



**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 / <2 employment S1/S2/S3 = code 10 OR A1TOT < 2  
 Don't know exact employmentA1TOT = Don't know

Residential numberS1 = code 14  
 Dead lineS1 = code 15  
 Company closedS1 = code 16

Out of quotaFrom A1TOT  
 [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 government and its agencies. 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 appointment	4	soft call back
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 / <2 employment	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	

- ASK ALL  
 S2. [TEXT SUBSTITUTION: IF HAVE NO NAMED SAMPLE FROM NESS07, OR NAMED RESPONDENT NO LONGER AT SITE OR BEST PERSON TO TALK TO (S2/12 or S2a/2)]  
**We are conducting a survey about recruitment, human resources and workplace skills. Can I speak to the person at this establishment who has greatest involvement in these sorts of issues? ]**

[TEXT SUBSTITUTION: IF HAVE NAMED SAMPLE FROM NESS07  
**Can I please speak to [INSERT NAMED CONTACT] ...?**]

**INTERVIEWER NOTE**

*IF RESPONDENT ATTEMPTS TO TRANSFER TO SOMEONE AT ANOTHER SITE:*

**We need to speak to someone at this site rather than someone at another branch or office of your organisation. Could I speak to the person at this site who would have the best overview of the skills that your establishment needs its workers to have.**

**SINGLE CODE**

<b>Yes – transferred</b>	1	<i>Check</i>
<b>Yes – correct respondent speaking</b>	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 / <2 employment	10	
Duplicate – already called about this survey	11	
[IF NAMED CONTACT] No-one of that name works here / Person no longer works here	12	<i>Re-ask S2</i>

- IF HAVE NAMED SAMPLE FROM NESS07 AND S2/1-2, OTHERS GO TO S3*  
 S2A. **Are you the person who would have the best overview of recruitment issues, human resources and workplace skills at this site?**

<b>Yes</b>	1	<i>Continue</i>
<b>No</b>	2	<i>Reask S2</i>

ASK ALL

- 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 government and its agencies to find out what skills businesses need. The information will be used to plan training provision to ensure it meets the skills needs of businesses.**

**IF HAVE NAMED CONTACT FROM NESS07 AND S2 NOT CODE 12 AND S2a NOT CODE 2. You may remember that you helped us with a similar survey a couple of years ago.**

INTERVIEWER NOTE: The core client agency is the Learning and Skills Council (LSC); the partner organisations are: the Department for Innovation, Universities, & Skills, Regional Development Agencies, the UK Commission for Employment and Skills, the Department for Business Enterprise & Regulatory Reform, the SSC Alliance and Sector Skills Councils.

**The interview will take on average ... [TEXT SUBSTITUTION: IF EMPLOYMENT ON SAMPLE 2-24 PEOPLE: 10 minutes / IF EMPLOYMENT 25 PLUS PEOPLE: 20 minutes] ... depending on the answers given. Would it be convenient to conduct the interview now?**

SINGLE CODE

<b>Yes – continue</b>	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 / <2 employment	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](http://www.lsc.gov.uk)
- All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company.
- We work strictly within the Market Research Society Code of Conduct
- Contact at IFF Research is Tim Riley or Sarah Fish if they would like to find out more about the survey (020 7250 3035) EACH CONTRACTOR TO ADAPT
- Contact at Learning & Skills Council is Tracy Mitchell (Tel: 02476 825 719)
- 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

- A1. **Including you and any working proprietors, how many people are on the payroll at this location? PROBE FOR BEST ESTIMATE**

**ADD AS NECESSARY: Do not include outside contractors/agency staff nor the self-employed other than a self-employed owner**

**ADD AS NECESSARY: Include both full-time and part-time staff**

**ADD AS NECESSARY: Partners in a partnership should be included**

WRITE IN NUMBER  (1-99999)  [DON'T KNOW = THANK AND CLOSE]

A1RAN CATI INSTRUCTION – AUTOMATICALLY CODE TO GRID BELOW

1	1	<i>THANK AND CLOSE</i>
2-4	2	<i>ASK A2</i>
5-9	3	
10-24	4	
25-49	5	
50-99	6	
100-199	7	
200-250	8	
251-499	9	
500+	10	

*IF A1 > 1500 ASK:*

A1chkI've recorded that as [insert number from A1] part-time and full-time employees on the payroll at this location, excluding contractors/agency staff, is this correct?

Yes		<i>CONTINUE</i>
No		<i>RE-ASK A1</i>

A1TOT – CATI DUMMY VARIABLE CALCULATING TOTAL EMPLOYMENT: take from A1

A1DUM – CATI CLASSIFY ESTABLISHMENT SIZE BY EMPLOYMENT AGAINST QUOTA GRIDS

- A2A. ASK IF SIC CODES 4534, 52489, 92629, 93059  
Is this establishment a . . . ?

READ OUT, SINGLE CODE (AS SOON AS ONE CODED 1-4 GO STRAIGHT TO A4)

[IF SIC 4534: Fencing installation business]	1	CODE AS FENCING GO TO A4
[IF SIC 52489: Florists]	2	CODE AS FLORISTS GO TO A4
[IF SIC 52489, 92629, 93059: Horse riding school, stables or race course]	3	CODE AS EQUINE GO TO A4
[IF SIC 52489, 92629, 93059: Pet shop or other animal related shop, greyhound kennels or track, kennels, cat-homes, animal grooming or training or a similar animal-related business]	4	CODE AS ANIMAL CARE GO TO A4
No, something else	5	ASK A2B

- A2B. ASK ALL EXCEPT IF SIC CODES 36639 OR 74879 (OR A2A CODED 1-6)  
I have [READ OUT SIC DESCRIPTION ON SAMPLE – SEE ANNEX A FOR FULL LISTING] as a general classification for your establishment. Does this sound about right?

Yes	1	GO TO A4
No	2	ASK A3

- A3. ASK IF ACTIVITY NOT AS ON SAMPLE (A2B=2), OR IF SIC CODES 36639, 74879, (OTHERS GO TO A4)  
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. MUST CODE TO 4-DIGIT SIC.


- A4. ASK ALL  
Would you classify your organisation as one mainly seeking to make a profit; as a charity or voluntary sector organisation; as a local-government financed body, or as a central government financed body? CODE ONE ONLY

Seeking a profit	1	Go to A6
Charity / voluntary sector	2	
Local government financed body (such as a school, or a body delivering leisure, transport, social care, waste or environmental health services).	3	Go to A8
Central government financed body (such as the Civil Service, any part of the NHS, a college or university, the Armed Services, an Executive Agency or other non-departmental public bodies)	4	ASK A5a
None of the above / other	5	Go to A5

- A5. ASK IF NONE OF THE ABOVE / OTHER AT A4  
How would you classify the activities of the organisation?


*IF CENTRAL GOVERNMENT FINANCED (CODE 4 AT A4)*

A5A. **Is this establishment part of any of the following: READ OUT AND CODE ONE ONLY**

<b>The Civil Service, including the Foreign Office but excluding the Diplomatic Service</b>	1
<b>The Ministry of Defence</b>	2
<b>The Armed Services</b>	3
<b>The NHS</b>	4
<b>A college or university</b>	5
<b>An Executive Agency or other non-departmental public body (such as the Arts Council; Qualifications and Curriculum Authority; Design Council; Disability Rights Commission or Low Pay Commission.)</b>	6
(DO NOT READ OUT) <b>None of the above [WRITE IN]</b>	7
<b>Don't know /not sure</b>	X

*ASK ONLY IF PRIVATE OR VOLUNTARY SECTOR OR NONE OF THE ABOVE (A4/1,2 OR 5)*

A6. **Is this establishment...**

*READ OUT*

<b>The only establishment in the organisation, or</b>	1	Go to A8
<b>One of a number of establishments within a larger organisation</b>	2	Go to A7
DO NOT READ OUT: Don't know	3	Go to A8

*ASK IF MULTI-SITE (A6=2) AND THERE ARE 250 OR LESS EMPLOYED IN THE ESTABLISHMENT (A1<251)*

A7. **Does the overall organisation employ more than 250 people?**

<b>Yes</b>	1
<b>No</b>	2
DO NOT READ OUT: Don't know	3

*ASK ALL*

A8. **In the last 12 months has this site taken on anyone aged under 24 to their first job on leaving school, college or university?**

