at their job?

CHECK: NO INDIVIDUAL RESPONSE AT D4B HIGHER THAN 'A9 MINUS D2' FOR THAT OCCUPATION GROUP
CHECK: SUM ACROSS AN OCCUPATION GROUP ('MANAGERS' 'PROFESSIONALS' ETC) AT D4B = 'A9 MINUS D2' FOR THAT OCCUPATION GROUP (UNLESS ALL 5 SUB-CATEGORIES ANSWERED IN WHICH CASE THE SUM IS ALLOWED TO BE LESS THAN 'A9 MINUS D2')

D4a	D4b
Managers	
i) _____	_____
ii) _____	_____
iii) _____	_____
iv) _____	_____
v) _____	_____
Professional occupations	
i) _____	_____
ii) _____	_____
iii) _____	_____
iv) _____	_____
v) _____	_____
Associate professional and technical occupations	
i) _____	_____
ii) _____	_____
iii) _____	_____
iv) _____	_____
v) _____	_____

Administrative and secretarial occupations i) _____ ii) _____ iii) _____ iv) _____ v) _____	_____ _____ _____ _____ _____
Skilled trades occupations i) _____ ii) _____ iii) _____ iv) _____ v) _____	_____ _____ _____ _____ _____
Personal service occupations i) _____ ii) _____ iii) _____ iv) _____ v) _____	_____ _____ _____ _____ _____
Sales and customer service occupations i) _____ ii) _____ iii) _____ iv) _____ v) _____	_____ _____ _____ _____ _____
Process, plant and machine operatives i) _____ ii) _____ iii) _____ iv) _____ v) _____	_____ _____ _____ _____ _____

Elementary occupations	
i) _____	_____
ii) _____	_____
iii) _____	_____
iv) _____	_____
v) _____	_____

D5. *THERE IS NO D5*

D6. *THERE IS NO D6*

D7. *THERE IS NO D7*

D8. *THERE IS NO D8*

SECTION E: Workforce Training and Development

ASK ALL

E1. Which of the following exist at your establishment... READ OUT?

	Yes	No	Don't know
A business plan that specifies the objectives for the coming year <i>INTERVIEWER NOTE: IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE BUSINESS PLAN CODE AS A 'YES'</i> <i>INTERVIEWER NOTE: CODE AS 'NO' IF IN PROCESS OF DRAWING UP FIRST BUSINESS PLAN, TRAINING PLAN, ETC.</i> <i>CODE AS 'YES' IF CURRENTLY HAVE BUSINESS PLAN, TRAINING PLAN, ETC. BUT IN PROCESS OF DRAWING UP NEW ONE.</i>	1	2	3
A training plan that specifies in advance the level and type of training your employees will need in the coming year	1	2	3
A budget for training expenditure	1	2	3

E2. What percentage of your staff have an annual performance review?

ADD IF NECESSARY: whether formal or informal

PROBE FOR BEST ESTIMATE

WRITE IN % _____ (0-100%)

IF DK, PROMPT WITH RANGES AS NECESSARY.

None	1
Less than 10%	2
10% - 19%	3
20% - 29%	4
30% - 39%	5
40% - 49%	6
50% - 59%	7
60% - 69%	8
70% - 79%	9
80% - 89%	10
90% - 99%	11
100%	12
DO NOT READ OUT: Don't know	X

- E3. **What percentage of your staff have a formal written job description? PROBE FOR BEST ESTIMATE**

WRITE IN % _____ (0-100%)

IF DK, PROMPT WITH RANGES AS NECESSARY.

None	1
Less than 10%	2
10% - 19%	3
20% - 29%	4
30% - 39%	5
40% - 49%	6
50% - 59%	7
60% - 69%	8
70% - 79%	9
80% - 89%	10
90% - 99%	11
100%	12
DO NOT READ OUT: Don't know	X

I am now going to ask you some questions about staff training and development.

- E4 **First, over the last 12 months have you funded or arranged any off the-job training or development, by which we mean to include all training away from the individual's immediate work position?**

Yes	1	
No	2	
DK	3	

- E4A **Next, I'd like to discuss on-the-job and informal training and development. By this I mean activities that would be recognised as training by the staff, and not the sort of learning by experience which could take place all the time. Have you funded or arranged any such on-the-job or informal training over the last 12 months?**

Yes	1	
No	2	
DK	3	

E5

THERE IS NO E5

ASK ALL TRAINING IN THE LAST 12 MONTHS (E4 = 1 OR E4A = 1); OTHERS GO TO E12

Over the past 12 months, which, if any, of the following types of [ADD IF E4 = 1 & E4A = 1: on or off-the-job] training and development has this establishment funded or arranged for staff employed at this location?

E6

READ OUT FROM GRID BELOW.

	Yes	No	DK
E6_1: Induction training	1	2	3
E6_2: Health and Safety training	1	2	3
E6_3: Supervisory training	1	2	3
E6_4: Management training	1	2	3
E6_5: Training in new technology	1	2	3
E6_6: Training in foreign languages	1	2	3
E6_7: Job specific training	1	2	3
E6_8: Any other training (WRITE IN)	1	2	3
E6_9: Any other training (WRITE IN)	1	2	3
E6_10: Any other training (WRITE IN)	1	2	3

IF YES AT E4 OR E4A BUT NO TO ALL AT E6 ASK:

E6chk. You said earlier that you had conducted training in the last 12 months, but you now seem to imply that you have not conducted any training. Is that correct?".

