PRIVATE & CONFIDENTIAL	National Employers Skills Survey 2003 Telephone	**3697**

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

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

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

ASK ALL

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

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

S2.   **Can I speak to the most senior person here who has responsibility for human resource and personnel issues?**
INTERVIEWER PROMPT:
IF COMPANY WITH MORE THAN 24 EMPLOYEES: **Your human resources or personnel director / manager?**
IF COMPANY WITH LESS THAN 25 EMPLOYEES: **The owner, managing director or general manager**?

SINGLE CODE

Yes - transferred	1	*Go to S3*
Yes – correct respondent speaking	2	
Definite appointment	3	*Make definite appointment / soft call back*
Soft appointment	4	
Refusal	5	*Close*
Refusal – company policy	6	
Refusal – taken part in other survey recently	7	
Nobody at site able to answer the questions	8	
Not available in deadline	9	
Company too small / no-one on payroll	10	

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

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

The interview will take on average 20 minutes depending on the answers given. Would it be convenient to conduct the interview now, or should I call you back?

SINGLE CODE

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

ADD IF NECESSARY

➢ Your co-operation will ensure that the views expressed are representative of all employers

➢ The results will be available in the Autumn and will be posted on the LSC's website: www.lsc.gov.uk

➢ All information collected will be treated in the strictest confidence. Responses will not be attributed to any individual or company. Results will be reported in the form of aggregated statistics.

➢ We work strictly within the Market Research Society Code of Conduct

➢ Contact at IFF Research is David Vivian or Ben Davies if they would like to find out more about the survey (020 7250 3035)

➢ Contact at Learning & Skills Council is Joyce Findlater (Tel: 02476 825660)

➢ Establishments have been randomly chosen from British Telecom Yellow Pages

Section A: Establishment details

ASK ALL

A1.   **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.**

I have *(READ OUT SIC DESCRIPTION ON SAMPLE – SEE ANNEX A FOR FULL LISTING)* **as a general classification for your establishment. Bearing in mind this is a general classification only, does this sound about right?**

Yes	1	*GO TO A3*
No	2	*ASK A2*

ASK IF NO @ A1

A2.   **What is the main business activity at this establishment?**
PROBE AS NECESSARY:
What is the main product or service of this establishment?
What exactly is made or done at this establishment?
What material or machinery does that involve using?
WRITE IN. CODE TO SIC 4 DIGIT.

ASK ALL

A3.   **Would you classify this establishment as…..** *READ OUT*?
SINGLE CODE

A private sector business	1
A public sector organisation	2
A voluntary sector organisation	3
Other (WRITE IN)	4
(DO NOT READ OUT) Don't Know	X

A4.   **Including yourself, how many part-time and full-time employees do you have on the payroll at this location?**
PROBE FOR BEST ESTIMATE

INTERVIEWER NOTE – ADD IF NECESSARY: **We are interested in all those on the payroll but not self-employed or outside contractors/agency staff**

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

A4RAN <mark>CATI INSTRUCTION – AUTOMATICALLY CODE TO GRID BELOW</mark>

1	1	*ASK A5*
2-4	2	
5-9	3	
10-24	4	*GO TO A7*
25-49	5	
50-99	6	
100-199	7	
200-499	8	
500+	9	

ASK IF FEWER THAN 10 EMPLOYEES (CODES 1-3) AT A4

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

Yes	1	*ASK A6*
No	2	*GO TO A7*

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

1	1	
2	2	
3	3	
4	4	CONTINUE
5	5	
6	6	
7	7	
8	8	
9	9	
NONE	10	*THANK & CLOSE*
DK	X	

A6TOT <mark>CATI DUMMY VARIABLE – CALCULATE TOTAL NUMBER OF EMPLOYEES FROM A4 OR A6</mark>

ASK ALL

A7. **I would like you to break down your workforce [*TEXT SUBSTITUTION: IF A5=1* excluding working proprietors] into nine specific categories. First, do you employ any staff at this establishment as …*OCCUPATION*…? If staff carry out more than one role please only include them in their main function.**

> CATI CHECK 1: NUMBER OF CATEGORIES TO BE NO GREATER THAN NUMBER OF STAFF EMPLOYED AT A6TOT
>
> IF FAIL CATI CHECK 1: PROMPT RESPONDENT WITH … **The number of occupations you've given exceeds the number of employees you have.** THEN REASK A7
>
> CATI CHECK 2: MUST ANSWER AT LEAST 1 OCCUPATIONAL CATEGORY AS YES AT A7
>
> IF FAIL CATI CHECK 2: PROMPT RESPONDENTS WITH … **The categories I have mentioned are intended to cover all possible occupations. Please can you tell me which come closest to describing your employees**. THEN REASK A7

