

## **SECTION A: ESTABLISHMENT BACKGROUND**

We would like to start with a series of questions that will allow us to put your later responses into context of your organisation and the industry as a whole.

ASK ALL

**A1. Is this establishment....?**

READ OUT

<b>The only establishment in the organisation</b>	1	GO TO A3
<b>One of a number of establishments within a larger organisation</b>	2	ASK A2

**A2. Is this establishment the overall head office of your organisation in the UK?**

<b>Yes</b>	1	•
<b>No</b>	2	•

ASK ALL

**A3. Which of these best describes the ownership or control of this establishment?**

<b>UK owned or controlled</b>	1	
<b>Jointly UK and foreign owned or controlled</b>	2	
<b>Foreign owned or controlled</b>	3	

ASK ALL

**A4. How long ago was the company established?**

READ OUT IF NECESSARY

(ACCEPT ESTIMATES)

<b>&lt;1 year</b>	1	
<b>1-3 years</b>	2	
<b>4-5 years</b>	3	
<b>6-9 years</b>	4	
<b>10-19 years</b>	5	
<b>20+ years</b>	6	
<b>Don't Know</b>	7	

ASK ALL

- A7.** To get an idea of the size of your establishment, please tell us your approximate total turnover for the last full financial year? Please give me your best estimate?

WRITE IN \_\_\_\_\_

IF DON'T KNOW PROMPT WITH RANGES BELOW:

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 - £49m	7	
More than £50m	8	

ASK ALL

- A8.** And approximately what percentage of these sales was exported, if any?

IF NO SALES THEN TAKE PERCENTAGE OF TURNOVER

WRITE IN % _____	
None	X
Don't know	Y

IF DON'T KNOW PROMPT WITH RANGES BELOW:

0%	1	
1 – 9%	2	
10 – 19%	3	
20 – 29%	4	
30 – 39%	5	
40 – 49%	6	
50 – 59%	7	
60 – 69%	8	
70 – 79%	9	
80 – 89%	0	
90 – 99%	1	
100%	2	

- A9.** ASK ALL  
Over the past twelve months, has this establishment's total sales...?  
READ OUT. CODE ONE ONLY

Increased a great deal	1	•
Increased a little	2	
Stayed the same	3	
Decreased a little	4	
Decreased a great deal	5	
Not in operation 12 months ago	6	

- A10.** ASK ALL  
Including both full time and part time employees, over the past twelve months, has employment at this establishment...?  
READ OUT. CODE ONE ONLY

Increased a great deal	1	•
Increased a little	2	
Stayed the same	3	
Decreased a little	4	
Decreased a great deal	5	
Not in operation 12 months ago	6	

- A11.** There is no A11

ASK ALL

- A12.** Over the next 12 months do you expect employment at this establishment to...?  
READ OUT. CODE ONE ONLY

Increase a great deal	1	•
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a great deal	5	

ASK IF INCREASED (A12/1,2)

**A13A. What are the reasons for this expected increase in the overall numbers employed at this establishment?**

DO NOT READ OUT. MULTICODE

ASK IF DECREASED (A12/4,5)

**A14A. What are the reasons for this expected decrease in the overall numbers employed at this establishment?**

DO NOT READ OUT. MULTICODE

ASK ALL

**A15. Is there a recognised trade union at your establishment?**

<b>Yes</b>	1	ASK A16
<b>No</b>	2	GO TO SECTION B
<b>Don't know</b>	X	

ASK IF YES TO A15 (A15=1)

**A16. How many trade unions are recognised at your establishment?**

<b>1</b>	1	GO TO FILTER ABOVE A17
<b>2</b>	2	
<b>3</b>	3	
<b>4</b>	4	
<b>5</b>	5	
<b>6 OR MORE (WRITE IN)</b>	6	
<b>Don't know</b>	X	

ASK IF YES TO A15 (A15=1)

**A17. Does the union / do any of the unions get involved in planning or delivery of training at your establishment?**

<b>Yes</b>	1	GO TO SECTION B
<b>No</b>	2	

## **SECTION B: MARKETS, PRODUCT STRATEGY AND BUSINESS PLANNING**

In this next section, we would like to ask a few questions about the products or services that are provided by this establishment.

ASK ALL

**B1. Is the market for this establishment's main product or service primarily ...?**

READ OUT. CODE ONE ONLY

Local	1	
Regional	2	
National	3	
International	4	

ASK ALL

**B4. Did your establishment introduce any new products or services in the last 12 months?**

Yes	1	
No	2	

IF YES AT B4 (B4=1), OTHERS GO TO FILTER ABOVE B5

**B4A Were any of these new products or services new to your establishment?**

Yes	1	
No	2	
Don't Know	3	

IF YES AT B4 (B4=1), OTHERS GO TO FILTER ABOVE B5

**B4B. And were any of these new products or services new to your market, ie, did your establishment introduce them to the market before your competitors?**

Yes	1	
No	2	
Don't Know	3	

ASK IF ELECTRONICS AND AEROSPACE MANUFACTURING ONLY (FROM SAMPLE OR S5E=2,5), OTHERS GO TO B6

**B5. Did your establishment introduce any new production processes in the last 12 months?**

Yes	1	
No	2	

ASK IF NOT ELECTRONICS AND AEROSPACE MANUFACTURING

**B6. Did your establishment introduce any new approaches to work organisation in the last 12 months?**

Yes	1	
No	2	

ASK ALL

B7. And can you tell me which of the following exist at your establishment?

READ OUT

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

## SECTION C: EMPLOYMENT AND RECRUITMENT ISSUES

In this next section we would like to ask you a few questions about your current workforce and what you would be asking for if you were to take on new recruits.