Yes have provided training	1	REASK E6
No have not provided training	2	ASK E12 (backcode E4 and E4a to 'no')

E6DUM CATI DUMMY VARIABLE – LIST MENTIONS OF EACH TYPE OF TRAINING AT E6

We are interested to know in a bit more detail about how the training you have undertaken or funded has been delivered.

IF OFF **AND** ON JOB TRAINING (E4 & E4a CODE 1), OTHERS GO TO ROUTING INSTRUCTION BEFORE E6B

E6A. Was any of the (INSERT EACH CATEGORY 'YES' AT E6) delivered on the job by which we mean training given at the desk or place where the person usually works?

CATI TO LIST EACH CATEGORY CODED 'YES' AT E6	Yes	No	DK
E6A_1: Induction training	1	2	3
E6A_2: Health and Safety training	1	2	3
E6A_3: Supervisory training	1	2	3
E6A_4: Management training	1	2	3
E6A_5: Training in new technology	1	2	3
E6A_6: Training in foreign languages	1	2	3
E6A_7: Job specific training	1	2	3
E6A_8: TEXT SUBSTITUTION: <other training 1>	1	2	3
E6A_9: TEXT SUBSTITUTION: <other training 2>	1	2	3
E6A_10: TEXT SUBSTITUTION: <other training 3>	1	2	3

IF YES AT E4A BUT NO TO ALL AT E6A ASK:

E6achk. You said that you've arranged or funded some on-the-job training in the past 12 months, but you now seem to imply that you have not conducted any. Is that correct?

Yes – have provided on the job training	1	REASK E6A
No have not provided on the job training	2	ASK E6B (nb SKIP E7)

IF ANY OFF-JOB TRAINING (YES AT E4)

E6B (TEXT SUBSTITUTION IF OFF-AND ON-THE JOB TRAINING: Thinking now about off-the-job training...) Was any of the off-the-job training provided by a Further Education college?

Yes	1	ASK E6C
No	2	GO TO INSTRUCTION ABOVE E7
DK	3	

IF ANY TRAINING PROVIDED BY FE COLLEGE (YES AT E6B)

E6C Could you tell me which of the following were provided by an FE college? READ OUT. CODE ALL MENTIONED.

CATI TO LIST EACH CATEGORY CODED 'YES' AT E6	
Induction training	1
Health and Safety training	2
Supervisory training	3
Management training	4
Training in new technology	5
Training in foreign languages	6
Job specific training	7
TEXT SUBSTITUTION: <other training 1>	8
TEXT SUBSTITUTION: <other training 2>	9
TEXT SUBSTITUTION: <other training 3>	10
DO NOT READ OUT: NO ANSWER	11

E6BDUM CATI DUMMY VARIABLE – LIST OF NUMBER OF MENTIONS FOR EACH TYPE OF TRAINING TAKING PLACE AT FE COLLEGE AT E6C (USED TO FILTER TYPES OF TRAINING AT E6D)

IF ANY YES AT E6C (CODES 1-10), ASK E6D. OTHERS GO TO E8

E6D Which, if any, of the training that you conducted in the last 12 months took place as a result of tailored or customised advice you received from that FE college?
SCREEN TO SHOW ANSWERS FROM **E6C**; PROMPT IF NECESSARY

<i>CATI TO LIST EACH CATEGORY CODED 'YES' AT E6C</i>	
Induction training	1
Health and Safety training	2
Supervisory training	3
Management training	4
Training in new technology	5
Training in foreign languages	6
Job specific training	7
TEXT SUBSTITUTION: <other training 1>	8
TEXT SUBSTITUTION: <other training 2>	9
TEXT SUBSTITUTION: <other training 3>	10
DO NOT READ OUT: NO ANSWER	11

E6E. How satisfied have you been with the off-the-job [READ OUT EACH SUBJECT FOR E6C CODED '1'] provided by an FE college. Were you very satisfied, fairly satisfied, neither satisfied nor dissatisfied, fairly dissatisfied or very dissatisfied?

	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissat'd	Very dissat'd	Don't know
E6C_1: Induction training	1	2	3	4	5	6
E6C_2: Health and Safety training	1	2	3	4	5	6
E6C_3: Supervisory training	1	2	3	4	5	6
E6C_4: Management training	1	2	3	4	5	6
E6C_5: Training in new technology	1	2	3	4	5	6
E6C_6: Training in foreign languages	1	2	3	4	5	6
E6C_7: Job specific training	1	2	3	4	5	6
E6C_8: TEXT SUBSTITUTION: <other training 1>	1	2	3	4	5	6
E6C_9: TEXT SUBSTITUTION: <other training 1>	1	2	3	4	5	6
E6C_10: TEXT SUBSTITUTION: <other training 1>	1	2	3	4	5	6

ASK E7 IF UNDERTAKE ON-JOB TRAINING (E4a/1)

- E7. You said earlier that you had funded or arranged on the job or informal training over the last 12 months. Have you used any of the following methods over the last 12 months to provide on-the-job or informal training to develop the skills of employees at this location... READ OUT?