A8. *THERE IS NO A8*

FOR EACH OCCUPATION EMPLOYED (YES AT A7)
A9. **Approximately how many of your staff are employed as …?]** *READ OUT*

	A7		A9
	Yes	No	
Managers (IF A3 NOT CODE 1 ADD: and senior officials*)*	1	2	(1-99999)
Professional occupations (ADD IF NECESSARY: including professional engineers, software and IT professionals, doctors, psychologists, teachers, accountants, solicitors and lawyers, social workers, librarians)	1	2	(1-99999)
Associate professional and technical occupations (ADD IF NECESSARY: science and engineering technicians, nurses, paramedics, therapists, community workers, writers/journalists, musicians, accounting technicians, buyers, sales reps and estate agents, train drivers, junior police/fire/prison officers)	1	2	(1-99999)
Administrative and secretarial occupations (ADD IF NECESSARY: civil service executive officers, credit controllers/wage clerks, telephonists, secretaries, PAs)	1	2	(1-99999)
Skilled trades occupations (ADD IF NECESSARY: electricians, motor mechanics, machine setters/tool makers, TV engineers, construction trades, printers, chefs, butchers, goldsmiths)	1	2	(1-99999)
Personal service occupations (ADD IF NECESSARY: care assistants, dental nurses, nursery nurses/childminders, travel agents, hairdressers, caretakers)	1	2	(1-99999)
Sales and customer service occupations (ADD IF NECESSARY: sales assistants and retail cashiers, telesales, call centre agents)	1	2	(1-99999)
Process, plant and machine operatives (ADD IF NECESSARY: plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus drivers)	1	2	(1-99999)
Elementary occupations (ADD IF NECESSARY: labourers, packers, fillers, porters, bar staff, waitresses, cleaners, postal workers, kitchen/catering assistants, security guards)	1	2	(1-99999)

                                                                              A6TOT

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

CATI CHECK 4: SUM OF A9 TO EQUAL A6TOT

IF FAIL CATI CHECK 4: PROMPT RESPONDENT WITH … **The breakdown you have provided me with sums to [INSERT SUM OF A9] but you told me earlier that you have [INSERT A6TOT] employees in total.** *INTERVIEWER NOTE – TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT ASKED AT A4.* THEN REASK A9

ASK ALL

A10.   **Over the next 12 months do you expect employment at this establishment to …** *READ OUT***?**
SINGLE CODE

Increase a great deal	1
Increase a little	2
Stay the same	3
Decrease a little	4
Decrease a great deal	5
(DO NOT READ OUT) Don't Know	X

SECTION B: Current and Future Skills Requirement

B1.   **I'd now like to ask you in more detail about one of the occupation categories where you said you currently employ staff. Thinking of your [*OCCUPATION FROM A7*], are any** … *READ OUT*?
CODE ALL THAT APPLY

INTERVIEWER NOTE: IF NECESSARY REFER TO DATASHEET FOR EG'S OF OCCUPATIONS

B1a. Managers & Senior Officials

Corporate Managers	1
Managers or Proprietors in Agriculture or Services	2
[DO NOT READ OUT] None of the above	3

B1b. Professional Occupations

Science or Technology professionals	1
Health Professionals	2
Teaching or Research professionals	3
Business or Public Service professionals	4
[DO NOT READ OUT] None of the above	5

B1c. Associate Professionals & Technical Occupations

Science or Technology associate professionals	1
Health or Social welfare associate professionals	2
Protective service occupations	3
Culture, Media or Sports Occupations	4
Business or Public service associate professionals	5
[DO NOT READ OUT] None of the above	6

B1d. Admin and Secretarial occupations

Admin Occupations	1
Secretarial and Related Occupations	2
[DO NOT READ OUT] None of the above	3

B1e. Skilled Trade Occupations

Skilled Agricultural Trades	1
Skilled Metal or Electrical Trades	2
Skilled Construction or Building Trades	3
Textiles, Printing and other skilled Trades	4
[DO NOT READ OUT] None of the above	5

B1f. Personal Service Occupations

Caring personal service occupations	1
Leisure and other personal service occupations	2
[DO NOT READ OUT] None of the above	3

