

SIA Skills Profiling - Employers

J5992

Date 26/10/21

Telephone

S Screener

ASK TELEPHONIST

- .1 **S1** Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of the Security Industry Authority (SIA). Can I just check, is this [COMPANY NAME FROM SAMPLE]?

Yes – correct	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Engaged	4	CALL BACK
No – company name wrong	5	CLOSE
Refusal	6	
Refusal – company policy	7	
Refusal – taken part in recent survey	8	
Residential Number	9	
No reply / answer phone	10	
Company closed	11	

.2

IF TALKING TO CORRECT COMPANY (S1=1)

S2 **Thank you.**

IF NAMED SAMPLE: **Please may I speak to** [name of person at company on sample]

IF NEEDED: **We're conducting some research about skills, training and recruitment of staff in the security industry. This information will help inform what training is available for security staff and what is covered in their SIA licence training.**

IF SAMPLE NOT NAMED: **We're conducting some research about skills, training and recruitment of staff in the security industry. This information will help inform future qualification specifications that underpin the SIA licence. Please can I speak to the person at your company who would have the best overview of the recruitment, training and skills needs of security staff?**

IF NEEDED: **This is likely to be the person in charge of employing staff, such as the head of HR or the operations director.**

Person on phone is correct respondent	1	CONTINUE
Referred to someone else at establishment NAME _____ JOB TITLE _____	2	TRANSFER AND ASK S3
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	THANK AND CLOSE
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
Not available in deadline	8	
No answer / answer machine	9	
Request reassurance email	10	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

IF THROUGH TO CORRECT RESPONDENT (S2=1 OR 2)

S3 IF S2=2: **Good morning / afternoon, my name is NAME and I am calling from IFF Research, an independent research organisation.**

ALL: We are conducting a survey on behalf of the Security Industry Authority or the SIA. The survey aims to determine the current and future skills needs of the private security industry. This will enable the SIA to better support the industry and ensure that the training and qualifications developed continue to be relevant and useful. Your cooperation will ensure that the views expressed are representative of all employers in your in industry.

The interview will take around 15-20 minutes depending on the answers given.

Based on this information, are you willing to take part?

Yes – continue	1	CONTINUE
Definite Appointment	2	MAKE DEFINITE APPOINTMENT
Soft appointment	3	MAKE SOFT CALL BACK
Refusal	4	THANK AND CLOSE
Refusal – company policy	5	
Refusal – taken part in recent survey	6	
Not available in deadline	7	
Send email reassurance	8	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT
WANTS REASSURANCES	9	SHOW REASSURANCES

ASSURANCES TO USE IF NECESSARY

The interview will take around 15-20 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If a respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society on [REDACTED]**
- **IFF: [REDACTED]: [REDACTED] or [REDACTED]**
- **SIA: [REDACTED]: [REDACTED] or [REDACTED]**

ASK ALL:

- .4 **S4** Before we begin, I just need to read out a quick statement based on GDPR legislation.
- .5 I want to reassure you that all information collected will be treated in the strictest confidence, and that you have the right to have a copy of your data, change your data or withdraw from the research at any point. In order to guarantee this, and as part of our quality control procedures, all interviews are recorded automatically.
- .6 **ADD IF NECESSARY:** You can refuse to answer any or all of these questions when we get to them. All information collected will be treated in the strictest confidence, in accordance with the Market Research Society Code of Conduct.
- .7 **ADD IF NECESSARY:** We will retain your data for a period of six months after this interview, at which point it will be destroyed.
- .8 **Is that OK?**

Yes	1	CONTINUE
No	2	THANK AND CLOSE
Don't know	3	READ REASSURANCES -

.9

.10

.11

A Firmographics

.12 **ASK ALL**

.13 **I'd like to start off by getting some background information on your company.**

.14 **First, can I just check, is this establishment...**

.15 **READ OUT. SINGLE CODE.**

.16

IF NECESSARY: By 'establishment', I mean the site at which you work.

