

PRIVATE & CONFIDENTIAL

**Adult Upskilling
Follow-up Survey**

4744
 IFF v2 – 9th June 2009

Office Use only:

SERIAL				CARD
(101)			(104)	(105)

REF NO				
(106)				(110)

REGION		
(111)	(112)	(113)

SCREENING OUTCOMES

(TAKE FROM S1/S2/S3)

Hard Appointment	S1 = code 3 OR S2=2
Soft appointment	S1 = code 4
Refusal	S1 = code 5 OR S2=3
Refusal (Company Policy)	S1 = code 6
Refusal (Taken part in recent survey)	S1 = code 7
Nobody at site able to answer questions	S1 = code 8
Not available in deadline	S1 = code 9
Company too small / 1-4 employment	S1 = code 10 OR S6=1 OR S8=1
Don't Know exact number of employees	S6 = DK
Engaged	S1 = code 11
Fax line	S1 = code 12
No reply / Answering phone	S1 = code 13
Residential number	S1 = code 14
Dead line	S1 = code 15
Company closed	S1 = code 16
Out of size quota	From S6RAN/S8
Out of Sector Quota	From S5

[NOTE – If sector quota filled sample is removed immediately]

IF FROM SAMPLE 'hascon' =1

ASK TELEPHONIST

S1. **Good morning, afternoon, evening. My name is _____ calling from IFF Research. Could I please speak to <NAMED RESPONDENT>?**

Yes – speaking / transfer	1	Go TO S2
No – not available	2	MAKE APPOINTMENT TO CALL BACK
No – no longer works here	3	Go TO S1A
No – no-one known by that name	4	Go TO S1CHK

IF S1=4

S1CHK) **Can I just check, is this <COMPANY NAME FROM SAMPLE>?**

Yes	1	Go TO S1A
No	2	THANK AND CLOSE

IF S1=3 OR S1CHK=1 OR 'HASCON'=2

S1A. **Could I please speak to the most senior person here who has responsibility for human resource and personnel issues?**

READ OUT IF NECESSARY:

[ESTABLISHMENTS WITH 25 OR MORE EMPLOYEES:] **YOUR HUMAN RESOURCES OR PERSONNEL DIRECTOR / MANAGER**

[ESTABLISHMENTS WITH 5-24 EMPLOYEES:] **THE OWNER, MANAGING DIRECTOR OR GENERAL MANAGER**

Yes – take name of person and transfer	1	Go TO S2
No	2	THANK & CLOSE

ASK ALL

S2: Good morning / afternoon, my name is _____, calling from IFF Research, an independent market research company. About a year ago [TEXT SUB IF NAMED RESPONDENT S1=1: **you**] [TEXT SUB IF S1=3: **Your colleague, <NAMED RESPONDENT>,**] [TEXT SUB IF S1CHK=1 OR 'HASCON'=2: **someone from your organisation**] participated in a survey about skills, training and related issues.

Now we would like to follow up with a shorter survey to find out how businesses like yours are faring in the recession which has hit the UK economy since the time of the last survey. In particular, we want to ask about your training activity in the last 12 months and how you see it developing in the next year.

Your co-operation will ensure that the views expressed are representative of all employers in your industry.

ADD IF NECESSARY:

- This research is being carried out on behalf of the economic and Social Research Council (ESRC) with the aim of helping Sector Skills Councils and other support organisations for your industry to meet the skills and training needs of businesses like yours.
- **If you have any queries please call Peter Hall or Stephen Close at IFF Research on 020 7250 3035; or the Market Research Society free phone number 0500 396999.**
- **Please be reassured that all responses will be strictly confidential, and will not be attributed to any individual or company. Results will be reported on a completely anonymous basis.**
- **The interview will take around 15 minutes to complete depending on your responses.**

S3: Can I confirm you are the best person at this location to talk to about training and workforce development?

