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Draft Questionnaire
Employer Skills Survey 2013 – MAINSTAGE

J5191   Date 6/11/13

Telephone

S   Screener

SCREENING OUTCOMES

Hard appointment
Soft appointment
Refusal
Refusal (company policy)
Refusal (taken part in recent survey)
Nobody at site to answer questions
Not available in deadline
Residential number
Dead line
Company closed
Company too small
Out of quota
Unobtainable (no reply)

SAMPLE VARIABLES USED IN SURVEY:

Country (country)	**England**	**1**
	Northern Ireland	**2**
	Scotland	**3**
	Wales	**4**
SIC Description (sicdesc)	**Text field**	
Company name (company)	**Text field**	
Sector for quotas (sector)	**Agriculture**	**1**
	Mining & Quarrying	**2**
	Manufacturing	**3**
	Electricity, Gas and Water	**4**
	Construction	**5**
	Wholesale and Retail	**6**
	Hotels and Restaurants	**7**
	Trade, Accommodation and Transport	**8**
	Financial Services	**9**
	Business Services	**10**
	Public Admin	**11**
	Education	**12**
	Health and Social Work	**13**
	Community, Social and Personal services	**14**

Region for quotas (region)	East of England	1
	East Midlands	2
	London	3
	North East	4
	North West	5
	South East	6
	South West	7
	West Midlands	8
	Yorkshire and Humber	9
	Northern Ireland	10
	Scotland	11
	Wales	12

ASK TELEPHONIST

S1 **Good morning / afternoon. Can I just check, is this** [COMPANY NAME FROM SAMPLE]**?**

Yes – correct	1	CONTINUE
No – company name wrong	2	TAKE CORRECT COMPANY NAME AND CONTINUE
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	CLOSE
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
Residential Number	8	
Company closed	9	

IF S1=1 OR 2

S2   **My name is** NAME**, calling from** [COMPANY NAME]**, an independent market research company. We're conducting a government survey about recruitment, human resources and workplace skills. Can I speak to the most senior person at this establishment with responsibility for these sorts of issues?**

INTERVIEWER NOTE: IF RESPONDENT ATTEMPTS TO TRANSFER TO SOMEONE AT ANOTHER SITE: **We need to speak to someone at this site rather than someone at another branch or office of your organisation. Could I speak to the person at this site who would have the best overview of the skills that your establishment needs its workers to have?**

Person on phone is correct respondent	1	CONTINUE
Referred to someone else at establishment NAME_____ JOB TITLE_____	2	TRANSFER AND ASK S3
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	THANK AND CLOSE
Refusal – company policy	6	
Refusal – taken part in recent survey	7	
No one at site to answer questions	10	
Not available in deadline (July 2013)	8	
WANTS REASSURANCES	9	SHOW REASSURANCES

ASK ALL

S3   IF TRANSFERRED AT S2: **Good morning/afternoon, my name is** NAME **and I am calling from** [COMPANY NAME]**, an independent research organisation.**

ALL: **We are conducting a survey on behalf of the UK Commission for Employment and Skills and** [ENGLAND: **the Department for Business, Innovation and Skills (BIS)** WALES: **the Welsh Government** SCOTLAND: **the Scottish Government** NI: **the Department for Employment and Learning in Northern Ireland (DELNI)**].

The survey aims to help Government and other organisations to help employers like you, by better understanding your needs in terms of skills, training and employment. Your co-operation will ensure that the views expressed are representative of all employers in your industry.

The interview will take on average 20 minutes depending on the answers given. Would it be convenient to conduct the interview now?

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

REASSURANCES TO USE IF NECESSARY
The interview will take around 20 minutes to complete.
Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.
If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can visit the UKCES website or call:
- **MRS: Market Research Society on 0500 39 69 99**
- [COMPANY CONTACTS **IFF: Jolyon Fairburn-Beech or Mark Tweddle on 0207 250 3035**]
- **UKCES: Simon Fathers on 01709 774800**

ASK ALL BASED IN WALES (COUNTRY=4)

S4)   **Would you prefer the interview to be carried out in Welsh or English?**

Welsh	1	AGREE CONVENIENT TIME FOR WELSH CALL BACK
English	2	CONTINUE

DUMMOD:

DUMMY QUESTION TO SET MODULE

MODULE 1 (50% OF SAMPLE ASSIGNED RANDOMLY)	1
MODULE 2 (50% OF SAMPLE ASSIGNED RANDOMLY)	2

A Firmographics

ASK ALL

A1 **First, some questions about your organisation and the site at which you work.**

How many people work at this establishment? Please include yourself, all others on your payroll and any working proprietors or owners, but exclude the self-employed and outside contractor or agency staff.
INTERVIEWER NOTE: NON-EMPLOYEE TRAINERS AND EMPLOYEES UNDER 16 SHOULD BE EXCLUDED.
PROBE FOR BEST ESTIMATE AND RECORD NUMBER
CLOSE IF DON'T KNOW / REFUSED

A1DUM) CATI TO CODE RANGE AUTOMATICALLY AND CHECK QUOTA

1	1	GO TO A1X
2-4	2	
5-9	3	
10-24	4	
25-49	5	GO TO A3
50-99	6	
100-249	7	
250 or more	8	

IF A1DUM=1

A1X **Can I just check, are you including yourself in that answer?**

Yes	1	THANK AND CLOSE
No	2	RESET A1DUM TO CODE 2 AND RESET A1 TO '2'

IF A1X=2 READ OUT: **For the purpose of this interview we will be classifying your organisation as having two employees.**

ASK MODULE 2 (DUMMOD=2)

A1A **Compared to 12 months ago, has the number of people employed at this establishment… ?**
READ OUT AND CODE ONE ONLY.

Remained about the same,	1
Increased	2
Decreased	3
DO NOT READ OUT: Was not in business 12 months ago	4
DO NOT READ OUT: Don't know	X

ASK ALL

A3 **Is this establishment..?** READ OUT. SINGLE CODE.

The only establishment in the organisation, or	1	GO TO A6
One of a number of establishments within a larger organisation	2	ASK A4NEW

A4   THERE IS NO A4

ASK IF MULTI-SITE ORGANISATION (A3=2)

A4NEW **Is this site the Head Office of the organisation?**

Yes – Head Office	1
No	2
Don't know	3

ASK IF MULTISITE BUT NOT HEAD OFFICE (A3=2 AND A4NEW=2 or 3)

A4A **Are the headquarters of your organisation based in the UK or outside of the UK?**
PROMPT AS NECESSARY. CODE ONE ONLY.

Within the UK	1
Outside the UK	2
DO NOT READ OUT: **Don't know**	X

ASK IF MULTI-SITE ORGANISATION (A3=2)

A5 **And how many people work in your organisation across the UK as a whole?**
ADD IF NECESSARY: **By that I mean both full-time and part-time employees on your payroll, as well as any working proprietors or owners.**
PROBE FOR BEST ESTIMATE AND RECORD NUMBER – ONLY ALLOW NUMBERS LARGER THAN GIVEN AT ESTABLISHMENT SIZE QUESTION (A1) UNLESS A4A=2 IN WHICH CASE ALLOW A5>=A1.

IF DK, PROMPT WITH RANGES (DO NOT ALLOW RANGES SMALLER THAN THE RANGE GIVEN AT A1DUM)
(IF ANSWER GIVEN, CATI CODE RANGES AUTOMATICALLY)

A5RAN

Under 10 (micro)	1
10-49 (small)	2
50-249 (medium)	3
250-999 (large)	4
1,000+ (very large)	5
Don't know	X

IF MULTI-SITE ORGANISATION (A3=2):
From now on, when I use the word 'establishment', I mean the site at which you work.

ASK ALL
A6   **I have** [SIC DESCRIPTION ON SAMPLE] **as a general classification for your establishment. Does this sound about right?**

Yes	1
No	2

IF NO (A6=2):
A7   **How would you describe the main business activity of this establishment?**
PROBE FULLY:
    What would you type into a search engine to find an organisation like yours online?
    What is the main product or service of this establishment?
    What exactly is made or done at this establishment?
    Who does it sell its product/services to?

WRITE IN. TO BE CODED TO 4-DIGIT SIC07.