The only establishment in the organisation, or	1
One of a number of establishments within a larger organisation	2

.17

.18 **ASK IF MULTI-SITE ORGANISATION (A2=2)**

.19 **Is this site the Head Office of the organisation?**

.20

Yes – Head Office	1
No	2
Don't know	3

.21

.22 **IF MULTISITE (A2=2)**

.23 **How many people does your organisation employ, including those at this site and those based elsewhere? Is it 250 or more, or less than 250?**

.24

250 or more	1
Less than 250	2
Don't know	3

.25

.26 **ASK ALL**

.27 **How many people work at this specific site? Please include both full-time and part-time employees on your payroll at the site and any working proprietors or owners, but exclude the self-employed and outside contractors or agency staff.**

.28 **INTERVIEWER NOTE: NON-EMPLOYEE TRAINERS AND EMPLOYEES UNDER 16 SHOULD BE EXCLUDED.**

.29

.30 **PROBE FOR BEST ESTIMATE AND RECORD NUMBER**

.31 **CLOSE IF DK/REF**

.32 **DS: INTEGER SHOULD NOT EXCEED 249 IF A4=2**

.33

.34 **CATI TO CODE RANGE AUTOMATICALLY AND CHECK QUOTA**

.35

1	1	
2-4	2	
5-9	3	
10-24	4	
25-49	5	
50-99	6	
100-249	7	
250 or more	8	

ASK ALL

.36 **Roughly speaking, what proportion of your staff are on permanent contracts, or temporary contracts lasting at least 12 months?**

.37 **IF NECESSARY: This information will not be linked to your company in any way so please answer honestly.**

.38 **READ OUT. SINGLE CODE**

All	1	
A majority	2	
Around half	3	

A minority	4	
None	5	
DO NOT READ OUT: Don't know	6	

ASK ALL

.39 Do your staff generally work...?

.40 READ OUT. SINGLE CODE.

Locally – within an individual town or local area	1
Regionally – within a specific area of [COUNTRY: England/Scotland/Wales/Northern Ireland]	2
Nationally – within [COUNTRY: England/Scotland/Wales/Northern Ireland]	3
Within the UK	4
Internationally	5
DO NOT READ OUT: Don't know	6

ASK ALL

.41 How long has your establishment been operating?

PROBE FOR BEST ESTIMATE. SINGLECODE.

Under 1 year	1
1-3 years	2
Over 3 years up to and including 5 years	3
Over 5 years up to and including 10 years	4
Over 10 years	5
DO NOT READ OUT: Don't know	6

ASK ALL

.42 Which of the following statements best applies to your outlook for the business over the next 12 months: You expect the business to...

READ OUT. SINGLE CODE.

Grow significantly	1
Grow slightly	2
Remain about the same	3
Contract slightly	4
Contract significantly or close down	5
DO NOT READ OUT: Don't know	6

.43

B Workforce profile

.44 **ASK ALL**

.45 I'd now like to think about the staff that your establishment currently employs. This includes both frontline staff, that is, those with an SIA licence whose primary role it is to operate in the field in a security role, and non-front line or managerial staff as well.

.46

.47 So, how many of your staff work as...

.48

.49 **ADD IF NECESSARY:** If you are unable to give an exact figure, please provide your best estimate.

PLEASE NOTE THAT STAFF SHOULD BE CLASSIFIED ACCORDING TO THEIR PRIMARY ROLE - THAT IS THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME - AND THAT EACH MEMBER OF STAFF SHOULD ONLY BE ALLOCATED TO ONE JOB ROLE.

ONLY CODE DON'T KNOW IF RESPONDENT CANNOT GIVE AN ESTIMATE

	Write in number	Don't know
_1 Frontline staff	(0-A4 limit)	1
_2 Non-frontline or managerial staff <u>with</u> an SIA licence	(0-A4 limit)	1
_3 Non-frontline or managerial staff <u>without</u> an SIA licence	(0-A4 limit)	1

IF EMPLOY FRONTLINE STAFF (B1_1>0)

.50 I'd now like you to tell me which main job roles your frontline staff work in. I'm going to read you five different job roles and I'd like you to tell me if any of your frontline staff are employed in each as their primary role.