B1g. Sales and Customer Service Occupations

Sales occupations	1
Customer service occupations	2
[DO NOT READ OUT] None of the above	3

B1h. Process , Plant and Machine operatives

Transport or mobile machine drivers or operatives	1
Other Process, Plant or Machine operatives	2
[DO NOT READ OUT] None of the above	3

B1i. Elementary Occupations

Elementary Trades, Plant or Storage related occupations	1
Elementary Administration or service occupations	2
[DO NOT READ OUT] None of the above	3

CATI TO SELECT AT RANDOM 1 LOW LEVEL OCCUPATION FROM B1a–B1i AS APPROPRIATE

B2.   **[*TEXT SUBSTITUTION IF MORE THAN 1 LOW LEVEL OCCUPATION EMPLOYED AT B1a-B1i -* Now I want to ask you about just one occupation]. Thinking about your (*TEXT SUBSTITUTION - LOW LEVEL OCCUPATION FROM B1)*, I'd like to ask your views on the level of skill required to do this job now and in the future. For each skill that I read out, please indicate if it is or will be needed for (LOW LEVEL OCCUPATION FROM B1) at an advanced, high, intermediate or basic level, or not at all.**

(a)   **Could you tell me the level of (SKILL) you feel is required in relation to (LOW LEVEL OCCUPATION FROM B1) at this location?**
PROMPT IF NECESSARY. SINGLE CODE

(b)   **And what do you think the level of (SKILL) needed to undertake (LOW LEVEL OCCUPATION FROM B1)'s role will be in three years?**
PROMPT IF NECESSARY. SINGLE CODE

CATI NOTE: ROTATE SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH IT USER SKILLS FIRST, FOLLOWED BY PROFESSIONAL IT SKILLS. TECHNICAL & PRACTICAL SKILLS MUST ALWAYS APPEAR LAST).

CATI NOTE: ASK A) AND B) IN SEQUENCE FOR EACH SKILL

	Advanced	High	Intermediate	Basic	Not required	[DO NOT READ OUT] DK
General IT user skills	1	2	3	4	5	X
IT professional skills	1	2	3	4	5	X
Communication skills	1	2	3	4	5	X
Customer handling skills	1	2	3	4	5	X
Team working skills	1	2	3	4	5	X
Foreign language skills	1	2	3	4	5	X
Problem solving skills	1	2	3	4	5	X
Management skills	1	2	3	4	5	X
Numeracy skills	1	2	3	4	5	X
Literacy skills	1	2	3	4	5	X
Technical and practical skills	1	2	3	4	5	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 DK. IF 0 OR DK GO TO D1]*

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

C2.   *TEXT SUBSTITUTION: IF C1>1:* **In which specific occupations do you currently have vacancies at this establishment?** */ IF C1=1:* **In which specific occupation do you currently have a vacancy at this establishment?**
PROMPT FOR FULL DETAILS (E.G. IF 'MANAGER' PROBE: WHAT TYPE OF MANAGER?)
RECORD DETAILS FOR UP TO 6 OCCUPATIONS.

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

C3.   **How many vacancies do you have for (EACH OCCUPATION AT C2)?**
PROBE FOR BEST ESTIMATE

CATI – NUMBER OF VACANCIES FROM C1 TO APPEAR ON SCREEN

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

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

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

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

ASK ALL WITH VACANCIES AT C1

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

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

ASK C5 IF YES AT C4 AND C1 > 1 (IF C4 YES AND C1=1 THEN ASK C6)
ASK C5 FOR EACH OCCUPATION AT C2

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

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

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

> CATI CHECK 7: NUMBER OF HARD TO FILL VACANCIES MUST SUM TO > 0 AT C5.
>
> IF FAIL CATI CHECK 7: PROMPT RESPONDENT WITH … **You told me earlier that you had vacancies that were hard-to-fill but I have not recorded any of them here**…THEN REASK C5

ASK C6 AND C7 IN SEQUENCE FOR 2 RANDOMLY SELECTED OCCUPATIONS > 0 AT C5 (I.E. OCCUPATIONS WITH HARD-TO-FILL VACANCIES). IF ONLY 1 OCCUPATION > 0 AT C5 ASK OF 1 OCCUPATION. IF (C1=1 AND C4=YES) ASK ABOUT OCCUPATION FROM C2

C6. **Which of the following skills have you found difficult to obtain from applicants for *[TEXT SUBSTITUTION: OCCUPATION WITH HARD TO FILL 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, NO PARTICULAR SKILLS DIFFICULTIES & DK MUST ALWAYS APPEAR LAST).

