PRIVATE & CONFIDENTIAL	**National Employers Skills Survey 2007 Mainstage Questionnaire**	**J:4310** Version 4a

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 employment	A1TOT = Don't know
Residential number	S1 = code 14
Dead line	S1 = code 15
Company closed	S1 = code 16
Out of quota	From 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 NESS 2003, NESS 2004 OR NESS05, 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 NESS 2003 / NESS 2004 / NESS05
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

Yes – transferred	1	*Check*
Yes – correct respondent speaking	2	
Definite appointment	3	*Make definite appointment / soft call back*
Soft appointment	4	
Refusal	5	
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	*Close*
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	*Re-ask S2*

IF HAVE NAMED SAMPLE FROM NESS 2003/NESS 2004/NESS05 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?**

Yes	1	*Continue*
No	2	*Reask S2*

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 NESS 2003 / NESS 2004 / NESS05 AND S2 NOT CODE 12 AND S2a NOT CODE 2. **You may remember that you helped us with a similar survey a year ago.**

INTERVIEWER NOTE: The core client agency is the Learning and Skills Council (LSC); 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 … [TEXT SUBSTITUTION: IF EMPLOYMENT ON SAMPLE 2-24 PEOPLE**: 10 minutes /** IF EMPLOYMENT MORE THAN 10 PEOPLE**: 20 minutes**] **… depending on the answers given. Would it be convenient to conduct the interview now?**

SINGLE CODE

Yes – continue	1	*Continue*
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 / <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

 ➢ 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 Laura Godwin 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. <u>**Including you and any working proprietors**</u>**, 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	*THANK AND CLOSE*
2-4	2	
5-9	3	
10-24	4	
25-49	5	
50-99	6	*ASK A2*
100-199	7	
200-250	8	
251-499	9	
500+	10	

IF A1 > 1500 ASK:

A1chk **I'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	1	*CONTINUE*
No	2	*RE-ASK A1*

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

A1DUM – CATI CLASSIFY ESTABLISHMENT SIZE BY EMPLOYMENT AGAINST QUOTA GRIDS

ASK ALL EXCEPT SIC CODES 36639, 74879, 93059 AND 52489 (SIC CODES 36639, 74879, 93059 AND 52489 GO TO A3)

A2. **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*

ASK IF NO AT A2, OR IF SIC CODES 36639, 74879, 93059 OR 52489 (OTHERS GO TO A4)

A3. **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.

ASK ALL

A4. **Would you classify your organisation as one <u>mainly</u> 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	
Charity / voluntary sector	2	Go to A6
Local government financed body	3	
Central government financed body	4	ASK A5a
None of the above / other	5	Go to A5

ASK IF NONE OF THE ABOVE / OTHER AT A4

A5. **How would you classify the activities of the organisation?**

IF CENTRAL GOVERNMENT FINANCED (CODE 4 AT Q4)

A5a Is this establishment part of any of the following: READ OUT AND CODE ONE ONLY

The Civil Service, including the Foreign Office but excluding the Diplomatic Service	1
The Ministry of Defence	2
The Armed Services	3
Or is it 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.)	4
(DO NOT READ OUT) **None of the above** [WRITE IN]	5
Don't know /not sure	X

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

A6. **Is this establishment...**
READ OUT

The only establishment in the organisation, or	1	Go to A8
One of a number of establishments within a larger organisation	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?**

Yes	1	
No	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?**

Yes	1	*ASK A9*
No	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
a) 16 year olds recruited to their first job from school [IF NECESSARY ADD: who have undertaken compulsory education but no more]	1	2	3
b) 17 or 18 year olds recruited to their first job from school or college	1	2	3
c) Recruited to their first job from University or other Higher Education institution	1	2	3

IF RECRUITED ANYONE DIRECTLY FROM SCHOOL IN LAST 12 MONTHS (A9a=1)

A10a **How well prepared for work have the 16 year old school leavers been…?** *READ OUT*

Very well prepared	1	CHECK Q10c
Well prepared	2	
Poorly prepared	3	ASK Q10b
Or very poorly prepared	4	
DO NOT READ OUT: Don't know / Varies too much to say	X	CHECK Q10c

ASK IF POORLY OR VERY POORLY PREPARED (A10a/3-4)

A10b **In what ways have they been poorly prepared? What skills have they been lacking?**
PROBE FULLY.