<b>Yes</b>	1	ASK A9
<b>No</b>	2	ASK C1
Don't Know	X	

*IF RECRUITED ANYONE AGED UNDER 24 TO FIRST JOB ON LEAVING EDUCATION IN LAST 12 MONTHS (A8/1), OTHERS GO C1*

A9. **Have any of these been....?**

*READ OUT. CODE ALL MENTIONED*

	Yes	No	Don't know
<b>a) 16 year olds recruited to their first job from school [IF NECESSARY ADD: who have undertaken compulsory education but no more]</b>	1	2	3
<b>b) 17 or 18 year olds recruited to their first job from school or college</b>	1	2	3
<b>c) Recruited to their first job from University or other Higher Education institution</b>	1	2	3

A10A. *IF RECRUITED ANYONE DIRECTLY FROM SCHOOL IN LAST 12 MONTHS (A9a=1)*  
**How well prepared for work have the 16 year old school leavers been...? READ OUT**

<b>Very well prepared</b>	1	CHECK A10c
<b>Well prepared</b>	2	
<b>Poorly prepared</b>	3	ASK A10b
<b>Or very poorly prepared</b>	4	
DO NOT READ OUT: Don't know / Varies too much to say	X	CHECK A10c

A10B. *ASK IF POORLY OR VERY POORLY PREPARED (A10a/3-4)*  
**In what ways have they been poorly prepared?**  
*DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.*

<b>Lack required skills or competencies</b> (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	1
<b>Literacy/numeracy skills</b>	2
<b>Poor education</b>	3
<b>Lack of common sense</b>	4
<b>Poor attitude / personality or lack of motivation</b> (e.g. poor work ethic, punctuality, appearance, manners)	5
<b>Lack of working world / life experience or maturity</b> (including general knowledge)	6
<b>Other (WRITE IN)</b>	7
<b>Don't know</b>	X

A10C. *IF RECRUITED ANY 17-18 YR OLDS AT A9b (A9b=1)*  
**How well prepared for work have the 17-18 year olds you have recruited to their first job from school or college been...? READ OUT**

<b>Very well prepared</b>	1	CHECK A10e
<b>Well prepared</b>	2	
<b>Poorly prepared</b>	3	ASK A10d
<b>Or very poorly prepared</b>	4	
DO NOT READ OUT: Don't know / Varies too much to say	X	CHECK A10e

A10D. *ASK IF POORLY OR VERY POORLY PREPARED (A10c/3-4)*  
**In what ways have they been poorly prepared?**  
*DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.*

<b>Lack required skills or competencies</b> (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	1
<b>Literacy/numeracy skills</b>	2
<b>Poor education</b>	3
<b>Lack of common sense</b>	4
<b>Poor attitude / personality or lack of motivation</b> (e.g. poor work ethic, punctuality, appearance, manners)	5
<b>Lack of working world / life experience or maturity</b> (including general knowledge)	6
<b>Other (WRITE IN)</b>	7
<b>Don't know</b>	X

*IF RECRUITED ANYONE FROM UNIVERSITY IN LAST 12 MONTHS (A9c=1)*

- A10E. **How well prepared for work have the people aged under 24 that you have recruited to their first job from university or other higher education institutions been...? READ OUT**

<b>Very well prepared</b>	1	ASK C1
<b>Well prepared</b>	2	
<b>Poorly prepared</b>	3	ASK A10f
<b>Or very poorly prepared</b>	4	
<b>DO NOT READ OUT: Don't know / Varies too much to say</b>	X	ASK C1

*ASK IF POORLY OR VERY POORLY PREPARED (A10e/3-4)*

- A10F. **In what ways have they been poorly prepared?**  
*DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.*

<b>Lack required skills or competencies</b> (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	1
<b>Literacy/numeracy skills</b>	2
<b>Poor education</b>	3
<b>Lack of common sense</b>	4
<b>Poor attitude / personality or lack of motivation</b> (e.g. poor work ethic, punctuality, appearance, manners)	5
<b>Lack of working world / life experience or maturity</b> (including general knowledge)	6
<b>Other (WRITE IN)</b>	7
<b>Don't know</b>	X



## **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 DON'T KNOW. IF 0 OR DON'T KNOW 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	RE-ASK C1

ASK ALL WITH ANY VACANCIES AT C1. OTHERS 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 AT 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 IN WHICH CASE TOTAL 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 RE-ASK 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
Don't know	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 C2] are proving hard-to-fill?**

CATI – SHOW ON SCREEN NUMBER OF VACANCIES FOR EACH OCCUPATION AT C2. 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 – C6C 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 AT C5]? 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
<b>Too much competition from other employers</b>	1	1	1	1	1	1
<b>Not enough people interested in doing this type of job</b>	2	2	2	2	2	2
<b>Poor terms and conditions (e.g. pay) offered for post</b>	3	3	3	3	3	3
<b>Low number of applicants with the required skills</b>	4	4	4	4	4	4
<b>Low number of applicants with the required attitude, motivation or personality</b>	5	5	5	5	5	5
<b>Low number of applicants generally</b>	6	6	6	6	6	6
<b>Lack of work experience the company demands</b>	7	7	7	7	7	7
<b>Lack of qualifications the company demands</b>	8	8	8	8	8	8
<b>Poor career progression / lack of prospects</b>	9	9	9	9	9	9
<b>Job entails shift work/unsociable hours</b>	10	10	10	10	10	10
<b>Seasonal work</b>	11	11	11	11	11	11
<b>Remote location/poor public transport</b>	12	12	12	12	12	12
<b>Other (WRITE IN)</b>	13	13	13	13	13	13
No particular reason	14	14	14	14	14	14
Don't know	X	X	X	X	X	X

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 C5a, GO TO C6c)

- C6A. **Can I just check, are you finding** [TEXT SUB IF SUM OF 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
<b>Applicants have not been of sufficient quality</b>	1	1	1	1	1	1
<b>Because there have been few or no applicants</b>	2	2	2	2	2	2
<b>Or for both of these reasons</b>	3	3	3	3	3	3
DO NOT READ OUT: Neither of these reasons	4	4	4	4	4	4
<b>Don't know</b>	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
<b>The skills you look for</b>	1	1	1	1	1	1
<b>The qualifications you look for</b>	2	2	2	2	2	2
<b>The work experience that you require</b>	3	3	3	3	3	3
<b>Or do applicants tend to have poor attitudes, motivation and/or personality</b>	4	4	4	4	4	4
DO NOT READ OUT: Don't know	X	X	X	X	X	X

ASK FOR EACH OCCUPATION WITH HARD-TO-FILL VACANCIES CAUSED BY LACK OF SKILLS [(C6B/1-3) OR (C5A/4 or 7 or 8)]

- C6C. **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 & DON'T KNOW MUST ALWAYS APPEAR LAST).**

	Occupations with hard to fill vacancies					
	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
<b>General IT user skills</b>	1	1	1	1	1	1
<b>IT professional skills</b>	2	2	2	2	2	2
<b>Oral communication skills</b>	3	3	3	3	3	3
<b>Written communication skills</b>	4	4	4	4	4	4
<b>Customer handling skills</b>	5	5	5	5	5	5
<b>Team working skills</b>	6	6	6	6	6	6
<b>Foreign language skills</b>	7	7	7	7	7	7
<b>Problem solving skills</b>	8	8	8	8	8	8
<b>Management skills</b>	9	9	9	9	9	9
<b>Numeracy skills</b>	10	10	10	10	10	10
<b>Literacy skills</b>	11	11	11	11	11	11
<b>Office admin skills</b>	12	12	12	12	12	12
<b>Technical, practical or job-specific skills</b>	13	13	13	13	13	13
<b>Any other skills (WRITE IN)</b>	14	14	14	14	14	14
No particular skills difficulties	15	15	15	15	15	15
Don't know	X	X	X	X	X	X

ASK ALL WITH HARD-TO-FILL VACANCIES (C4=1)

- C8. **Generally speaking, are hard-to-fill vacancies causing this establishment to... READ OUT?**  
CODE ALL MENTIONED

**CATI – ROTATE ORDER APART FROM "OTHER"/"NONE"/DON'T KNOW.**

<b>Lose business or orders to competitors</b>	1
<b>Delay developing new products or services</b>	2
<b>Have difficulties meeting quality standards</b>	3
<b>Increase operating costs</b>	4
<b>Have difficulties introducing new working practices</b>	5
<b>Increase workload for other staff</b>	6
<b>Outsource work</b>	7
(DO NOT READ OUT) None	8
(DO NOT READ OUT) Don't know	X

- C9. **ASK ALL WITH HARD-TO-FILL VACANCIES AT C4**  
**What, if anything, is this establishment doing to overcome the difficulties that you are having finding candidates to fill these hard-to-fill vacancies?**

*DO NOT READ OUT. PROBE FULLY. CODE ALL MENTIONED*

*INTERVIEWER NOTE:* If the respondent mentions advertising or recruitment please probe to fully understand whether they are using a *new* method of recruitment (code 6), spending *more money* on recruitment (code 4), or both.