ASK ALL
A8   **Would you classify your organisation as one ...?** READ OUT. CODE ONE ONLY

MAINLY seeking to make a profit	1
A charity or voluntary sector organisation or a social enterprise	2
A local-government financed body ADD IF NECESSARY: such as a service provided or funded by the council such as leisure centres, social care, waste or environmental health services	3
A central government financed body ADD IF NECESSARY: such as the Civil Service, any part of the NHS, a college or university, the Armed Services, an Executive Agency or other non-departmental public bodies	4
DO NOT READ OUT: None of the above, other (SPECIFY)	5

A9   THERE IS NO A9

ASK MODULE 1
A10   IF PRIVATE SECTOR (A8=1): **Are your products or services primarily sold…?**
IF PUBLIC/THIRD SECTOR (A8=2-5): **Does your establishment primarily serve the population…?**
READ OUT. CODE ONE ONLY.

Locally – within an individual town or local area	1
Regionally – within a specific area of [England/Scotland/Wales/Northern Ireland]	2
Nationally – within [England/Scotland/Wales/Northern Ireland]	3
Within the UK	4
Internationally – outside the UK	5

DO NOT READ OUT: Don't know	X
DO NOT READ OUT: Not applicable	Y

B   THERE IS NO SECTION B

C Recruitment & Recruitment Difficulties

ASK ALL

C1A Have you recruited anyone in the past two to three years? IF NECESSARY: **whether or not they are still working for you**

Yes	1
No	2
Don't know	X

ASK ALL WHO HAVE RECRUITED (C1A=1)

C1 And in the last 2-3 years, has this site taken on anyone to their first job on leaving school, college or university?

Yes	1
No	2
Don't know	X

IF RECRUITED EDUCATION-LEAVERS AND ENGLAND, NI OR WALES (C1=1 AND COUNTRY=1, 2 OR 4)

C2 Have any of these been…

	Yes	No	Don't know
i) **16 year olds recruited to their first job on leaving school** [IF NECESSARY ADD: **Who have undertaken compulsory education but no more**]	1	2	3
ii) **17 or 18 year olds recruited to their first job from school**	1	2	3
iii) **17 or 18 year olds recruited to their first job from FE College**	1	2	3
iv) **Recruited to their first job from University or another Higher Education institution, regardless of their age**	1	2	3

IF RECRUITED DIRECTLY FROM EDUCATION ESTABLISHMENTS LISTED AT C2 (C2(ANY)=1)

C3   Thinking of those recruited in the last 2-3 years, how well prepared for work have the…

- (C2i=1) **16 year old school leavers been?**

- (C2ii=1) **17-18 year olds you recruited to their first job from school been?**

- (C2iii=1) **17-18 year olds you recruited to their first job from FE Colleges been?**

- (C2iv=1) **university or higher education leavers been?**

READ OUT FOR EACH	
Very well prepared	1
Well prepared	2
Poorly prepared	3
Or very poorly prepared	4
DO NOT READ OUT: Don't know	X
DO NOT READ OUT: Varies too much to say	X

ASK IF POORLY OR VERY POORLY PREPARED FOR EACH ITERATION OF C3 (C3=3-4).

C3A   In what ways have they been poorly prepared?

DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

Lack required skills or competencies (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	1
Literacy/numeracy skills	2
Poor education	3
Lack of common sense	4
Poor attitude / personality or lack of motivation (e.g. poor work ethic, punctuality, appearance, manners)	5
Lack of working world / life experience or maturity (including general knowledge)	6
Other (WRITE IN)	7
Don't know (ALLOW SINGLE CODE ONLY)	X

IF RECRUITED EDUCATION-LEAVERS AND SCOTLAND (C1=1 AND COUNTRY=3)
ASK C3B TO C4A IN A LOOP

C3B   Have any of these been recruited to their first job from…

	Yes	No	Don't know
i) **A Scottish secondary school**	1	2	3
ii) **A Scottish FE College**	1	2	3
iii) **A Scottish University**	1	2	3

IF RECRUITED DIRECTLY FROM EDUCATION ESTABLISHMENTS LISTED AT C3B (C3B(ANY)=1)

C3D **Thinking of those recruited in the last 2-3 years to their first job on leaving**

- (C3Bi=1) **a Scottish secondary school,**

- (C3Bii=1) **a Scottish FE college,**

- (C3Biii=1) **a Scottish University,**

...in relation to their preparedness for work would you say that they were…?

READ OUT FOR EACH	
Very well prepared	1
Well prepared	2
Poorly prepared	3
Or very poorly prepared	4
DO NOT READ OUT: Don't know	X
DO NOT READ OUT: Varies too much to say	5

ASK IF POORLY OR VERY POORLY PREPARED FOR EACH ITERATION OF C3D (C3D=3-4).

C4A **In what ways have they been poorly prepared?**

DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

Lack required skills or competencies (e.g. technical or job specific skills, IT skills, problem solving skills, team working skills)	1
Literacy/numeracy skills	2
Poor education	3
Lack of common sense	4
Poor attitude / personality or lack of motivation (e.g. poor work ethic, punctuality, appearance, manners)	5
Lack of working world / life experience or maturity (including general knowledge)	6
Other (WRITE IN)	7
Don't know (ALLOW SINGLE CODE ONLY)	X

C5   THERE IS NO QUESTION C5

IF RECRUITED ANY EDUCATION LEAVERS C1=1 & MODULE 2

C5A **Have you recruited anyone else in the past two to three years under the age of 25 who were not recruited to their first job on leaving school, college or university?**

Yes	1
No	2
Don't know	X

IF NOT RECRUITED EDUCATION LEAVERS BUT HAVE RECRUITED IN LAST 2-3 YEARS (C1A=1) & MODULE 2

C5B **And was anyone you recruited in the last two to three years under the age of 25?**

Yes	1
No	2
Don't know	X

IF RECRUITED EDUCATION UNIVERSITY / HE LEAVERS (C2iv=1) & MODULE 2

C2X **Can I just check, were any of the University or other Higher Education leavers you recruited in the last two to three years under the age of 25 when recruited?**

Yes	1
No	2
Don't know	X

IF RECRUITED ANY SCOTTISH COLLEGE OR UNIVERSITY LEAVERS (C3B ii OR iii =1) & MODULE 2

C3BX **Can I just check, were any of the Scottish FE College or Scottish University leavers you recruited in the last two to three years under the age of 25?**

Yes	1
No	2
Don't know	X

> **DUMMY VARIABLE- EDUCATION LEAVERS / YOUNG PEOPLE (MULTICODE)**
>
> **RECRUITED EDUCATION LEAVERS**- (C1=1)
> **NOT RECRUITED EDUCATION LEAVERS**- (C1=2 OR C1A=2)
> **RECRUITED YOUNG PEOPLE**- (C5A=1 OR C5B=1 OR C2i / ii / iii=1 OR C2X=1)
> OR IF SCOTLAND- (C3Bi=1 or C3BX=1 or C5a1 or C5B=1)
> **NOT RECRUITED YOUNG PEOPLE**-
> (C5A=2 AND C2i/ii/iii/iv ALL=2) OR (C5B=2) OR (C2X=2 AND C2i,ii,iii ALL=2 AND C5A=2)
> OR IF SCOTLAND- (C3Bi/ii/iii ALL=2 AND C5A=2) OR (C5A=2 AND C3Bi=2 AND C3Bx=2)
> OR (C5B=2) OR (C1A=2)

IF NOT RECRUITED YOUNG PEOPLE & MODULE 2 AND C1A is not 2/3
C5CNEW **We want to understand why young people sometimes find it difficult to find employment. You've said that you have not recruited anyone under the age of 25 but can I just check, did any young people apply for jobs in your establishment in the last 2-3 years?**

Yes	1
No	2
Don't know	X

IF ANY YOUNG PEOPLE HAVE APPLIED (C5CNEW=1)
C5CA **Were they unsuccessful in getting the job because they did not meet the requirements you had in mind for the role, or was it simply that there were other applicants who were better?**
CODE ALL THAT APPLY

They did not meet the requirements	1
Other applicants were just better	2
DO NOT READ OUT: Other [SPECIFY]	3
DO NOT READ OUT: Don't Know (ALLOW SINGLE CODE ONLY)	X

IF THEY DID NOT MEET REQUIREMENTS (C5CA=1)
C5D **What was it that the young candidates were lacking? Was it…?**
READ OUT; CODE ALL THAT APPLY

The skills you look for	1
The qualifications you look for	2
The work experience that you require	3
The attitudes, motivation and/or personality you look for	4
The quality of the application (including the CV, cover letter, application form and/or interview)	5
Or was there some other reason? [SPECIFY]	6
DO NOT READ OUT: No particular reason (ALLOW SINGLE CODE ONLY)	7
DO NOT READ OUT: Don't Know (ALLOW SINGLE CODE ONLY)	X

ASK ALL

C6   How many vacancies, if any, do you CURRENTLY have at this establishment?