ASK IF 10 OR MORE EMPLOYEES

- C1.** **So firstly, what number or percentage of your current workforce are university graduates?**  
INTERVIEWER – ASK RESPONDENT TO CHOOSE IF THEY WISH TO ANSWER AS NUMBER OR %

ASK IF <10 EMPLOYEES

**So firstly, what number of your current workforce are university graduates?**

**By graduate I mean someone who holds a first degree (e.g. BSc or BA) or equivalent qualification. This includes people who acquired this qualification some time ago as well as recent graduates. Please also include people who also hold a Masters degree or PhD**

WRITE IN % \_\_\_\_\_

WRITE IN NO. \_\_\_\_\_

IF DON'T KNOW PROMPT WITH RANGES BELOW:

0%	1	•
1 – 9%	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	•

ASK IF NOT 100% GRADUATES (C1=100% OR CODE 12)

- C2A.** **Thinking about non-graduates in your workforce, to the best of your knowledge do any of them hold any of the following qualifications?**

READ OUT AND CODE AS APPROPRIATE – MULTI CODE

A levels/ AS levels	1
BTEC Higher National/ National	2
RSA advanced diploma/ certificate	3
City & Guilds advanced vocational	4
Completed apprenticeships/ Advanced modern apprenticeships	5
SCE higher	6
Higher education diplomas	7
GNVQ Advanced awards	8
OND/ONC, BTEC/SCOTVEC/ SQA National	9
Other	10
None	11

**C2B.** ASK IF C2A/1-10 AND IF 10+ EMPLOYEES  
**And what number or percentage of your workforce hold any of these formal qualifications at NVQ Level 3 or above?** INTERVIEWER – ASK RESPONDENT TO CHOOSE IF THEY WISH TO ANSWER AS NUMBER OR %

ASK IF C2A/1-10 & IF <10 EMPLOYEES

**Please tell me the number of people you employ who are not graduates but hold formal qualifications at NVQ level 3 or above**

WRITE IN % \_\_\_\_\_

WRITE IN NO. \_\_\_\_\_

IF DON'T KNOW PROMPT WITH RANGES BELOW:

0%	1	•
1 – 9%	2	
10 – 19%	3	
20 – 29%	4	
30 – 39%	5	
40 – 49%	6	
50 – 59%	7	
60 – 69%	8	
70 – 79%	9	
80 – 89%	0	
90 – 99%	1	
100%	2	

ASK ALL

**C2E.** **Do you have any people working for you on an internship or volunteer basis?**

Yes	1	ASK C2F
No	2	GO TO FILTER ABOVE C3

**C2F** ASK IF ANSWERED 'INTERNSHIP OR VOLUNTEER BASIS' AT C2D (C2D=5) OR YES AT C2E (C2E=1)]

**Roughly speaking, what percentage of those working on an internship or volunteer basis are typically offered paid work with your organisation?**

READ OUT AND CODE MOST APPROPRIATE - SINGLE CODE

None	1
Less than half	2
About half	3
Most of them	4
All of them	5



- C3.** ASK C3 IF EMPLOY 10 OR MORE EMPLOYEES (FROM S6/S6RAN) IF LESS THAN 10 GO TO C6  
I'd now like to ask you about a group of employees that we will call 'core employees'. By this we mean the group of employees at this establishment - *excluding managers* - whose skills and knowledge you feel make the greatest contribution to the success of your business.

**Which broad job title describes your 'core employees'?**

INTERVIEWER NOTE: IF MORE THAN ONE GROUP OF EMPLOYEES CAN BE DESCRIBED AS CORE, FOCUS ON CORE GROUP WITH LARGEST NUMBER OF EMPLOYEES. WRITE IN JOB TITLE ONLY. IF RESPONDENT IS ADAMANT THAT NO OTHER GROUP OF STAFF OTHER THAN MANAGERS ARE THE CORE GROUP PLEASE PROBE FULLY FOR WHAT TYPE AND LEVEL OF MANAGER

WRITE IN- ALLOW DK AND NULL

- C3A** ASK C3A IF DK OR NULL AT C3  
In that case, can you please tell me what broad job title would describe those that you believe play the greatest role in making the key product or delivering the key service of your business?

INTERVIEWER NOTE: IF MORE THAN ONE GROUP OF EMPLOYEES CAN BE DESCRIBED IN THIS MANNER, FOCUS ON GROUP WITH LARGEST NUMBER OF EMPLOYEES. WRITE IN JOB TITLE ONLY. IF RESPONDENT IS ADAMANT THAT NO OTHER GROUP OF STAFF OTHER THAN MANAGERS FIT THIS GROUP PLEASE PROBE FULLY FOR WHAT TYPE AND LEVEL OF MANAGER

WRITE IN- ALLOW DK AND NULL

- C4.** ASK C4 IF NOT NULL OR DK AT C3/C3A  
And specifically, what does this core group actually do?  
PROBE FOR EXACT OCCUPATION AND WRITE IN. TO BE CODED TO SOC 4 DIGIT

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ROUTING INSTRUCTION

READ OUT IF HAVE NO OR DON'T KNOW CORE EMPLOYEES (C3/C3A -NULL OR DK)

In that case, can I ask you to consider your managerial staff when answering the next few questions?

DUMMY SET TO INDICATE IF CORE GROUP IS ONE OF FOLLOWING

ALL STAFF	<10 EMPS (From S6/S6RAN)
CORE GROUP C3	>10 EMPS (FROM S6/S6RAN) & C3 NOT NULL OR DK
CORE GROUP C3A	>10 EMPS (FROM S6/S6RAN) & C3 NULL OR DK & C3A NOT NULL OR DK
MANAGERS	>10 EMPS (FROM S6/S6RAN) & C3 NULL OR DK & C3A NULL OR DK

- C4A.** Can I ask, is your 'core' group of employees also your largest group of employees?