<b>Increasing salaries</b>	1
<b>Increasing the training given to your existing workforce</b>	2
<b>Redefining existing jobs</b>	3
<b>Increasing advertising / recruitment spend</b>	4
<b>Increasing/expanding trainee programmes</b>	5
<b>Using NEW recruitment methods or channels</b>	6
<b>Recruiting workers who are non-UK nationals</b>	7
<b>Other (WRITE IN)</b>	8
Nothing	9
Don't know	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. First of all, I need to understand the different roles that your existing staff currently fill at this establishment. (ADD AS NECESSARY: Staff should be categorised according to their primary role, i.e. the one that takes up the greatest proportion of their time)

ASK ALL

- D1. You said earlier that there were [INSERT NUMBER FROM A1TOT] staff at this establishment. How many of these are employed as managers [TEXT SUBSTITUTION IF PUBLIC SECTOR: or senior officials]?

ADD AS NECESSARY: This categorisation covers occupations where main tasks consist of direction and co ordination of organisations and businesses. This can include the management of internal departments / sections.

ADD AS NECESSARY: Staff should be categorised according to their primary role, i.e. the one that takes up the greatest proportion of their time)

(Note: this excludes supervisors)

(Note: if police force this covers inspectors and above)

WRITE IN NUMBER \_\_\_\_ [RESPONSE MUST NOT EXCEED A1TOT]]

**CATI CHECK AFTER D1: IF NUMBER OF STAFF EMPLOYED AT A1 IS GREATER THAN 50 AND RESPONDENTS SAYS NO MANAGERS EMPLOYED AT D1**

- D1chka **Can I just check, I've recorded that there are no managers employed at this site – is this correct?**

Yes	1	CONTINUE
No	2	GO BACK TO D1 AND RECODE (INTERVIEWER NOTE: TO CHANGE NUMBER OF STAFF USE '<A1')

ASK IF A1 > D1, OTHERS GO TO D2

- D1A. And how many – if any – of your <insert total of A1-D1> are employed in administrative or secretarial occupations?

(Note: Staff should be categorised according to their primary role, i.e. the one that takes up the greatest proportion of their time)

[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: including secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants / clerks]

[IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: including secretaries, receptionists & PAs, telephonists and communication operators, market research interviewers, book-keepers, credit controllers/wage clerks, pension and insurance clerks, office assistants, database assistants]

[IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: including secretaries, receptionists & PAs, local government officers and assistants, civil service executive officers, book-keepers, credit controllers/wage clerks, office assistants, library and database assistants]

ADD IF NECESSARY: Administrative and secretarial occupations undertake general admin, clerical, secretarial work and perform a variety of specialist client orientated clerical duties. Generally speaking, all those with 'clerk', 'secretary' in the job title will fall into this group, including financial clerks and book-keepers.

WRITE IN NUMBER \_\_\_\_ [RESPONSE MUST NOT EXCEED A1TOT – D1;]

ASK IF A1 > D1+D1A, OTHERS GO TO D2

- D1B. You've told me that a total of XX of your XX staff are employed as managers or in administrative roles. I'd now like you to tell me what roles the remaining XX staff fill. I'm going to read you seven different occupational roles, and I'd like you to tell me if any of your remaining XX staff are employed in each. 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 NOT IN MANAGEMENT / ADMINISTRATIVE ROLES (i.e. A1TOT – (D1 + D1a))

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

FOR EACH OCCUPATION EMPLOYED (YES AT D1B, >0 AT D1A FOR ADMIN/SECRETARIAL STAFF AND >0 AT D1 FOR MANAGERS))

D1C. How many of your staff at this establishment are employed as ...? READ OUT

	D1B		D1C
	Yes	No	
<p><b>Elementary occupations</b>  <b>ADD IF NECESSARY</b> Elementary occupations 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.</p> <p>[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: including labourers, packers, goods handling and storage staff, security guards, cleaners]            [IF 'SERVICES' (SIC ON SAMPLE: 50-74 &amp; 93) ADD AS NECESSARY: including bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers, cleaners, dry cleaners, goods handling and storage staff, security guards]            [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: including labourers, cleaners, road sweepers, traffic wardens, security guards]</p>	1	2	(1-99999)
<p><b>Process, plant and machine operatives</b>  <b>ADD IF NECESSARY:</b> Process, plant and machine operative occupations require knowledge and experience to operate vehicles and other mobile and stationary machinery, and monitor industrial and plant equipment, or to assemble products. Most will not have a particular standard of education but will usually have formal experience related training.</p> <p><b>ADD IF NECESSARY:</b> All transport and mobile machine drivers (except train drivers) belong in this group.</p> <p><b>ADD AS NECESSARY:</b> including plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers</p>	1	2	(1-99999)
<p><b>Sales and customer service occupations</b>  <b>ADD IF NECESSARY:</b> Sales and customer services occupations require knowledge and experience necessary to sell goods and services, accept payment and replenish stocks, provide information to potential clients and additional services to customers after the point of sale.</p> <p><b>ADD AS NECESSARY:</b> including sales assistants and retail cashiers, telesales, call centre agents, customer care occupations</p> <p><b>ADD AS NECESSARY:</b> Buying and purchasing officers, sales representatives, estate agents or auctioneers SHOULD NOT be included in this group. These should be categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS.</p>	1	2	(1-99999)

<p><b>Personal service occupations</b>  <b>ADD IF NECESSARY: Personal service occupations involve the provision of service to customers whether in a public protective or personal care capacity. Main tasks usually involve the care of the sick, elderly and children and the provision travel care and hygiene services. These job-roles generally require a good standard of general education.</b></p> <p>[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) <b>ADD AS NECESSARY: including such occupations as care assistants, nursery nurses.</b>]</p> <p>[IF 'SERVICES' (SIC ON SAMPLE: 50-74 &amp; 93) <b>ADD AS NECESSARY: including travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers</b>]</p> <p>[IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) <b>ADD AS NECESSARY: including care assistants and home carers, nursery nurses/childminders, ambulance staff, pest control officers, dental/veterinary nurses, caretakers, sport and leisure assistants</b>]</p> <p>IF 'HEALTH AND SOCIAL CARE (SIC ON SAMPLE: 85)' <b>ADD AS NECESSARY: Occupations with high level vocational qualifications such as nurses, midwives, paramedics, physiotherapists, youth workers and welfare officers SHOULD NOT be included in this group. They are categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS).</b></p>	1	2	(1-99999)
<p><b>Skilled trades occupations</b>  <b>ADD IF NECESSARY: Skilled trades occupations require a substantial period of training. Main tasks involve the performance of complex physical duties that normally involve initiative, manual dexterity and other practical skills.</b></p> <p><b>ADD AS NECESSARY: including farmers, electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers</b></p> <p><b>ADD AS NECESSARY: Science and engineering technicians SHOULD NOT be included in this group. They are categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS.</b></p>	1	2	(1-99999)



<p><b>Associate professional and technical occupations</b>  <b>ADD IF NECESSARY: Occupations in this group will usually require an associated high level vocational qualification, often involving substantial period of full time training or further study. Main tasks require experience and knowledge to assist in supporting professionals or managers.</b></p> <p>[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) <b>ADD AS NECESSARY: including science and engineering technicians, lab technicians, IT technicians, accounting technicians.</b>]  [IF 'SERVICES' (SIC ON SAMPLE: 50-74 &amp; 93) <b>ADD AS NECESSARY: including insurance underwriters, finance and investment analysts and advisers, writers/journalists, buyers, sales reps, estate agents, train drivers/pilots, graphic designers, fitness instructors.</b>]  [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) <b>ADD AS NECESSARY: including nurses, midwives, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers, writers/journalists, fitness instructors]</b></p> <p><b>ADD IF NECESSARY: Most professionals in the arts, design, media or sports fields will be in this group</b></p> <p><b>ADD IF NECESSARY: Architects, surveyors, engineers, chartered accountants and management consultants SHOULD NOT be included in this group. They should be categorised as PROFESSIONAL OCCUPATIONS.</b></p>	1	2	(1-99999)
<p><b>Professional occupations</b>  <b>ADD IF NECESSARY: Professional occupations will almost always require a degree or equivalent formal qualification. Some occupations will require postgraduate qualifications and/or a formal period of experience-related training.</b>  <b>This categorisation includes high-level occupations in the natural sciences, engineering, life sciences, social sciences, humanities and related fields where job-holders will either be</b></p> <ul style="list-style-type: none"> <li>- <b>practically applying extensive theoretical knowledge;</b></li> <li>- <b>increasing the stock of knowledge through research;</b></li> <li>- <b>communicating knowledge by teaching</b></li> </ul> <p>[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) <b>ADD AS NECESSARY: including professional engineers, software and IT professionals, accountants, chemists and scientific researchers]</b>  [IF 'SERVICES' (SIC ON SAMPLE: 50-74 &amp; 93) <b>ADD AS NECESSARY: including solicitors and lawyers, accountants, IT professionals, economists, architects, actuaries, doctors, engineers]</b>  [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) <b>ADD AS NECESSARY: including doctors, psychologists, teachers, social workers, librarians, accountants, economists, IT professionals, engineers]</b></p>	1	2	(1-99999)

Thinking about these broad categories of employees, for each, I'd like to know how many you think are fully proficient at their job.