PROBE FOR BEST ESTIMATE

WRITE IN NUMBER _____
ALLOW DON'T KNOW

IF C6 > 100 ASK:

C6chk   **I've recorded that as** <insert number from C6>, **is this correct?**

Yes	1	CONTINUE
No	2	RE-ASK C6

ASK ALL WITH ANY VACANCIES AT C6. (OTHERS GO TO D1.)

C7   In which specific occupations do you currently have [C6>1: **vacancies** C6=1 **a vacancy**] **at this establishment?**

PROMPT FOR FULL DETAILS (E.G. IF 'MANAGER' PROBE: WHAT TYPE OF MANAGER?)
RECORD DETAILS FOR UP TO 6 OCCUPATIONS.
CODE TO SOC2010 4 DIGITS

DUMVAC CATI DUMMY VARIABLE – LIST OF UP TO 6 OCCUPATIONS WITH VACANCIES

IF >1 OCCUPATION WITH VACANCIES AT C7, ASK C8. OTHERS GO TO C9.

C8   How many vacancies do you have for <EACH OCCUPATION AT C7>?

PROBE FOR BEST ESTIMATE

INTERVIEWER: [ANSWER FROM C6 MINUS TOTAL AT C8 SO FAR] VACANCIES REMAINING

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

C7	C8 – number
Occupation 1 -	(1-9999)
Occupation 2 -	(1-9999)
Occupation 3 -	(1-9999)
Occupation 4 -	(1-9999)
Occupation 5 -	(1-9999)
Occupation 6 -	(1-9999)

CATI CHECK: TOTAL OF ALL VACANCIES AT C8 MUST SUM TO C6 (UNLESS GIVE 6 OCCUPATIONS IN WHICH CASE TOTAL CANNOT BE GREATER THAN C6).

IF FAIL CATI CHECK: PROMPT RESPONDENT WITH … **This sums to** <INSERT C8 SUM> **but you just told me that you had <INSERT C6> vacancies in total…**
THEN RE-ASK C6, C7 AND 8

ASK ALL WITH VACANCIES AT C6 (C6>0)

C9 [IF C6>1: **Are any of your vacancies** IF C6=1: **Is this vacancy**] **proving hard to fill?**

Yes	1	ASK C10
No	2	GO TO D1
Don't know	3	GO TO D1

ASK IF HAVE MORE THAN ONE VACANCY AND HAVE HARD TO FILL VACANCIES (C9=1 AND C6>1); IF ONLY HAVE ONE VACANCY AND HAVE HARD TO FILL VACANCY CATI AUTOMATICALLY CODE C10=OCCUPATION FROM C7.

C10 **How many of your vacancies for** <TEXT SUBSTITUTION: OCCUPATION AT C7> **are proving hard-to-fill?**

CATI – SHOW ON SCREEN NUMBER OF VACANCIES FOR EACH OCCUPATION AT C7. ANSWER GIVEN MUST BE BETWEEN 0 AND C8 RESPONSE

	C10 Number of hard-to-fill vacancies
Occupation 1 -	(0 – RESPONSE AT C8_1)
Occupation 2 -	(0 – RESPONSE AT C8_2)
Occupation 3 -	(0 – RESPONSE AT C8_3)
Occupation 4 -	(0 – RESPONSE AT C8_4)
Occupation 5 -	(0 – RESPONSE AT C8_5)
Occupation 6 -	(0 – RESPONSE AT C8_6)

CATI CHECK: NUMBER OF HARD TO FILL VACANCIES MUST SUM TO > 0 AT C10.

IF FAIL CATI CHECK: PROMPT RESPONDENT WITH: **You told me earlier that you had vacancies that were hard-to-fill but I have not recorded any of them here…**
THEN RE-ASK C9

C10DUM CATI DUMMY VARIABLE – LIST OF UP TO 6 OCCUPATIONS WITH HARD-TO-FILL VACANCIES

ASK C11A – C13 IN SEQUENCE FOR UP TO 6 OCCUPATIONS > 0 AT C10 (I.E. OCCUPATIONS WITH HARD-TO-FILL VACANCIES)
NB IF C6=1 AND C9=YES, ASK ABOUT OCCUPATION FROM C7

C11A **What are the main causes of having a hard to fill vacancy for** [TEXT SUBSTITUTION: OCCUPATION WITH HARD TO FILL VACANCY AT C10]**?**
DO NOT READ OUT. CODE ALL THAT APPLY

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

ASK C11B FOR EACH OCCUPATION WHERE VACANCIES ARE HARD-TO-FILL BUT WHERE ONE OF CODE 4 OR 7 OR 8 AT C11A <u>NOT</u> MENTIONED (IF ALL HARD-TO-FILL OCCUPATIONS CODED 4, 7 OR 8 AT C11a, GO TO C13)

C11B **Can I just check, are you finding** [IF (SUM OF C10)=1: **this vacancy** IF SUM OF C10>1: **any of these vacancies**] **for** <OCCUPATION FROM C10> **hard to fill because…**
READ OUT; CODE ONE ONLY

	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
Applicants have not been of sufficient quality	1	1	1	1	1	1
Because there have been few or no applicants	2	2	2	2	2	2
Or for both of these reasons	3	3	3	3	3	3
DO NOT READ OUT: Neither of these reasons	4	4	4	4	4	4
DO NOT READ OUT: Don't know	5	5	5	5	5	5

ASK FOR ALL HARD-TO-FILL VACANCIES CAUSED BY LACK OF QUALITY (C11B=1 OR 3)

C12 **You said that you have had problems with the quality of the candidates for** [OCCUPATION]**. Would you say that they have been lacking…**

READ OUT. CODE ALL THAT APPLY.

	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
The skills you look for	1	1	1	1	1	1
The qualifications you look for	2	2	2	2	2	2
The work experience that you require	3	3	3	3	3	3
Or do applicants tend to have poor attitudes, motivation and/or personality	4	4	4	4	4	4
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X	X	X	X	X	X

ASK FOR EACH OCCUPATION WITH HARD-TO-FILL VACANCIES CAUSED BY LACK OF SKILLS (C12=1, 2 OR 3 OR C11A=4, 7 OR 8)

C13 **Have you found any of the following skills difficult to obtain from applicants for** <TEXT SUBSTITUTION: OCCUPATION WITH SKILLS SHORTAGE VACANCY>**?**

READ OUT. CODE ALL THAT APPLY

DP – ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH BASIC IT USER SKILLS FIRST, FOLLOWED BY ADVANCED IT SKILLS. TECHNICAL & PRACTICAL SKILLS, JOB SPECIFIC SKILLS, ANY OTHER SKILLS, NONE & DON'T KNOW MUST ALWAYS APPEAR LAST).

	Occupations with hard to fill vacancies					
	Occ 1	Occ 2	Occ 3	Occ 4	Occ 5	Occ 6
Basic computer literacy / using IT	1	1	1	1	1	1
Advanced IT or software skills	2	2	2	2	2	2
Oral communication skills	3	3	3	3	3	3
Written communication skills	4	4	4	4	4	4
Customer handling skills	5	5	5	5	5	5
Team working skills	6	6	6	6	6	6
WALES: **Written Welsh language skills**	7	7	7	7	7	7
WALES: **Oral Welsh language skills**	8	8	8	8	8	8
Foreign language skills	9	9	9	9	9	9
Problem solving skills	10	10	10	10	10	10
Planning and Organisation skills	11	11	11	11	11	11
Strategic Management skills	12	12	12	12	12	12
Numeracy skills	13	13	13	13	13	13
Literacy skills	14	14	14	14	14	14
Technical, practical or job specific skills	16	16	16	16	16	16
Any other skills (WRITE IN)	18	18	18	18	18	18
DO NOT READ OUT: No particular skills difficulties (ALLOW SINGLE CODE ONLY)	19	19	19	19	19	19
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X	X	X	X	X	X

ASK ALL WITH HARD-TO-FILL VACANCIES (C9=1)

C14 **Are hard-to-fill vacancies causing this establishment to…** READ OUT. CODE ALL THAT APPLY

DP – RANDOMISE ORDER APART FROM "OTHER"/"NONE"/DON'T KNOW.