RECORD VERBATIM

IF RECRUITED ANY 17-18 YR OLDS AT A9b (A9b=1)

A10c **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*

Very well prepared	1	CHECK Q10e
Well prepared	2	
Poorly prepared	3	ASK Q10d
Or very poorly prepared	4	
DO NOT READ OUT: Don't know / Varies too much to say	X	CHECK Q10e

ASK IF POORLY OR VERY POORLY PREPARED (A10c/3-4)

A10d **In what ways have they been poorly prepared? What skills have they been lacking?** *PROBE FULLY.*

RECORD VERBATIM	

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*

Very well prepared	1	ASK C1
Well prepared	2	
Poorly prepared	3	ASK Q10f
Or very poorly prepared	4	
DO NOT READ OUT: Don't know / Varies too much to say	X	ASK C1

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

A10f **In what ways have they been poorly prepared? What skills have they been lacking?** *PROBE FULLY.*

RECORD VERBATIM	

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 - 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 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
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 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
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 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

<mark>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).</mark>

	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
Oral communication skills	3	3	3	3	3	3
Written communication skills	4	4	4	4	4	4
Customer handling skills	5	5	5	5	5	5
Team working skills	6	6	6	6	6	6
Foreign language skills	7	7	7	7	7	7
Problem solving skills	8	8	8	8	8	8
Management skills	9	9	9	9	9	9
Numeracy skills	10	10	10	10	10	10
Literacy skills	11	11	11	11	11	11
Office admin skills	12	12	12	12	12	12
Technical, practical or job-specific skills	13	13	13	13	13	13
Any other skills (WRITE IN)	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

<mark>CATI - ROTATE ORDER APART FROM "OTHER"/"NONE"/DON'T KNOW.</mark>

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

ASK ALL WITH HARD-TO-FILL VACANCIES AT C4

C9   **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.

Increasing salaries	1
Increasing the training given to your existing workforce	2
Redefining existing jobs	3
Increasing advertising / recruitment spend	4
Increasing/expanding trainee programmes	5
Using NEW recruitment methods or channels	6
Other (WRITE IN)	7
Nothing	8
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	
Elementary occupations *ADD IF NECESSARY* **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.** [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 & 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**]	1	2	(1-99999)
Process, plant and machine operatives *ADD IF NECESSARY*: **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.** *ADD IF NECESSARY*: **All transport and mobile machine drivers (except train drivers) belong in this group.** *ADD AS NECESSARY*: **including plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers**	1	2	(1-99999)
Sales and customer service occupations *ADD IF NECESSARY:* **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.** *ADD AS NECESSARY*: **including sales assistants and retail cashiers, telesales, call centre agents, customer care occupations** *ADD AS NECESSARY:* **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.**	1	2	(1-99999)

Personal service occupations *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.** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) *ADD AS NECESSARY*: **including such occupations as care assistants, nursery nurses.**] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) *ADD AS NECESSARY*: **including travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers**] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) *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**] IF 'HEALTH AND SOCIAL CARE (SIC ON SAMPLE: 85)' *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).**	1	2	(1-99999)
Skilled trades occupations *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.** *ADD AS NECESSARY*: **including farmers, electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, plasterers, printers, chefs, butchers, furniture makers** *ADD AS NECESSARY*: **Science and engineering technicians SHOULD NOT be included in this group. They are categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS.**	1	2	(1-99999)

Associate professional and technical occupations *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.** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) *ADD AS NECESSARY*: **including science and engineering technicians, lab technicians, IT technicians, accounting technicians**.] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) *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**.] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) *ADD AS NECESSARY*: **including nurses, midwifes, junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers, writers/journalists, fitness instructors**] *ADD IF NECESSARY:* **Most professionals in the arts, design, media or sports fields will be in this group** *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.**	1	2	(1-99999)

Professional occupations
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.**
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
    - **practically applying extensive theoretical knowledge;**
    - **increasing the stock of knowledge through research;**
    - **communicating knowledge by teaching**
 	