Respondent OK and willing to be interviewed	1	ASK A1
Respondent OK but call back later	2	MAKE APPOINTMENT
Respondent OK but refuses to be interviewed	3	CLOSE
Someone else at establishment NAME JOB TITLE.....	4	TRANSFER AND REINTRODUCE AT S2

SECTION A: RECENT TRENDS IN SALES AND EMPLOYMENT

ASK ALL

- A1. 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	
DO NOT READ OUT: Don't know	6	

ASK ALL

- A2. Over the next 12 months do you expect sales 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	
DO NOT READ OUT: Don't know	6	

ASK ALL

- A3. And approximately what percentage of your sales was exported in the last 12 months?**

INTERVIEWER NOTE: IF NO SALES THEN TAKE PERCENTAGE OF TURNOVER EXPORTED

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	

ASK ALL

- A4. How many people currently work at this establishment? Please include both full time and part time employees, working proprietors and yourself, but exclude any outside contractors.**

ADD IF NECESSARY: We are interested in all those on the payroll but not self-employed or outside contractors.

INTERVIEWER NOTE: PROBE FOR BEST ESTIMATE. NUMBER OF EMPLOYEES FROM PREVIOUS SURVEY WAS <INSERT NUMBER FROM PREVIOUS SURVEY>

WRITE IN NUMBER:	
Don't Know	X

ASK IF DON'T KNOW NUMBER OF EMPLOYEES (A4=DK)

- A4A: Would you say it is roughly..? READ OUT. SINGLE CODE.**

1-4	1
5-9	2
10 – 24	3
25 – 49	4
50 – 99	5
100 – 199	6
200 – 249	7
250-499	8
500-999	9
1000+	10
Don't know	X

ASK ALL

- A5. 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	ASK A6
Increased a little	2	ASK A6
Stayed the same	3	GO TOA10
Decreased a little	4	GO TO A7
Decreased a great deal	5	GO TO A7
DO NOT READ OUT: Don't know	6	

ASK IF INCREASED (A5/1,2)

A6. What are the main reasons for this increase in employment?

DO NOT READ OUT. MULTICODE

Increase in turnover, increased demand for products/services	1
Move into new business areas / new products	2
Company restructuring	3
Introduction of new working practices	4
Introduction of new technology	5
Replacing part-time staff who have left (eg, students)	6
Other (specify)	9
Don't know	X

ASK IF DECREASED (A5/4,5)

A7. What are the main reasons for this decrease in employment?

DO NOT READ OUT. MULTICODE

Decrease in turnover, reduced demand for products/services	1
Withdrawal from business areas	2
Natural wastage (people leaving and not being replaced)	3
Planned redundancies	4
Company restructuring	5
Introduction of new working practices	6
Introduction of new technology	7
Transfer of production or business activity to other locations owned by firm	8
More use of external subcontractors	9
More use of external subcontractors in other countries	10
Other (specify)	11
Don't know	X

ASK IF INCREASED (A5/1,2)

A8. What occupations have been most affected by this increase in employment?

INTERVIEWER INSTRUCTION; PROBE FOR FULL DETAILS. FOR EXAMPLE, IF 'SUPERVISOR' WHO ARE THEY SUPERVISING? IF 'MANAGER', WHAT SORT OF MANAGER? PROBE FULLY. RECORD VERBATIM

NOTE TO DP: ALLOW SPACE FOR 3 DIGIT SOC CODE

--

ASK IF DECREASED (A5/4,5)

A9. What occupations have been most affected by this decrease in employment?

INTERVIEWER INSTRUCTION; PROBE FOR FULL DETAILS. FOR EXAMPLE, IF 'SUPERVISOR' WHO ARE THEY SUPERVISING? IF 'MANAGER', WHAT SORT OF MANAGER? PROBE FULLY. RECORD VERBATIM

NOTE TO DP: ALLOW SPACE FOR 3 DIGIT SOC CODE

--

ASK ALL

A9A. Have you made any planned redundancies in the last 12 months?

Yes	1
No	2

IF YES AT A9A

A9B. Did you make use of the Response to Redundancy Programme which provides funding to support employees at risk of redundancy to prepare for the labour market?

Yes	1
No	2

ASK ALL

A10A. Have you employed any apprentice trainees in the last 2-3 years?

Yes	1
No	2

IF YES AT A10A

A10B. Have any of your apprentice trainees been made redundant in the last 12 months?

Yes	1
No	2

IF YES AT A10b

A10C. Did you make use of the apprentice brokering system to try and ensure that they completed their training?

Yes	1
No	2

A11. And over the next 12 months do you expect total employment at this establishment to...?