Lose business or orders to competitors	1
Delay developing new products or services	2
Have difficulties meeting quality standards	3
Experience increased operating costs	4
Have difficulties introducing new working practices	5
Increase workload for other staff	6
Outsource work	7
Withdraw from offering certain products or services altogether	8
Have difficulties meeting customer services objectives	9
Have difficulties introducing technological change	10
DO NOT READ OUT: None (ALLOW SINGLE CODE ONLY)	11
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK ALL WITH HARD-TO-FILL VACANCIES (C9=1)

C15 **What, if anything, is this establishment doing to overcome the difficulties that you are having finding candidates to fill these hard-to-fill vacancies?** DO NOT READ OUT. PROBE FULLY. CODE ALL THAT APPLY.

INTERVIEWER NOTE: If the respondent mentions advertising or recruitment please probe to fully understand whether they are using a new method of recruitment (code 6), spending more money on recruitment (code 4), or both.

Increasing salaries	1
Increasing the training given to your existing workforce	2
Redefining existing jobs	3
Increasing advertising / recruitment spend	4
Increasing / expanding trainee programmes	5
Using NEW recruitment methods or channels	6
Recruiting workers who are non-UK nationals	7
Bringing in contractors to do the work, or contracting it out	8
Being prepared to offer training to less well qualified recruits	9
Other (WRITE IN)	10
Nothing (ALLOW SINGLE CODE ONLY)	11
Don't know (ALLOW SINGLE CODE ONLY)	X

D   Demand for Skills / Skills Gaps

I'd now like to turn to the skills within your existing workforce.

ASK ALL

D1   **Thinking now about your** <INSERT NUMBER OF STAFF FROM A1> **current staff, roughly how many of them are qualified to** [EN/NI/WL: **Level 4 /** SC: **SCQF Level 7**] **or above - by Level** [EN/NI/WL **4 /** SC: **7**] **I mean a degree level qualification or higher, or** [EN/NI/WL: **an HND, HNC or Foundation degree /** SC: **HNCs, Advanced Highers or SVQ level 3**]**?**

ENTER NUMBER _____ ALLOW 0 TO A1

Don't know X

IF DON'T KNOW (D1=DK)

D1RAN **Can you give an estimate from the following bands?** READ OUT

Fewer than 20%	1
20 to 49%	2
50 to 80%	3
More than 80%	4
DO NOT READ OUT: Don't know	X

D2   THERE IS NO QUESTION D2

D3   THERE IS NO QUESTION D3

D4   THERE IS NO D4

D5   **For this next section we are going to categorise the** [A1] **staff you have at this establishment into a number of different job roles. Please note that staff should be classified according to their PRIMARY role - that is the one that takes up the greatest proportion of their time - and that each member of staff should only be allocated to one job role.**

Firstly, how many of your staff are employed as managers, directors or senior officials?

ADD AS NECESSARY: **This categorisation covers occupations where main tasks consist of direction and co-ordination of organisations and businesses. This can include the management of internal departments / sections.**

ADD AS NECESSARY: **Staff should be categorised according to their primary role, i.e. the one that takes up the greatest proportion of their time.**

(Note: this excludes supervisors)
(Note: if police force this covers inspectors and above)

WRITE IN NUMBER _____ [RESPONSE MUST NOT EXCEED A1]

CATI CHECK AFTER D5: IF NUMBER OF STAFF EMPLOYED AT A1 IS GREATER THAN 50 AND RESPONDENTS SAYS NO MANAGERS EMPLOYED AT D5

D5chka Can I just check, I've recorded that there are no managers employed at this site – is this correct?

Yes	1	CONTINUE
No	2	GO BACK TO D5 AND RECODE (INTERVIEWER NOTE: TO CHANGE NUMBER OF STAFF USE '<A1')

ASK IF A1 > D5, OTHERS GO TO D9

D6 And how many – if any – of your <INSERT NUMBER: A1–D5> **staff are employed in administrative or secretarial occupations?**

NOTE: STAFF SHOULD BE CATEGORISED ACCORDING TO THEIR PRIMARY ROLE, I.E. THE ONE THAT TAKES UP THE GREATEST PROPORTION OF THEIR TIME

[IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: **including secretaries, receptionists & PAs, telephonists, book-keepers, credit controllers/wage clerks, assistants/clerks**]
[IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: **including secretaries, receptionists & PAs, telephonists and communication operators, market research interviewers, book-keepers, credit controllers/wage clerks, pension and insurance clerks, office assistants**, **database assistants**]
[IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: **including secretaries, receptionists & PAs, local government officers and assistants, civil service executive officers, book-keepers, credit controllers/wage clerks, office assistants, library and database assistants**]

ADD IF NECESSARY: **Administrative and secretarial occupations undertake general admin, clerical, secretarial work and perform a variety of specialist client orientated clerical duties. Generally speaking, all those with 'clerk', 'secretary' in the job title will fall into this group, including financial clerks and book-keepers.**

WRITE IN NUMBER _____ [RESPONSE MUST NOT EXCEED A1 – D5]

ASK IF A1 > D5+D6,

D7 You've told me that a total of [D5+D6] **of your remaining** [A1] **staff are employed as managers or in administrative roles. I'd now like you to tell me what roles the remaining** [A1-(D5+D6)] **staff fill. I'm going to read you seven different occupational roles, and I'd like you to tell me if any of your remaining** [A1-(D5+D6)] **staff are employed in each. If staff carry out more than one role, please only include them in their main function.**

First, do you employ any staff at this establishment as <…OCCUPATION…>**?**

CATI CHECK: NUMBER OF CATEGORIES TO BE NO GREATER THAN NUMBER OF STAFF EMPLOYED NOT IN MANAGEMENT / ADMINISTRATIVE ROLES (i.e. A1 – (D5 + D6))

FOR EACH OCCUPATION EMPLOYED (YES AT D7)

D8 **How many of your staff at this establishment are employed as …?** READ OUT. DP SHOW FULL DESCRIPTIONS OF EACH OCCUPATION ON SCREEN.

	D7		D8
	Yes	No	
Elementary occupations ADD IF NECESSARY **Elementary occupations involve mostly routine tasks usually involving use of simple hand held tools and in some cases physical effort. Most do not require formal educational qualifications.** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: **including labourers, packers, goods handling and storage staff, security guards, cleaners**] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: **including bar staff, shelf fillers, kitchen/catering assistants, waitresses, postal workers, cleaners, dry cleaners, goods handling and storage staff, security guards**] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: **including labourers, cleaners, road sweepers, traffic wardens, security guards, caretakers**]	1	2	(1-99999)
Process, plant and machine operatives ADD IF NECESSARY: **Process, plant and machine operative occupations operate vehicles and other mobile and stationary machinery, and monitor industrial and plant equipment, or to assemble products**. **Most will not have a particular standard of education but will usually have formal experience related training.** ADD IF NECESSARY: **All transport and mobile machine drivers belong in this group.** ADD AS NECESSARY: **including plant and machine operators plus routine operatives (sorters, assemblers) and HGV, van, fork lift, bus, taxi drivers**	1	2	(1-99999)
Sales and customer service occupations ADD IF NECESSARY**: Sales and customer services occupations sell goods and services, accept payment and replenish stocks, provide information to potential clients and additional services to customers after the point of sale.** ADD AS NECESSARY: **including sales assistants and retail cashiers, telesales, call centre agents, customer care occupations** ADD AS NECESSARY**: DO NOT INCLUDE Buying and purchasing officers, sales representatives, estate agents or auctioneers. These should be categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS.**	1	2	(1-99999)