[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) *ADD AS NECESSARY*: **including professional engineers, software and IT professionals, accountants, chemists and scientific researchers**]
[IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) *ADD AS NECESSARY*: **including solicitors and lawyers, accountants, IT professionals, economists, architects, actuaries, doctors, engineers**]
[IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) *ADD AS NECESSARY*: **including doctors, psychologists, teachers, social workers, librarians, accountants, economists**, **IT professionals, engineers**]
	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
Managers [*ADD IF A4 NOT 1:* **and senior officials**]	(0 – RESPONSE AT D1)
Professional occupations	(0 – RESPONSE AT D1C_7)
Associate professional and technical occupations	(0 – RESPONSE AT D1C_6)
Administrative and secretarial occupations	(0 – RESPONSE AT D1A)
Skilled trades occupations	(0 – RESPONSE AT D1C_5)
Personal service occupations	(0 – RESPONSE AT D1C_4)
Sales and customer service occupations	(0 – RESPONSE AT D1C_3)
Process, plant and machine operatives	(0 – RESPONSE AT D1C_2)
Elementary occupations	(0 – RESPONSE AT D1C_1)

IF SUM OF D2 = **A1TOT,** GO TO SECTION E

OTHER (= HAVE SKILL GAPS) ASK D2a

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

D2a   THERE IS NO D2a

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

<mark>CATI - ROTATE ORDER APART FROM "OTHER"/"NO PARTICULAR CAUSES"/DON'T KNOW</mark>

	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 "GENERAL IT USER SKILLS" FIRST, FOLLOWED BY "IT PROFESSIONAL SKILLS". "TECHNICAL & PRACTICAL SKILLS", "ANY OTHER SKILLS", "NONE" & "DON'T KNOW" MUST ALWAYS APPEAR LAST).

IF MORE THAN ONE SKILL MENTIONED FOR AN OCCUPATION AT D4

D4b.   **And which of these skills that are lacking for [occupation] is having the greatest negative impact on the establishment?**
READ OUT CODES MENTIONED

> CATI – ASK D4B AFTER EACH OCCUPATION AT D4. ONLY SHOW SKILLS CODED AT D4

	Occ 1		Occ 2	
	D4	D4B	D4	D4B
General IT user skills	1	1	1	1
IT professional skills	2	2	2	2
Oral communication skills	3	3	3	3
Written communication skills	4	4	4	4
Customer handling skills	5	5	5	5
Team working skills	6	6	6	6
Foreign language skills	7	7	7	7
Problem solving skills	8	8	8	8
Management skills	9	9	9	9
Numeracy skills	10	10	10	10
Literacy skills	11	11	11	11
Office admin skills	12	12	12	12
Technical, practical or job-specific skills	13	13	13	13
Any other skills (WRITE IN)	14	14	14	14
No particular skills difficulties	15	15	15	15
No individual skills having the greatest impact (SHOW FOR D4B ONLY)		16		16
Don't know	X	X	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*

Lose business or orders to competitors	1
Delay developing new products or services	2
Have difficulties meeting quality standards	3
Increase operating costs	4
Have difficulties introducing new working practices	5
Increase workload for other staff	6
Outsource work	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
Other action (WRITE IN)	6
Nothing	7
Don't know	X

SECTION E: Workforce Training and Development

ASK ALL

E1a. **Does your establishment have a business plan that specifies the objectives for the coming year?**
INTERVIEWER NOTES:
- *IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE BUSINESS PLAN CODE AS A 'YES'*
- *CODE AS 'NO' IF IN PROCESS OF DRAWING UP FIRST BUSINESS PLAN, TRAINING PLAN, ETC.*
- *CODE AS 'YES' IF CURRENTLY HAVE BUSINESS PLAN, TRAINING PLAN, ETC. BUT IN PROCESS OF DRAWING UP NEW ONE.*

Yes	1
No	2
Don't know	3

ASK ALL

E1b. **Does your establishment have a training plan that specifies in advance the level and type of training your employees will need in the coming year?**

Yes	1
No	2
Don't know	3

ASK ALL

E1c. **Does your establishment have a budget for training expenditure?**

Yes	1
No	2
Don't know	3

ASK ALL

E2. **What percentage of your staff have a formal written job description?**
PROBE FOR BEST ESTIMATE

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

ASK ALL

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

Yes	1
No	2

ASK ALL

E3a. **What percentage of your staff have an annual performance review?** *PROBE FOR BEST ESTIMATE*

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

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

E4A   **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

ASK ALL

E4B   **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
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 E4A/1 OR E4B/1