	Yes	No	Don't know
on-the-job training involving demonstration by a manager or supervisor	1	2	3
on-the-job training involving demonstration by a more experienced worker other than a manager or supervisor	1	2	3
learning on the job while being overseen and helped by a more experienced worker, manager or supervisor	1	2	3
training provided on-the-job by suppliers of equipment	1	2	3
self-directed learning using manuals or online training	1	2	3
any other method by which significant amounts of on the job or informal training take place (please state)	1	2	3

E7DUM CATI DUMMY VARIABLE – LIST EACH OCCUPATION EMPLOYED AT A7 FOR ALL WHO TRAIN AT E4 OR E4A (USED TO FILTER TYPES OF TRAINING AT E7B)

- E7b *ASK ALL PROVIDING TRAINING (YES AT EITHER E4 OR E4a)*
Over the past 12 months, has this establishment funded or arranged any training and development for the following types of staff employed at this location (ADD IF BOTH E4 AND E4a = 1) YES: this can be any type of training, off or on the job)? ... READ OUT
CODE ALL MENTIONED

CATI – SHOW ALL OCCUAPTIONS MENTIONED AT A7, PLUS (AS LONG AS NOT ALL 9 CATEGORIES ANSWERED YES AT A7) 'ANY OTHER OCCUPATIONS'.

Managers (IF CODE 2, 3 or 4 AT A3 ADD: and senior officials)	1
Professional occupations	2
Associate professional and technical occupations	3
Administrative and secretarial occupations	4
Skilled trades occupations	5
Personal service occupations	6
Sales and customer service occupations	7
Process, plant and machine operatives	8
Elementary occupations	9
Any other occupations (WRITE IN)	10

- E8. *ASK ALL PROVIDING TRAINING (YES AT EITHER E4 OR E4a)*
Thinking only of out of pocket expenses and not staff time, in the last 12 months how much has this establishment spent in total on [IF E4 AND E4a YES, ADD: on and off-the-job] training and development of staff?

WRITE IN £ _____ (0 – £999,999)

PROMPT WITH RANGE IF DK

Nothing	1
Under £100	2
£100 – £249	3
£250 – £499	4
£500 – £999	5
£1,000 – £4,999	6
£5,000 – £9,999	7
£10,000 - £19,999	8
£20,000 – £29,999	9
£30,000 – £39,999	10
£40,000 – £49,999	11
£50,000– £74,999	12
£75,000 – £99,999	13
£100,000+	14
Don't know	X

- E9. Over the last 12 months how many staff employed at this establishment, including any who have since left, have you funded or arranged [IF E4 AND E4a 'YES', ADD: on or off-the-job] training and development for?

WRITE IN _____ (1 – 99999)

PROMPT WITH RANGE IF DK

1-2	1
3-4	2
5-9	3
10-19	4
20-29	5
30-39	6
40-49	7
50-99	8
100-199	9
200 or more	10
DO NOT READ OUT: Don't know	X

IF E9 > (A4 x 2) ASK:

DO NOT APPLY CHECK IF RANGE HAS BEEN GIVEN AT E9

- E9chk. You said you currently had (insert value from A4) full time employees but you have trained (insert value from E9) staff in the past 12 months, is this correct?

Yes	1	GO TO E10
No	2	REASK E9

- E10. Over the last 12 months, on average, how many days training and development have you arranged FOR EACH MEMBER OF STAFF RECEIVING TRAINING, [ADD IF E4 AND E4a YES: either on or off the job]?

WRITE IN ABSOLUTE NUMBER _____ (1-365)

E10RAN: IF DON'T KNOW AT E10, PROMPT WITH RANGES

Less than a day	1	Go to E12
1 day	2	
2 days	3	
3 – 4 days	4	
5 – 6 days	5	
7 – 8 days	6	
9 – 10 days	7	
11 – 12 days	8	
13 – 14 days	9	
15 – 16 days	10	
17 – 18 days	11	
19 – 20 days	12	
More than 20 days	13	ASK E10A
DO NOT READ OUT: Don't know	X	Go to E11

IF MORE THAN 20 at E10 OR CODE 13 AT E10RAN.

- E10a. Can I just check that, on average, EACH MEMBER OF STAFF receiving training and development has received [INSERT ANSWER FROM E10 IF GAVE ABSOLUTE FIGURE OR "more than 20" IF CODE 12 ON DK RANGE] days over the last 12 months

Yes	1	GO TO E12
No	2	REASK E10 OR E10RAN

IF $E8 / (E9 \times E10) > 1000$:

DO NOT APPLY CHECK IF RANGE HAS BEEN GIVEN AT E8, E9 OR E10

- E10b. Can I just check, that's (insert value of $E8 / (E9 \times E10)$, rounded to no decimal places) pounds per person per day's training, is that correct?

Yes	1	GO TO E12
No	2	REASK E8, E9 or E10 again

IF DON'T KNOW AT E10RAN

- E11. Can you provide me with an estimate of the total number of days training and development this establishment has provided for all staff over the last 12 months?