.51 So, do you employ any frontline staff in...?

DUMMY VARIABLE, DO NOT ASK

FRONTLINE STAFF OPERATE ACROSS ONE JOB ROLE	1	Only one B2_X=1 selected
FRONTLINE STAFF OPERATE ACROSS MULTIPLE JOB ROLES	2	Mutliple B2_X=1 selected

.52

IF EMPLOY STAFF IN JOB ROLE (ANY OF B2_X=1)

.53 **And how many of your frontline staff are employed in...?**

.54

.55 **IF NECESSARY: If you are unable to give an exact figure, please provide your best estimate.**

.56

DS: ONLY DISPLAY CODES WHERE B2_X=1

ONLY CODE DON'T KNOW IF RESPONDENT CANNOT GIVE AN ESTIMATE

	B2		B3	
	Yes	No	Write in number	Don't know
_1 Security Guarding	1	2	(1 - B1_1 limit)	1
_2 Door Supervisors	1	2	(1 - B1_1 limit)	1
_3 Public Space Surveillance (CCTV)	1	2	(1 - B1_1 limit)	1
_4 Close Protection	1	2	(1 - B1_1 limit)	1
_5 Cash & Valuables in Transit	1	2	(1 - B1_1 limit)	1

DUMMY VARIABLE, DO NOT ASK

B3 sector with highest number of employees (Highest iteration of B3_X)		
DS: IF THERE ARE TWO OR MORE SECTORS EACH WITH THE HIGHEST, AND SAME, NUMBER OF EMPLOYEES, PLEASE RANDOMLY SELECT ONE OF THESE SECTORS	1	PRIMARY SECTOR

.57

.58 **ASK ALL**

.59 **Which of the following areas do your staff work in?**

.60 **READ OUT. MULTICODE**

.61

.62 **IF MORE THAN ONE AREA GIVEN AT B4**

.63 **And of the areas you just mentioned, which do you consider is the primary area that your <B3DUM> staff work in?**

IF NECESSARY: **By this we mean, in which area do you employ the most staff?**

IF NECESSARY: **We've chosen to ask you about [INSERT PRIMARY SECTOR FROM B3DUM] as this is the area in which you employ the most staff.**

.64 **READ OUT. SINGLE CODE.**

.65

	B4	B5
Events e.g. festivals	1	1
Retail e.g. shops, shopping centres	2	2
Construction e.g. building sites	3	3
Corporate security e.g. office buildings, banks etc.	4	4
Public Sector Security e.g. hospitals, schools, local authorities, councils	5	5
Warehouses / storage	6	6
Night Time Economy e.g. clubs and pubs	7	7
Other (Please specify)	8	8
Don't know	9	9
Refused	10	10

C Skills

.66 **ASK ALL**

.67 **In this section I'd like to find out about the current skills and future skills needs of your [INSERT PRIMARY SECTOR FROM B3DUM] staff. We've chosen to ask you about [INSERT PRIMARY SECTOR FROM B3DUM] as this is the area in which you employ the most staff.**

ASK ALL

.68 **What do you think are the most important skills required by your [INSERT PRIMARY SECTOR FROM B3DUM] staff to perform their job at the necessary level?**

.69

.70 **ADD IF NECESSARY: Are there any other important skills required by these staff?**

.71

DS: MULTICODE

WRITE IN	1	
WRITE IN	2	
WRITE IN	3	
WRITE IN	4	
None	5	
Don't know	6	

ASK ALL

.72 **And what skills do you think your [INSERT PRIMARY SECTOR FROM B3DUM] staff would benefit from further training to perform their job at the necessary level?**

.73

.74 **ADD IF NECESSARY: Are there any other skills that these staff would require further training in?**

.75

DS: MULTICODE

WRITE IN	1	
WRITE IN	2	

WRITE IN	3	
WRITE IN	4	
None	5	
Don't know	6	

.76 **ASK ALL**

.77 I will now read out a list of specific skills, and would like to know the extent to which you would say that your [INSERT PRIMARY SECTOR FROM B3DUM] staff have the skills required to perform their job at the necessary level?