E4c   **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

Off-the-job training

IF PROVIDE OFF-JOB TRAINING AT ALL (E4a/1), OTHERS GO TO E6

E5   *TEXT SUBSTITUTION*

IF PROVIDED ON AND OFF-THE-JOB TRAINING: **Thinking ONLY about OFF-THE-JOB training, over the last 12 months which occupations have you funded or arranged off-the-job training for?** *PROMPT AS NECESSARY*

IF PROVIDED OFF-JOB TRAINING ONLY: **You said you had arranged off-the-job training for** *<insert total from Ecd>* **staff. Over the last 12 months, which occupations have you funded or arranged off-the-job training for?** *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'

E5a   **And for roughly how many staff classified as …OCCUPATION… have you funded or arranged off-the-job training in the last 12 months, including any who have since left?**

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

IF SUM(E5a) > (A1 x 2) ASK:

E5chk. **You said you currently had** (insert value from A1) **employees but you have trained (insert sum of E5a) staff OFF-THE-JOB in the past 12 months, is this correct?**

Yes	1	*GO TO E5b*
No	2	*RE-ASK E5a*

IF PROVIDE OFF-JOB TRAINING AT ALL (E4A/1)

E5b.   **And, over the last 12 months, on average, how many days off-the job training and development have you arranged FOR EACH MEMBER OF STAFF RECEIVING off-the-job 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*

Less than a day	13
1 day	1
2 days	2
3 – 4 days	3
5 – 6 days	4
7 – 8 days	5
9 – 10 days	6
11 – 12 days	7
13 – 14 days	8
15 – 16 days	9
17 – 18 days	10
19 – 20 days	11
More than 20 days	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 off-the-job training and development has received** [INSERT ANSWER FROM E5b IF GAVE ASBOLUTE FIGURE OR **"more than 20"** IF CODE 12 ON DON'T KNOW RANGE] **days over the last 12 months**

Yes	1	*GO TO E5b*
No	2	*RE-ASK E5a*

ASK IF E4A/1

E5d   **And how much of the off-the-job 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

On-the-job training

E6DUM CATI DUMMY VARIABLE – LIST EACH OCCUPATION EMPLOYED AT D1 FOR ALL WHO TRAIN OFF-THE-JOB AT E4

IF PROVIDE ON-JOB TRAINING AT ALL (E4b/1), OTHERS GO TO E7

E6   TEXT SUBSTITUTION

IF PROVIDED ON AND OFF-THE-JOB TRAINING: **Thinking now ONLY about on-the-job training, over the last 12 months in which occupations have the staff who have undertaken on-the-job training been employed in?** PROMPT AS NECESSARY

IF PROVIDED ON-JOB TRAINING ONLY : You said you had arranged on-the-job training for *<insert total from E4e>* staff. **Over the last 12 months which occupations have the staff who have undertaken on-the-job training been employed in?** PROMPT AS NECESSARY

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

E6a   **And for roughly how many staff classified as …OCCUPATION… have you arranged on-the-job training for in the last 12 months, including any who have since left?**

	E6	E6a
Managers (IF CODE 2, 3 or 4 AT A4 ADD: and senior officials*)*	1	WRITE IN NUMBER_____
Professional occupations	2	WRITE IN NUMBER_____
Associate professional and technical occupations	3	WRITE IN NUMBER_____
Administrative and secretarial occupations	4	WRITE IN NUMBER_____
Skilled trades occupations	5	WRITE IN NUMBER_____
Personal service occupations	6	WRITE IN NUMBER_____
Sales and customer service occupations	7	WRITE IN NUMBER_____
Process, plant and machine operatives	8	WRITE IN NUMBER_____
Elementary occupations	9	WRITE IN NUMBER_____
Any other occupations *(WRITE IN)*	10	WRITE IN NUMBER_____
Calculate sum		**SUM E6A**

IF SUM(E6a) > (A1 x 2) ASK:

E6achk. **You said you currently had** (insert value from A1) **employees but you have trained (insert sum of E6a) staff ON-THE-JOB in the past 12 months, is this correct?**

Yes	1	*GO TO E6b*
No	2	*RE-ASK E6a*

IF PROVIDE ON-JOB TRAINING AT ALL (E4B/1)

