

SIA Skills Profiling - Individuals

J5992

Date 26/10/21

Telephone

 Screener

S

ASK PERSON WHO ANSWERS PHONE

- S1 **Good morning / afternoon / evening. My name is NAME and I'm calling from IFF Research on behalf of the Security Industry Authority or the SIA. Please can I speak to NAME?**

Respondent answers phone	1	CONTINUE
Transferred to respondent	2	
Hard appointment	3	MAKE APPOINTMENT
Soft Appointment	4	
Engaged	5	CALL BACK
Refusal	6	CLOSE
Refusal – Never want to be re contacted for SIA research	7	
Not available in deadline	8	
Fax Line	9	
No reply / Answer phone	10	
Business Number	11	
Dead line	12	
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

IF TALKING TO CORRECT PERSON (S1=1-2)
S2 **Thank you**

IF S1=2: **Good morning / afternoon / evening. My name is NAME and I'm calling from IFF Research on behalf of the Security Industry Authority or the SIA.**

ALL: We're conducting some research which 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 individuals in your industry.

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

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

Yes - continue		CONTINUE
Referred to someone else in household NAME_____	1	TRANSFER AND RE-INTRODUCE
Hard appointment	2	MAKE APPOINTMENT
Soft appointment	3	
Refusal	4	THANK AND CLOSE
Refusal – taken part in recent survey	5	
Refusal – Never want to be re contacted for SIA research	6	
Not available in deadline	7	
Request reassurance email	8	COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)
Wants reassurances	9	SHOW REASSURANCES

.1

.2 **ASK ALL**

.3 **S3** Before we begin, I just need to read out a quick statement based on GDPR legislation.

.4 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.

.5 **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.

.6 **ADD IF NECESSARY:** We will retain your data for a period of six months after this interview, at which point it will be destroyed.

.7 **Can I go through the questions with you now?**

Yes	1	CONTINUE
No	2	THANK AND CLOSE
No - Never want to be re contacted for SIA research	3	
Don't know	4	READ REASSURANCES -

ASSURANCES TO USE IF NECESSARY

The interview will take around 15 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]**

Job role and working patterns

A

ASK ALL

To start off with I'd like to find out about your current employment situation.

- .8 **Which of the following best describes your main job role within the security industry?**

READ OUT. RESPONDENT MAY REFER TO LICENCE BY ACRONYM, SHOWN IN BRACKETS BELOW

SINGLE CODE

Security Guard (SG)	1	
Door Supervisor (DS)	2	
CCTV monitor / Public surveillance (CCTV)	3	
Body guard / Close Protection(CP)	4	
Protecting CVIT (Cash & Valuables in Transit)	5	
Elsewhere in the security industry (Please specify)	6	
No longer work in the security industry	7	

IF NO LONGER WORKING IN THE INDUSTRY (A1=7)

- .9 **Which one of the following best describes the main job role that you had when working in security?**

SINGLE CODE

Security Guard (SG)	1	
Door Supervisor (DS)	2	
CCTV monitor / Public surveillance (CCTV)	3	
Body guard / Close Protection(CP)	4	
Protecting CVIT (Cash & Valuables in Transit)	5	
None of these	6	
Don't know	7	

Refused	8	
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IF NO LONGER WORKING IN THE INDUSTRY (A1=7)

.10 **Why are you no longer working in the industry?**

WRITE IN		
Don't know	1	
Refused	2	

.11

.12

.13 **DS – FOR ALL WHO HAVE LEFT THE INDUSTRY (A1=7) ROUTE SO THE NEXT QUESTION THEY ANSWER IS SECTION, E – DEMOGRAPHICS, THEN THEY FINISH AND CLOSE. FROM HERE ON, WHEN WE SAY ALL, ANYONE WHO HAS LEFT THE INDUSTRY IS EXCLUDED (A1=7)**

.14

.15 **ASK ALL STILL IN THE SECURITY INDUSTRY (A1=1-6)**

.16 **Which of the following areas do you work in?**

.17 **READ OUT. MULTICODE**

.18

.19 **IF MORE THAN ONE AREA GIVEN AT A2**

.20 **And of the areas you just mentioned, which do you consider is the primary area where you work?**

.21 **READ OUT. SINGLE CODE.**

.22 **DS: JUST SHOW A4 RESPONSES**

.23

	A4	A5
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

.24

ASK ALL

.25 **Which of the following types of employment are you currently in?**

.26

READ OUT. SINGLE CODE.