	Hard to fill vacancies (from C5)	
General IT user skills	1	1
IT professional skills	2	2
Communication skills	3	3
Customer handling skills	4	4
Team working skills	5	5
Foreign language skills	6	6
Problem solving skills	7	7
Management skills	8	8
Numeracy skills	9	9
Literacy skills	10	10
Technical and practical skills	11	11
Any other skills (WRITE IN)	12	12
(DO NOT READ OUT) No particular skills difficulties	13	13
(DO NOT READ OUT) Don't know	X	X

C7. **What are the main causes of having a hard to fill vacancy for *[TEXT SUBSTITUTION: OCCUPATION WITH HARD TO FILL VACANCY]*?**
*DO **NOT** READ OUT. CODE ALL MENTIONED*

	Hard to fill vacancies (from C5)	
Too much competition from other employers	1	1
Not enough people interested in doing this type of job	2	2
Poor terms and conditions (e.g. pay) offered for post	3	3
Low number of applicants with the required skills	4	4
Low number of applicants with the required attitude, motivation or personality	5	5
Low number of applicants generally	6	6
Lack of work experience the company demands	7	7
Lack of qualifications the company demands	8	8
Poor career progression / lack of prospects	9	9
Job entails shift work/unsociable hours	10	10
Seasonal work	11	11
Remote location/poor public transport	12	12
Other (WRITE IN)	13	13
No particular reason	14	14
Don't know	X	X

ASK ALL WITH HARD-TO-FILL VACANCIES @ C4

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

CATI - ROTATE ORDER APART FROM "OTHER"/"NONE"/DK.

Loss of business or orders to competitors	1
Delays developing new products or services	2
Difficulties meeting customer service objectives	3
Difficulties meeting required quality standards	4
Increased operating costs	5
Difficulties introducing new working practices	6
Increased workload for other staff	7
Any other difficulties (WRITE IN)	8
(DO NOT READ OUT) None	9
(DO NOT READ OUT) Don't know	X

C9. **Are hard to fill vacancies causing this establishment to….. *READ OUT*?**
CODE ALL MENTIONED

CATI - ROTATE ORDER APART FROM "OTHER"/"NONE"/DK.

Increase salaries	1
Increase the training given to your existing workforce in order to fill the vacancies	2
Redefine existing jobs	3
Increase advertising / recruitment spend	4
Increase/expand trainee programmes	5
Expand recruitment channels	6
Take any other action (WRITE IN)	7
(DO NOT READ OUT) None	8
(DO NOT READ OUT) 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.

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

READ OUT ONLY IF ASKED FOR CLARIFICATION ON TERM "PROFICIENCY":
A proficient employee is someone who is able to do the job to the required level.

D1. *THERE IS NO D1*

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

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

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

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

IF SUM OF D2 = A6TOT GO TO D7

OTHER ASK D3

ASK FOR ONE OCCUPATION (CHOSEN AT RANDOM) FROM D2 WHERE STAFF NOT FULLY PROFICIENT [I.E D2 LESS THAN A9]

D3. [*TEXT SUBSTITUTION IF >1 OCCUPATION AT D2 NOT PROFICIENT*: **I want to ask about one of the categories where you say not all staff are proficient**]. **What are the main causes of some of your (*OCCUPATION*) not being fully proficient in their job…** *READ OUT***?**
CODE ALL MENTIONED

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

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

D4. **And still thinking about your (OCCUPATION) who are not fully proficient which, if any, of the following skills do you feel need improving…** *READ OUT***?**
CODE ALL MENTIONED.

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

General IT user skills	1
IT professional skills	2
Communication skills	3
Customer handling skills	4
Team working skills	5
Foreign language skills	6
Problem solving skills	7
Management skills	8
Numeracy skills	9
Literacy skills	10
Technical and practical skills	11
Any other skills (WRITE IN)	12
(DO NOT READ OUT) None	13
(DO NOT READ OUT) Don't Know	X

D5. *[TEXT SUBSTITUTION IF >1 OCCUPATION NOT FULLY PROFICIENT AT D2:* Thinking more generally now about staff at all levels within the establishment]* **is the fact that some of your staff are not fully proficient causing this establishment…… *READ OUT*?**
CODE ALL MENTIONED