WRITE IN ABSOLUTE NUMBER _____ (1 – 999,999)

ASK ALL

- E12. Does this establishment formally assess whether individual employees have gaps in their skills?

Yes	1
No	2

ASK ALL WHO HAVE UNDERTAKEN TRAINING IN LAST YEAR (YES AT EITHER E4 OR E4a)
OTHERS ASK E20)

- E13. And does this establishment formally assess the performance of employees who have received training and development before the training takes place, after or both...?
SINGLE CODE ONLY

Before the training takes place	1
After the training has taken place	2
Both	3
DO NOT READ OUT: Neither	4

THERE IS NO E14-E19

- ASK ALL
- E20. **To get an idea of the size of your establishment, can you please tell me the approximate [TEXT SUBSTITUTION IF PRIVATE SECTOR COMPANY AT A3: total turnover / sales IF NOT PRIVATE SECTOR COMPANY AT A3: budget] in the last financial year? Please give your best estimate?**

WRITE IN £ (1 – £999,999,999) **AND** INTERVIEWER TO CODE RANGE

FOR DON'T KNOW PROMPT WITH FOLLOWING RANGES

Less than £100,000	1
£100,000 - £249,999	2
£250,000 - £499,999	3
£500,000 - £999,999	4
£1m - £1.9m	5
£2m - £4.9m	6
£5m - £24.9m	7
£25 – £50m	8
More than £50m	9
In operation less than 12 months	9
DK	X
Refused	V

CATI CHECK 8: IF NUMERIC RESPONSE GIVEN AT E20, E20 INTEGER MUST FALL WITHIN E20RAN RANGE.

IF FAIL CATI CHECK 8: INTERVIEWER TO RE-ENTER E20 AND E20RAN

- ASK ALL
- E21. **At this establishment, do you currently have any Apprentices employed or on placement who are funded through Learning and Skills Council programmes?**

NOTE FOR INTERVIEWER: Apprenticeships are currently available to 16-24 year olds in a wide range of industries. Financial Assistance towards the cost of the training comes from the Learning and Skills Council. Most Apprentices are employed, although some can be on placement with the business. There are 2 levels of Apprenticeships, **Apprenticeships** and **Advanced Apprenticeships**-

Yes	1
No	2
Don't know	3

SECTION F: PRODUCT-MARKET STRATEGIES

ASK ALL

- F1. Finally, I'd just like to ask you a few questions about the products or services that are provided by this establishment. We want to ask you how you see your establishment comparing against others in your industry, including suppliers based in other countries. First of all on a scale of 1 to 5, where would you place this establishment and the products or services that it provides if...

READ FIRST STATEMENT BELOW

ASK ONLY FOR MANUFACTURING SECTOR (AS DEFINED ON SAMPLE/SCREENER)

- A1) a score of one indicates that, compared to others in your industry, this establishment is a high volume producer and a score of five indicates that you provide one-off or very low volume products

High volume	1	2	3	4	5	DK	One-off
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ASK ONLY FOR SERVICES SECTOR (AS DEFINED FROM SAMPLE/SCREENER)

- A2) a score of one indicates that, compared to others in your industry, this establishment provides a wide range of services and a score of five indicates that you provide a very limited range of services

Wide range	1	2	3	4	5	DK	Limited range
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ASK PRIVATE SECTOR ONLY (S6/1)

- C) a score of one indicates that, compared to others in your industry, the competitive success of your establishment's products or services is wholly dependent on price and a score of five that success does not depend at all on price

Wholly price dependent	1	2	3	4	5	DK	Not at all price-dependent
------------------------	---	---	---	---	---	----	----------------------------

ASK ALL

- D) a score of one indicates that, compared to others in your industry, this establishment very rarely leads the way in terms of developing new products or services or techniques, and a score of five that you often lead the way in developing new products or services or techniques.

Very rarely lead the way	1	2	3	4	5	DK	Often lead the way
--------------------------	---	---	---	---	---	----	--------------------

ASK ALL

- E) a score of one indicates that this establishment competes in a market for a standard or basic quality product or service, and a score of five that you compete in a market for premium quality products or services.

Standard or basic	1	2	3	4	5	DK	Premium quality
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Section G: FINAL CHECKS

- G1. **If the LSC and their partners wish to undertake further work on related issues in the future would it be ok for them or their appointed contractors to contact you on these issues?**
PROBE & CODE ONE OF FOLLOWING:

INTERVIEWER NOTE: The partners are Department for Education & Skills, Regional Development Agencies, Sector Skills Development Agency & Sector Skills Councils

Yes – both client & / or their contractors may re-contact	1
Only client may re-contact	2
No – neither client nor contractor may re-contact	3

ASK ALL

- G2. **I have your postcode as [INSERT FORM SAMPLE] is this correct?**

Yes	1	ASK G3
No	2	RECORD CORRECT POSTCODE

IF CODE 1 OR 2 AT G1 ASK G3 (IF 'CODE 3 AT G1 GO TO G4)

- G3. **And I have your address as ... ADDRESS (EXCLUDING POSTCODE)... is this correct?**

Yes	1	NEXT QUESTION
No	2	RECORD CORRECT ADDRESS

ASK ALL EXCEPT IF A2a = code 1 or 2 (IE CENTRAL OR LOCAL GOVERNMENT) OR A3 = CODE 2 (PUBLIC SECTOR) [THESE ASK G5]

- G4. **Can you tell me your company registration number?**

PROMPT IF NECESSARY: this often appears on the bottom of company letter headed paper.