Paid work for an employer	1
Running your own company with employees	2
Self-employed or freelance	3
Working on a voluntary basis	4
Other (specify)	5
Don't know	6

.27

IF IN EMPLOYMENT BUT NOT SELF-EMPLOYED (A6 ≠ 3)

.28 **Thinking about the basis on which you're employed, is it...**

.29

READ OUT. SINGLE CODE.

On a permanent or open-ended contract	1
On a fixed-term contract lasting 12 months or longer	2
On a fixed-term contract lasting less than 12 months	3

On a temporary or casual basis	4
A zero hours' contract	5
On some other basis (PLEASE SPECIFY)	6
(DON'T READ OUT) Don't know	7
(DON'T READ OUT) Refused	8

ASK ALL

- .30 **[IF NOT SELF EMPLOYED (A6≠ 3): Including your current employer,]how many companies have you worked for in the security industry in total?**

WRITE IN NUMERIC (0-999)		
Don't know	1	
Refused	2	

ASK ALL

- .31 **And how many promotions have you had whilst working in the security industry, if any?**

.32

WRITE IN NUMERIC (0-999)		
Don't know	1	
Refused	2	

.33 **Skills****B**

- .34 **In this section I'd like to find out about your current skills and future skills needs.**

ASK ALL

- .35 **What skills, if any, do you feel you could benefit from training or support on to do better in your job role?**

DS: MULTICODE

WRITE IN	1	
WRITE IN	2	
WRITE IN	3	
WRITE IN	4	
None	5	

Don't know	6	
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ASK ALL

.36 **To what extent would training in the following general areas help you to perform better in your main job?**

.37 **ADD IF NECESSARY:** There are no right or wrong answers, and this information will not be linked back to you in anyway so please answer honestly.

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

DS: ROTATE CODES.

READ OUT EACH CODE ONE BY ONE. "TO WHAT EXTENT WOULD TRAINING IN <SKILL> HELP YOU TO PERFORM BETTER IN YOUR MAIN JOB?"

.39

	To a great extent	To some extent	To a small extent	Not at all	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

.40

ASK ALL

.41 **And to what extent would training in the following specific areas help you to perform better in your main job?**

DS: ROTATE CODES.

DS: WHO IS SHOWN THIS OPTION		To a great extent	To some extent	To a small extent	Not at all	Don't 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 & DS ONLY (A1=1-2 OR A2=1-2)	Physical intervention	1	2	3	4	5
SG AND DS AND CCTV AND CP ONLY (A1=1,2,3,4 A2=1,2,3,4)	Conflict management and resolution	1	2	3	4	5
SG ONLY (A1=1 OR A2=1)	Using electronic and physical protection systems	1	2	3	4	5
SG ONLY (A1=1 OR A2=1)	Alarmed response	1	2	3	4	5
SG ONLY (A1=1 OR A2=1)	Access and egress control	1	2	3	4	5
DS ONLY (A1=2 OR A2=2)	Managing anti-social behaviour	1	2	3	4	5
DS ONLY (A1=2 OR A2=2)	Safeguarding and vulnerability	1	2	3	4	5
DS ONLY (A1=2 OR A2=2)	Managing queues	1	2	3	4	5