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

ASK ALL, ASKING FOR EACH OCCUPATION WITH STAFF AT D1 / D1A / D1B

- D2. How many of your [INSERT NUMBER FROM D1 / D1A / D1C] existing [TEXT SUBSTITUTION – EACH OCCUPATION > 0 AT D1 / D1A / D1C] would you regard as fully proficient at their job?

CATI – SHOW NUMERIC BREAKDOWN AT D1C TO HELP RESPONDENTS ANSWER D2.

CATI – ANSWER AT D2 MUST BE BETWEEN 0 AND D1, D1A OR D1C RESPONSE FOR SAME OCCUPATION.

	D2
<b>Managers</b> [ADD IF A4 NOT 1: and senior officials]	(0 – RESPONSE AT D1)
<b>Professional occupations</b>	(0 – RESPONSE AT D1C_7)
<b>Associate professional and technical occupations</b>	(0 – RESPONSE AT D1C_6)
<b>Administrative and secretarial occupations</b>	(0 – RESPONSE AT D1A)
<b>Skilled trades occupations</b>	(0 – RESPONSE AT D1C_5)
<b>Personal service occupations</b>	(0 – RESPONSE AT D1C_4)
<b>Sales and customer service occupations</b>	(0 – RESPONSE AT D1C_3)
<b>Process, plant and machine operatives</b>	(0 – RESPONSE AT D1C_2)
<b>Elementary occupations</b>	(0 – RESPONSE AT D1C_1)

IF SUM OF D2 = A1TOT, GO TO D7

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 D7)

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”/“DON’T KNOW”

	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

- D4. ASK OF THE SAME OCCUPATIONS AS D3  
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 “GENERAL IT USER SKILLS” FIRST, FOLLOWED BY “IT PROFESSIONAL SKILLS”. “TECHNICAL & PRACTICAL SKILLS”, “ANY OTHER SKILLS”, “NONE” & “DON’T KNOW” MUST ALWAYS APPEAR LAST).

	Occ 1		Occ 2	
	D4		D4	
General IT user skills	1		1	
IT professional skills	2		2	
Oral communication skills	3		3	
Written communication skills	4		4	
Customer handling skills	5		5	
Team working skills	6		6	
Foreign language skills	7		7	
Problem solving skills	8		8	
Management skills	9		9	
Numeracy skills	10		10	
Literacy skills	11		11	
Office admin skills	12		12	
Technical, practical or job-specific skills	13		13	
Any other skills (WRITE IN)	14		14	
No particular skills difficulties	15		15	
No individual skills having the greatest impact (SHOW FOR D4B ONLY)				
Don't know	X		X	

ASK ALL WITH SKILL GAPS

D5B. **Is the fact that some of your staff are not fully proficient causing this establishment to...?**

READ OUT

CODE ALL MENTIONED

**CATI – ROTATE ORDER APART FROM “NONE”/DON’T KNOW**

<b>Lose business or orders to competitors</b>	1
<b>Delay developing new products or services</b>	2
<b>Have difficulties meeting quality standards</b>	3
<b>Increase operating costs</b>	4
<b>Have difficulties introducing new working practices</b>	5
<b>Increase workload for other staff</b>	6
<b>Outsource work</b>	7
(DO NOT READ OUT) No particular problems / None of the above	8
(DO NOT READ OUT) Don't know	X

ASK ALL WITH SKILL GAPS

D6. **What action, if any, is this establishment taking to overcome the fact that some of its staff are not fully proficient in their job? DO NOT READ OUT. CODE ALL MENTIONED.**

Increase training activity / spend or increase/expand trainee programmes	1
Increase recruitment activity / spend	2
More staff appraisals / performance reviews	3
Implementation of mentoring / buddying scheme	4
More supervision of staff	5
<b>Recruiting workers who are non-UK nationals</b>	6
Other action (WRITE IN)	7
Nothing	8
Don't know	X

## UPSKILLING

ASK ALL

D7. **Over the next 12 months do you expect that any of your employees will need to acquire new skills or knowledge as a result of...?**

READ OUT.

	Yes	No	Don't know
<b>The development of new products and services</b>	1	2	3
<b>The introduction of new working practices</b>	1	2	3
<b>The introduction of new technologies or equipment</b>	1	2	3
<b>New legislative or regulatory requirements</b>	1	2	3
<b>Increased competitive pressure</b>	1	2	3
<b>Any other reasons (please specify)</b>	1	2	3

IF YES TO ANY OPTION AT D7 AND MORE THAN ONE OCCUPATION TYPE AT D1/D1A/D1B. OTHERS GO TO D9A.

- D8. Which single occupation will be most affected by this need to acquire new skills or knowledge?

CATI – SHOW ONLY THOSE OCCUPATIONS PRESENT FROM D1 / D1A /D1B

PROMPT IF NECESSARY. CODE ONE ONLY .

<b>Managers [ADD IF A4 NOT 1: and senior officials]</b>	1
<b>Professional occupations</b>	2
<b>Associate professional and technical occupations</b>	3
<b>Administrative and secretarial occupations</b>	4
<b>Skilled trades occupations</b>	5
<b>Personal service occupations</b>	6
<b>Sales and customer service occupations</b>	7
<b>Process, plant and machine operatives</b>	8
<b>Elementary occupations</b>	9
<b>Don't know</b>	X

ASK FOR OCCUPATION SELECTED AT D8.

- D9A. Which, if any, of the following skills do you feel will need improving or updating amongst your (OCCUPATIONAL GROUP) over the next 12 months?...

CATI – ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH “GENERAL IT USER SKILLS” FIRST, FOLLOWED BY “IT PROFESSIONAL SKILLS”. “TECHNICAL & PRACTICAL SKILLS”, “ANY OTHER SKILLS”, “NONE” & “DON'T KNOW” MUST ALWAYS APPEAR LAST).

READ OUT – CODE ALL MENTIONED.

	D9A
<b>General IT user skills</b>	1
<b>IT professional skills</b>	2
<b>Oral communication skills</b>	3
<b>Written communication skills</b>	4
<b>Customer handling skills</b>	5
<b>Team working skills</b>	6
<b>Foreign language skills</b>	7
<b>Problem solving skills</b>	8
<b>Management skills</b>	9
<b>Numeracy skills</b>	10
<b>Literacy skills</b>	11
<b>Office admin skills</b>	12
<b>Technical, practical or job-specific skills</b>	13
<b>Any other skills (WRITE IN)</b>	14
<b>Don't know</b>	X

## SECTION E: Workforce Training and Development

ASK ALL

E1. Does your establishment have any of the following...?

INTERVIEWER NOTES:

- IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE [SHOW CODE RELEVANT FOR EACH ITERATION: BUSINESS PLAN / TRAINING PLAN, TRAINING BUDGET] CODE AS A 'YES'
- CODE AS 'NO' IF IN PROCESS OF DRAWING UP FIRST [SHOW CODE RELEVANT FOR EACH ITERATION: BUSINESS PLAN / TRAINING PLAN, TRAINING BUDGET]
- CODE AS 'YES' IF CURRENTLY HAVE [SHOW CODE RELEVANT FOR EACH ITERATION: BUSINESS PLAN / TRAINING PLAN, TRAINING BUDGET]. BUT IN PROCESS OF DRAWING UP NEW ONE.

	Yes	No	Don't know
A business plan that specifies the objectives for the coming year?	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

ASK ALL

E2. Approximately what proportion of your staff have a formal written job description?

PROMPT AS NECESSARY

None	1
Some but fewer than half	2
Around half	3
More than half but not all	4
All	5
DO NOT READ OUT: Don't know	X

ASK ALL

E3. Does this establishment formally assess whether individual employees have gaps in their skills?