READ OUT. CODE ONE ONLY

Increase a great deal	1	ASK A12
Increase a little	2	
Stay the same	3	GO TO A14
Decrease a little	4	GO TO A13
Decrease a great deal	5	
DO NOT READ OUT: Don't know	6	GO TO A14

ASK IF EXPECT INCREASE (A11/1,2)

A12. What is the single most important reason for this expected increase in employment?

DO NOT READ OUT. CODE ALL THAT APPLY

Increase in turnover, increased demand for products/services	1
Move into new business areas / new products	2
Company restructuring	3
Introduction of new working practices	4
Introduction of new technology	5
Replacing part-time staff who have left (eg, students)	6
Other (specify)	9
Don't know	X

ASK IF EXPECT DECREASE (A11/4,5)

- A13. What is the single most important reason for this expected decrease in employment?**
DO NOT READ OUT. CODE ALL THAT APPLY

Decrease in turnover, reduced demand for products/services	1
Withdrawal from business areas	2
Company restructuring	3
Introduction of new working practices	4
Introduction of new technology	5
Transfer of production or business activity to other locations owned by firm	6
More use of external subcontractors	7
Other (specify)	8
Don't know	X

ASK IF CORE GROUP IN SAMPLE (NOT MANAGERS/ ALL EMPLOYEES)

- A14. When we last spoke to [TEXT SUB IF S1=1: you] [TEXT SUB IF S1=3: Your colleague, <NAMED RESPONDENT>], [TEXT SUB IF S1CHK=1 OR HASCON=2: someone from your organisation] identified <CORE GROUP FROM SAMPLE> as being a key group of employees at your establishment.**

REFER TO CORE GROUP IDENTIFIED IN PREVIOUS SURVEY

"CORE": DUMMY VARIABLE TO SHOW CORE GROUP STATUS FROM PREVIOUS SURVEY:

<CORE GROUP FROM SAMPLE>	1
MANAGERS	2
EMPLOYEES	3

ASK IF CORE/1,2

- A15. How many people are currently employed as <CORE>?**

INTERVIEWER NOTE: PROBE FOR BEST ESTIMATE.

WRITE IN NUMBER:	
Don't Know	X

A16. ASK IF DON'T KNOW NUMBER OF EMPLOYEES (A15=DK)
Would you say it is roughly..? READ OUT. SINGLE CODE.

1-4	1
5-9	2
10 – 24	3
25 – 49	4
50 – 99	5
100 – 199	6
200 – 249	7
250-499	8
500-999	9
1000+	10
Don't know	X

B: RECRUITMENT AND TRAINING

ASK ALL

- B1.** I'd now like to ask you some questions about recruitment and training. Have any <CORE> been recruited to your establishment in the last 12 months?

Yes	1	ASK B2
No	2	ASK B6

ASK IF B1/1

- B2.** How easy has it been to recruit those staff in that period?

READ OUT- CODE ONE ONLY

Very easy	1	ASK B4
Quite easy	2	
Quite difficult	3	ASK B3
Very difficult	4	
Don't know	X	ASK B4
Refused	Y	

ASK IF QUITE DIFFICULT OR VERY DIFFICULT AT B2 (B2/3,4):

- B3.** Thinking in terms of the applications you receive and the candidates themselves, 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 (SPECIFY)	11
Don't know	X

ASK IF YES AT B1 (B1/1)

- B4. Have your recruitment criteria for <CORE> changed in the last 12 months in terms of meeting the requirements of the role or the business as a whole? Have they become more demanding, less demanding or are they unchanged?**

READ OUT- CODE ONE ONLY

More demanding	1	ASK B5
Less demanding	2	ASK B6
Unchanged	3	
Don't know	X	
Refused	Y	

ASK B5 IF MORE DEMANDING AT B4 (CODED 1):

- B5. In what ways have your recruitment criteria become more demanding?**
DO NOT READ OUT. CODE ALL THAT APPLY

Require higher levels of formal qualifications	1
Require higher levels of technical knowledge and understanding	2
Require higher levels of communication and presentation skills	3
Require higher levels of commercial understanding and awareness	4
Require more practical work experience	5
Other (specify)	6
Don't know	X

NOTE FOR DP: PLEASE ASK B6A IMMEDIATELY AFTER EACH B5a_1-5=1 IN A LOOP
ASK ALL

- B5a. Have you provided the following type of training in the last 12 months?...**
READ OUT

		Yes	No	DK
1	Short courses of initial training for new employees	1	2	3
2	Apprenticeship training	1	2	3
3	Skills upgrading for existing employees in their current jobs	1	2	3
4	New skills development for existing employees to take on different jobs (or different tasks and responsibilities)	1	2	3
5	Paid course fees for adult employees to study for qualifications in their own time	1	2	3

IF B5a=1

- B5b. And how does this compare to the previous year in terms of the amount of this type of training that you provided? Did you do...?**
READ OUT.