Caring, Leisure and Other Service Occupations ADD IF NECESSARY**: Caring, Leisure and Other Service Occupations involve the provision of service to customers whether in a public protective or personal care capacity. Main tasks usually involve the care of the sick, elderly and children and the provision of travel care and hygiene services. These job-roles generally require a good standard of general education.** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: **including such occupations as care assistants, nursery nurses.**] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: **including travel agents, travel assistants, sport and leisure assistants, hairdressers and beauticians, nursery nurses/childminders, housekeepers**] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: **including care assistants and home carers, nursery nurses/childminders, ambulance staff, teaching assistants, pest control officers, dental/ veterinary nurses, caretakers, sport and leisure assistants**] IF 'HEALTH AND SOCIAL CARE (SIC ON SAMPLE: 85)' ADD AS NECESSARY: **DO NOT INCLUDE Occupations with high level vocational qualifications such as nurses, midwives, paramedics, physiotherapists, youth workers and welfare officers. They are categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS).**	1	2	(1-99999)
Skilled trades occupations ADD IF NECESSARY: **Skilled trades occupations require a substantial period of training. Main tasks involve the performance of complex physical duties that normally involve initiative, manual dexterity and other practical skills.** ADD AS NECESSARY: **including electricians, motor mechanics, machine setters/tool makers, TV engineers, plumbers, carpenters, printers, chefs, butchers, furniture makers, farmers** ADD AS NECESSARY: **DO NOT INCLUDE Science and engineering technicians. They are categorised as ASSOCIATE PROFESSIONAL AND TECHNICAL OCCUPATIONS.**	1	2	(1-99999)

Associate professional and technical occupations ADD IF NECESSARY**: Occupations in this group will usually require a relevant high level vocational qualification, often involving substantial period of full time training or further study. Main tasks require experience and knowledge to assist in supporting professionals or managers.** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: **including science and engineering technicians, lab technicians, IT technicians, accounting technicians**.] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: **including insurance underwriters, finance and investment analysts and advisers, writers/journalists, buyers, sales reps, estate agents, pilots, graphic designers, fitness instructors**.] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: **including junior police/fire/prison officers, therapists, paramedics, community workers, careers advisors, health and safety officers, housing officers, writers/journalists, fitness instructors**] ADD IF NECESSARY: **Most professionals in the arts, design, media or sports fields will be in this group** ADD IF NECESSARY: **DO NOT INCLUDE Architects, surveyors, engineers, chartered accountants and management consultants. They should be categorised as PROFESSIONAL OCCUPATIONS.**	1	2	(1-99999)
Professional occupations ADD IF NECESSARY**: Professional occupations will almost always require a degree or equivalent formal qualification. Some occupations will require postgraduate qualifications and/or a formal period of experience-related training.** **This categorisation includes high-level occupations in the natural sciences, engineering, life sciences, social sciences, humanities and related fields where job-holders will either be** • **practically applying extensive theoretical knowledge;** • **increasing the stock of knowledge through research;** • **communicating knowledge by teaching** [IF 'MANUFACTURING' (SIC ON SAMPLE – 01 to 45) ADD AS NECESSARY: **including professional engineers, software and IT professionals, accountants, chemists and scientific researchers**] [IF 'SERVICES' (SIC ON SAMPLE: 50-74 & 93) ADD AS NECESSARY: **including solicitors and lawyers, accountants, IT professionals, economists, architects, actuaries, doctors, engineers**] [IF 'PUBLIC SECTOR' SIC ON SAMPLE 75-99 excl 93) ADD AS NECESSARY: **including doctors, nurses, midwifes, psychologists, teachers, social workers, librarians, accountants, economists**, **IT professionals, engineers**]	1	2	(1-99999)

CHECK SUM OF D5+D6+D8 = A1. IF NOT RE-ASK D8.

SAY TO ALL:
Thinking about the broad categories of employees, for each, I'd like to know how many you think are fully proficient at their job. A proficient employee is someone who is able to do the job to the required level.

ASK ALL, ASKING FOR EACH OCCUPATION WITH STAFF AT D5 / D6 / D7

D9   **How many of your** [INSERT NUMBER FROM D5 / D6 / D8] **existing staff working in** [OCCUPATION] **would you regard as fully proficient at their job?**

CATI – SHOW NUMERIC BREAKDOWN FROM D8 TO HELP RESPONDENTS ANSWER D9.

CATI – ANSWER AT D9 MUST BE BETWEEN 0 AND D5, D6 or D8 RESPONSE FOR SAME OCCUPATION.

	D9
Managers, Directors and senior officials	(0 – RESPONSE AT D5)
Professional occupations	(0 – RESPONSE AT D8_7)
Associate professional and technical occupations	(0 – RESPONSE AT D8_6)
Administrative and secretarial occupations	(0 – RESPONSE AT D6)
Skilled trades occupations	(0 – RESPONSE AT D8_5)
Caring, Leisure and Other Service Occupations	(0 – RESPONSE AT D8_4)
Sales and customer service occupations	(0 – RESPONSE AT D8_3)
Process, plant and machine operatives	(0 – RESPONSE AT D8_2)
Elementary occupations	(0 – RESPONSE AT D8_1)

D9DUM CATI DUMMY VARIABLE – LIST OF ALL OCCUPATIONS NOT FULLY PROFICIENT AT THEIR JOB

D9DUM2 CATI DUMMY VARIABLE – LIST OF 2 RANDOMLY CHOSEN OCCUPATIONS FROM D7DUM

D9DUM3 CATI DUMMY VARIABLE – YES IF HAVE ANY SKILLS GAPS (A1>SUM OF D9) / NO IF NO SKILLS GAPS (A1=SUM OF D9)

ASK ALL WITH SKILLS GAPS (D9DUM3=1), OTHERS GO TO D15

ALL: ASK D10 AND D11 OF UP TO 2 OCCUPATIONS WITH SKILLS GAPS (CHOSEN AT RANDOM AT D9DUM2)

D10 [TEXT SUBSTITUTION IF >2 OCCUPATION AT D9 NOT PROFICIENT: **I want to ask about two of the categories where you say not all staff are proficient**.]

What are the main causes of some of your <OCCUPATION> **not being fully proficient in their jobs…?**
READ OUT. RANDOMISE ORDER OF 1-10. CODE ALL THAT APPLY.

The development of new products and services	1
The introduction of new working practices	2
The introduction of new technology	3
They are new to the role – IF NECESSARY ADD either because they have recently started the job or have recently been promoted to a higher level role	4
They have not received the appropriate training	5
Their training is currently only partially completed	6
They have been on training but their performance has not improved sufficiently	7
Unable to recruit staff with the required skills	8
Problems retaining staff	9
Staff lack motivation	10
Are there any other reasons? (SPECIFY)	11
DO NOT READ OUT: No particular cause (ALLOW SINGLE CODE ONLY)	12
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK OF THE SAME OCCUPATIONS AS D10

D11   **Thinking about your <OCCUPATION> who are not fully proficient which, if any, of the following skills do you feel need improving… ?** READ OUT; CODE ALL THAT APPLY

CATI – ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH "GENERAL IT USER SKILLS" FIRST, FOLLOWED BY "IT PROFESSIONAL SKILLS". "TECHNICAL & PRACTICAL SKILLS", "ANY OTHER SKILLS", "NONE" & "DON'T KNOW" MUST ALWAYS APPEAR LAST).

	Occ 1	Occ 2
Basic computer literacy / using IT	1	1
Advanced IT or software skills	2	2
Oral communication skills	3	3
Written communication skills	4	4
Customer handling skills	5	5
Team working skills	6	6
WALES: **Written Welsh language skills**	7	7
WALES: **Oral Welsh language skills**	8	8
Foreign language skills	9	9
Problem solving skills	10	10
Planning and organising skills	11	11
Strategic management skills	12	12
Numeracy skills	13	13
Literacy skills	14	14
Technical, practical or job specific skills	16	16
Any other skills (WRITE IN)	18	18
DO NOT READ OUT: No particular skills difficulties (ALLOW SINGLE CODE ONLY)	19	19
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X	X

ASK ALL WITH SKILL GAPS

D12   **Thinking about your establishment as a whole, does the fact that some of your staff are not fully proficient have an impact on how your establishment performs?** READ OUT

Yes – major impact	1	ASK D13
Yes – minor impact	2	
No	3	TO D15

ASK IF HAD IMPACT (D12=1 OR 2)

D13 **Is the fact that some of your staff are not fully proficient causing this establishment to…?**
READ OUT. CODE ALL THAT APPLY. ROTATE ANSWER LIST.