Yes	1
No	2
Don't' Know	x

ASK ALL

E3A. Approximately what proportion of your staff have an annual performance review? PROMPT AS NECESSARY

None	1
Some but fewer than half	2
Around half	3
More than half but not all	4
All	5
DO NOT READ OUT: Don't know	X

ASK ALL

- E4A. I am now going to ask you some questions about staff training and development. Over the past 12 months have you funded or arranged any off-the-job training or development for employees at this site? By off-the-job training we mean training away from the individual's immediate work position, whether on your premises or elsewhere?

Yes	1
No	2
Don't know	3

- E4B. And have you funded or arranged any on-the-job or informal training and development over the last 12 months? 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.

Yes	1
No	2
Don't know	3

**E4DUM CATI VARIABLE:**

Provide both off-the-job and on-the-job training	1
Provide off-the-job training only	2
Provide on-the-job training only	3
Provide neither off-the-job nor on-the-job training	4

- ASK IF TRAIN (E4A/1 OR E4B/1). OTHERS GO TO E8.  
 E4C. [TEXT SUBSTITUTION IF BOTH ON AND OFF-THE-JOB (E4DUM=1)]; Thinking about both on- and off-the-job], over the last 12 months how many staff employed at this establishment have you funded or arranged training and development for, including any who have since left?

WRITE IN \_\_\_\_\_ (1 – 99999)

PROMPT WITH RANGE IF DON'T KNOW

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 E4c > (A1 x 2) ASK:

E4cCHK. You said you currently have (insert value from A1) employees but you have trained (E4c FIGURE) staff in the past 12 months, is this correct?

Yes	1	GO TO E5
No	2	RE-ASK E4c

E5DUM CATI DUMMY VARIABLE – LIST EACH OCCUPATION EMPLOYED AT D1-D1B FOR ALL WHO TRAIN (E4A/1 OR E4B/1)



IF PROVIDE TRAINING AT ALL (E4a/1 or E4b/1)

- E5. **Over the last 12 months which occupations have you funded or arranged training for [TEXT SUBSTITUTION IF BOTH ON AND OFF-THE-JOB (E4DUM=1):whether on- or off-the-job]? PROMPT AS NECESSARY**

**CATI – SHOW ALL OCCUAPTIONS MENTIONED AT D1-D1B, PLUS (AS LONG AS NOT ALL 9 CATEGORIES ANSWERED YES AT D1-D1B) 'ANY OTHER OCCUPATIONS'**

ASK IF MORE THAN ONE OCCUPATION MENTIONED AT E5

- E5A. **You said you had funded or arranged training for <E4c FIGURE / RANGE> staff in the last 12 months, including any who have since left. How many of these were <READ OUT IN TURN EACH ANSWER FROM E5> ...**

SCREEN TO SHOW THE FIGURE OR RANGE FROM E4C AND COUNTDOWN AFTER EACH E5a ANSWER.

TOTAL OF E5a MUST EQUAL E4C (OR BE WITHIN BAND IF ANSWERED E4CDK) – IF NOT CHECK IF TOTAL TRAINED FIGURE WRONG (IF SO SNAP BACK TO E4C OR E4CDK) OR AMEND E5a ANSWERS.

	E5	E5a
<b>Managers (IF CODE 2, 3 or 4 AT A4 ADD: and senior officials)</b>	1	WRITE IN NUMBER ____
<b>Professional occupations</b>	2	WRITE IN NUMBER ____
<b>Associate professional and technical occupations</b>	3	WRITE IN NUMBER ____
<b>Administrative and secretarial occupations</b>	4	WRITE IN NUMBER ____
<b>Skilled trades occupations</b>	5	WRITE IN NUMBER ____
<b>Personal service occupations</b>	6	WRITE IN NUMBER ____
<b>Sales and customer service occupations</b>	7	WRITE IN NUMBER ____
<b>Process, plant and machine operatives</b>	8	WRITE IN NUMBER ____
<b>Elementary occupations</b>	9	WRITE IN NUMBER ____
<b>Any other occupations (WRITE IN)</b>	10	WRITE IN NUMBER ____
	<b>Calculate sum</b>	<b>SUM E5A</b>

IF E4C SUM E5a DOES NOT EQUAL E4c (OR IS GREATER THAN TOP OF E4CDK BAND OR LESS THAN THE BOTTOM OF E4CDK BAND) ASK:

- E5chk. **You said that in the last 12 months that you trained <E4c> staff, but the sum of the occupations that you have trained total <E5a SUM>. Do you wish to amend the overall figure or the number within each occupation?**

Total figure	1	Re-ask E4c
Occupational figure	2	Re-ask E5a

E5B. *IF PROVIDE TRAINING AT ALL (E4A/1 or E4bB/1)*  
**And, over the last 12 months, on average, how many days training and development [TEXT SUBSTITUTION IF BOTH ON AND OFF-THE-JOB (E4DUM=1);, whether on- or off-the-job,] have you arranged FOR EACH MEMBER OF STAFF RECEIVING training?**

NOTE TO INTERVIEWER: If respondent says 'a week' or 'two weeks' etc check: **'So how many WORKING days is that?'**

INTERVIEW NOTE: For "less than a day" please code "Don't know" and record on next screen

WRITE IN ABSOLUTE NUMBER \_\_\_\_\_(1-365)\_\_\_\_\_

E5BRAN: *IF DON'T KNOW AT E5B, PROMPT WITH RANGES*

<b>Less than a day</b>	13
<b>1 day</b>	1
<b>2 days</b>	2
<b>3 – 4 days</b>	3
<b>5 – 6 days</b>	4
<b>7 – 8 days</b>	5
<b>9 – 10 days</b>	6
<b>11 – 12 days</b>	7
<b>13 – 14 days</b>	8
<b>15 – 16 days</b>	9
<b>17 – 18 days</b>	10
<b>19 – 20 days</b>	11
<b>More than 20 days</b>	12
DO NOT READ OUT: Don't know	X

*IF MORE THAN 20 at E5B OR CODE 12 AT E5BRAN.*

E5bchk **Can I just check that, on average, EACH MEMBER OF STAFF receiving training and development has received [INSERT ANSWER FROM E5b IF GAVE ABSOLUTE FIGURE OR "more than 20" IF CODE 12 ON DON'T KNOW RANGE] days over the last 12 months**

Yes	1	GO TO E5d
No	2	RE-ASK E5b

ASK IF E4A/1 or E4B/1

- E5D. **And how much of the training that you have funded or arranged has been for health & safety or induction training? READ OUT**

WRITE IN % \_\_\_\_\_ (0-100%)

IF DON'T KNOW, 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

### Training to qualifications

ASK ALL PROVIDING TRAINING (E4a/1 or E4b/1)

- E7. **Thinking now about qualifications, how many of the <E4C integer / band> people that you have funded or arranged training for [TEXT SUBSTITUTION IF BOTH ON AND OFF THE JOB: whether on- or off-the-job,] over the past 12 months are or were being trained towards a nationally recognised qualification?**

WRITE IN \_\_\_\_\_ (0 – E4C INTEGER / TOP OF E4C BAND)

PROMPT WITH RANGE IF DON'T KNOW

None	1
1-2	2
3-4	3
5-9	4
10-19	5
20-29	6
30-39	7
40-49	8
50-99	9
100-199	10
200 or more	11
(DO NOT READ OUT) Don't know	X

CATI CHECK – ANSWER GIVEN AT E7 SHOULD NOT BE GREATER THAN ANSWER GIVEN AT E4C (INTEGER OR TOP OF RANGE IF ANSWERED BANDED VERSION).

ASK IF TRAINING TOWARDS A NATIONALLY RECOGNISED QUALIFICATION (E7>0 or bands 2-11). OTHERS CHECK E8.

E7ci. [IF E7=1: Is or was this member of, IF E7>1: Are or were any of these] staff being trained towards any of the following types of qualification in the last 12 months ...READ OUT?

E7cii. IF MORE THAN ONE CATEGORY YES AT E7ci AND E7>1 (INTEGER OR BANDED) ASK E7cii And of those [TEXT SUBSTITUTION: insert number from E7] people being trained towards qualifications, approximately how many were being trained towards <INSERT EACH YES FROM E7ci>?

READ OUT.

	E7ci			E7cii	
	Yes	No	Don't know	Number	Don't know
Level 1 qualifications such as an NVQ Level 1 or BTEC Introductory Diploma	1	2	3	(1-E7)	X
Level 2 qualifications such as an NVQ Level 2, GCSEs or BTEC First Diploma	1	2	3	(1-E7)	X
Level 3 qualifications such as an NVQ Level 3, A-Levels or City & Guilds Advanced Award	1	2	3	(1-E7)	X
Level 4 qualifications or above such as degrees, HNC/HNDs, postgraduate degrees or high level specialist professional qualifications	1	2	3	(1-E7)	X

ASK ALL

E8. Thinking now about your [insert number of staff from A1] current staff, roughly how many of them are qualified to degree level or above – this includes those with HNDs, HNCs and Foundation Degrees as well as any postgraduate degrees.