CATI - ROTATE ORDER APART FROM "NONE"/DK

Loss of business or orders to competitors	1
Delays developing new products or services	2
Difficulties meeting customer service objectives	3
Difficulties meeting required quality standards	4
Increased operating costs	5
Difficulties introducing new working practices	6
(DO NOT READ OUT) No particular problems / None of the above	7
(DO NOT READ OUT) Don't know	X

D6. **Which if any of the following actions are being taken at this establishment to overcome the fact that some of your staff are not fully proficient in their job … *READ OUT*?**
CODE ALL MENTIONED

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

Increased recruitment	1
Providing further training	2
Changing working practices	3
Reallocating work within the company	4
Expand recruitment channels	5
Increase/expand trainee programmes	6
Any other action (WRITE IN)	7
(DO NOT READ OUT) No particular action being taken	8
(DO NOT READ OUT) Don't know	X

ASK ALL

D7. *IF ANY STAFF NOT FULLY PROFICIENT AT D2 ASK:* **Which of the following barriers would you say may exist to your developing a more proficient team of staff in the future… READ OUT?**
CODE ALL THAT APPLY.

IF ALL STAFF FULLY PROFICIENT AT D2 ASK: **Which of the following barriers would you say may exist to your maintaining a proficient team of staff in the future ... READ OUT?**
CODE ALL THAT APPLY.

CATI - ROTATE READ OUT ORDER OF BARRIERS (APART FROM "LACK OF SUITABLE COURSES IN MY AREA" AND "LACK OF COURSE GENERALLY" WHICH SHOULD ALWAYS APPEAR AS A PAIR IN THIS ORDER. OTHER BARRIERS, NO BARRIERS & DK MUST ALWAYS APPEAR LAST).

Lack of funding for training	1
Lack of suitable courses in my area	2
Lack of suitable courses generally	3
Unwillingness of staff to undertake training	4
High staff turnover	5
Lack of time for training	6
Lack of cover for training	7
Other barriers (WRITE IN)	8
(DO NOT READ OUT) No barriers	9
(DO NOT READ OUT) Don't know	X

SECTION E: Workforce Training and Development

ASK ALL

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

	Yes	No	Don't know
A business plan that specifies the objectives for the coming year *INTERVIEWER NOTE: IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE BUSINESS PLAN CODE AS A 'YES'*	1	2	3
A training plan that specifies in advance the level and type of training your employees will need in the coming year	1	2	3
A budget for training expenditure	1	2	3

E2. **What percentage of your staff have an annual performance review?**
PROBE FOR BEST ESTIMATE

<center>*WRITE IN %* _____(0-100%)_____</center>

IF DK, PROMPT WITH RANGES AS NECESSARY.

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

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

WRITE IN % _____(0-100%)_____

IF DK, PROMPT WITH RANGES AS NECESSARY.

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

E4. **I am now going to ask you some questions about staff training and development. When talking about training, we are referring to both on and off the job training.**

Over the past 12 months, has this establishment funded or arranged any training and development for staff employed at this location?

Yes	1	*ASK E5*
No	2	*GO TO E12*
DK	X	

ASK ALL PROVIDING TRAINING (YES AT E4)

E5. **Was any of this training and development intended to lead to formal qualifications, regardless of whether they have been achieved or not?**

Yes	1
No	2
Don't know	X

E6. **Over the past 12 months, which, if any, of the following types of training and development has this establishment funded or arranged for staff employed at this location (IF NECESSARY ADD:This can be any type of training, off or on the job)?**...*READ OUT. CODE ALL MENTIONED*

CATI - ROTATE ORDER APART FROM "JOB SPECIFIC" & "OTHER" WHICH ARE TO APPEAR AS LAST 2 CODES

Induction	1
Health and Safety	2
Supervisory	3
Management	4
Training in new technology	5
Training in foreign languages	6
Job specific	7
Any other training (WRITE IN)	8
(DO NOT READ OUT) Don't know	X

E7. **Over the past 12 months, has this establishment funded or arranged any training and development for the following types of staff employed at this location (IF NECESSARY ADD: This can be any type of training, off or on the job)?** *… READ OUT*
CODE ALL MENTIONED

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

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

E8. **In the last 12 months how much has this establishment spent in total on training and development of staff? Please include only out of pocket expenses, not staff time (IF NECESSARY ADD: This can be any type of training, off or on the job)**

WRITE IN £ _____ (0 – £999,999)