.78 For each, please state whether you feel your staff are fully proficient; somewhat proficient; a little proficient or not at all proficient.

.79 **ADD IF NECESSARY:** There are no right or wrong answers, and this information will not be linked to your company in any way so please answer honestly.

.80 **ADD IF NECESSARY:** We recognise that there may be some skills we cover here that you have already mentioned.

DS: ROTATE STATEMENTS.

	Fully proficient	Somewhat proficient	A little proficient	Not at all proficient	Don't know
IT skills	1	2	3	4	5
Literacy	1	2	3	4	5
Numeracy	1	2	3	4	5
Communication	1	2	3	4	5
Customer services	1	2	3	4	5
Team working	1	2	3	4	5
Managing and motivating others	1	2	3	4	5
First aid	1	2	3	4	5
Vulnerability and safeguarding	1	2	3	4	5
Respond in case of fire	1	2	3	4	5
Awareness of CCTV	1	2	3	4	5
Fluency in English	1	2	3	4	5

- .81
- .82 **ASK ALL**
- .83 **And how proficient would you say your [INSERT PRIMARY SECTOR FROM B3DUM] staff are in the following specific areas?**
- .84 **Again, for each please state whether you feel your staff are fully proficient; somewhat proficient; a little proficient or not at all proficient.**

DS: ROTATE CODES.

DS: WHO IS SHOWN THIS OPTION		Proficient	what proficient	a little proficient	not at all proficient	do not know
ALL	Understanding of relevant civil and criminal law	1	2	3	4	5
ALL	Reporting and record keeping	1	2	3	4	5
ALL	Spotting suspicious behaviours	1	2	3	4	5
ALL	Reacting to emergencies / emergency procedures	1	2	3	4	5
ALL	Carrying out fire safety procedures	1	2	3	4	5
ALL	Safe working practices	1	2	3	4	5
SG ONLY (B3Dum=Security guarding)	Access and egress control	1	2	3	4	5
SG ONLY (B3Dum=Security guarding)	Alarmed response	1	2	3	4	5
SG ONLY (B3Dum=Security guarding)	Using electronic and physical protection systems	1	2	3	4	5
DS ONLY (B3Dum= Door supervisors)	Crowd control	1	2	3	4	5
DS ONLY (B3Dum= Door supervisors)	Managing anti-social behaviour	1	2	3	4	5
DS ONLY (B3Dum= Door supervisors)	Safeguarding and vulnerability	1	2	3	4	5
DS ONLY (B3Dum= Door supervisors)	Managing queues	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	Operational planning and briefing	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	Planning for route selection	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	Surveillance and reconnaissance techniques	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	Operations Management	1	2	3	4	5

DS: WHO IS SHOWN THIS OPTION		Proficient	What proficient	More proficient	Not all proficient	Do not know
CP ONLY (B3Dum= Close protection)	Incident management	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	Maintaining secure environments	1	2	3	4	5
CP ONLY (B3Dum= Close protection)	End of shift procedures (e.g. unloading procedures, documentation and equipment requirements)	1	2	3	4	5
CVIT ONLY (B3Dum= CVIT)	Legislation (UK & EU)	1	2	3	4	5
CVIT ONLY (B3Dum= CVIT)	Preparing for a trip (loading and unloading vehicle)	1	2	3	4	5
CVIT ONLY (B3Dum= CVIT)	Operational procedures	1	2	3	4	5
CVIT ONLY (B3Dum= CVIT)	Carrying out collections deliveries and other services	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Operating a CCTV system	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Carrying out emergency procedures in CCTV control room	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Understanding of health and safety at work in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Dealing with incidents and emergencies in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Understanding of codes of practice, operational procedures, GDPR/DPA in a CCTV Control Room context	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Understanding roles and responsibilities in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (B3dum=CCTV)	Knowledge of CCTV equipment	1	2	3	4	5
SG & DS ONLY (B3Dum= Security guarding OR Door supervising)	Physical intervention	1	2	3	4	5
SG & DS ONLY (B3Dum= Security guarding OR Door supervising)	Using communications equipment (e.g. radios, Public Address / Tannoy system)	1	2	3	4	5
SG & DS ONLY (B3Dum= Security guarding OR Door supervising)	Using equipment (e.g. Body Worn Videos)	1	2	3	4	5
SG & DS ONLY (B3Dum= Security guarding OR Door supervising)	Working with the police	1	2	3	4	5