E6b. **And, over the last 12 months, on average, how many days on-the-job training and development have you arranged FOR EACH MEMBER OF STAFF RECEIVING TRAINING on-the-job?**

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

WRITE IN ABSOLUTE NUMBER   _____(1-365)_____

E6bRAN: *IF DON'T KNOW AT E6B, PROMPT WITH RANGES*

Less than a day	13	
1 day	1	
2 days	2	
3 – 4 days	3	
5 – 6 days	4	
7 – 8 days	5	
9 – 10 days	6	*ASK E6D*
11 – 12 days	7	
13 – 14 days	8	
15 – 16 days	9	
17 – 18 days	10	
19 – 20 days	11	
More than 20 days	12	*ASK E6BCHK*
DO NOT READ OUT: Don't know	X	*ASK E6D*

IF MORE THAN 20 at E6B OR CODE 12 AT E6BRAN.

E6bchk **Can I just check that, on average, EACH MEMBER OF STAFF receiving on-the-job training and development has received** [INSERT ANSWER FROM E6b IF GAVE ASBOLUTE FIGURE OR **"more than 20"** IF CODE 12 ON DON'T KNOW RANGE] **days over the last 12 months**

Yes	1	*GO TO E6d*
No	2	*RE-ASK E6b OR E6bRAN*

There is no E6c

ASK IF PROVIDE ON-JOB TRAINING AT ALL (E4B/1)

E6d   **And how much of the on-the-job 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 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 – 99999)*

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.

IF PROVIDE TRAINING LEADING TO NATIONALLY RECOGNISED QUALIFICATION (E7>0 or bands 2-11)

E7b **How many of your workforce over the past 12 months are or were being trained towards an NVQ, that is a National Vocational Qualification?**

WRITE IN _____(0 – 99999)_____

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 E7B SHOULD NOT BE GREATER THAN ANSWER GIVEN AT E7

ASK IF TRAINING TOWARDS AN NVQ (E7b>0 or bands 2-11)

E7c **And what NVQ levels are or were they being trained towards?**

DO NOT READ OUT. CODE ALL MENTIONED.

Level 1	1
Level 2	2
Level 3	3
Level 4 or above	4
Don't know	X

THERE IS NO E8-E12

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

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

THERE IS NO E14-E20

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?**

Yes	1	ASK E21b
No	2	ASK E21d
Don't know	3	ASK E22a

ASK IF 'YES' AT E21a (OTHERS CHECK E21d)

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*

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

E21c *THERE IS NO E21C*

ASK IF 'NO' AT E21a

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.*

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

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, 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 (OTHERS ASK Q22D)

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	
Quite satisfied	2	
Neither satisfied not dissatisfied	3	ASK E22c
Not very satisfied	4	
Not at all satisfied	5	
Don't Know/Varies too much to say	X	

ASK ALL USING OTHER TRAINING PROVIDERS (E22a=1)

E22c **Has your establishment used universities to provide teaching or training in the last 12 months?**

Yes	1	
No	2	ASK E24a
Don't know	3	

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

E23. **You mentioned that you have not provided 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
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 go on training courses	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 E25
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

ASK ALL

E25 **I would now like to ask you about a Government initiative connected with learning and training called Train to Gain. Have you heard of this …?**

Yes	1	*GO TO E26*
No	2	*GO TO E27*
Don't know	3	

ASK IF HEARD OF TRAIN TO GAIN (E25=1)

E26 **And 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 ALL
I'm now going to read out a list of things that some employers have said are important for the government to provide. For each, I'd first like to know how important it is for you as an employer that the government provides this, and then how well you feel the government does in providing it.

E27.   **So on a scale of 1 to 10, where 1 is not at all important and 10 is essential, how important is it to you as an employer that the government provides** [READ OUT FIRST ROTATED CODE]

E28.   **And how well do the think the government does in providing this to you as an employer. Please use a scale of 1 to 10, where this time 1 means the government is doing extremely badly and 10 means you think the government is doing an excellent job…**

THEN ASK E27 AND E28 HORIZONTALLY FOR REMAINING CODES

		E27		E28
		Don't know		Don't know
young people leaving compulsory education who are well prepared for work		X		X
funding for training your employees		X		X
help in understanding and meeting your training needs		X		X
good quality training provision for your existing workforce through FE colleges		X		X
good quality training provision for your existing workforce through universities		X		X
a national system of vocational qualifications to accredit achievement in training		X		X

ASK ALL EXCEPT IF A8=1 (A8=1 ASK E28aii)
E28ai   **Turning now to recruitment of young people, have you recruited anyone aged 16-24 at this establishment in the last 12 months**?