More this year than last	1
The same this year as last	2
Less this year than last	3
None last year	4

DO NOT READ OUT: Don't know	5
-----------------------------	---

ASK IF MORE AT B5b_4 (B5b_4/1)

B5c Were any of these new skills needed to cover gaps left by redundancies?

Yes	1
No	2

ASK ALL

B6 At your establishment, do you have...?

READ OUT. MULTICODE.

A training plan that specifies in advance the level and type of training your employees will need in the coming year	1
A budget for training expenditure	2
Neither (SINGLE CODE ONLY)	3
Don't know	4
Refused	5

IF B6/2

B7. Over the past twelve months, has the training budget for this establishment...?

READ OUT. CODE ONE ONLY

Increased	1	ASK B8
Stayed the same as last year	2	ASK B22
Decreased	3	ASK B9
DO NOT READ OUT: Don't know	X	ASK B15

IF INCREASED AT B7 (B7/1)

B8 Has it increased by...?

READ OUT

Less than 10%	1
10 – 25%	2
26 – 49%	3
50 – 74%	4
75 – 99%	5
100% or more (more than doubled)	6
DO NOT READ OUT: Don't know	7

IF DECREASED AT B7 (B7/3)

B9 Has it decreased by...?

READ OUT

Less than 10%	1
10 – 25%	2
26 – 49%	3
50 – 74%	4
75 – 99%	5

100% or more (more than halved)	6
DO NOT READ OUT: Don't know	7

IF B6/NOT 2

- B10. Over the past twelve months, has spending on training at this establishment...?**
READ OUT. CODE ONE ONLY

Increased	1	ASK B11
Stayed the same as last year	2	ASK B22
Decreased	3	ASK B12

IF INCREASED AT B10 (B10/1)

- B11 Has it increased by...?**
READ OUT

Less than 10%	1
10 – 25%	2
26 – 49%	3
50 – 74%	4
75 – 99%	5
100% or more (more than doubled)	6
DO NOT READ OUT: Don't know	7

IF DECREASED AT B10 (B10/3)

- B12 Has it decreased by...?**
READ OUT

Less than 10%	1
10 – 25%	2
26 – 49%	3
50 – 74%	4
75 – 99%	5
100% or more (more than halved)	6
DO NOT READ OUT: Don't know	7

ASK IF TRAINING BUDGET OR SPENDING HAS INCREASED IN PREVIOUS 12 MONTHS (B7/1 OR B10/1)

- B15. What types of skills have been the focus of the increased spending on training in the last 12 months?**
DO NOT READ OUT. CODE ALL THAT APPLY.

General IT or computing user skills	1
IT or computing professional skills	2
Technical or practical skills	3
Communication skills	4
Presentation skills	5
Customer handling or sales skills	6
Problem solving skills	7
Leadership or supervisory skills	8

Team working skills	9
Self-planning skills	10
Ability to work in self-reliant manner (less supervision needed)	11
Foreign language skills	12
Numeracy skills	13
Literacy skills	14
Any other skills (WRITE IN)	15
(DO NOT READ OUT) None	V
(DO NOT READ OUT) Don't Know	X

- B16.** What are the main improvements in performance that you expect to see from this increase in spending on training in the last 12 months?
DO NOT READ OUT. CODE ALL THAT APPLY.