DS: WHO IS SHOWN THIS OPTION		To a great extent	To some extent	To a small extent	Not at all	Don't know
DS ONLY (A1=2 OR A2=2)	Crowd control	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Operational planning and briefing	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Planning for route selection	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Surveillance and reconnaissance techniques	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Operations Management	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Incident management	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	Maintaining secure environments	1	2	3	4	5
CP ONLY (A1=4 OR A2=4)	End of shift procedures (e.g. unloading procedures, documentation and equipment requirements)	1	2	3	4	5
CVIT ONLY (A1=5 OR A2=5)	Legislation (UK & EU)	1	2	3	4	5
CVIT ONLY (A1=5 OR A2=5)	Preparing for a trip (loading and unloading vehicle)	1	2	3	4	5
CVIT ONLY (A1=5 OR A2=5)	Operational procedures	1	2	3	4	5
CVIT ONLY (A1=5 OR A2=5)	Carrying out collections deliveries and other services	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Operating a CCTV system	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Carrying out emergency procedures in CCTV control room	1	2	3	4	5

DS: WHO IS SHOWN THIS OPTION		To a great extent	To some extent	To a small extent	Not at all	Don't know
CCTV ONLY (A1=3 OR A2=3)	Understanding of health and safety at work in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Dealing with incidents and emergencies in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Understanding of codes of practice, operational procedures, GDPR/DPA in a CCTV Control Room context	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Understanding roles and responsibilities in the CCTV Control Room	1	2	3	4	5
CCTV ONLY (A1=3 OR A2=3)	Knowledge of CCTV equipment	1	2	3	4	5
SG & DS ONLY (A1=1-2 OR A2=1-2)	Using communications equipment (e.g. radios, Public Address / Tannoy system)	1	2	3	4	5
SG & DS ONLY (A1=1-2 OR A2=1-2)	Using equipment (e.g. Body Worn Videos)	1	2	3	4	5
SG & DS ONLY (A1=1-2 OR A2=1-2)	Working with the police	1	2	3	4	5
SG AND DS AND CCTV AND CP ONLY (A1=1,2,3,4 A2=1,2,3,4)	Carrying out fire safety procedures	1	2	3	4	5
SG, DS & CP ONLY	Conducting searches	1	2	3	4	5

DS: WHO IS SHOWN THIS OPTION		To a great extent	To some extent	To a small extent	Not at all	Don't know
(A1=1-2, 4 OR A2=1-2, 4)						
SG AND CP ONLY (A1=1,4 OR A2=1,4)	Patrolling	1	2	3	4	5
CP & CVIT ONLY (A1=4,5 OR A2=4,5)	Risk assessment	1	2	3	4	5
CP & CVIT ONLY (A1=4,5 OR A2=4,5)	Driving	1	2	3	4	5

.42

.43 **ASK ALL**.44 **Thinking ahead to the future, what other skills do you think will be required of you to perform your job role in the next five to ten years?**

.45

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

WRITE IN		
Don't know	1	
Refused	2	

Training

C

ASK ALL

I'm now going to ask you some questions around training and continuous professional development (CPD).

ASK ALL

.46 **Have you received or undertaken any training or CPD in the past 12 months?**

.47

SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF RECEIVED TRAINING OR CPD IN PAST 12 MONTHS (C1=1)

.48 **And did any of this training or CPD relate to management or supervisory responsibilities?**

.49

SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF UNDERTAKEN TRAINING OR CPD IN PAST 12 MONTHS (C1=1)

.50 **Approximately how many days did you spend undertaking training in the last 12 months?**

.51

.52 **IF NECESSARY: If you don't know the exact number, please give your best estimate.**

.53

DS: ALLOW NUMERIC RESPONSE ONLY – DECIMALS ALLOWED.

WRITE IN (MAX 365)		
Don't know	1	
Refused	2	

IF UNDERTAKEN TRAINING OR CPD IN PAST 12 MONTHS (C1=1)

.54 **Who provided this training or CPD? Please include all those who provided this, regardless of the extent of their contribution.**

.55

PROMPT AS NECESSARY. CODE ALL THAT APPLY.