Yes (RECORD THE NUMBER RANGE 1-99,999,999; SET UP TO RECORD 8 DIGITS BUT ALLOW LESS – RIGHT JUSTIFY WITH LEADING ZEROES)	1
Don't know the number	2
Don't have a number	3
Refused	4

- G4a **Can you tell me your VAT registration number?**

Yes (RECORD THE NUMBER) RANGE 1-999,999,999 – IF LESS THAN 9 DIGITS GIVEN RIGHT JUSTIFY WITH LEADING ZEROES	1
Don't know the number	2
Don't have a number	3
Refused	4

ASK ALL

- G5. **Can I just take your name and job title?**

Name _____

Job title _____

THANK AND CLOSE

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.

Interviewer signature:

Date:

Finish time:

Interview Length

mins

ANNEX A

5-DIGIT SIC	TEXT SUBSTITUTION AT A1
011 - 013	Farming or land production
01410	Services to the agricultural sector
0142	Animal health or husbandry
01500	Hunting, trapping, gaming or related activities
02010	Forestry or logging
02020	Services to the forestry or logging industry
05010	Fishing
05020	Fish-farming
101-103	Mining of coal (or lignite) or peat extraction
11100	Gas or petrol extraction
11200	Services to the gas or petrol extraction industries
12000	Uranium mining (or mining of thorium ores)
131-132	Mining of metal ores (except uranium or thorium)
141-145	Quarrying or mining (other than coal mining or mining of metal or uranium ores)
15110	Production or preserving of meat, poultry or meat products
15111	Slaughtering of animals (other than poultry or rabbits)
15112	Processing of animal by-products
15113	Fellmongering
1512-1513	Production or preserving of meat, poultry or meat products
152	Freezing, processing or preserving fish or fish products
1531-1533	Processing or preserving of fruit or vegetables or manufacture of fruit or vegetable products
1541-1542	Manufacture of oil or fats
15430	Manufacture of margarine or similar edible fats
1551-1552	Manufacture of dairy products
1561-1562	Manufacture of cereals or starches (including grain milling)
1571-1572	Manufacture of food for pets or farm animals

1581-1582	Manufacture of bread, pastry, cakes or biscuits
1583-1584	Manufacture of cocoa, chocolate, sugar or confectionery
15850	Manufacture of macaroni, noodles, couscous or similar
1586	Tea or coffee processing or production
15870	Manufacture of condiments or seasonings
15880	Manufacture of homogenised food preparations or dietetic food
15890	Manufacture of (various) food products
15891	Manufacture of soups
15899	Manufacture of (various) food products
1591-1596	Manufacture of alcoholic beverages or grape juice
15970	Manufacture of malt
15980	Production of mineral waters or soft drinks
16000	Manufacture of tobacco products
1711-1715	Preparation or spinning of fibres or silks
17160	Manufacture of sewing threads
17170	Preparation or spinning of fibres or silks
1721-1725	Weaving
17300	Finishing of textiles
1740-1772	Manufacture of made-up textile articles, but not clothing
1810-1824	Manufacture of clothes, underwear, hats, clothing or accessories
18300	Dressing or dyeing of fur, or manufacture of fur articles
19100	Tanning or dressing of leather
19200	Manufacture of luggage, handbags, saddlery or harnesses
19300	Manufacture of footwear
20100	Preparation of wood

2020-2051	Manufacture of wood or wood products
20520	Manufacture of articles of cork, straw or plaiting materials
21110	Manufacture of pulp or paper products, but not paperboard (or paper)
21120	Manufacture of paper or paperboard
2121-2125	Manufacture of pulp or paper products, but not paperboard (or paper)
2211-2215	Publishing
2221-2225	Printing or printing-related activities
22310	Reproduction of sound recording
22320	Reproduction of video recording
22330	Reproduction of computer media
23100-23209	Manufacture of coke or refined petroleum products
23300	Processing of nuclear fuel
241-242	Manufacture of chemicals or chemical products, (except paints, soaps or photographic chemical material)
24300-24302	Manufacture of paints, varnishes or printing ink
24303-24410	Manufacture of chemicals or chemical products, (except paints, soaps or photographic chemical material)
27410	Manufacture of basic precious metals, or casting of metals
24420-24422	Manufacture of chemicals or chemical products, (except paints, soaps or photographic chemical material)
24510-24512	Manufacture of soap or detergents, cleaning or polishing preparations
2452-2463	Manufacture of chemicals or chemical products, (except paints, soaps or photographic chemical material)
24640	Manufacture of photographic chemical material
2465-2466	Manufacture of chemicals or chemical products, (except paints, soaps or photographic chemical material)
24700	Manufacture of man-made fibres
2511-2513	Manufacture of rubber products
25210	Manufacture of plastic plates, sheets, tubes or profiles