Lose business or orders to competitors	1
Delay developing new products or services	2
Have difficulties meeting quality standards	3
Have higher operating costs	4
Have difficulties introducing new working practices	5
Increase workload for other staff	6
Outsource work	7
DO NOT READ OUT: No particular problems / None of the above (ALLOW SINGLE CODE ONLY)	8
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK ALL WITH SKILL GAPS

D13A **Have you taken any steps to improve the proficiency or skills of these staff?** READ OUT

Yes	1	ASK D14
No – but have plans to	2	
No	3	GO TO D15
DO NOT READ OUT: Don't know	4	

ASK IF HAVE TAKEN ACTION (D13A=1)

D14 **Which if any of the following steps is this establishment taking to overcome the fact that some of its staff are not fully proficient in their job?**
READ OUT. CODE ALL THAT APPLY. ROTATE ANSWER LIST.

Increase training activity / spend or increase/expand trainee programmes	1
Reallocating work	2
Increase recruitment activity / spend	3
More staff appraisals / performance reviews	4
Implementation of mentoring / buddying scheme	5
More supervision of staff	6
Recruiting workers who are non-UK nationals	7
Changing working practices	8
Any other action? (WRITE IN)	9
DO NOT READ OUT: Nothing (ALLOW SINGLE CODE ONLY)	10
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK IF MODULE 2 AND ANY STAFF FULLY PROFICIENT (DUMMOD=2 AND SUM(D9)>0)

D15 **You said that you have** [SUM(D9)] **staff who are FULLY proficient at their job. Of these, how many would you say have BOTH qualifications AND skills that are more advanced than required for their current job role?**

ENTER NUMBER
VALID RANGE = 0 TO (SUM(D9))
ALLOW DON'T KNOW

E Upskilling

ASK MODULE 2 (DUMMOD=2)

E1 **Over the next 12 months do you expect that any of your employees will need to acquire new skills or knowledge as a result of the following?**
READ OUT; CODE ALL THAT APPLY

ROTATE LIST	
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
Increased competitive pressure	5
Any other reasons (please specify)	6
DO NOT READ OUT: None of the above	7
DO NOT READ OUT: Don't know	X

IF YES TO ANY OPTION AT E1 AND MORE THAN ONE OCCUPATION TYPE AT D5/D6/D7 (IF ONLY ONE OCCUPATION EMPLOYED AT SITE CODE E2 AUTOMATICALLY TO BE THAT OCCUPATION)

E2 **Which single occupation will be most affected by this need to acquire new skills or knowledge?**
PROMPT IF NECESSARY; CODE ONE ONLY.

CATI – SHOW ONLY THOSE OCCUPATIONS PRESENT FROM D5/6/7

Managers, Directors and senior officials	1
Professional occupations	2
Associate professional and technical occupations	3
Administrative and secretarial occupations	4
Skilled trades occupations	5
Caring, Leisure and Other Service Occupations	6
Sales and customer service occupations	7
Process, plant and machine operatives	8
Elementary occupations	9
DO NOT READ OUT: Don't know	X

ASK FOR OCCUPATION SELECTED AT E2.

E3 **Which, if any, of the following skills do you feel will need improving or updating amongst your** [OCCUPATION FROM E2] **over the next 12 months?**
READ OUT – CODE ALL MENTIONED

CATI – ROTATE ORDER OF SKILLS (APART FROM IT SKILLS WHICH MUST ALWAYS APPEAR TOGETHER WITH "GENERAL IT USER SKILLS" FIRST, FOLLOWED BY "IT PROFESSIONAL SKILLS". "TECHNICAL & PRACTICAL SKILLS", "ANY OTHER SKILLS", "NONE" & "DON'T KNOW" MUST ALWAYS APPEAR LAST).

Basic computer literacy / using IT	1
Advanced IT or software skills	2
Oral communication skills	3
Written communication skills	4
Customer handling skills	5
Team working skills	6
WALES: **Written Welsh language skills**	7
WALES: **Oral Welsh language skills**	8
Foreign language skills	9
Problem solving skills	10
Planning and organising skills	11
Strategic management skills	12
Numeracy skills	13
Literacy skills	14
Technical, practical or job specific skills	16
Any other skills (WRITE IN)	18
DO NOT READ OUT: No particular skills (ALLOW SINGLE CODE ONLY)	19
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

F   Workforce development

ASK ALL

F1   Does your establishment have any of the following…?

INTERVIEWER NOTES:

A   IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE [SHOW CODE RELEVANT FOR EACH ITERATION: TRAINING PLAN / TRAINING BUDGET] CODE AS 'YES'

B   CODE AS 'NO' IF IN PROCESS OF DRAWING UP FIRST [SHOW CODE RELEVANT FOR EACH ITERATION: TRAINING PLAN / TRAINING BUDGET]

C   CODE AS 'YES' IF CURRENTLY HAVE [SHOW CODE RELEVANT FOR EACH ITERATION: TRAINING PLAN / TRAINING BUDGET] BUT IN PROCESS OF DRAWING UP NEW ONE.

	Yes	No	Don't know
A training plan that specifies in advance the level and type of training your employees will need in the coming year?	1	2	3
A budget for training expenditure? [IF MULTI-SITE AND NOT HQ (A3=2 AND A4NEW≠1): **which specifically covers training spend for this site**]	1	2	3

ASK MODULE 1 (DUMMOD=1)

F2   Approximately what proportion of your staff have a formal written job description?
PROMPT AS NECESSARY

None	1
Some but fewer than half	2
Around half	3
More than half but not all	4
All	5
DO NOT READ OUT: Don't know	X

ASK MODULE 1 (DUMMOD=1)

F3   And approximately what proportion of your staff have an annual performance review?
PROMPT AS NECESSARY

None	1
Some but fewer than half	2
Around half	3
More than half but not all	4
All	5
DO NOT READ OUT: Don't know	X

ASK ALL

F4   **Over the past 12 months have you arranged or funded any off-the-job training or development for employees at this site - by off-the-job training we mean training away from the individual's immediate work position, whether on your premises or elsewhere.**

Yes	1
No	2
Don't know	3

ASK ALL

F4a   **And have you arranged or funded any on-the-job or informal training and development over the last 12 months - by this I mean activities that would be recognised as training by the staff, and not the sort of learning by experience which could take place all the time.**

Yes	1
No	2
Don't know	3

F4DUM CATI VARIABLE: TYPES OF TRAINING

Provide both off-the-job and on-the-job training	1	F4=1 AND F4a=1
Provide off-the-job training only	2	F4=1 AND (F4a=2 OR 3)
Provide on-the-job training only	3	(F4=2 OR 3) AND F4a=1
Provide neither off-the-job nor on-the-job training	4	(F4=2 OR 3) AND (F4a=2 OR 3)

IF NO TRAINING ARRANGED IN PAST 12 MONTHS (F4=2 AND F4A=2)

F5   **You mentioned that you have not arranged or funded training for any of this establishment's employees over the past 12 months. What are the reasons for this?**
       PROBE: **What other reasons have there been?**
       DO NOT READ OUT. CODE ALL THAT APPLY

No training available in relevant subject area	1
The courses interested in are not available locally	2
The quality of the courses or providers locally is not satisfactory	3
Difficult to get information about the courses available locally	4
I don't know what provision is available locally	5
The start dates or times of the courses are inconvenient	6
No money available for training	7
External courses are too expensive	8
Managers have lacked the time to organise training	9
Employees are too busy to give training	10
Employees are too busy to undertake training and development	11
Training is not considered to be a priority for the establishment	12
All our staff are fully proficient / no need for training	13
Trained staff will be poached by other employers	14
Other (WRITE IN)	15
No particular reason (ALLOW SINGLE CODE ONLY)	16

ASK IF PROVIDE TRAINING AT ALL (F4=1 OR F4a=1).

F6   **Which of the following types of training have you arranged or funded for employees at this establishment over the past year?**
       READ OUT AND CODE ALL THAT APPLY. ROTATE ANSWER LIST.