Yes	1
No	2

ASK C5A IF 10 OR MORE EMPLOYEES (FROM S6/S6 RAN)

- C5A. What is the total number of people employed as** <text sub from C3/3A or management if C3/3A Null or DK>? **INTERVIEWER – THERE ARE** <text sub S6> **employees in total**

WRITE IN NUMBER \_\_\_\_\_

IF DON'T KNOW PROMPT WITH RANGES BELOW:

1-4	1	
5-9	2	
10 – 24	3	
25 – 49	4	
50 – 74	5	
75 – 99	6	
100 – 149	7	
150 – 199	8	
200 -249	9	
250+	1	
Don't know	X	
Refused	Y	

- C6.** IF <10 employees (FROM S6/S6RAN)  
**What is the single most common level of formal qualification reached by staff at this establishment?**  
 NOW GO TO C10 IF <10 EMPS AND RECRUITED FROM OUTSIDE ESTABLISHMENT (A11/1) IF <10 EMPS AND NOT RECRUITED GO TO SECTION D

IF =>10 employees (FROM S4/S4RAN)

**What is the single most common level of formal qualifications reached by** <text sub from C3/3A or management if C3/3A - Null or DK>,  
 NOW GO TO C7

PROBE FULLY- READ OUT FROM QUALIFICATION LISTS IF NECESSARY- CODE ONE ONLY

Codes		Example qualifications
1	First degrees and above	Higher degree NVQ level 5 First degree Other degree
2	Other NVQ4 (below First degree level)	NVQ level 4 Diploma in higher education HNC/HND, BTEC higher Teaching - further education Teaching - secondary education Teaching - primary education Teaching - level not stated Nursing etc RSA Higher diploma Other higher education below degree level
3	NVQ3	NVQ level 3 GNVQ advanced A level or equivalent RSA advanced diploma or certificate OND/ONC, BTEC/SCOTVEC or SQA national City & Guilds advanced vocational Scottish 6th year certificate (CSYS)

		SCE higher or equivalent
		AS level or equivalent
		Trade apprenticeship
<b>4</b>	<b>NVQ2</b>	NVQ level 2 or equivalent
		GNVQ intermediate
		RSA diploma
		City & Guilds vocational
		BTEC/SCOTVEC or SQA first or general diploma
		O level, GCSE grade A-C or equivalent
<b>5</b>	<b>NVQ1</b>	NVQ level 1 or equivalent
		GNVQ/GSVQ foundation level
		CSE below grade 1, GCSE below grade C
		BTEC first or general certificate
		SCOTVEC/SQA modules or equivalent
		RSA other
		City & Guilds other
		YT/YTP certificate
<b>6</b>	<b>Other (WRITE IN)</b>	
<b>7</b>	<b>No formal qualification</b>	

ASK ALL, REFERRING TO CORE GROUP OF EMPLOYEES

**C6A.** Are any of the people employed as <text sub from C3/3A or management if C3/3A - Null or DK> working... READ OUT?

**IF YES ASK FOR EACH:**

**C6B.** What number of <text sub from C3/3A or management if C3/3A - Null or DK> are working... READ OUT:

WRITE IN NUMBER IF POSSIBLE. IF DON'T KNOW ASK FOR BEST ESTIMATE:  
ALLOW DK

	On a part time basis?	On a fixed-term contract?	On an internship or volunteer basis (includes those receiving only expenses)
<b>WRITE IN NUMBER</b>			

ASK C7A-D-C10 IF =>10 EMPS (FROM S4/S4RAN)

**C7A.** Has anyone been recruited to your establishment in the role of <text sub from C3/3A or management if C3/3A Null or DK> in the last 12 months?

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

ASK C10 IF RECRUITED FOR <CORE GROUP> (C7A/1) OR LESS THAN 10 EMPLOYEES AND RECRUITED IN LAST 12 MONTHS (A10/1,2)

**C10.** How easy has it been to recruit staff when you have needed to (if =>10 employees: for <text sub from C3/3A or management if C3/3A Null or DK>) in the last 12 months?

READ OUT- CODE ONE ONLY

<b>Very easy</b>	1	GO TO SECTION D
<b>Quite easy</b>	2	
<b>Quite difficult</b>	3	ASK C11
<b>Very difficult</b>	4	

Don't know	X	GO TO SECTION D
Refused	Y	

ASK C11 IF QUITE DIFFICULT OR VERY DIFFICULT AT C10 (CODED 3-4):

**C11. What have been the main reasons for these recruitment difficulties?**

DO NOT READ OUT.

Not enough applications	1	
Weak technical knowledge and understanding amongst applicants	2	
Weak communication and presentation skills	3	
Lack of suitable qualifications	4	
Lack of commercial understanding and awareness	5	
Lack of practical work experience amongst applicants	6	
Lack of work experience of any kind amongst applicants	7	
Not able to pay suitable salary	8	
Location of company unattractive to job-seekers	9	
Did not advertise widely enough	10	
Other 1 (SPECIFY)	11	
Other 2 (SPECIFY)	12	
Don't know	X	

## **SECTION D: RECENT TRAINING - CORE GROUP OF EMPLOYEES**

IF <10 EMPLOYEES (FROM S4/S4RAN)

**I'd now like to turn to the skills of people already employed here.**

IF=>10 EMPLOYEES (FROM S4/S4Ran)

**I'd now like to turn to the skills of people already employed here as** <text sub from C3/3A or managers if C3/3A Null or DK>

ASK ALL

**D1. Over the last 2-3 years have the skills needed** (text sub if <10 employees *by employees at this site/* if =>10 employees *by* <text sub from C3/3A or management if C3/3A Null or DK>) **changed as a result of.....?**

READ OUT AND CODE ALL MENTIONED

The development of new products and services	1	
The introduction of new working practices	2	
The introduction of new technologies or equipment	3	
New legislative or regulatory requirements	4	
INTERVIEWER NOTE: DO NOT READ OUT IF ANYTHING CODED 1 – 4 Or would you say that your skills needs have changed but for none of these reasons.	5	SINGLE CODE ONLY

INTERVIEWER NOTE: DO NOT READ OUT IF ANYTHING CODED 1 – 4 Or that your skills needs have not really changed here in the last 2-3 years.	6	
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Referring to members of <text sub from C3/3A or management if C3/3A Null or DK>, please could I ask about the training they have received in the last 12 months:

NOTE TO INTERVIEWERS: On the job training in the work situation is planned periods of training, instruction or practical experience, in the immediate place of work, of which the primary purpose is training, not production. (Examples of external training suppliers include FE colleges, commercial training providers and non-profit training organisations)