Your current employer	1	
Another employer	2	
A private training provider	3	
A trade association or membership organisation	4	
A public education body (including Universities, Higher and Further Education Colleges and Regional Screen Agencies)	5	
Yourself	6	
Friend/Colleague	7	
Other (write in)	8	
Don't know	9	

.56

IF UNDERTAKEN TRAINING OR CPD IN PAST 12 MONTHS (C1=1)

.57 **How were the fees for this training paid?**

.58

CODE ALL THAT APPLY.

You paid for all the costs yourself up front	10	
You paid through a payback scheme	11	
Your employer covered all costs up front	12	
You pay for part of the costs and your employer pays the rest	13	
You received a grant from a body/trust	14	
There were no fees	15	
Other (write in)	16	
Don't know	17	

.59

Refused	18	
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ASK ALL

.60 **Where do you normally find out about training or CPD opportunities?**.61 **CODE ALL THAT APPLY. DO NOT READ OUT**

Security Industry Authority (SIA)	1	
My company training/HR department	2	
My manager	3	
Colleagues	4	
Internet searches	5	
Trade associations, unions or membership organisations	6	
Press (trade, national, local)	7	
Public educational institutions	8	
Training providers	9	
Other (write in)	10	
Don't know	11	
None of these	12	
Refused	13	

IF HEAR ABOUT TRAINING / CPD OPPORTUNITIES (C6=1-10)

.62 **Have you experienced any barriers or obstacles to undertaking training or CPD?**

.63

CODE ALL THAT APPLY. PROMPT AS NECESSARY.

No barriers or obstacles experienced	1	
Lack of suitable training opportunities in the UK	2	
Lack of suitable training opportunities in the region or nation that I live/work	3	
Possible loss of earnings too high a risk	4	
Fees are too high	5	
Training opportunities available are in inconvenient places	6	

Training opportunities available are at inconvenient times	7	
Domestic/personal arrangements	8	
Fear of losing work through committing time in advance	9	
Lack of available information	10	
Lack of availability of materials online	11	
Difficult to assess the quality of courses	12	
Employer not willing to pay	13	
Employer not willing to give time off for learning and skills development	14	
Other (write in)	15	
Don't know	16	

.64

Leaving the industry

D

Finally, I'd like to find out a bit about why you think people leave the security industry.

ASK ALL

.65 **Do you know anyone who has stopped working in the industry in the past 12 months or who is not currently seeking work in the industry?**

.66

READ OUT. SINGLE CODE.

.67

Yes	1	
No	2	
Don't know	3	

IF KNOW SOMEONE NOT CURRENTLY WORKING IN INDUSTRY (D1=1)

.68 **Why are they no longer or not currently working in the industry?**

WRITE IN		
Don't know	1	
Refused	2	

Demographics

E

ASK ALL

- E.1 **Thank you for your help with this survey so far. We'd like to end by asking you a few questions about yourself, including some that may be considered of a sensitive nature, addressing ethnicity and whether you have a disability or long-term health condition. You can refuse to answer any or all of these questions when we get to them. This information will be used for classification purposes only and reported on an aggregate level.**

Are you willing to proceed with this section of the interview on this basis?

PROMPT IF NECESSARY: I WOULD LIKE TO REITERATE THAT EVERYTHING YOU SAY IS CONFIDENTIAL.

- .69 ***PROMPT IF NECESSARY: I would like to reiterate that everything you say is confidential, and you can decline to answer individual questions if you wish.***

Yes	1	
No	2	

ASK ALL

- E.2 **How long have you been working in the security sector (to the nearest year)?**

WRITE IN ONLY ACCEPT WHOLE NUMBERS (FROM 0-99)

ASK ALL

- E.3 **[IF CURRENTLY IN THE INDUSTRY: A1=1-6: And how long you have been in the general area of <job role from A1> ?]**
[IF NOT CURRENTLY IN THE INDUSTRY: A1=7: And how long had you been in the general area of <job role from A2>?]

DS: IF A1=6, INSERT 'OTHER' RESPONSE AS TEXT SUB.

WRITE IN ONLY ACCEPT WHOLE NUMBERS (FROM 0-99)

ASK ALL

.70 What is your age?