ENTER NUMBER _____ ALLOW 0 TO A1
Don't know _____ X

IF NOT ALL STAFF HAVE DEGREE LEVEL QUAL (E8<A1 OR E8=DK)

E9. And roughly how many of your [TEXT SUB IF E8>0: remaining {insert total number of staff minus E8}] staff hold a Level 3 qualification – by this we mean qualifications such as A / AS Levels, NVQ Level 3, GNVQ advanced, City & Guilds advanced craft, OND / ONC / BTEC national or equivalent level qualifications.

ENTER NUMBER _____ ALLOW 0 TO [IF E8>0: A1-E8. IF E8=DK: A1]
Don't know _____ X

ASK ALL WHO HAVE UNDERTAKEN TRAINING IN LAST YEAR (YES AT E4a/1 or E4b/1)

E13. And does this establishment formally assess whether the training and development received by an employee has an impact on his or her performance?

Yes	1
No	2
Don't know	3

**Training providers**

ASK ALL PROVIDING TRAINING IN THE PAST 12 MONTHS (E4a/1 or E4b/1) – IF NOT TRAINED ASK E23

- E21A. **In the past 12 months has your establishment used further education colleges to provide teaching or training?**

<b>Yes</b>	1	ASK E21b
<b>No</b>	2	CHECK E21d
Don't know	3	ASK E21e

ASK IF 'YES' AT E21a

- E21B. **How satisfied have you been with the quality of the teaching or training you have received from further education colleges in the last 12 months? READ OUT**

<b>Very satisfied</b>	1
<b>Quite satisfied</b>	2
<b>Neither satisfied not dissatisfied</b>	3
<b>Not very satisfied</b>	4
<b>Not at all satisfied</b>	5
DO NOT READ OUT: Don't Know/Varies too much to say	X

ASK IF 'NO' AT E21a AND TRAINED OFF THE JOB (E4a/1)

- E21D. **Why hasn't your establishment used the teaching or training services of further education colleges in the past 12 months? DO NOT READ OUT. PROBE FULLY. CODE ALL MENTIONED.**

<b>The courses they provide are not relevant</b>	1
<b>The quality or standard of the courses or training provided by FE colleges is not satisfactory</b>	2
<b>I don't know enough about the courses that they provide</b>	3
<b>There is a lack of information available about the courses they provide</b>	4
<b>The start dates or times of the courses are inconvenient</b>	5
<b>It is too expensive</b>	6
<b>Past use has not delivered the benefits you expected</b>	7
<b>Prefer to train in-house</b>	8
<b>Prefer to train through other providers</b>	9
<b>No FE college locally</b>	10
<b>Other (WRITE IN)</b>	11
<b>No particular reason</b>	12
Don't know	X

ASK ALL PROVIDING TRAINING IN THE PAST 12 MONTHS (E4a/1 or E4b/1)

E21E. **Has your establishment used universities to provide teaching or training in the last 12 months?**

<b>Yes</b>	1	ASK E21G
<b>No</b>	2	CHECK E21F
Don't know	3	ASK E22A

ASK IF 'NO' AT E21e AND TRAINED OFF THE JOB (E4a/1)

E21F. **Why hasn't your establishment used the teaching or training services of universities in the past 12 months? DO NOT READ OUT. PROBE FULLY. CODE ALL MENTIONED.**

<b>The courses they provide are not relevant</b>	1
<b>The quality or standard of the courses or training provided by universities is not satisfactory</b>	2
<b>I don't know enough about the courses that they provide</b>	3
<b>There is a lack of information available about the courses they provide</b>	4
<b>The start dates or times of the courses are inconvenient</b>	5
<b>It is too expensive</b>	6
<b>Past use has not delivered the benefits you expected</b>	7
<b>Prefer to train in-house</b>	8
<b>Prefer to train through FE colleges / other providers</b>	9
<b>No universities locally</b>	10
<b>Other (WRITE IN)</b>	11
<b>No particular reason</b>	12
Don't know	X

ASK IF 'YES' AT E21e (OTHERS CHECK E22a)

E21G. **How satisfied have you been with the quality of the teaching or training you have received from universities in the last 12 months? READ OUT**

<b>Very satisfied</b>	1
<b>Quite satisfied</b>	2
<b>Neither satisfied not dissatisfied</b>	3
<b>Not very satisfied</b>	4
<b>Not at all satisfied</b>	5
DO NOT READ OUT: Don't Know/Varies too much to say	X

ASK ALL PROVIDING TRAINING IN THE PAST 12 MONTHS (E4a/1 or E4b/1)

- E22A. In the past 12 months has your establishment used other providers to deliver teaching or training? [INTERVIEWER NOTE: 'other providers' refers to those other than an FE college or university, e.g. an external consultant or a private training provider]

Yes	1	ASK E22b
No	2	ASK E24a
Don't know	3	

ASK IF 'YES' AT E22a

- E22B. How satisfied have you been with the quality of the teaching or training you have received from these other providers in the last 12 months? READ OUT

Very satisfied	1	ASK E24A
Quite satisfied	2	
Neither satisfied nor dissatisfied	3	
Not very satisfied	4	
Not at all satisfied	5	
Don't Know/Varies too much to say	X	

### Barriers to training

ASK ALL THOSE WHO HAVE NOT TRAINED IN THE PAST 12 MONTHS ((E4A/NOT1 AND E4B/NOT1) AND (E4A/2 OR E4B/2))

- E23. You mentioned that you have not funded or arranged training for any employees at this location over the past 12 months. What are the reasons for this? DO NOT READ OUT. CODE ALL MENTIONED. PROBE: What other reasons have there been?

The courses interested in are not available locally	1	ASK E27
The quality of the courses or providers locally is not satisfactory	2	
Difficult to get information about the courses available locally	3	
I don't know what provision is available locally	4	
The start dates or times of the courses are inconvenient	5	
External courses are too expensive	6	
Managers have lacked the time to organise training	7	
Employees are too busy to give training	8	
Employees are too busy to undertake training and development	9	
All our staff are fully proficient	10	
Other (WRITE IN)	11	
No particular reason	12	

ASK ALL THOSE WHO HAVE TRAINED IN THE PAST 12 MONTHS (E4a/1 or E4b/1)

- E24A. If you could have done, would you have provided MORE training for your staff than you were able to over the last 12 months?

Yes	1	ASK E24b
No	2	ASK E27
Don't know	3	

ASK TO ALL WHO WOULD HAVE PROVIDED MORE TRAINING IF THEY COULD (E24a/1)

- E24B. **What barriers, if any, have there been preventing your organisation providing more training over the last 12 months for staff at this location? PROBE: what other barriers have you faced? DO NOT READ OUT. CODE ALL MENTIONED. PROBE FULLY.**

Lack of funds for training / training expensive	1
Can't spare more staff time (having them away on training)	2
Staff now fully proficient / don't need it	3
Staff not keen	4
A lack of GOOD local training providers	5
Lack of provision (e.g. courses are full up)	6
Difficulty finding training providers who can deliver training where or when we want it	7
A lack of appropriate training / qualifications in the subject areas we need	8
Hard to find the time to organise training	9
Lack of knowledge about training opportunities and/or suitable courses	10
Other (WRITE IN)	11
None	X
Don't know	V

### Government initiatives

ASK ALL

- E27. **Now changing the subject slightly, thinking about Government initiatives on learning and training, have you heard of...?**

	Yes	No	Don't know
A) Train to Gain	1	2	3
B) The Skills Pledge	1	2	3
C) The National Skills Academies	1	2	3

ASK IF HEARD OF TRAIN TO GAIN (E27A=1)

- E28. **Has your establishment been actively involved with Train to Gain in the last 12 months? INTERVIEWER NOTE: CODE "YES" IF THERE HAS BEEN ANY CONTACT WITH A SKILLS BROKER, OR IF A PROVIDER HAS BEEN IN CONTACT SPECIFICALLY ABOUT TRAIN TO GAIN.**

Yes	1
No	2
Don't know	3



ASK IF HEARD OF TRAIN TO GAIN AND A PRIVATE SECTOR SME (E27A=1 & A4=1 & ((A6=1 & A1<251) OR A7=2))

- E29. **Have you heard about the changes made to Train to Gain which allow employers with fewer than 250 staff to train them to Level 2 qualifications even if they already have one, and which offer funding for bite-sized chunks of learning?**

INTERVIEWER NOTE – IF ANYONE ASKS FOR MORE INFORMATION ABOUT TRAIN TO GAIN PLEASE POINT THEM TOWARDS THE WEBSITE <http://www.traintogain.gov.uk/>

Yes	1
No	2
Don't know	3

ASK IF HEARD OF SKILLS PLEDGE (E27B=1)

- E31. **Has your organisation made the Skills Pledge?**

INTERVIEWER NOTE: Making the skills pledge would have either involved a skills broker, a sector skills council or would have been done online, and would have resulted in the development of an action plan.