**D3A. Have any of the people employed as <text sub from C3/3A or management if C3/3A Null or DK>... READ OUT**

**IF YES TO D3A**

**D3B. What number or percentage of the people employed in <text sub from C3/3A or management if C3/3A Null or DK>**

INTERVIEWER – ASK RESPONDENT TO CHOOSE IF THEY WISH TO ANSWER AS NUMBER OR %

IF DON'T KNOW PROMPT WITH RANGES BELOW:

	Received any training in the last 12 months?	Received on-the-job training in the last 12 months?	Received off-the-job training in the last 12 months, whether on- or off-site?	Had their course fees paid by your company to study in their own time?	Received other types of support from your company to study in their own time (eg, study leave)?
<b>WRITE IN %</b>					
<b>WRITE IN NUMBER</b>					
0%	1	1	1	1	1
1 – 9%	2	2	2	2	2
10 – 19%	3	3	3	3	3
20 – 29%	4	4	4	4	4
30 – 39%	5	5	5	5	5
40 – 49%	6	6	6	6	6
50 – 59%	7	7	7	7	7
60 – 69%	8	8	8	8	8
70 – 79%	9	9	9	9	9
80 – 89%	10	10	10	10	10
90 – 99%	11	11	11	11	11
100%	12	12	12	12	12
DK	X	X	X	X	X

*IF IN ENGLAND (region=1, 3, 4 or 5)*

- D4. Has your establishment had any involvement with the Train to Gain programme in the last two or three years?**

(Add if necessary: Train to Gain is a service run by the Learning and Skills Council. It is designed to help employers raised the skills of adult employees, first, by providing the services of a skills broker to help identify training needs; second, by helping firms obtain funding and grants for adult training. It is usually concerned with skills up to NVQ Level 2 but sometimes funds training up to Level 3)

<b>Yes</b>	1	ASK D5
<b>No</b>	2	ASK D7

If YES TO D4 (D4=1)

- D5. How many employees (if =>10 in text sub from C3/3A or management if C3/3A Null or DK>) have received training under the Train to Gain programme?**

<b>WRITE IN NUMBER</b>
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If YES TO D4 (D4=1)

- D6. How effective did you think this training was?**  
**READ OUT**

Very effective	1	
Quite effective	2	
Not very effective	3	
Not at all effective	4	
Don't Know	5	

- If NO to D4 (D4=2)  
**D7. What is the main reason for your establishment not getting involved with Train to Gain?**  
**DO NOT READ OUT – SINGLE CODE**

Never heard of it 1

Not regarded as cost-effective	2	
Not relevant to company skill needs	3	
Other – WRITE IN		

- ASK ALL  
**D8. Has your establishment had any involvement with the Modern Apprenticeship programme in the last two or three years?**

<b>Yes</b>	1	ASK D9
<b>No</b>	2	ASK D11

- IF YES to D8 (D8=1):  
**D9. How many** (if =>10 in text sub from C3/3A or management if C3/3A Null or DK>) **employees have received training under the Modern Apprenticeship programme?**

**WRITE IN NUMBER**

Don't know X

- ASK IF YES TO D8 (D8=1)  
**D10. How effective did you think this training was?**  
**READ OUT**

Very effective	1	
Quite effective	2	
Not very effective	3	
Not at all effective	4	
Don't Know	5	

- If NO to D8 (D8=2):  
**D11. What is the main reason for your establishment not getting involved with Modern Apprenticeships?**  
**DO NOT READ OUT – SINGLE CODE**

Never heard of them	1	
Not regarded as cost-effective	2	
Not relevant to company skill needs	3	
Other – WRITE IN	4	

- ASK ALL  
**D12. Have you introduced any innovative forms of learning for employees for** (if =>10 text sub from C3/3A or management if C3/3A Null or DK>) **in the last three years? Have you introduced... READ OUT**  
 ALLOW NULL

IT based learning	1	
Interactive learning	2	
Distance learning	3	
Other – WRITE IN	4	

## NOTES TO INTERVIEWERS:

1. IT based learning is used to supplement or replace traditional face to face learning. Trainees may use web-based technologies or CDs/DVDs/videos as part of the learning process.
2. Interactive learning is where trainees have the opportunity to interact with instructors and each other either in a traditional classroom environment or via web-based technologies e.g. on line seminars/webchats/forum
3. Distance learning is where the delivery mode reduces the barriers of time and location of learning or study via correspondence courses or via internet and interactive materials.

If YES to ANY AT D12:

**D13. How effective do you think these new forms of training have been?**

READ OUT

	IT based learning	Interactive learning	Distance learning	Other
Very effective	1	1	1	1
Quite effective	2	2	2	2
Not very effective	3	3	3	3
Not at all effective	4	4	4	4
Don't Know	5	5	5	5

ASK ALL

**D14. We are interested to understand the main benefits of training in your establishment. For the following benefits, please say if they have been highly beneficial, quite beneficial, not very beneficial or not at all beneficial:**

	Not at all beneficial	Not very beneficial	Quite beneficial	Highly beneficial	Don't know
Higher productivity or efficiency	1	2	3	4	5
Increased staff retention	1	2	3	4	5
Improved staff attitudes	1	2	3	4	5
Improved career progression	1	2	3	4	5

**D15. Over the last 2-3 years, have you used any of the following kinds of external training provider to try and improve the skills or knowledge of (if =>10 text sub from C3/3A or management if C3/3A Null or DK>)?**

READ OUT

	Yes	No	DK
1. Commercial organisations, for example, consultants or private training providers	1	2	X
2. Non-profit making organisations, for example, employer associations, voluntary organisations	1	2	X
3. FE (Further Education) colleges	1	2	X
4. Universities or other Higher Education institutions	1	2	X
5. Equipment producers /suppliers	1	2	X