Improved efficiency / cut costs	1
Reduced product wastage or defects	2
Higher profitability	3
Increased market share	4
Improvements in delivery times	5
Development of new goods or services	6
Better quality goods or services	7
Better understanding of customer requirements	8
Reduced labour turnover	9
Employees more self-reliant (less supervision needed)	10
Reduced absence from work	11
Any other improvements (WRITE IN)	15
(DO NOT READ OUT) None	V
(DO NOT READ OUT) Don't Know	X

ASK IF TRAINING BUDGET OR SPENDING HAS DECREASED IN PREVIOUS 12 MONTHS (B7/3 OR B10/3)

- B17.** In which areas of skills has training been cutback the most in the last twelve months?
DO NOT READ OUT. CODE ALL THAT APPLY

General IT or computing user skills	1
IT or computing professional skills	2
Technical or practical skills	3
Communication skills	4
Presentation skills	5
Customer handling or sales skills	6
Problem solving skills	7
Leadership or supervisory skills	8
Team working skills	9
Self-planning skills	10
Ability to work in self-reliant manner (less supervision needed)	11
Foreign language skills	12

Numeracy skills	13
Literacy skills	14
Any other skills (WRITE IN)	15
(DO NOT READ OUT) None	V
(DO NOT READ OUT) Don't Know	X

- B18.** In which areas of skills would you have liked to have carried out training if spending on training had not been reduced in the last 12 months?
DO NOT READ OUT. CODE ALL THAT APPLY

General IT or computing user skills	1
IT or computing professional skills	2
Technical or practical skills	3
Communication skills	4
Presentation skills	5
Customer handling or sales skills	6
Problem solving skills	7
Leadership or supervisory skills	8
Team working skills	9
Self-planning skills	10
Ability to work in self-reliant manner (less supervision needed)	11
Foreign language skills	12
Numeracy skills	13
Literacy skills	14
Any other skills (WRITE IN)	15
(DO NOT READ OUT) None	V
(DO NOT READ OUT) Don't Know	X

- B19.** Have there been any negative effects on the performance of your organisation as a result of reduced spending on training in the last 12 months?
DO NOT READ OUT. CODE ALL THAT APPLY.

Reduced efficiency / rising costs	1
Greater product wastage or defects	2
Lower profitability	3
Reduced market share	4
Fewer on-time deliveries	5
Fewer new goods or services	6
Lower quality of goods or services	7
Poorer service to customers	8
Higher labour turnover	9
Employees less self-reliant (more supervision needed)	10
Increased absence from work	11
Any other negative effects (WRITE IN)	12
(DO NOT READ OUT) None	V

(DO NOT READ OUT) Don't Know	X
------------------------------	---

ASK ALL

B22. Is there a recognised trade union at your establishment?

Yes	1	ASK B22
No	2	ASK C1

ASK IF YES TO B22 (B22/1)

B23. Has this union or any union been involved in planning or delivery of training at your establishment in the last 12 months?

Yes	1	ASK B23
No	2	ASK C1

ASK IF YES TO B23 (B23/1)

B24. How much has union involvement in training changed in the last 12 months? Would you say there is... READ OUT, CODE ONE ONLY

The same level of involvement in training this year as last year	1
More involvement in training this year than last year	2
Less involvement in training this year than last year	3
DO NOT READ OUT: Don't know	4

SECTION C: RECENT TRAINING - CORE GROUP OF EMPLOYEES

IF=>10 EMPLOYEES IN PREVIOUS SURVEY (CORE/1,2)

I'd now like to ask more about training for <CORE> at your organisation.

IF <10 EMPLOYEES IN PREVIOUS SURVEY (CORE/3)

I'd now like to ask a bit more about training for people already employed here.

NOTE TO INTERVIEWERS: Refer to descriptions of on the job and off the job training provided on separate sheet.

NOTE FOR DP: PLEASE ASK C2 IMMEDIATELY AFTER EACH C1_1-4=1 IN A LOOP

C1. In the last 12 months have any <CORE>... READ OUT

		Yes	No	DK
1	Received on-the-job training in the last 12 months	1	2	3
2	Received off-the-job training in the last 12 months, whether on or off-site	1	2	3
3	Had their course fees paid by your company to study in their own time	1	2	3
4	Received other types of support from your company to study in their own time (e.g. study leave)	1	2	3

IF YES TO C1

C2. How many of the <IF CORE=1/2: 'A15' OR IF CORE=3: 'A4'/'A4A'><CORE> received this type of training?...