2522-2524	Manufacture of plastic products, but not plastic plates, sheets, tubes or profiles
2611-2615	Manufacture or processing of glass
2621-2630	Manufacture of ceramic products
26400	Manufacture of bricks, tiles or construction products, in baked clay
2651-2653	Manufacture of cement, lime, plaster, or concrete
26600	Manufacture of weapons or ammunition
2661-2666	Manufacture of cement, lime, plaster, or concrete
26700	Cutting, shaping or finishing of stone
26810	Production of abrasive products
26820-26829	Manufacture of non-metallic mineral products (including making asbestos)
2710-2735	Manufacture of basic iron, steel or tubes, or processing of iron or steel
2742-2754	Manufacture of basic precious metals, or casting of metals
2811-2830	Manufacture of metal products, but not machinery or equipment
28400	Forging, pressing, stamping or roll forming of metal, or powder metallurgy
2851-2875	Manufacture of metal products, but not machinery or equipment
29110	Manufacture of engines or turbines, but not aircraft, vehicle or cycle engines
29121-29122	Manufacture of pumps or compressors
29130	Manufacture of taps or valves
29140	Manufacture of bearings, gears, gearing or driving elements
29210	Manufacture of furnaces or furnace burners
29220	Manufacture of lifting or handling equipment
29230	Manufacture of non-domestic cooling or ventilation equipment
29240	Manufacture of general purpose machinery (other than engines, turbines, pumps, compressors, taps, valves, bearing gears, gearing, furnaces, lifting or handling equipment, or non-domestic cooling or ventilation equipment)
2931-2932	Manufacture of tractors or other agricultural or forestry machinery

2940-2943	Manufacture of machine tools
29510	Manufacture of machinery for metallurgy
29520-29523	Manufacture of machinery for mining, quarrying or construction
29530	Manufacture of machinery for food, beverage or tobacco processing
29540	Manufacture of machinery for textile, apparel or leather production
29550	Manufacture of machinery for paper or paperboard production
29560	Manufacture of special purpose machinery (other than machinery for agriculture, metallurgy, mining, quarrying, construction, food, beverage or tobacco processing, textile, clothing or leather production, or paper or paperboard production)
2971-2972	Manufacture of domestic appliances
3001-3002	Manufacture of computers or office machinery
31100	Manufacture of electric motors, generators or transformers
3120-3161	Manufacture of electrical machinery or apparatus, but not electric motors, generators or transformers
31620	Manufacture of (other) electrical equipment (not elsewhere classified)
321-323	Manufacture of radio, TV or communication equipment
33100	Manufacture of medical or surgical equipment
33200-33202	Manufacture of precision instruments, but not industrial process control equipment
33300-33302	Manufacture of industrial process control equipment
33400-33403	Manufacture of optical instruments or photographic equipment
33500	Manufacture of watches or clocks
341-342 and 34300	Manufacture of motor vehicles or trailers

34201	Manufacture of motor vehicles
34202	Manufacture of trailers
34203	Manufacture of caravans
35110-35120	Building or repairing of ships or boats
352-355	Manufacture of transport or transport equipment, but not motor vehicles or boats
36110-36150	Manufacture of furniture or mattresses
36210	Striking of coins or medals
36220	Manufacture of jewellery
36300	Manufacture of musical instruments
36400	Manufacture of sports goods
36500-36509	Manufacture of games or toys
36610	Manufacture of jewellery
36620	Manufacture of brooms or brushes
36631	Manufacture of stationers' goods
36639	Manufacturing (other than of food products or beverages, tobacco products, textiles, clothing, footwear, luggage, wood products, pulp or paper products, coke, refined petroleum products or nuclear fuel, chemicals, rubber or plastic products, non-metallic mineral products, basic metals, fabricated metal products, electrical machinery, radio, television or communication equipment, medical, precision or optical instruments, watches or clocks, motor vehicles or other transport equipment, furniture, jewellery, musical instruments, sports goods, games or toys, brooms or brushes)
371-372	Recycling
40100-40130	Production or distribution of electricity
40200-40220	Manufacture or distribution of gas
40300	Steam or hot water supply
41000	Collection, purification or distribution of water
45110	Earth moving or demolition or wrecking of buildings
45120	Test drilling or boring

4521-4525	Construction of buildings, roads or water projects
45310	Installation of electrical wiring or fittings
45320	Insulation work activities
45330	Plumbing
45340	Building installation, other than installation of electrical wiring or fittings, insulation work activities or plumbing
4541-4545	Floor or wall coverings, including plastering, joinery or painting
45500	Renting of construction or demolition equipment with operator
50100-50102	Sale of motor vehicles
50200	Maintenance or repair of motor vehicles
50300	Sale of motor vehicle parts or accessories
50400	Sale, maintenance or repair of motorcycles or related parts or accessories
50500	Retail sale of automotive fuel
5111-5119	Agents involved in sales, but not of motor vehicles or motorcycles
5121-5125	Wholesale of agricultural raw materials
51310-51342 and 5136- 5139	Wholesale of food or beverages
51350	Wholesale of tobacco products
51410	Wholesale of textiles
51420-51429	Wholesale of clothing or footwear
51430-51479	Wholesale of household goods, but not textiles, clothing or footwear
51510-51519	Wholesale of solid, liquid or gaseous fuels or related products
51520	Wholesale of metals or metal ores
51530	Wholesale of wood, construction materials or sanitary equipment
51540	Wholesale of hardware, plumbing or heating equipment or supplies
51550	Wholesale of chemical products
51560	Wholesale (of other intermediate products)