ASK FOR EACH POSITIVE RESPONSE AT D15

**D16. Can you please tell me the names of the two most important external training suppliers that you have used in the last 2-3 years to try and improve the skills of (if =>10 text sub from C3/3A or management if C3/3A Null or DK>) ?**



RECORD BOTH NAMES MENTIONED UNDER RELEVANT HEADINGS. ACCEPT SINGLE ANSWER IF ONLY ONE NAME GIVEN. ASK FOR NAMES AND TOWNS OF COLLEGES AND/OR TRAINING PROVIDERS

READ OUT, SHOW ONLY CODES MENTIONED AT D15

	Name of training provider	Town of training provider
<b>1. Commercial organisations, for example, consultants or private training providers</b>	1)	
	2)	
<b>2. Non-profit making organisations, for example, employer associations, voluntary organisations, group training association</b>	1)	
	2)	
<b>3. FE (Further Education) colleges</b>	1)	
	2)	
<b>4. Universities</b>	1)	
	2)	

## SECTION E: SKILL UPGRADING NEEDS AND TRAINING PLANS – CORE GROUP OF EMPLOYEES

ASK ALL

- E1. Which, if any, of the following skills do you feel will need improving amongst (text sub if <10 employees at this site / if =>10 text sub from C3/3A or management if C3/3A Null or DK>) **over the next 12 months?**...

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).

READ OUT – MULTI CODE

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

IF TECHNICAL OR PRACTICAL SKILLS CODED AT E1 (CODE 3)

- E2. What are the most important improvements required in technical or practical skill for (if <10 employees=**employees**) (if =>10 employees text sub **amongst** <from C3/3A or management if C3/3A Null or DK>) **in the next 12 months?**

PROBE FULLY- RECORD VERBATIM

IF GENERAL IT USER SKILLS CODED AT E1 (CODE 1):

- E3. What are the most important improvements required in general IT or computing user skills for if <10 employees=**employees**) (if =>10 employees text sub **amongst** <from C3/3A or management if C3/3A Null or DK>) **in the next 12 months?**

PROBE FULLY- RECORD VERBATIM

IF IT PROFESSIONAL SKILLS CODED AT E1 (CODE 2):

- E4. What are the most important improvement required in IT or computing professional skills for if <10 employees=employees) (if =>10 employees text sub *amongst* <from C3/3A or management if C3/3A Null or DK>) in the next 12 months?**

PROBE FULLY- RECORD VERBATIM

IF COMMUNICATION SKILLS CODED AT E1 (CODE 4):

- E5. What are the most important improvement required in communication skill for if <10 employees=employees) (if =>10 employees text sub *amongst* <from C3/3A or management if C3/3A Null or DK>) in the next 12 months?**

PROBE FULLY- RECORD VERBATIM

IF LEADERSHIP OR SUPERVISORY SKILLS CODED AT E1 (CODE 9):

- E6. What are the most important improvement required in leadership or supervisory skill for if <10 employees=employees) (if =>10 employees text sub *amongst* <from C3/3A or management if C3/3A Null or DK>) in the next 12 months?**

PROBE FULLY- RECORD VERBATIM

ASK ALL

- E7. How likely are you to organise the following types of training with the aim of improving skills or knowledge for (if <10 employees=employees) (if =>10 employees text sub *amongst* <from C3/3A or management if C3/3A Null or DK>) in the next 12 months. Would you say you were very likely, quite likely, not very likely or not at all likely?**

READ OUT EACH LINE – CODE ONE OF THE FOLLOWING

**Note**

On the job training in the work situation is planned periods of training, instruction or practical experience, in the immediate place of work, of which the primary purpose is training, not production.

Off the job training is training delivered away from the immediate work situation.

Examples of external training suppliers: FE colleges, commercial training providers, non-profit training organisations

		Very likely	Quite likely	Not very likely	Not at all likely
1	On the job training in the work situation	1	2	3	4
2	On site training carried out off the job provided by your own organisation	1	2	3	4
3	On site training carried out off the job provided by an equipment producer or supplier	1	2	3	4
4	On site training carried out off the job provided by any other kind of external training supplier	1	2	3	4
5	Off site training provided by your own organisation	1	2	3	4
6	Off site training provided by an equipment producer or supplier	1	2	3	4
7	Off site training provided by any other kind of external training supplier	1	2	3	4
8	Paid attendance at conferences, workshops or seminars where primary purpose is training or education	1	2	3	4
9	Paid time off for employees to attend external courses of training or study	1	2	3	4
10	Fees paid for employees to study or train in their own time	1	2	3	4
11	Any other forms of training or workforce development (Please specify)	1	2	3	4

IF DID NOT ANSWER 'LIKELY' TO AT LEAST ONE OPTION IN E7\_1-10.

**E7A. Do any of the following reasons make it unlikely that you will organise training with the aim of improving skills or knowledge for employees (if >10 employees text sub *amongst* <from C3/3A or management if C3/3A Null or DK>) in the next 12 months?**

READ OUT – MULTI CODE

ALLOW NULL

Additional training not needed	1
Too costly	2
Not enough time available	3
Recent training has been sufficient	4
Hard to know what type of training would be best	5

ASK IF CODED MORE THAN 1 AT E1 (E1 MULTICODE)

**E8 How likely is it that < if 10 employees text sub <from C3/3A or management if C3/3A Null or DK>will be able to acquire most of the new skills and knowledge they need for the current job through informal on-the-job learning and information sharing or through self-study in the next 12 months.**

**Would you say that it was very likely, quite likely, not very likely or not at all likely?**

Very likely	Quite likely	Not very likely	Not at all likely
1	2	3	4

IF ANSWERED VERY OR QUITE LIKELY TO AT LEAST ONE OF 4, 7, 9 OR 10 AT E7, ASK E9.