Deleted:

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

IF DON'T KNOW PROMPT WITH RANGES BELOW:

WRITE IN %	
WRITE IN NUMBER	
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
DK	X

IF HAD THEIR COURSE FEES PAID BY YOUR COMPANY TO STUDY IN THEIR OWN TIME (C1_3/1)

C3. Referring to the courses for which you paid fees for employees to study in their own time:

Did any of these courses involve attendance at a further education or technical college or university?

DO NOT READ OUT. IF YES – PROBE FOR WHETHER COLLEGE OR UNIVERSITY OR BOTH.

College	1
University	2
Both	3
Neither	4

IF RECEIVED OTHER TYPES OF SUPPORT FROM YOUR COMPANY TO STUDY IN THEIR OWN TIME (C1_4/1)

C4. Referring to the courses for which you provided other types of support for employees to study in their own time:

Did any of these courses involve attendance at a further education or technical college or university?

DO NOT READ OUT. IF YES – PROBE FOR WHETHER COLLEGE OR UNIVERSITY OR BOTH.

College	1
University	2
Both	3
Neither	4

ASK ALL

C4A. Are you aware of any employees who are studying or training in their own time without receiving financial support or other support from you?

Yes	1
No	2

IF C4A=1

C4B. Roughly how many employees are studying or training in their own time without receiving support from you?

WRITE IN NUMBER

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

C5. Has your establishment had any involvement with the Train to Gain programme in the last 12 months?

(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)

Yes	1
No	2

IF C5/1

C6. How many <CORE> have received training under the Train to Gain programme in the last 12 months?

WRITE IN NUMBER

IF YES TO C5 (C5/1) AND TOTAL EMPLOYMENT IN PREVIOUS SURVEY>9 (CORE/1,2)

- C7.** How many employees in other occupations, excluding <CORE>, have received training under the Train to Gain programme in the last 12 months?

WRITE IN NUMBER

IF YES TO C5 (C5/1)

- C8A.** How important were the following considerations in deciding to get involved with Train to Gain?

		Very important	Quite important	Not very important	Not at all important	Don't know
1	Opportunities for employees to improve basic skills (eg, literacy, numeracy)	1	2	3	4	5
2	Opportunities for employees to learn new skills equivalent to NVQ level 2	1	2	3	4	5
3	New opportunities for employees who already have NVQ level 2 to learn new skills	1	2	3	4	5
4	New opportunities for employees to learn new skills equivalent to NVQ level 3	1	2	3	4	5

IF YES TO C5 (C5/1) AND TOTAL EMPLOYMENT<250 (A4<250 OR A4A/1-7)

- C8B.**

		Very important	Quite important	Not very important	Not at all important	Don't know
5	Funding available for "bite-size" training, that is, short courses (for example, in business improvement techniques) [only available to small-medium size firms]	1	2	3	4	5

ASK IF INDICATED YES TO APPRENTICESHIP TRAINING (B5A_2=1) AND IN ENGLAND (REGION/ 1,3,4,5) NOT IF CORE=2

- C9.** How many <CORE> have received training under the Apprenticeship programme in the last 12 months?

ASK IF INDICATED YES TO APPRENTICESHIP TRAINING AT B5A (B5A_2=1) AND IN SCOTLAND [REGION = 2]

How many <CORE> have received training under the Modern Apprenticeship programme in the last 12 months?

WRITE IN NUMBER

ASK IF INDICATED YES TO APPRENTICESHIP TRAINING AT B5A (B5A_2=1) NOT IF CORE=3

- C10.** How many employees in other occupations, excluding <CORE>, have received training under the [TEXT SUB IF REGION ENGLAND: Apprenticeship] [TEXT SUB IF REGION SCOTLAND: Modern Apprenticeship] programme in the last 12 months?

WRITE IN NUMBER

IF IN SCOTLAND (region/2) NOT IF CORE=2

- C11.** Excluding Modern Apprenticeships, how many <CORE> have received training in the last 12 months to meet standards set by the Scottish Social Services Council?

WRITE IN NUMBER

IF IN SCOTLAND (region/2)

- C12. Excluding Modern Apprenticeships, how many <CORE> have received training using other government-funded programme in the last 12 months?**

INTERVIEWER NOTE: ONLY USE IF RESPONDENT REQUIRES CLARIFICATION

Examples of possible government-funded programmes include Individual Learning Accounts (ILAs) and Learn Direct Scotland for Business.