.71

*INTERVIEWER INSTRUCTION: DO NOT READ OUT– CODE RESPONSE TO PRE-CODES***.72 SINGLE CODE**

18-34	
35-44	
45-54	
55-64	
65+	
Prefer not to say	

.73

ASK ALL

.74 Which of the following best reflects your fluency in spoken English?*READ OUT. SINGLE CODE.*

English is your first language	1
English is not your first language but you consider yourself to be fluent in spoken English	2
You do not consider yourself to be fluent in spoken English	3
Don't know	4
Prefer not to say	5

ASK ALL

.75 Can you speak any other languages?

SINGLE CODE

Yes	1	
No	2	

Don't know	3	
Prefer not to say	4	

IF CAN SPEAK ANOTHER LANGUAGE (E6=1)

.76 What other languages can you speak?

WRITE IN		
Don't know	1	
Refused	2	
Prefer not to say	3	

.77

ASK ALL

.78 Do you have any disabilities? By this we mean any physical or mental impairments that have a substantial and long-term negative effect on your ability to do normal daily activities.

SINGLE CODE

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

ASK ALL

.79 **Which of the following best describes your ethnic group?**

INTERVIEWER NOTE: READ OUT BOLD CATEGORIES THEN RELEVANT MORE DETAILED CATEGORIES.

SINGLE CODE.

White		
Welsh	1	
Other British	2	
Irish	3	
Any other white background (PLEASE SPECIFY)	4	
Mixed		
White and Black Caribbean	5	
White and Black African	6	
White and Asian	7	
Any other mixed background (PLEASE SPECIFY)	8	
Asian or Asian British		
Indian	9	
Pakistani	10	
Bangladeshi	11	
Chinese	12	
Any other Asian background (PLEASE SPECIFY)	13	
Black or Black British		
Caribbean	14	
African	15	
Any other Black background (PLEASE SPECIFY)	16	
Other ethnic group		
Arab	17	
Gypsy / Romany / Irish Traveller	18	
Any other (PLEASE SPECIFY)	19	
Refused	20	

Closing Questions

F

ASK ALL

- .80 **Thank you very much for your time, that is now the end of the survey. Can I just ask, would you be willing for us to call you back regarding this study, if we need to clarify any of the information you have given today? If you say 'yes', we may re-contact you at some point in the next 3 months.**

READ OUT. SINGLE CODE.

Yes	1
No	2

.81

ASK ALL

- .82 **And would you be willing for IFF Research to re-contact you to ask you to participate in an in-depth follow-up interview to talk further about the topics discussed today? If you say 'yes', we may re-contact you at some point in the next 3 months.**

READ OUT. SINGLE CODE.

Yes	1
No	2

IF CONSENT TO RE CONTACT (F1=1 OR F2=1)

- .83 **And can I just confirm the best number to contact you on is [SHOW TELEPHONE NUMBER]?**

READ OUT. SINGLE CODE.

Yes	1	NEXT QUESTION
No	2	RECORD CORRECT NUMBER

ASK ALL

- .84 **Just to confirm, we'll be keeping your anonymised responses to the interview for analysis purposes and if you'd like a copy of your data, to change your data or for your data to be deleted then please follow the process outline on our webpage @ <http://www.iffresearch.com/gdpr/>.**

- .85 **You also have a right to lodge a complaint with the Information Commissioners Office (ICO) and you can do so by calling their helpline on 0303 123 1113.**

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 individuals like you, and the industry as a whole, by understanding your needs in terms of skills and training. Your cooperation will ensure that the views expressed are representative of all individuals in the private security industry.

Participation in the survey will involve a telephone interview with an IFF interviewer lasting around 15 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] or [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] or at [REDACTED].

.86 **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 individuals. If you would like a copy of your data, to change your data or for your data to be deleted then this can be done by visiting <http://www.iffresearch.com/gdpr/> and following the process outlined.**

Thank you for your assistance.

Yours sincerely,

[REDACTED]
Research Executive
IFF Research