DS: WHO IS SHOWN THIS OPTION		Proficient	What proficient	More proficient	Not all proficient	Don't know
SG, DS & CP ONLY (B3Dum= Security guarding OR Door supervising OR Close protection)	Conducting searches	1	2	3	4	5
SG AND CP ONLY (B3Dum= Security guarding OR Close protection)	Patrolling	1	2	3	4	5
SG AND DS AND CCTV AND CP ONLY (B3Dum= Security guarding OR Door supervising OR CCTV OR Close protection)	Conflict management and resolution	1	2	3	4	5
SG AND DS AND CCTV AND CP ONLY (B3Dum= Security guarding OR Door supervising OR CCTV OR Close protection)	Carrying out fire safety procedures	1	2	3	4	5
CP & CVIT ONLY (B3Dum= Close protection or CVIT)	Risk assessment	1	2	3	4	5
CP & CVIT ONLY (B3Dum= Close protection or CVIT)	Driving	1	2	3	4	5

.85

.86 **ASK ALL**.87 **Thinking ahead to the future, what other skills do you think will be required of your [INSERT PRIMARY SECTOR FROM B3DUM] staff to perform their job role in the next five to ten years?**

.88

PROMPT IF NECESSARY: SKILLS TO OPERATE NEW TECHNOLOGY, SKILLS TO COMPLY WITH NEW LAWS AND LEGISLATION.

WRITE IN	
Don't know	1
Refused	2

D Recruitment

ASK IF HAVE FRONT LINE STAFF (B1_1>0)

.89 **Regardless of whether you managed to fill them or not, has your establishment had any vacancies for either full-time or part-time front line staff in the past 12 months [IF OPERATE IN MULTIPLE JOB ROLES: in the following job roles]?**

.90

.91 **DS: ONLY SHOW JOB ROLES WHERE EQUIVALENT B2_X=1**

.92

	Yes	No	Don't know
_1 Security Guarding	1	2	3
_2 Door Supervisors	1	2	3
_3 Public Space Surveillance (CCTV)	1	2	3
_4 Close Protection	1	2	3
_5 Cash & Valuables in Transit	1	2	3

.93

.94

.95

IF HAVE HAD VACANCIES (ANY OF D1_X=1)

.96 **Over the last 12 months has your establishment done any of the following to fill vacancies...?**

.97

.98 **READ OUT. MULTI CODE.**

.99

Placed adverts on your own website using internal resources	1
Paid someone to place adverts on your website on your behalf	2
Placed adverts on social media using internal resources	3
Paid someone to place adverts or social media on your behalf	4
Used some other form of paid-for recruitment service, including the press	5
Used a government recruitment service or scheme	6
Used school, college or university job fairs or careers services	7
Relied on word of mouth or personal recommendations	8
DO NOT READ OUT: Other (specify)	9
DO NOT READ OUT: Don't know	10

.100

.101

.102 IF MULTIPLE RECRUITMENT APPROACHES USED (IF TWO OR MORE OF CODES 1-9 SELECTED AT D2)

.103 Of the recruitment methods you just mentioned, what is the most commonly used recruitment method for hiring staff in...<JOB ROLE>?

.104 READ OUT. SINGLE CODE

.105 DS: ONLY SHOW JOB ROLES WHERE EQUIVALENT D1=1 & ONLY SHOW SELECTED D2 RESPONSES (WOULD BE BEST TO SHOW EACH JOB ROLE ON DIFFERENT SCREEN – SHOWN AS GRID HERE FOR BREVITY)

.106

	J2_1	J2_2 etc.	Don't know
_1 Security Guarding	1	2	X
_2 Door Supervisors	1	2	X
_3 Public Space Surveillance (CCTV)	1	2	X
_4 Close Protection	1	2	X
_5 Cash & Valuables in Transit	1	2	X

ASK IF HAVE FRONTLINE STAFF (B1_1>0)

.107 How easy or difficult do you typically find it to fill roles in...?