WRITE IN NUMBER

IF NON-ZERO AT C12 (C12>0)

- C13. What government-funded programme was involved?**

WRITE IN

IF IN SCOTLAND (region/2) AND TOTAL EMPLOYMENT IN PREVIOUS SURVEY>9 (CORE/1,2)

- C14. Excluding Modern Apprenticeships, how many employees in other occupations, excluding <CORE>, have received training under government-funded programmes in the last 12 months?**

WRITE IN NUMBER

IF NON-ZERO AT C14 (C14>0)

- C14A. What government-funded programme was involved?**

WRITE IN NUMBER

ASK ALL

- C15. In the last 12 months, have you used any of the following kinds of external training provider to try and improve the skills or knowledge of your <CORE>?**

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 TOTAL EMPLOYMENT IN PREVIOUS SURVEY>9 (CORE/1,2)

- C16. In the last 12 months, have you used any of the following kinds of external training provider to try and improve the skills or knowledge of employees in other occupations, excluding <CORE>?**

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 ALL

C17. In the last 12 months have you had any contact with <INSERT SSC> (your Sector Skills Council) for the following purposes?

Insert SSC from list:

Region 1	Summit Skills
Region 2	Skills for Care and Development
Region 3	Creative and Cultural Skills
Region 3	Skillset
Region 4	SEMTA
Region 5	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
Or something else	5

ASK ALL

C18. In the last 12 months have you had any contact with <INSERT RDA> (your Regional Development Agency) for the following purposes?

Insert Regional Development Agency from Sample:

Region 1:	AWM- Advantage West Midlands
Region 2:	Scottish Enterprise
Region 3:	NWRDA- North West RDA
Region 4:	SWRDA - South West RDA
Region 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 D: MARKETS, PRODUCT DEVELOPMENT AND BUSINESS STRATEGY

ASK ALL

- D1A:** To finish off, please could we ask a few questions about the products or services that are provided by this establishment and about any recent changes in business strategy. In the last 12 months have you pulled out of any geographical market areas which you previously operated in?

Yes	1	ASK D1B
No	2	ASK D1C

IF YES TO D1A

- D1B:** What market areas were involved?

WRITE IN

ASK ALL

- D1C:** Have you in fact moved into new geographical market areas which you didn't previously operate in?

Yes	1	ASK D1D
No	2	ASK D2

IF YES TO D1C

- D1D:** Which market areas are involved?

WRITE IN

ASK ALL

- D2A:** In the last 12 months have you stopped supplying any products or services which you used to offer?

Yes	1	ASK D2A
No	2	ASK D3

IF YES TO D2A

- D2B:** What products or services have you stopped supplying?

WRITE IN

ASK ALL

- D3:** Did your establishment introduce any new products or services in the last 12 months?

Yes	1	ASK D4
No	2	ASK D6 IF REGION/4 OR D7

IF YES AT D3 (D3/1)

- D4:** Were any of these new products or services new to your establishment?

Yes	1
No	2
Don't Know	3

IF YES AT D3 (D3/1)

- D5. 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 ONLY IF ELECTRONICS AND RELATED ENGINEERING (REGION/4)

- D6. Did your establishment introduce any new production processes in the last 12 months?

Yes	1	
No	2	

ASK ALL

- D7. Did your establishment introduce any new approaches to work organisation in the last 12 months?

Yes	1	
No	2	

ASK ALL

- D8. In the last 12 months has your firm made any significant changes in business strategy as a response to the recession?

Yes	1	ASK D8B
No	2	ASK D9

IF YES TO D8 (D8/1)

- D8B: What are examples of recent changes in business strategy?

WRITE IN

ASK ALL

- D9. Independent researchers working for the Economic and Social Research Council or government departments will be doing some more work in this area. Would you be happy for your contact details to be passed on to these researchers in order to discuss some of these issues further with you?

Yes	1	
No	2	

IF YES

Respondent's Name

Respondent's Telephone Number

IF NO-

REASSURE THAT THEIR NAME WILL NOT BE PASSED ON TO ECONOMIC AND SOCIAL RESEARCH COUNCIL

D10. And would you be happy for us at IFF research to call you back with any similar questions or for quality control purposes?

Yes	1	
No	2	

THANK AND CLOSE