IF DID NOT ANSWER VERY OR QUITE LIKELY TO ANY OF 4, 7, 9 OR 10 AT E7, GO TO E14

- E9. How likely are you to approach each of the following types of external organisation to provide training for (if >10 employees text sub <from C3/3A or management if C3/3A Null or DK>) employees in the next 12 months?**

READ OUT EACH LINE AND CODE ACCORDINGLY

		Very likely	Quite likely	Not very likely	Not at all likely
•					
1	Commercial organisations, for example, consultants or private training providers	1	2	3	4
2	Non-profit making organisations, for example, employer associations, voluntary organisations	1	2	3	4
3	FE (Further Education) colleges	1	2	3	4
4	Universities or other Higher Education institutions	1	2	3	4
6	ASK ONLY IF A1/2 Your 'parent company'	1	2	3	4
7	Other providers (please specify)	1	2	3	4

SKIP E10-E13 IF DID NOT ANSWER VERY OR QUITE LIKELY (CODE 1-2) TO ANY OF OPTIONS 1, 2, 3 OR 4 AT E9.

ASK E10 IF ANSWERED VERY OR QUITE LIKELY TO OPTION 1 AT E9.

- E10. What are the most important reasons for considering using the services of commercial training providers?**

DO NOT READ OUT

DON'T READ OUT PRECODED ANSWERS

Good quality/standard of training	1	
Cost-effective means of learning skills	2	
Courses offered at convenient times	3	
Convenient location	4	
Offer specialist training	5	
Content of training very suitable	6	
To get access to technology / equipment	7	
To gain specific knowledge and skills, eg product knowledge	8	
To improve standards	9	
To keep up with new technology	10	
To keep up with our competitors	11	
Health and safety reasons	12	
Lack of in-house knowledge and experience at our establishment	13	
Training leads to qualifications/certificates	14	
Other reasons [PLEASE SPECIFY]	15	

ASK E12 IF ANSWERED VERY OR QUITE LIKELY TO OPTION 3 AT E9.

- E12. What are the most important reasons for considering using the training services of FE colleges?**

DO NOT READ OUT

Good quality/standard of training	1

Cost-effective means of learning skills	2
Courses offered at convenient times	3
Convenient location	4
Offer specialist training	5
Content of training very suitable	6
To get access to technology / equipment	7
To gain specific knowledge and skills, eg product knowledge	8
To improve standards	9
To keep up with new technology	10
To keep up with our competitors	11
Health and safety reasons	12
Lack of in-house knowledge and experience at our establishment	13
Training leads to qualifications/certificates	14
Offer apprenticeship training	15
Other reasons [PLEASE SPECIFY]	16

ASK E13 IF ANSWERED VERY OR QUITE LIKELY TO OPTION 4 AT E9.

**E13. What are the most important reasons for considering using the training services of universities or other higher educational establishments?**

DO NOT READ OUT

DON'T READ OUT PRECODED ANSWERS

Good quality/standard of training	1	
Cost-effective means of learning skills	2	
Courses offered at convenient times	3	
Convenient location	4	
Offer specialist training	5	
Content of training very suitable	6	
To get access to technology / equipment	7	
To gain specific knowledge and skills, eg product knowledge	8	
To improve standards	9	
To keep up with new technology	10	
To keep up with our competitors	11	
Health and safety reasons	12	
Lack of in-house knowledge and experience at our establishment	13	
Training leads to qualifications/certificates	14	
Other reasons [PLEASE SPECIFY]	15	

ASK E14 IF NOT VERY OR NOT AT ALL LIKELY at E9\_1 OR IF NOT VERY/QUITE LIKELY AT E7 (OPTIONS 4,7,9,10) - OTHERS GO TO INSTRUCTION ABOVE E15

**E14. What are the most important reasons for NOT considering using the services of commercial training providers?**

DO NOT READ OUT

DON'T READ OUT PRECODED ANSWERS

No need / not applicable	1	
Cost/charge too expensive	2	
They don't provide required training	3	
We're too specialised	4	
Training provided in-house (including equipment suppliers, patent company, etc)	5	
Not enough time	6	
Nothing suitable available locally	7	
Bad experiences in the past	8	
Lack of interested or suitable candidates for training	9	
Not my decision / decided by Head Office	10	
Other reasons [PLEASE SPECIFY]	11	

ASK E15 IF NOT VERY LIKELY OR NOT ALL LIKELY AT E9\_3 OR IF NOT VERY/QUITE LIKELY AT E7 (OPTIONS 4,7,9,10). OTHERS GO TO SECTION F

**E15. What are the most important reasons for NOT considering using the training services of FE colleges?**

DON'T READ OUT PRECODED ANSWERS

No need / not applicable	1	
Cost/charge too expensive	2	
They don't provide required training	3	
We're too specialised	4	
Training provided in-house (including equipment suppliers, patent company, etc)	5	
Not enough time	6	
Nothing suitable available locally	7	
Bad experiences in the past	8	
Lack of interested or suitable candidates for training	9	
Not my decision / decided by Head Office	10	
Other reasons [PLEASE SPECIFY]	11	

## **SECTION F: SKILL UPGRADING NEEDS AND TRAINING PLANS – LARGEST OCCUPATIONAL GROUP**

ASK SECTION F OF ESTABLISHMENTS WITH =>10 EMPLOYEES (FROM S4/S4RAN) AND WHOSE LARGEST OCCUPATIONAL GROUP IS DIFFERENT TO ITS CORE GROUP OF EMPLOYEES (C4A=2) – OTHERS GO TO SECTION G

**For this next section I would like you to answer in relation to your largest group of employees rather than (text sub <from C3/3A or management if C3/3A Null or DK>) we have been discussing up till now.**

**F1. Which broad job title describes your largest group of employees at this establishment?**

CODE ONE ONLY- PROBE TO FIND OUT IF SAME AS GROUP PREVIOUSLY DISCUSSED

WRITE IN JOB TITLE OF LARGEST GROUP

	1	CONTINUE
Same group as (text sub <from C3/3A or management if C3/3A Null or DK>).	2	GO TO SECTION G
Don't know	3	

ASK F1A IF NOT CODED 2-3 AT F1

**F1A. And specifically, what does this largest group actually do?**

PROBE FULLY AND WRITE IN. TO BE CODED TO SOC 3 DIGIT

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ASK IF F1=1

**F2. Which, if any, of the following skills do you feel will need improving in particular among the (text sub <largest occupational group from F1>) over the next 12 months?...**

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).