PROMPT WITH RANGE IF DK

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

E9. **Over the last 12 months how many staff employed at this establishment have you funded or arranged training and development for?**

WRITE IN _____(1 – 99999)_____

PROMPT WITH RANGE IF DK

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

E10. **Over the last 12 months, on average, how many days training and development have you arranged FOR EACH MEMBER OF STAFF RECEIVING TRAINING, either on or off the job?**

WRITE IN ABSOLUTE NUMBER _____(1-365)_____

E10RAN *IF DON'T KNOW AT E10 PROMPT WITH RANGES*

1	1	
2	2	
3 – 4	3	
5 – 6	4	
7 – 8	5	
9 – 10	6	GO TO E12
11 – 12	7	
13 – 14	8	
15 – 16	9	
17 – 18	10	
19 – 20	11	
More than 20	12	ASK E10A
(DO NOT READ OUT) Don't know	X	GO TO E11

IF MORE THAN 20 at E10 OR CODE 12 AT E10RAN.

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

Yes	1	*GO TO E12*
No	2	*REASK E10 OR E10RAN*

IF DON'T KNOW AT E10RAN

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

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

ASK ALL

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

Yes	1	
No	2	

ASK ALL WHO HAVE UNDERTAKEN TRAINING IN LAST YEAR (CODE 1 AT E4)

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

Before the training takes place	1	
After the training has taken place	2	
Both	3	
Neither	4	

ASK ALL

E14. **Is this establishment currently recognised as an 'Investor in People'?**

INTERVIEWER NOTE - ADD IF NECESSARY: 'Investors in People' is the national Standard which sets a level of good practice for training and development of people to achieve business goals

Yes	1
No	2
DK	X

E15. **In the last 12 months have the following contacted you to ask for your views on the courses they currently provide…***READ OUT*?

	Yes	No	DK
Local colleges	1	2	X
Other local training providers	1	2	X

ASK E16 FOR EACH 'YES' AT E15 (IF NEITHER 'Yes' AT E15 ASK E17)

E16. **In the last 12 months on approximately how many occasions have (EACH 'Yes' AT E15) contacted you to ask for your views on the courses they currently provide**?

WRITE IN NUMBER OF OCCASIONS CONTACTED BY LOCAL COLLEGES __(1 – 99)__

WRITE IN NUMBER OF OCCASIONS CONTACTED BY TRAINING PROVIDERS __(1 - 99)__

IF DK, PROMPT USING BANDS

	E16a. Local colleges	E16b. Training providers
Once	1	1
Twice	2	2
3-5 times	3	3
>5 times	4	4
Don't know	X	X

ASK ALL

E17. **In the last 12 months have the following involved your business in developing their future curriculum … *READ OUT*?**
CODE ALL MENTIONED

Local colleges	1
Other local training providers	2
(DO NOT READ OUT) None of these consult with us	3
(DO NOT READ OUT) Don't know	X

IF TRAINED AT E4. OTHERS GO TO E20

E18. **In the last 12 months, have you used Further Education establishments to train and develop any of your staff?**

Yes	1	*ASK E19*
No	2	*GO TO E20*
DK	3	

ASK IF YES AT E18

E19. **Thinking of the services provided by these Further Education establishments in the last 12 months, have you been…*READ OUT*?**
SINGLE CODE ONLY

Very satisfied	1
Fairly satisfied	2
Neither satisfied / nor disatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
(DO NOT READ OUT) No opinion	6

ASK ALL

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

WRITE IN £ __(1 – £9,999,999,999)__ ***AND*** *INTERVIEWER TO CODE RANGE*

FOR DON'T KNOW PROMPT WITH FOLLOWING RANGES

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

Section F: Regional questions (IF APPLICABLE)

These final questions are issues of special interest to your local Learning and Skills Council.