Yes	1	*ASK E28aii*
No	2	*ASK E30*
Don't know	3	

IF YES AT E28ai OR A8=1
E28aii: [IF A8=1 ADD: **You said earlier that you had recruited people aged 16-24 in the last 12 months**]. **How many of these 16 to 24s, if any, were recruited to start an Apprenticeship or Advanced Apprenticeship for which you or a training provider receive government funding?**

None	1	ASK E29
ENTER NUMBER:	_____	ASK E28B
Some but don't know the numbers	2	ASK E32
Don't know if recruited any	3	ASK E29

IF NUMBER > 0 AT E28aii
E28B: **How many of these were aged 16-18?**

None	1	
ENTER NUMBER:	_____	ASK E29
Don't know	3	

ASK OF ALL WHERE E28aii is 0 OR DON'T KNOW (i.e. E28aii = codes 1 OR 3); IF E28aii
ANSWERED >0 OR CODE 2 ASK E32

E29: **Currently or over the last 12 months have you had any staff from this establishment undertaking Apprenticeships or Advanced Apprenticeships for which you or a training provider receive government funding?**

Yes	1	*ASK E32*
No	2	*ASK E30*
Don't know	3	

IF NO OR DON'T KNOW AT E29 OR NO OR DK AT E28ai

E30: **Does this establishment offer Apprenticeships or Advanced Apprenticeships for which you or a training provider would receive government funding?**

Yes	1	*ASK E32*
No	2	*ASK E33*
Don't know	3	*ASK G1*

E31 *There is no E31*

IF YES TO E29 OR E30 or E28aii>0

E32: **Why do you offer Apprenticeships? Probe: what other reasons are there?**
DO NOT READ OUT. MULTI CODE ALLOWED.

Because we find it difficult to recruit staff with the skills we need / existing staff lack skills / have outdated skills	1
It's the way I trained / got an opportunity	2
We can train them in our way of doing things	3
Training the workforce of the future	4
Need young workers in an ageing workforce	5
I get funding if I offer them	6
Helpful in recruiting staff / makes us more attractive to potential recruits'	7
Gives us free / cheap trial of staff'	8
Other (SPECIFY)	0
Don't know / no particular reasons	X

IF NO AT E30

E33: **What are the main reasons why you don't offer Apprenticeships or Advanced Apprenticeships to new or existing staff?**
DO NOT READ OUT. MULTICODE ALLOWED

All staff fully trained	1
We don't take on young people	2
We prefer to recruit fully trained / fully qualified recruits	3
No young people have applied	4
Bad previous experiences with apprentices	5
Don't know enough about them / what we'd have to do	6
Not as good as they used to be	7
Not worth my time for the money we get	8
We don't (the job doesn't) require staff to be that highly skilled	9
Other (SPECIFY)	0
Don't know / no particular reasons	X

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 Education and Skills, Regional Development Agencies, the Sector Skills Development Agency and 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

IF G1/1AND 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?**

Yes	1	Go to G1b
No	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

Yes	1	*CONTINUE TO G2*
No	2	*GO TO G1C AND REDO*

ASK ALL

G2. **I have your postcode as** *[INSERT FROM 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 A4 = code 3 or 4 (IE WHOLLY OR PARTLY FUNDED BY CENTRAL OR LOCAL GOVERNMENT)

G4   **Can you tell me either your VAT registration or company registration number?**
PROMPT IF NECESSARY: The company registration number often appears on the bottom of company letter headed paper.

Yes – VAT registration number (WRITE IN NUMBER)	1
Yes – Company registration number (WRITE IN NUMBER)	2
Don't know the numbers	3
Don't have the numbers	4
Refused	5

ASK ALL

G5.   **Finally, it is sometimes possible to link the data we have collected from you with other government surveys or datasets. Would you be happy for this to be done. In doing this, your confidentiality will be maintained, and linked data will be anonymised and only used for analysis and statistical purposes by researchers and academics authorised by the Office of National Statistics.**

Yes	1	
No	2	

G6.   **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)