51570	Wholesale of waste or scrap
51810-51870	Wholesale of machinery or equipment, but not agricultural machinery
51880	Wholesale of agricultural machinery, including tractors
51900	(Other) wholesale
52110-52210	Retail sale in stores of food, beverages or tobacco, but not meat, fish, bread or confectionary
52220-52250	Retail sale in stores of meat, fish, bread or confectionary
52250-52270	Retail sale in stores of food, beverages or tobacco, but not meat, fish, bread or confectionary
52310	Dispensing chemists
52320-52329	Retail sale of medical or orthopaedic goods
52330	Retail sale of cosmetic or toilet articles
52410-52432	Retail sale of textiles, clothing or leather goods
52440	Retail sale of furniture, lighting equipment or household articles, other than medical or orthopaedic goods, cosmetic or toilet articles, textiles, clothing or leather goods
52450	Retail sale of electrical household appliances or radio or television goods
52460	Retail sale of hardware, paints or glass
52470	Retail sale of books, newspapers or stationery
52480	Retail sale in specialised stores (, other than electrical household appliances, radio or television goods, hardware, paints or glass, books, newspapers or stationery)
52481	Retail sale of floor coverings
52482	Retail sale of photographic, optical or precision equipment, office supplies or equipment (including computers, etc)
52484-52486	Retail sale in commercial art galleries
52487	Retail sale by opticians
52488	Retail sale of mobile telephones
52489	Retail sale in specialised stores (, other than electrical household appliances, radio or television goods, hardware, paints or glass, books, newspapers or stationery, floor coverings, photographic, optical or precision equipment, office supplies or equipment (including computers, etc))
52500-52509	Retail sale of second-hand goods in stores

52610-52630	Non-store retail sale (including markets or mail order)
52710	Repair of boots, shoes or other leather articles
52720	Repair of electrical household goods
52730	Repair of watches, clocks or jewellery
52740	Repair, other than of boots, shoes or other leather articles, electrical household goods, watches, clocks or jewellery
52111-52113	Retail sale in stores of food, beverages or tobacco, but not meat, fish, bread or confectionary
55101-55120	Hotels or motels
55210	Youth hostels or mountain refuges
55220	Camping sites or caravan sites
55231	Holiday centres or holiday villages
55232	(Other) self-catering holiday accommodation
55239	(Other) tourist or short-stay accommodation
55300-55304	Restaurants or cafes (including take-aways)
55400-55404	Public house, bar or licensed club with entertainment
55510	Canteens
55520	Catering
60100-60101	Railway transport
60102	Sea or coastal water transport
60109	Railway transport
60210-60219 and 60230- 60239	Passenger land transport
60220	Taxi operation
60240-60249	Freight transport by road
60300	Transport via pipelines
61101-61102	Sea or coastal water transport
61200-61209	Inland water transport
62101-62209	Air transport
62300	Space transport
63110-63129	Cargo handling, storage or warehousing
63210	Supporting land transport activities, other than cargo handling, storage or warehousing
63220	Supporting water transport activities
63230	Supporting air transport activities
63301 and 63303-63309	Activities of travel agencies or tour operators or tourist assistance activities

63302	Activities of travel organisers
63400	Activities of transport agencies, other than travel agencies, tour operators or tourist assistance activities
6411-6412	Post or courier activities
64200	Telecommunications
65110-65239	Financial intermediation, but not insurance or pension funding
66010-66012 and 66030- 66032	Insurance
66020	Pension funding
67110-67130	Activities auxiliary to financial intermediation
67200	Activities auxiliary to insurance or pension funding
70110-70200 and 70209- 70320	Real estate activities
70201	Letting of conference and exhibition centres
71100	Renting of automobiles
71210-71219	Renting of land transport equipment, but not automobiles
71220-71229	Renting of water transport equipment
71230-71239	Renting of air transport equipment
71310-71340	Renting of machinery or equipment, but not transport
71400-71409	Renting of personal or household goods (including sporting or recreational)
72100-72220	Hardware consultancy, or software publishing, consultancy or supply
72300-72500	Data processing, database activities, or maintenance of office machinery
72600	(Other) computer related activities
73100-73200	Research or experimental development
74110-74119	Legal activities
74120-74123	Accounting, book-keeping or auditing activities, or tax consultancy
74130	Market research or public opinion polling
74140-74149	Business or management consultancy activities
74150-74159	Management activities of holding companies
74200-74209	Architectural or engineering activities or related technical consultancy