.108 DS: ONLY SHOW JOB ROLES WHERE EQUIVALENT B2_X=1

	Very difficult	Fairly difficult	Neither easy nor difficult	Fairly easy	Very easy	Don't know
_1 Security Guarding	1	2	3	4	5	6
_2 Door Supervisors	1	2	3	4	5	6
_3 Public Space Surveillance (CCTV)	1	2	3	4	5	6
_4 Close Protection	1	2	3	4	5	6
_5 Cash & Valuables in Transit	1	2	3	4	5	6

.109

.110 **ASK IF HAVE FRONTLINE STAFF (B1_1>0)**

.111 **And, over the last 12 months, how many frontline staff have left your establishment [IF OPERATE IN MULTIPLE JOB ROLES: in the following job roles]?**

.112

.113 **DS: ONLY SHOW JOB ROLES WHERE EQUIVALENT B2_X=1**

.114

	#	Don't know
_1 Security Guarding	(0-9999)	1
_2 Door Supervisors	(0-9999)	1
_3 Public Space Surveillance (CCTV)	(0-9999)	1
_4 Close Protection	(0-9999)	1
_5 Cash & Valuables in Transit	(0-9999)	1

.115

.116

.117 **IF FRONTLINE STAFF HAVE LEFT ESTABLISHMENT (D5_X>0)**

.118 **Why did staff working in <d5 job role> leave?**

.119 **DO NOT READ OUT. MULTI CODE.**

.120 **DS: REPEAT FOR EACH JOB ROLE WHERE JD_X>0**

.121

Dismissed due to poor attitude	1
Lacked skills required to do role	2
Failed to renew SIA licence	3
We didn't have enough work to give them	4
New technology made role redundant	5
Only hired on short-term basis	6
Looking for higher salary / responsibilities	7
Unhappy with terms and conditions (e.g. pay)	8
Unhappy with the risk associated with the role (e.g. confrontation / violence)	9
Shift work / unsociable hours	10
Poor career progression / lack of prospects	11
Remote location/poor public transport	12
Looking to change sector within the security industry	13

Looking to leave the security industry completely	14
Moved to self-employment	15
Left due to difficult relationships with other staff	16
Felt unchallenged / under-utilised in role	17
No particular reason	18
DO NOT READ OUT: Other (specify)	19
DO NOT READ OUT: Don't know	20

E Training

.122 **ASK ALL**

- .123 **Has your establishment [IF MULTISITE or organisation] provided any INTERNAL training for employees [IF MULTISITE at this site] in the past 12 months? By internal training we mean training that was run by other employees of your organisation rather than external training providers or other organisations.**

Please include both on-the-job training that might occur at the individual's workstation and any courses or dedicated training sessions that have been run internally.

Yes	1
No	2
Don't know	3

ASK ALL

- .124 **And have your employees attended any EXTERNAL training in the past 12 months? By external training we mean any training that has been delivered by people who are not immediate employees of your organisation.**

Yes	1
No	2
Don't know	3

IF EMPLOYEES ATTENDED EXTERNAL TRAINING IN LAST 12 MONTHS (E2=1)

- .125 **And, which situation best describes the way most external training for employees is paid for at your company?**

.126 **READ OUT. SINGLE CODE**

The individual employee pays for all costs	1
The company covers all costs	2
The company pays for part of the costs and the employee pays the rest	3

The company pays for the upfront cost of the license, but the employee is expected to pay this back through time served at the company or through pay deductions.	4
Other (write in)	5
Don't know	6

.127

ASK ALL

.128 **Which situation best describes the way most employee SIA licenses are paid for at your company?**