INTERVIEWER NOTE – If anyone asks for more information about the skills pledge please point them towards the website <http://inourhands.lsc.gov.uk/employersSkillsPledge.html>

Yes	1
No	2
Don't know	3

ASK IF HAVE HEARD OF NSA (E27C=1)

- E31c. **Have you engaged with a National Skills Academy?**

Yes	1
No	2
Don't know	X

### ***Apprenticeships and Advanced Apprenticeships***

ASK ALL

- E32. **I'd now like to ask you some questions about Government-funded Apprenticeships.**

**First of all, have you heard of Apprenticeships?**

Yes – heard of Apprenticeships	1	ASK E33
No – not heard of Apprenticeships	2	ASK E41
Don't know	3	

ASK IF HAVE HEARD OF APPRENTICESHIPS (E32/1)

E33. **And have you heard of...? READ OUT**

	Yes	No	Don't know
<b>i) Advanced Apprenticeships</b>	1	2	3
<b>ii) Adult Apprenticeships for those aged 25 plus</b>	1	2	3
<b>iii) Higher Apprenticeships</b>	1	2	3

E33dum

*TEXT SUBSTITUTION OF APPRENTICESHIP TYPES AWARE OF FROM E33*

<b>Advanced Apprenticeships</b>	1
<b>Adult Apprenticeships</b>	2
<b>Higher Apprenticeships</b>	3
<b>Advanced or Adult Apprenticeships</b>	4
<b>Adult or Higher Apprenticeships</b>	5
<b>Advanced or Higher Apprenticeships</b>	6
<b>Advanced, Adult or Higher Apprenticeships</b>	7
<b>IF NO OR DK TO ALL: Apprenticeships</b>	8

ASK IF HAVE HEARD OF APPRENTICESHIPS (E32/1)

E34i. **Do you currently have any staff undertaking [TEXT SUBSTITUTION FROM E33dum] at this site?**

<b>Yes</b>	1	GO TO E35
<b>No</b>	2	ASK E34ii
Don't know	x	

ASK IF HAVE HEARD OF APPRENTICESHIPS BUT NO STAFF CURRENTLY UNDERTAKING (E32/1 AND E34i=2 or 3)

E34ii. **Do you currently offer [TEXT SUBSTITUTION FROM E33dum] at this site?**

<b>Yes</b>	1	ASK E35
<b>No</b>	2	GO TO E41
Don't know	x	

IF HAVE OR OFFER APPRENTICESHIPS (E34i/1 or E34ii/1)

E35. **Are the [TEXT SUBSTITUTION FROM E33dum] that you offer available to...? READ OUT**

	Yes	No	Don't know
<b>i) Young people aged between 16 and 18</b>	1	2	3
<b>ii) Young people aged between 19 and 24</b>	1	2	3
<b>iii) People aged 25 or over</b>	1	2	3

**CATI CHECK – IF ALL E35=2 ('NO') FORCE TO REPEAT AS INDICATED THAT HAVE OR OFFER APPRENTICESHIPS PREVIOUSLY**

*IF HAVE APPRENTICES AGED 16-18 (E34i=1 AND E35i=1)*

- E36. **And how many 16 to 18 year old staff do you currently have at this establishment, if any, who are undertaking an Apprenticeship or Advanced Apprenticeship?**

WRITE IN NUMBER \_\_\_\_\_ [ALLOW 0 TO NUMBER OF EMPLOYEES FROM A1]

Don't know

*IF HAVE APPRENTICES AGED 19-24 (E34i=1 AND E35ii=1)*

- E37. **And how many 19 to 24 year old staff do you currently have at this establishment, if any, who are undertaking an [TEXT SUBSTITUTION FROM E33dum]?**

WRITE IN NUMBER \_\_\_\_\_ [ALLOW 0 TO NUMBER OF EMPLOYEES FROM A1]

Don't know

*IF HAVE APPRENTICES AGED 25 OR OVER (E34i=1 AND E35iii=1)*

- E38. **And how many staff aged 25 or over do you currently have at this establishment, if any, who are undertaking an [TEXT SUBSTITUTION FROM E33dum]?**

WRITE IN NUMBER \_\_\_\_\_ [ALLOW 0 TO NUMBER OF EMPLOYEES FROM A1]

Don't know

**CATI CHECK – SUM OF ANSWERS GIVEN AT E36-8 SHOULD NOT BE GREATER THAN OR EQUAL TO ANSWER GIVEN AT A1.**

*IF OFFER APPRENTICESHIPS (E34i/1 or E34ii/1)*

- E39. **Thinking about how you offer Apprenticeships do you...?**

**READ OUT. CODE ONE ONLY.**

Only offer Apprenticeships to existing staff	1
Only offer Apprenticeships to specific recruits	2
Mainly offer Apprenticeships to existing staff	3
Mainly offer Apprenticeships to specific recruits	4
Offer Apprenticeships equally to both existing staff and specific recruits	5
Don't know	X

*ASK ALL*

- E41. **Thinking about the next 12 months, how likely is it that this establishment will have someone undertaking an apprenticeship who is aged...?**

	Very likely	Quite likely	Not very likely	Not at all likely	Don't know
a) 16 to 18	1	2	3	4	5
b) 19 to 24	1	2	3	4	5
c) 25 or over	1	2	3	4	5

FOR EACH AGE GROUP WHERE LIKELY TO BE SOMEONE UNDERTAKING APPRENTICESHIP (E41/1 OR 2 FOR EACH AGE GROUP)

- E42. In regard to apprenticeships for those aged <AS APPROPRIATE: 16 to 18 / 19 to 24 / 25 or older>, do you expect to provide these over the next 12 months for staff that you already employ, for those recruited to start an apprenticeship scheme, or both?

	Already employed	Specifically Recruited	Both	Don't know
16 to 18 year olds	1	2	3	4
19 to 24 year olds	1	2	3	4
People aged 25 or over	1	2	3	4

IF LIKELY TO OFFER APPRENTICESHIPS TO YOUNGER AGE GROUPS – 16 TO 18s OR 19s TO 24s - BUT NOT 25+ ((E41a/1-2 OR E41b/1-2) AND E41c/3-5)

- E43. Why are you likely to provide apprenticeships to younger employees, but not employees aged 25 or over? DO NOT READ OUT. MULTICODE OK.

Younger people are more reliable / older people are less reliable	1
Younger Apprentices are more likely to stay with us after they complete an Apprenticeship	2
Younger Apprentices are more motivated / better attitude	3
It is easier to train younger people to our way of doing things	4
Young people are better suited to physical work	5
No particular reason	6
Other (PLEASE SPECIFY)	7
Don't know	X

IF LIKELY TO OFFER APPRENTICESHIPS TO OLDER AGE GROUPS – 25+ BUT NEITHER 16 TO 18s NOR 19s TO 24s ((E41C/1-2) AND (E41A/3-5 AND E41B/3-5))

- E44. Why are you likely to provide apprenticeships to older employees, but not employees aged 24 or under? DO NOT READ OUT. MULTICODE OK.

Older people are more reliable / young people are less reliable	1
We are looking for people with prior experience	2
Older people are more likely to stay with us after they complete an Apprenticeship	3
Quality of school leavers is low	4
No particular reason	5
Other (PLEASE SPECIFY)	6
Don't know	X

## Section F: Business approach

*ASK ALL EXCEPT PUBLIC SECTOR (A4=1,2 OR 5)*

- F1. I'd now like to ask you a few questions about how the products or services that are provided by this establishment compare to those provided by 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 if...