74300	Technical testing or analysis
74400-74409	Advertising
74500	Labour recruitment or provision of personnel
74600-74602	Investigation or security activities
74700-74709	Industrial cleaning
74810-74819	Photographic activities
74820	Packaging activities
74850	Secretarial or translation activities
74860	Call centre activities
74871	Credit reporting or collection agency activities
74872	Speciality design activities
74873	Activities of exhibition and fair organisers
74874	Activities of conference organisers
74879	Business activities (other than real estate activities, renting of machinery or equipment, computer or related activities, research or development, legal activities, accounting, market research, management consultancy, architectural or engineering activities, technical testing or analysis, advertising, labour recruitment, investigation or security activities, industrial cleaning, photographic activities, packaging activities, secretarial or translation activities, call centre activities, credit reporting or collection agency activities, speciality design activities, activities of exhibition, fair or conference organisers.)
75110-75140	Public administration
75210	Foreign affairs
75220	Defence activities
75230	Justice or judicial activities
75240	Public security, law or order activities
75250	Fire service activities
75300	Compulsory social security activities
80100-80200	Primary or secondary education
80300-80303	Higher or further education
80410	Driving school activities
80420-80429	Private training provision or adult education other than further education or driving school activities
85110-85113	Hospital activities
85120	Medical practice activities
85130	Dental practice activities
85140	(Other) human health activities
85200	Veterinary activities
85310-85322	Social work activities with accommodation
90010	Collection or treatment of sewage

90020	Collection or treatment of solid waste
90030	Sanitation, remediation or similar activities
91110-91120	Activities of business, employers or professional organisations
91200	Activities of trade unions
91310-91330	Activities of religious or political organisations
92110-92130	Motion picture or video production or projection
92200-92202	Radio or television activities
92310-92319	Artistic or literary creation (including theatre)
92320	Operation of arts facilities
92330	Fair or amusement park activities
92341	Dance halls or dance instructor activities
92349	Entertainment activities (other than motion picture or video production or projection, radio or television activities, artistic or literary creation, operation of arts facilities, or fair or amusement park activities)
92400	News agency activities
92510	Library or archives activities
92520-92522	Museum activities or preservation of historical sites or buildings
92530	Botanical gardens, zoos or nature reserves activities
92610-92629	Sporting activities (including operations of stadiums)
92710	Gambling or betting activities
92721	Motion picture, television or other theatrical casting
92729	Recreational activities, other than sporting, gambling or betting
93010	Washing or dry cleaning of textile or fur products
93020	Hairdressing or other beauty treatment
93030	Funeral or related activities
93040	Physical well-being activities
93051	Operation of coin-operated photographic machines
93059	Service activities (other than sewage or refuse disposal, activities of membership organisations, recreational, cultural or sporting activities, washing or dry-cleaning, hairdressing or other beauty treatment, funeral activities or physical well-being activities)

Sheet for interviewers to use for A7

OCCUPATIONAL GROUP	EXPLANATION	EXAMPLES
1 MANAGERS AND SENIOR OFFICIALS	Covers occupations where main tasks consist of direction and co ordination of organisations and businesses (Including internal departments / sections). Requires a significant amount of knowledge on the processes of the business	Corporate Managers Production Managers Directors Functional managers Quality / customer care managers Managers in farming, horticulture
2 PROFESSIONAL OCCUPATIONS	Occupations will usually require a degree or equivalent formal qualification. Main tasks will involve practical application of theoretical knowledge and increasing stock of knowledge through communicating and teaching.	Scientists Engineers Teachers Accountants Lawyers Architects
3 ASSOCIATE PROFESSIONAL TECHNICAL OCCUPATIONS	Main tasks require experience and knowledge to assist in supporting professionals or managers. Most will have an associated high level vocational qualification involving substantial period of full time training or further study.	Technicians (IT, lab, engineering tc.) Police officers Fire-fighters Artists, Authors, Musicians Design Associates Marketing / HR / Advertising Execs
4 ADMINISTRATIVE AND SECERTARIAL OCCUPATIONS	Occupations undertake general admin, clerical, secretarial work and perform a variety of specialist client orientated clerical duties. Most occupations will require a good standard of general education.	Administration assistants Secretaries Library assistants Pension / insurance clerks Telephonists Personal Assistants
5 SKILLED TRADES OCCUPATIONS	Covers occupations where main tasks involve the performance of complex physical duties that normally involve initiative and other practical skills.	Farmers, gardeners Smiths, metal workers Tool makers, Tool fitters Electrical trades
6 PERSONAL SERVICE OCCUPATIONS	Occupations that involve provision of service to customers whether in a public protective or personal care capacity. Main tasks involved usually the care of sick, elderly and children and the provision travel care and hygiene services	Nursing assistants, auxiliaries Nursery nurses, playgroup assistants Teaching assistants Home carers Veterinary nurses Animal care Air travel assistants
7 SALES AND CUSTOMER SERVICE OCCUPATIONS	Occupations whose tasks require knowledge and experience necessary to sell goods and services, accept payment and replenish stocks.	Cashiers Telephone salespersons Market and street traders Call centre agents
8 PROCESS, PLANT AND MACHINE OPERATIVES	Occupations where knowledge and experience is necessary to operate and monitor industrial and plant equipment, to assemble products. Most will not have a particular standard of education but will usually have formal experience related training	Machine operatives Assemblers Scaffolders Road construction operatives Bus, coach drivers
9 ELEMENTARY OCCUPATIONS	Covers occupations which require knowledge and experience necessary to perform mostly routine tasks usually involving use of simple hand held tools and in some cases physical effort. Most do not require formal educational qualifications.	Farm workers Cleaners Porters Security staff Bar staff Waiters Theme park attendants Dinner ladies