.129 **READ OUT. SINGLE CODE**

The individual employee pays for all costs	1
The company covers all costs	2
The company pays for part of the costs and the employee pays the rest	3
The company pays for the upfront cost of the license, but the employee is expected to pay this back through time served at the company or through pay deductions.	4
Other (write in)	5
Don't know	6

.130

F Future

ASK ALL

.131 **[IF HAVE FRONTLINE STAFF IN MULTIPLE SECTORS] I'd now like to focus on <B3dum: PRIMARY SECTOR> again]. To what extent do you agree or disagree that...**

.132

	Disagree strongly	Disagree slightly	Neither agree nor disagree	Agree slightly	Agree strongly	Don't know
_1 Your company harnesses the latest available technology in order to support frontline staff perform their roles?	1	2	3	4	5	6
_2 Your frontline staff have the skills to use up to date technology	1	2	3	4	5	6
_3 The skills your frontline staff need will change in the next 5-10 years' time	1	2	3	4	5	6

.133

ASK ALL

.134 **In which of these markets do you intend to grow your customer base in the next 5-10 years, if any?**

.135

READ OUT. MULTICODE.

Events e.g. festivals	1	
Retail e.g. shops, shopping centres	2	
Construction e.g. building sites	3	
Corporate security e.g. office buildings, banks etc.	4	
Public Sector Security e.g. hospitals, schools, local authorities, councils	5	
Warehouses / storage	6	
Night Time Economy e.g. clubs and pubs	7	
Other (Please specify)	8	
Don't know	9	
Don't intend to grow customer base	10	

IF INTENDING TO GROW CUSTOMER BASE (F2=1-8)

.136 For [INSERT: CODE FROM F2], what skills do you think your staff require in order to perform the role to the necessary level?

.137

DS: REPEAT FOR EACH CODE SELECTED AT F2.

MULTICODE.

WRITE IN	1	
WRITE IN	2	
WRITE IN	3	
WRITE IN	4	
None	5	
Don't know	6	

G Closing questions

.138 **ASK ALL**

.139 **Thank you very much for taking the time to speak to us today. Occasionally it is necessary to call people back to clarify their answers; may we please call you back if required?**

REASSURE IF NECESSARY: Your details will only be used by IFF Research to call you back regarding this particular study.

Yes	1
No	2

ASK ALL

.140 **On behalf of the SIA we are also conducting follow-up interviews with some businesses, to explore their experience of current and future skills needs in greater depth. These will take place in the next month or so.**

.141 **Would you be happy to take part in this interview?**

Yes	1
No	2

.142

IF CONSENT TO RECONTACT (G1=1 OR G2=1)

.143 **Thank you. Can I just confirm your contact details**

.144

NAME	WRITE IN
JOB TITLE	WRITE IN
TELEPHONE NUMBER	WRITE IN
EMAIL ADDRESS	WRITE IN

ASK ALL

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

Appendix A: Reassurance Email

REF: [KEY NUMBER]

Skills Profiling in the Private Security Industry

Thank you for considering participating in this important research.

This research is being conducted on behalf of the Security Industry Authority (SIA) by IFF Research, an independent market research organisation. The survey aims to determine the current and future skills needs of the private security industry and, in doing so, will enable the SIA to better support employers like you, and the industry as a whole, in the development of future qualifications and licence training. Your cooperation will ensure that the views expressed are representative of all employers in the private security industry.

Participation in the survey will involve a telephone interview with an IFF interviewer lasting around 15-20 minutes at a time that is convenient for you and we hope very much that you are able to take part. Participation is entirely voluntary and you may withdraw from the research at any point.

If you have any queries concerning the format or content of the interview, please contact [REDACTED] at IFF Research, tel: [REDACTED] or e-mail: [REDACTED] If you would like to speak to somebody at the SIA for more information on the aims and objectives of the survey, you can contact [REDACTED] on [REDACTED].

Your responses to the survey will be treated in the strictest of confidence under the Code of Conduct of the Market Research Society. The data collected will be stored securely and analysed anonymously and responses will not be linked to individual companies without their prior consent.

Thank you for your assistance.

Yours sincerely,

[REDACTED]
Research Executive
IFF Research