READ OUT- CODE ALL MENTIONED

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



ASK IF F1=1

- F3.** How likely are you to organise the following types of training with the aim of improving skills or knowledge for <text sub-largest occupational group from F1>employees in the next 12 months. Would you say you were very likely, quite likely, not very likely or not at all likely?  
READ OUT EACH LINE – CODE ONE OF THE FOLLOWING

**Note**

On the job training in the work situation is planned periods of training, instruction or practical experience, in the immediate place of work, of which the primary purpose is training, not production  
Examples of external training suppliers: FE colleges, commercial training providers, non-profit training organisations

		Very likely	Quite likely	Not very likely	Not at all likely
1	On the job training in the work situation	1	2	3	4
2	On site training carried out off the job (that is away from the immediate work situation) provided by your own organisation	1	2	3	4
3	On site training carried out off the job (that is away from the immediate work situation) provided by an equipment producer or supplier	1	2	3	4
4	On site training carried out off the job (that is away from the immediate work situation) provided by any other kind of external training supplier	1	2	3	4
5	Off site training provided by your own organisation	1	2	3	4
6	Off site training provided by an equipment producer or supplier	1	2	3	4
7	Off site training provided by any other kind of external training supplier	1	2	3	4
8	Paid attendance at conferences, workshops or seminars where primary purpose is training or education	1	2	3	4
9	Paid time off for employees to attend external courses of training or study	1	2	3	4
10	Fees paid for employees to study or train in their own time	1	2	3	4
11	Any other forms of training or workforce development (Please specify)	1	2	3	4

IF ANSWERED VERY OR QUITE LIKELY TO AT LEAST ONE OF 4,7,9, OR 10 AT F3, ASK F4  
IF DID NOT ANSWER VERY OR QUITE LIKELY TO ANY OF 4,7,9, OR 10 AT F3, GO TO F9

ASK IF ANSWERED VERY OR QUITE LIKELY TO AT LEAST ONE OF 4,7,9, OR 10 AT F3

- F4.** How likely are you to turn to each of the following types of external organisation to provide training for < text sub-largest occupational group from F1> employees?

(If necessary add- by main we mean the provider that you use for most training hours)

READ OUT EACH LINE AND CODE ACCORDINGLY

		Yes	No	DK
1	Commercial organisations, for example, consultants or private training providers	1	2	X
2	Non-profit making organisations, for example, employer associations, voluntary organisations, group training associations	1	2	X
3	FE (Further Education) colleges	1	2	X
4	Universities or other Higher Education institutions	1	2	X
5	Equipment producers / suppliers	1	2	X

ASK F5 IF ANSWERED YES TO OPTION 1 AT F4

- F5.** What are the most important reasons for considering the services of commercial training providers for training< text sub-largest occupational group from F1> employees?

DON'T READ OUT PRECODED ANSWERS

ALLOW DK AND NULL

Good quality/standard of training	1	
Cost-effective means of learning skills	2	
Courses offered at convenient times	3	
Convenient location	4	
Offer specialist training	5	
Content of training very suitable	6	
To get access to technology / equipment	7	
To gain specific knowledge and skills, eg product knowledge	8	
To improve standards	9	
To keep up with new technology	10	
To keep up with our competitors	11	
Health and safety reasons	12	
Lack of in-house knowledge and experience at our establishment	13	
Training leads to qualifications/certificates	14	
Other reasons [PLEASE SPECIFY]	15	

IF ANSWERED VERY OR QUITE LIKELY TO AT LEAST ONE OF 4,7,9, OR 10 AT F3, ASK F7

**F7. What are the most important reasons for considering the training services of FE colleges for training< text sub-largest occupational group from F1> employees?**

DON'T READ OUT PRECODED ANSWERS

Offer apprenticeship training	1	
Good quality/standard of training	2	
Cost-effective means of learning skills	3	
Courses offered at convenient times	4	
Convenient location	5	
Offer specialist training	6	
Content of training very suitable	7	
To get access to technology / equipment	8	
To gain specific knowledge and skills, eg product knowledge	9	
To improve standards	10	
To keep up with new technology	11	
To keep up with our competitors	12	
Health and safety reasons	13	
Lack of in-house knowledge and experience at our establishment	14	
Training leads to qualifications/certificates	15	
Other reasons [PLEASE SPECIFY]	16	

ASK F8 IF ANSWERED YES TO OPTION 4 AT F4

- F8. What are the most important reasons for considering the training services of universities or other higher educational institutions for training< text sub-largest occupational group from F1> employees?**

DON'T READ OUT PRECODED ANSWERS

Good quality/standard of training	1	
Cost-effective means of learning skills	2	
Courses offered at convenient times	3	
Convenient location	4	
Offer specialist training	5	
Content of training very suitable	6	
To get access to technology / equipment	7	
To gain specific knowledge and skills, eg product knowledge	8	
To improve standards	9	
To keep up with new technology	10	
To keep up with our competitors	11	
Health and safety reasons	12	
Lack of in-house knowledge and experience at our establishment	13	
Training leads to qualifications/certificates	14	
Other reasons [PLEASE SPECIFY]	15	

ASK F9 IF NOT VERY LIKELY OR NOT AT ALL LIKELY TO F4\_1 OR IF NOT VERY/QUITE LIKELY AT F3 (OPTIONS 4,7,9,10) - OTHERS GO TO INSTRUCTION ABOVE F10

- F9. What are the most important reasons for NOT considering the services of commercial training providers for training< text sub-largest occupational group from F1> employees?**

DON'T READ OUT PRECODED ANSWERS

No need / not applicable	1	
Cost/charge too expensive	2	
They don't provide required training	3	
We're too specialised	4	
Training provided in-house (including equipment suppliers, patent company, etc)	5	
Not enough time	6	
Nothing suitable available locally	7	
Bad experiences in the past	8	
Lack of interested or suitable candidates for training	9	
Not my decision / decided by Head Office	10	
Other reasons [PLEASE SPECIFY]	11	