Induction training	1
Health & safety/first aid training	2
Job specific training	3
Supervisory training	4
Management training	5
Training in new technology	6
Any other types? (please specify)	7
DO NOT READ OUT: None of these (ALLOW SINGLE CODE ONLY)	8
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK IF PROVIDE H&S / INDUCTION TRAINING (F6=1 OR 2) UNLESS THEY HAVE ONLY CODED 1 AND/OR 2 AT F6 IN WHICH CASE SKIP QUESTION AND AUTOMATICALLY CODE TO 100%

F7a   **And how much of the training that you have arranged or funded has been for** [IF C6=2 **health & safety**] [IF C6=1 AND 2 **or**] [IF C6=1 **induction training**]**?** PROMPT WITH BANDS

Less than 20%	1
20-49%	2
50-80%	3
More than 80% but not all	4
All of it (100%)	5
DO NOT READ OUT: Don't know	X

ASK ALL

F7   **And has your establishment done any of the following to aid the development of your employees in the last 12 months?**

READ OUT; CODE ALL THAT APPLY

Provided supervision to ensure that employees are guided through their job role over time	1
Provided opportunities for staff to spend time learning through watching others perform their job roles	2
Allowed staff to perform tasks that go beyond their strict job role and providing them with feedback as to how well they have done	3
DO NOT READ OUT: None of these (ALLOW SINGLE CODE ONLY)	4
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK IF PROVIDE TRAINING AT ALL (F4=1 OR F4A=1), OTHERS GO TO F16

F8   [IF BOTH ON AND OFF-THE-JOB (F4DUM=1): **Thinking about both on- and off-the-job training,**] **Over the last 12 months how many staff employed at this establishment have you funded or arranged training and development for, including any who have since left?**

IF SAY "ALL STAFF", SAY: **So including any staff who have since left, how many staff would that be?**

INTERVIEWER: ESTABLISHMENT CURRENTLY HAS [ANSWER FROM A1] STAFF.

WRITE IN _____(1 – 99999)_____

F8RAN PROMPT WITH RANGE IF DON'T KNOW

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

IF F8 > (A1 x 2) ASK:

F8CHK **You said you currently have** <INSERT VALUE FROM A1> **employees but you have trained** <F8 FIGURE> **staff in the past 12 months, is this correct?**

Yes	1	GO TO F9
No	2	RE-ASK F8

IF F8=A1 ASK:

F8CHK2 **Were these all your current staff?**

Yes	1	AUTOMATICALLY CODE F9 AND F10 TO MATCH CURRENT STAFF BREAKDOWN (D5-8)
No	2	ASK F9

F10DUM CATI DUMMY VARIABLE – LIST EACH OCCUPATION EMPLOYED AT D6-D6B FOR ALL WHO TRAIN (F4=1 OR F4A=1)

IF PROVIDE TRAINING AT ALL (F4=1 OR F4A=1)

F9   **Over the last 12 months which occupations have you arranged or funded training for** [F4DUM=1: , **whether on- or off-the-job**]**?**

PROMPT AS NECESSARY

CATI – SHOW ALL OCCUAPTIONS MENTIONED AT D5-D7, PLUS (AS LONG AS NOT ALL 9 CATEGORIES ANSWERED YES AT D5 –D7) 'ANY OTHER OCCUPATIONS'

ASK IF MORE THAN ONE OCCUPATION MENTIONED AT F9

F10   **You said you had arranged or funded training for** <F8 FIGURE OR F8RAN RANGE> **staff in the last 12 months, including any who have since left. How many of these were** <READ OUT IN TURN EACH ANSWER FROM F9> …

SCREEN TO SHOW THE FIGURE OR RANGE FROM F8 AND COUNTDOWN AFTER EACH F10 ANSWER.
SCREEN ALSO TO SHOW THE NUMBER OF STAFF THEY CURRENTLY HAVE IN EACH OCCUPATION (FROM D5/6/8)

TOTAL OF F10 MUST EQUAL F8 (OR BE WITHIN BAND IF ANSWERED F8RAN) – IF NOT CHECK IF TOTAL TRAINED FIGURE WRONG (IF SO SNAP BACK TO F8 OR F8RAN) OR AMEND F10 ANSWERS.

	F9	F10
Managers, Directors and senior officials]	1	WRITE IN NUMBER_____
Professional occupations	2	WRITE IN NUMBER_____
Associate professional and technical occupations	3	WRITE IN NUMBER_____
Administrative and secretarial occupations	4	WRITE IN NUMBER_____
Skilled trades occupations	5	WRITE IN NUMBER_____
Caring, Leisure and Other Service Occupations	6	WRITE IN NUMBER_____
Sales and customer service occupations	7	WRITE IN NUMBER_____
Process, plant and machine operatives	8	WRITE IN NUMBER_____
Elementary occupations	9	WRITE IN NUMBER_____
Any other occupations *(WRITE IN)*	10	WRITE IN NUMBER_____
Calculate sum		**SUM F10**

IF SUM F10 DOES NOT EQUAL F8 (OR IS GREATER THAN TOP OF F8RAN BAND OR LESS THAN THE BOTTOM OF F8RAN BAND) ASK:

F10chk   **You said that in the last 12 months that you trained** <F8> **staff, but the sum of the occupations that you have trained total** <F10SUM>. **Do you wish to amend the overall figure or the number within each occupation?**

Total figure	1	RE-ASK F8
Occupational figure	2	RE-ASK F10

IF PROVIDE TRAINING AT ALL (F4=1 OR F4A=1)

F11 **Over the last 12 months, on average, how many days training and development** [F4DUM=1: **whether on- or off-the-job,**] **have you arranged for EACH MEMBER OF STAFF receiving training?**

NOTE TO INTERVIEWER: If respondent says 'a week' or 'two weeks' etc check: **So how many WORKING days is that?**

INTERVIEW NOTE: For "less than a day" please code "Don't know" and record on next screen

WRITE IN ABSOLUTE NUMBER _____(1-260)_____

F11RAN: IF DON'T KNOW AT F11, PROMPT WITH RANGES

Less than a day	1
1 day	2
2 days	3
3 – 4 days	4
5 – 6 days	5
7 – 8 days	6
9 – 10 days	7
11 – 12 days	8
13 – 14 days	9
15 – 16 days	10
17 – 18 days	11
19 – 20 days	12
More than 20 days	13
DO NOT READ OUT: Don't know	X

IF MORE THAN 20 at F11 OR CODE 13 AT F11RAN

F11chk **Can I just check that, on average, EACH MEMBER OF STAFF receiving training and development has received** [INSERT ANSWER FROM F12 IF GAVE ASBOLUTE FIGURE OR **"more than 20"** IF CODE 12 ON DON'T KNOW RANGE] **days training over the last 12 months?**

Yes	1	GO TO F15
No	2	RE-ASK F11

ASK ALL WHO TRAIN (F4=1 OR F4A=1)

F15 **Does your establishment formally assess whether the training and development received by an employee has an impact on their performance?**

Yes	1

No	2
Don't know	X

ASK ALL PROVIDING TRAINING (F4=1 or F4A=1)

F12 **Thinking now about qualifications, how many of the <F8 integer / band> people that you have funded or arranged training for [***TEXT SUBSTITUTION IF BOTH ON AND OFF THE JOB:*** whether on- or off-the-job,] over the past 12 months are or were being trained towards a nationally recognised qualification?**

WRITE IN ____ (0 – F8 INTEGER / TOP OF F8 BAND)____

PROMPT WITH RANGE IF DON'T KNOW

None	1
1-2	2
3-4	3
5-9	4
10-19	5
20-29	6
30-39	7
40-49	8
50-99	9
100-199	10
200 or more	11
(DO NOT READ OUT) Don't know how many but there were some	X
(DO NOT READ OUT) Don't know if any	X

CATI CHECK – ANSWER GIVEN AT F12 SHOULD NOT BE GREATER THAN ANSWER GIVEN AT F8 (INTEGER OR TOP OF RANGE IF ANSWERED BANDED VERSION).

ASK IF TRAINING TOWARDS A NATIONALLY RECOGNISED QUALIFICATION (F12>0 or bands 2-12).

F13   [IF F12=1: **Is or was this member of,** IF F12>1:**Are or were any of these] staff being trained towards any of the following types of qualification in the last 12 months** …READ OUT?

F14   THERE IS NO F14.