ADD REGIONAL QUESTIONS

Section G: FINAL CHECKS

G1. **The LSC along with their partners may be doing some further work on related issues in the future – would it be ok for them or their appointed contractors to contact you again in connection with future studies?**
PROBE & CODE ONE OF FOLLOWING:
INTERVIEWER NOTE: The partners are Department for Education & Skills, Regional Development Agencies, Sector Skills Development Agency & Sector Skills Councils

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

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

Yes	1	*ASK G3*
No	2	*Record correct postcode*

IF CODE 1 OR 2 AT G1 ASK G3 (IF 'CODE 3 AT G1 GO TO G4)
G3 **And I have your address as …** *ADDRESS (EXCLUDING POSTCODE)***… is this correct?**

Yes	1	*NEXT QUESTION*
No	2	*Record correct address*

ASK ALL
G4.   **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

2 DIG SIC	CATEGORY DEFINITION
01 : Agriculture, hunting, etc 02 : Forestry, logging, etc 05 : Fishing, operation fish hatcheries/farms	Agriculture, forestry or fishing
10 : Mining coal/lignite; extraction of peat 11 : Extraction crude petroleum/natural gas 12 : Mining of uranium and thorium ores 13 : Mining of metal ores 14 : Other mining and quarrying	Mining, quarrying or drilling for oil
15 : Manuf food products and beverages 16 : Manuf tobacco products	Manufacture of food, drinks or tobacco products
17 : Manuf textiles 18 : Manuf apparel;dressing/dyeing fur 19 : Tanning/dressing of leather, etc	Manufacture or finishing of textiles, leather, clothes or shoes
20 : Manuf wood/products/cork, etc 21 : Manuf pulp, paper and paper products	Manufacture of wood, pulp or paper products (NB NOT printing)
22 : Publishing,printing,repro recorded media	Publishing, printing or reproduction of recorded media
23 : Manuf coke, refined petroleum products 24 : Manuf chemicals and chemical products 25 : Manuf rubber and plastic goods 26 : Manuf other non-metallic products	Manufacture of basic oil, chemicals, rubber, plastic and glass or products made from these
27 : Manuf basic metals 28 : Manuf fabricated metal products, etc	Manufacture of basic metals or metal products
29 : Manuf machinery and equipment nec 30 : Manuf office machinery and computers 31 : Manuf electrical machinery/apparatus nec 32 : Manuf radio, tv/communications equipment 33 : Manuf medical,precision instruments,etc	Manufacture of industrial, commercial, medical or domestic machinery
34 : Manuf motor vehicles,trailers,etc 35 : Manuf other transport equipment	Manufacture of motor vehicles or transport equipment
36 : Manuf furniture; manufacturing nec	Manufacture of furniture, jewellery, musical instruments, sports goods, games or toys
37 : Recycling	Recycling (of scrap metal or other materials - except food)
40 : Electricity,gas,steam/hot water supply 41 : Collection,purification/distri of water	Generation or supply of electricity, gas or water
45 : Construction	Construction, including installation and finishing

50 : Sale,maintenance/repair motor vehicles	Sale, maintenance or repair of motor vehicles
51 : Wholesale trade/commission trade, etc	Wholesale trade
52 : Retail trade, except of motor vehicles	Retailler / repairer of personal or household goods
55 : Hotels and restaurants	Hotels, restaurants, bars, cafes or catering
60 : Land transport; transport via pipelines 61 : Water transport 62 : Air transport 63 : Supporting/auxilliary transport,etc	Transportation, travel and haulage, (of either goods or people, including travel agents)
64 : Telecommunications*	Telecommunications transmission
65 : Financial intermediation, etc	Banking, leasing, mortgage or other credit provision
66 : Insurance and pension funding, etc 67 : Act auxilliary financial intermediation	Insurance and pensions (including administration, funding and brokerage)
70 : Real estate activities	Real estate activities
72 : Computing and related activities	Computer hardware or software consultancy web design, database activities or data processing)
73 : Research and development	Contract research and development (other than market research or educational responsibilities)
74 : Other business activities	Business service activities (including legal activities, accounting, consultancy, architects, consulting engineers, advertising, security and cleaning)
75 : Public admin/defence; compulsory SS	Central or local government (including police, fire service, compulsory social security or LEAs)
80 : Education – primary & secondary	Primary or secondary education
80: Education – higher and adult	Higher or adult education (including driving schools)
85 : Health and social work	Health or social work (including hospitals, vets, dentists etc and crèches, day nurseries or nursing homes)
90 : Sewage/refuse disposal, sanitation, etc	Sewage, refuse disposal, sanitation
92 : Recreational, cultural and sporting	Recreational, cultural and sporting activities (including leisure centres, libraries, museums and theatres)
64 (post) 71 (renting) 91 (membership organisations) 93 (other service activities): Other service activities	Postal services, renting, membership organisations or other service activities (including courier services; or renting machinery or equipment, or membership organisation or professional body or services such as dry cleaning, hairdressing and beauty, spas, or funeral activities**)**