*READ FIRST STATEMENT BELOW*

*ASK ONLY FOR MANUFACTURING SECTOR (AS DEFINED ON SAMPLE SIC CODES 1-45)*

- A) one indicates that, compared to others in your industry, this establishment offers one-off or very low volume products and five that you are a high volume producer

One-off	1	2	3	4	5	DK	High volume
---------	---	---	---	---	---	----	-------------

*ASK ONLY FOR SERVICES (AS DEFINED FROM SAMPLE 50-99)*

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

Limited range	1	2	3	4	5	DK	Wide range
---------------	---	---	---	---	---	----	------------

*ASK PRIVATE SECTOR ONLY (ASK A4=1)*

- C) 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 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 EXCEPT PUBLIC SECTOR (IF A4=1,2 OR 5)*

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

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

*ASK ALL EXCEPT PUBLIC SECTOR (IF A4=1,2 OR 5)*

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

Standard or basic	1	2	3	4	5	DK	Premium quality
-------------------	---	---	---	---	---	----	-----------------

ASK ALL EXCEPT PUBLIC SECTOR (IF A4=1,2 OR 5)

F1a. Are your products or services primarily sold...READ OUT AND SINGLE CODE

Locally	1
Regionally	2
Nationally	3
Or Internationally	4
Don't know	X

ASK ALL

F2. Changing the subject slightly, we are interested to know what impact, if any, the recession has had on your establishment.

RANDOMISE ORDER	Increased	Stayed the same	Decreased	DO NOT READ OUT: Changed but not as a result of the recession	Don't know
<i>IF TRAIN (E4a/1 or E4b/1): As a result of the recession has expenditure on training per employee increased, stayed about the same or decreased?</i>	1	2	3	4	
<i>IF TRAIN (E4a/1 or E4b/1): As a result of the recession has the proportion of employees provided with training increased, stayed about the same or decreased?</i>	1	2	3	4	
<i>IF TRAIN (E4a/1 or E4b/1): As a result of the recession has the proportion of your total training delivered by external providers increased, stayed about the same or decreased?</i>	1	2	3	4	
<i>IF TRAIN (E4a/1 or E4b/1): As a result of the recession has the emphasis placed on informal learning increased, stayed about the same or decreased?</i>	1	2	3	4	
<i>IF TRAIN (E4a/1 or E4b/1): As a result of the recession has the amount of training that leads to recognised qualifications increased, stayed about the same or decreased?</i>	1	2	3	4	
<i>IF OFFER APPRENTICES (E34i=1 OR E34ii=1): As a result of the recession has the number of apprentices and new trainees recruited by your establishment increased, stayed about the same or decreased?</i>	1	2	3	4	
<b>ASK ALL</b> As a result of the recession has the number of young people aged under 24 recruited to their first job increased, stayed about the same or decreased?	1	2	3	4	
As a result of the recession has the number of staff employed at your establishment in total increased, stayed about the same or decreased?	1	2	3	4	

- F8. *ASK ALL PRIVATE SECTOR (A4=1) – OTHERS GO TO G1*  
**Is this organisation a PLC (public limited company)?**

*ADD IF NECESSARY – A PLC is a company allowed to sell shares to the public*

<b>Yes</b>	<b>1</b>	<b>GO TO G1</b>
<b>No</b>	<b>2</b>	<b>ASK F9</b>
<b>Don't know</b>	<b>3</b>	

- F9. *ASK IF PRIVATE SECTOR (A4=1) AND SME ((A6=1 & A1<250) OR A7=2)) AND NOT A PLC (F8=2)– OTHERS GO TO G1*  
*[TEXT SUBSTITUTION IF MULTI-SITE (IF A6=2): Thinking about the organisation as a whole and not just this site,] Does the organisation have...?*

<b>One owner</b>	<b>1</b>
<b>Two owners or partners</b>	<b>2</b>
<b>More than two owners or partners</b>	<b>3</b>
<b>Don't know</b>	<b>4</b>

- F10. *[IF F9/1: Is the owner] [IF F9/2: Is at least one of the owners or partners] [IF F9/3 or 4: Are at least half the owners or partners] black, Asian or from another minority ethnic group?*

<b>Yes</b>	<b>1</b>
<b>No</b>	<b>2</b>
<b>Don't know</b>	<b>3</b>

- F11. *IF MAJORITY OF OWNERS BAME (F10/1):*  
 [IF F9/1: **And what ethnic group does the owner of the business belong to?**] [IF F9/2: **And what ethnic group do they belong to?**] [IF F9/3 or 4: **What ethnic group would you say that over half of the owners or partners of this business belong to?**]

PROMPT AS NECESSARY.

INTERVIEWER NOTE: 'MIXED' MEANS THE OWNER OR MAJORITY ARE OF MIXED ETHNICITY – NOT e.g. ONE BLACK ONE ASIAN). IF NO ONE GROUP REPRESENT OVER 50% OF ALL THE OWNERS (eg ONE WHITE AND ONE BLACK OWNER) CODE THIS CODE 14

<b>BLACK OR BLACK BRITISH</b>		
Black or Black British– Caribbean	1	
Black or Black British – African	2	
Black or Black British – Other	3	
<b>ASIAN OR ASIAN BRITISH</b>		
Asian or Asian British – Indian	4	
Asian or Asian British – Pakistani	5	
Asian or Asian British – Bangladeshi	6	
Asian or Asian British – Other	7	
<b>MIXED (THIS MEANS THE OWNER OR MAJORITY ARE OF MIXED ETHNICITY – NOT e.g. ONE BLACK ONE ASIAN)</b>		
Mixed – White and Black Caribbean	8	
Mixed – White and Black African	9	
Mixed – White and Asian	10	
Mixed – Any other mixed background	11	
<b>OTHER</b>		
Chinese	12	
Any other ethnic group (PLEASE SPECIFY)	13	
Can't classify – no one ethnic minority a majority, e.g. one black owner, one Indian owner [HIDE THIS CODE IF F8=1]	14	
Don't know	X	
Refused	V	





## Section G: FINAL CHECKS

ASK ALL

- G1. **If the government and its agencies 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 core client agency is the Learning and Skills Council (LSC); the partner organisations are: the Department for Innovation, Universities, & Skills, Regional Development Agencies, the UK Commission for Employment and Skills, the Department for Business Enterprise and Regulatory Reform, the SSC Alliance and Sector Skills Councils.

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

*IF G1/1 AND TRAIN AT ALL (E4a/1 or E4b/1)*

- G1A. **We may wish to recontact you in the next few weeks with some follow up questions about training expenditure. This may include sending you some questions on paper which we would collect the answers to over the telephone. Would this be possible?**

<b>Yes</b>	1	Go to G1b
<b>No</b>	2	Go to G2

ASK IF G1a/1

- G1B. **Can you tell me your fax number?**

INTERVIEWER NOTE: READ NUMBER BACK TO RESPONDENT TO CONFIRM IT IS CORRECT  
 INTERVIEWER NOTE: CODE NULL FOR DON'T KNOW / DO NOT HAVE AN FAX NUMBER

*WRITE IN NUMBER \_\_\_\_\_ GO TO G1c*

ASK IF G1a/1

- G1C. **Can you tell me your email address?**

INTERVIEWER NOTE: CODE NULL FOR DON'T KNOW / DO NOT HAVE AN EMAIL ADDRESS

*WRITE IN ADDRESS \_\_\_\_\_ GO TO G2*

ASK IF NOT NULL AT G1c

- G1D. **I have that as [text sub of email address recorded at g1c] - is that right?**

INTERVIEWER NOTE: SPELL OUT EMAIL ADDRESS LETTER-BY-LETTER

<b>Yes</b>	1	CONTINUE TO G2
<b>No</b>	2	GO TO G1C AND REDO

ASK ALL

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

<b>Yes</b>	1	ASK G3
<b>No</b>	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?**

<b>Yes</b>	1	NEXT QUESTION
<b>No</b>	2	RECORD CORRECT ADDRESS

ASK ALL

G4. **Finally, it is sometimes possible to link the data we have collected with other government surveys or datasets. Would you be happy for this to be done? Your confidentiality will be maintained, and linked data will be anonymised and only used for statistical purposes by researchers authorised by the Office for National Statistics.**

<b>Yes</b>	1	
<b>No</b>	2	

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**

<b>5-DIGIT SIC</b>	<b>TEXT SUBSTITUTION AT A1</b>
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	<b>Manufacture of (various) food products</b>
15891	Manufacture of soups
15899	<b>Manufacture of (various) food products</b>
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	<b>Manufacture of general purpose machinery</b> (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	<b>Manufacture of special purpose machinery</b> (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	<b>Manufacture of (other) electrical equipment</b> (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	<b>Manufacturing</b> (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, 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	<b>Wholesale</b> (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) <b>wholesale</b>
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	<b>Retail sale in specialised stores</b> (, 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	<b>Retail sale in specialised stores</b> (, 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) <b>self-catering holiday accommodation</b>
55239	(Other) <b>tourist or short-stay accommodation</b>
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) <b>computer related activities</b>
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	<b>Business activities</b> (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) <b>human health activities</b>
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	<b>Entertainment activities</b> (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	<b>Service activities</b> (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)