	F13		
	Yes	No	Don't know
Level 1 qualifications [SC: **(in Scotland they may be known as Level 4 qualifications)**] such as an [EN/WL/NI: **NVQ** SC: **SVQ**] **Level 1 or BTEC Introductory Diploma**[SC: **or General Standard**]	1	2	3
Level 2 qualifications [SC: **(in Scotland they may be known as Level 5 qualifications)**] such as an [EN/WL/NI: **NVQ** SC: **SVQ**] **Level 2, GCSEs** [SC:, **Credit Standard Grade] or BTEC First Diploma**	1	2	3
Level 3 qualifications [SC: **(in Scotland they may be known as Level 6 qualifications)**] such as an [EN/WL/NI: **NVQ** SC: **SVQ**] **Level 3, A-Levels or BTEC Nationals** [WL: , **or the Advanced Level Welsh Baccalaureate** SC: **, or Highers or Advanced Highers**]	1	2	3
Level 4 qualifications or above [SC: **(in Scotland they may be known as Level 7 qualifications)**] **such as degrees, HNC/HNDs, postgraduate degrees or high level specialist professional qualifications**	1	2	3

ASK ALL THOSE WHO HAVE TRAINED IN THE PAST 12 MONTHS (F4=1 or F4A=1)

F15A **If you could have done, would you have provided MORE training for your staff than you were able to over the last 12 months?**

Yes	1
No	2
Don't know	X

ASK TO ALL WHO WOULD HAVE PROVIDED MORE TRAINING IF THEY COULD (F15A=1)

F15B What barriers, if any, have there been preventing your organisation providing more training over the last 12 months for staff at this location? PROBE: what other barriers have you faced? DO NOT READ OUT. CODE ALL MENTIONED. PROBE FULLY.

Lack of funds for training / training expensive	1
Can't spare more staff time (having them away on training)	2
Staff now fully proficient / don't need it	3
Staff not keen	4
A lack of GOOD local training providers	5
Lack of provision (e.g. courses are full up)	6
Difficulty finding training providers who can deliver training where or when we want it	7
A lack of appropriate training / qualifications in the subject areas we need	8
Hard to find the time to organise training	9
Lack of knowledge about training opportunities and/or suitable courses	10
Other (WRITE IN)	11
None	12
Don't know	X

ASK ALL

F16 Is your establishment currently accredited with the Investors in People Standard?

Yes	1
No	2
DO NOT READ OUT - Don't know	X

G Skills utilisation / High performance working

ASK SECTION G TO MODULE 1 ONLY (DUMMOD=1)

G1   **Does your establishment...**

	YES	NO	DK	n/a
IF A1>9 **Create teams of people, who don't usually work together, to work on a specific project**	1	2	X	Y
Have an equal opportunities policy	1	2	X	Y
Have formal procedures in place for employee consultation such as a staff association, employee forum or trade union consultation	1	2	X	Y
Currently hold any of the ISO 9000 Standards	1	2	X	Y
Consult with trade unions for reasons other than negotiations about pay and conditions	1	2	X	Y
Conduct training needs assessments	1	2	X	Y

ASK MODULE 1 (DUMMOD=1)

G1A   **And does your establishment have any of the following pay and incentive schemes for your employees?**
READ OUT; CODE ALL THAT APPLY

Bonuses that are based on the overall performance of the company	1
Individual performance related pay	2
Flexible benefits (ADD IF NECESSARY: This is the option to use some pre-tax pay for extra benefits such as pensions, childcare vouchers, life assurance etc)	3
IF PRIVATE SECTOR (A8=1): **Share options for employees BELOW SENIOR MANAGEMENT**	4
DO NOT READ OUT: None of the above (ALLOW SINGLE CODE ONLY)	5
DO NOT READ OUT: Don't know (ALLOW SINGLE CODE ONLY)	X

ASK MODULE 1 (DUMMOD=1)

G2   **Do you have processes in place to allow you to identify "high potential" or talented individuals within your establishment?**

Yes – formally documented	1
Yes - informal	2
No	3
Don't know	X

G3   THERE IS NO QUESTION G3.

G4   THERE IS NO QUESTION G4

ASK MODULE 1 (DUMMOD=1)

G5 **To what extent would you say employees at your establishment…**READ OUT FOR EACH, CODE ONE ONLY

	To a large extent	To some extent	Not much	Not at all	DK
Have variety in their work	1	2	3	4	X
Have discretion over how they do their work	1	2	3	4	X
Have access to flexible working	1	2	3	4	X

H Business strategy and structure

H1 **I'd now like to ask you a few questions about how the products or services that are provided by this establishment compare to those provided by others in your industry, including those based in other countries.**

On a scale of 1 to 5, where would you place this establishment if…

ASK PRIVATE SECTOR ONLY (A8=1)
ANEW) **one indicates that there is no difference in the offering provided to customers or users of your services and five indicates that there is a substantial amount of customisation depending on the requirements of customers or users of your services**

No difference	1	2	3	4	5	DK	Substantial customisation

ASK PRIVATE SECTOR ONLY (ASK A8=1)
B) **one indicates that, compared to others in your industry, the competitive success of your establishment's products or services is wholly dependent on price and five that success does not depend at all on price**

Wholly price dependent	1	2	3	4	5	DK	Not at all price-dependent

ASK ALL
C) **one indicates that, compared to others in your industry, this establishment very rarely leads the way in terms of developing new products, services or techniques, and five that you often lead the way**

Very rarely lead the way	1	2	3	4	5	DK	Often lead the way

ASK PRIVATE SECTOR ONLY (ASK A8=1)
D) **one indicates that this establishment competes in a market for a standard or basic quality product or service, and five that you compete in a market for premium quality products or services.**

Standard or basic	1	2	3	4	5	DK	Premium quality

H2   THERE IS NO QUESTION H2

ASK ALL

H3 **Does your establishment have a business plan that specifies the objectives for the coming year?**

INTERVIEWER NOTES:

- IF RESPONDENT INDICATES THAT ESTABLISHMENT IS COVERED BY A COMPANY WIDE BUSINESS PLAN, CODE AS 'YES'
- CODE AS 'NO' IF IN PROCESS OF DRAWING UP FIRST BUSINESS PLAN
- CODE AS 'YES' IF CURRENTLY HAVE A BUSINESS PLAN BUT IN PROCESS OF DRAWING UP NEW ONE.

Yes	1
No	2
DO NOT READ OUT: Don't know	X

I   Closing questions

MAIN STAGE ONLY

I1   **Thank you very much for taking the time to speak to us today. Occasionally it is necessary to call people back to clarify information; may we please call you back if required?**

REASSURE IF NECESSARY**: Your details will only be used by** [COMPANY] **to call you back regarding this particular study.**

Yes	1
No	2

ASK ALL

I2   **If the government and its agencies wish to undertake further work on related issues in the future would it be ok for them or their appointed contractors to contact you on these issues?**

Yes – both client and/or their contractors may recontact	1
Only the client may recontact	2
No	3

MAIN STAGE ONLY

IF I2=1 AND TRAIN AT ALL (F4=1 or F4a=1)

I3   **UKCES are conducting some follow up research in the next few weeks with some questions about training expenditure. This may include sending you some questions on paper which we would collect the answers to over the telephone. Would this be possible?**

Yes	1	Go to I3B
No	2	Go to I4

ASK IF I3=1

I3B   **Can you tell me your email address?**

INTERVIEWER NOTE: CODE NULL FOR DON'T KNOW / DO NOT HAVE AN EMAIL ADDRESS

WRITE IN ADDRESS _____   GO TO I3C
NULL/REF   GO TO I3D

ASK IF NOT NULL/REF AT I3B

I3C   **I have that as** [text sub of email address recorded at I3B] **- is that right?**
INTERVIEWER NOTE: SPELL OUT EMAIL ADDRESS LETTER-BY-LETTER

Yes	1	CONTINUE TO I4
No	2	GO TO I3B AND REDO

ASK ALL

I4   **I have your postcode as** [INSERT FROM SAMPLE] **is this correct?**

Yes	1	ASK I6
No	2	RECORD CORRECT POSTCODE

I5   THERE IS NO QUESTION I5

I6   **And can I just confirm the best number to contact you on is** [SHOW TELEPHONE NUMBER]**?**

Yes	1	NEXT QUESTION
No	2	RECORD CORRECT NUMBER

ASK ALL

I7   **Finally, it is sometimes possible to link the data we have collected with other government surveys or datasets to enable further statistical analysis. Would you be happy for this to be done?**

ADD IF NECESSARY: **Your confidentiality will be maintained, and linked data will be anonymised and only used for statistical purposes.**

Yes	1
No	2

CONFIRM NAME, JOB TITLE, TELEPHONE AND EMAIL

THANK AND CLOSE

I declare that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct.
Interviewer signature: Date:
Finish time: Interview Length   mins