ASK F10 IF NOT VERY LIKELY OR NOT AT ALL LIKELY TO F4\_3 OR IF NOT VERY/QUITE LIKELY AT F3 (OPTIONS 4,7,9,10) - OTHERS GO TO F11

- F10. What are the most important reasons for NOT considering the services of FE colleges for training< text sub-largest occupational group from F1> employees?**

DON'T READ OUT PRECODED ANSWERS

No need / not applicable	1	
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Cost/charge too expensive	2	
They don't provide required training	3	
We're too specialised	4	
Training provided in-house (including equipment suppliers, patent company, etc)	5	
Not enough time	6	
Nothing suitable available locally	7	
Bad experiences in the past	8	
Lack of interested or suitable candidates for training	9	
Not my decision / decided by Head Office	10	
Other reasons [PLEASE SPECIFY]	11	

ASK IF F1=1

- F11. Over the last 2-3 years, have you used any of the following kinds of external training provider to try and improve the skills or knowledge of < text sub-largest occupational group from F1> employees?**

READ OUT

	Yes	No	DK
1. Commercial organisations, for example, consultants or private training providers	1	2	X
2. Non-profit making organisations, for example, employer associations, voluntary organisations	1	2	X
3. FE (Further Education) colleges	1	2	X
4. Universities or other Higher Education institutions	1	2	X
5. Equipment producers /suppliers	1	2	X

ASK IF F1=1

- F12. Can you please tell me the names of the two most important external training suppliers that you have used in the last 2-3 years to try and improve the skills of (<text sub-largest occupational group from F1>>)employees?**

RECORD BOTH NAMES MENTIONED UNDER RELEVANT HEADINGS. ACCEPT SINGLE ANSWER IF ONLY ONE NAME GIVEN. ASK FOR NAMES AND TOWNS OF COLLEGES AND/OR TRAINING PROVIDERS

	Name of training provider	Town of training provider
1. Commercial organisations, for example, consultants or private training providers	1) 2)	
2. Non-profit making organisations, for example, employer associations, voluntary organisations, group training association	1) 2)	
3. FE (Further Education) colleges	1) 2)	

## **SECTION G: CONTACTS AND INVOLVEMENT WITH EXTERNAL ORGANISATIONS**

ASK ALL

- G1. In the last 12 months have you had any contacts with FE colleges for the following purposes?**  
READ OUT - CODE ALL MENTIONED

Recruitment	1	
Apprenticeship training	2	
Training tailor-made for your company or your employees	3	
Other training not specifically designed for your company or your employees	4	
Involvement in designing their courses or curriculum	5	
Advice on technical problem-solving	6	
Any other advice or consultancy	7	

ASK ALL

- G2. In the last 12 months have you had any contacts with commercial training providers for the following purposes?**  
READ OUT - CODE ALL MENTIONED

Recruitment	1	
Training tailor-made for your company or your employees	2	
Other training not specifically designed for your company or your employees	3	
Involvement in designing their courses or curriculum	4	
Advice on technical problem-solving	5	
Any other advice or consultancy	6	

IF ANSWER YES TO ANY OPTIONS AT G2

- G3. Were these commercial training providers:**  
READ OUT – MULTI CODE

Local	1
Operating across the wider region	2
Operating nationally	3
Don't know	X

ASK ALL

- G4. In the last 12 months have you had any contacts with universities for the following purposes?**  
READ OUT - CODE ALL MENTIONED

Recruitment	1	
Sandwich student placements	2	
Training tailor-made for your company or your employees	3	
Other training not specifically designed for your company or your employees	4	
Involvement in designing their courses or curriculum	5	
Advice on technical problem-solving	6	
Collaboration on new product development	7	

Collaboration on development of new production processes	8	
Collaboration on medium-term research and development	9	
Any other advice or consultancy	10	

ASK ALL

- G5. In the last 12 months have you had any contacts with <NAME OF SECTOR SKILLS COUNCIL> (your Sector Skills Council) for the following purposes?**

Insert SSC from list:

Region 1

Region 2

Region 3 and S5D\_1-2, 4-5

Region 3 and S5D\_3, 6-9

Region 4

Region 5

Summit Skills

Skills for Care and Development

Creative and Cultural Skills

Skillset

SEMTA

Skillsmart Retail

READ OUT – MULTI CODE

Direct funding for training	1	
Support to obtain funding for training	2	
General advice re training	3	
Involvement in designing training courses or curricula	4	
Other	5	

ASK ALL

- G6. In the last 12 months have you had any contacts with <NAME OF REGIONAL DEVELOPMENT AGENCY> (your Regional Development Agency) for the following purposes?**

Insert Regional Development Agency from Sample:

Region 1: **AWM**- Advantage West MidlandsRegion 2: **Scottish Enterprise**Region 3: **NWRDA**- North West RDARegion 4: **SWRDA** -South West RDARegion 5: **SEEDA**- South East England Development Agency

READ OUT – MULTI CODE

Direct funding for training	1	
Advice and support to obtain funding for training	2	
General advice re training	3	
Financial support for new product development	4	
Financial support for development of new production processes	5	
Financial support on medium-term research and development	6	
Advice and support to obtain funding for product development, R&D etc	7	
Any other advice or consultancy	8	

## **SECTION H: CONCLUDING QUESTIONS**

ASK ALL

- H1. Are there any other important skill upgrading needs in your establishment that we haven't touched on in this interview?**

PROBE FULLY - WRITE IN VERBATIM

- H2. Just one last question:  
Independent researchers working for the Skills for Business Network or government departments will be doing some more work in this area. Would you be happy for your name to be passed on to these researchers in order to discuss some of these issues further with you?**

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

IF YES

**Respondent's Name**

\_\_\_\_\_

**Respondent's Telephone Number**

\_\_\_\_\_

IF NO-

REASSURE THAT THEIR NAME WILL NOT BE PASSED ON

**THANK AND CLOSE**