

RESEARCH

Learning and Training at Work 2001

David Spilsbury

IFF Research Ltd

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department for

education and skills

creating opportunity, releasing potential, achieving excellence

Research Report
No 334

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Chapter 1

Introduction

1 Introduction

1.1 Background

- 1.1.1 Learning and Training at Work 2001 is the third in an annual series of employer surveys that investigate workforce development. The survey also investigates awareness of, and involvement with, a number of training and development initiatives.
- 1.1.2 Learning and training information had previously been collected, along with information on recruitment difficulties, skill shortages and skill gaps, in the annual Skill Needs in Britain (SNIB) surveys, which were carried out between 1990 and 1998.

1.2 Aims and Objectives

- 1.2.1 The objectives of the 2001 Learning and Training at Work survey were to collect information about:
- ◆ The volume, type and pattern of off-the-job training
 - ◆ Key indicators of employers' commitment to training such as Investors in People
 - ◆ Learning opportunities offered
 - ◆ Awareness of, and involvement with, a number of initiatives relevant to training

1.3 Methodology

- 1.3.1 The survey consisted of 4,006 telephone interviews with employers in England having 1 or more employees at the specific location sampled. All business sectors, public and private, with the exception of schools and Local Education Authorities were covered.
- 1.3.2 A pilot of 100 interviews was conducted in September 2001, prior to the main interviewing programme, in order to ensure the questionnaire and general approach met the objectives of the study.
- 1.3.3 All interviews were carried out from IFF's telephone centre in London by fully trained business-to-business interviewers.
- 1.3.4 In the 2001 study, the main stage of interviewing was carried out between 20 October and 4 December. In the 2000 study fieldwork took place between 17 July and 20 October: and in the 1999 study fieldwork took place between 3 November and 21 December.

Readers may wish to bear in mind the fact that fieldwork in the three surveys was not carried out at the same time of year and that employers' responses may be influenced by the timing of the fieldwork.

- 1.3.5 The average length of interview in the 2001 study was 20 minutes.
- 1.3.6 The overall response rate to the survey was 63%.
- 1.3.7 Fuller details of the methodology employed can be found in the Technical Appendix in Chapter 11.

1.4 *Sample Design and Weighting*

- 1.4.1 Sample design involved setting separate sample targets for each cell on a Government Office region by industry sector by establishment size matrix.
- 1.4.2 Results from Learning and Training at Work 1999 and 2000 were originally weighted to population estimates derived from the Annual Employment Survey (AES). Following the demise of the AES, the Inter Departmental Business Register (IDBR) was used to weight results from Learning and Training at Work 2001. In order to provide a consistent time series, results from the 1999 and 2000 surveys have been reweighted to IDBR population estimates.

1.5 *Report Structure and Conventions*

- 1.5.1 There is some concern about the reliability of the results from all sizes of establishment combined because of the large weighting factors used in grossing up results from employers with 1-4 employees, allied with the fact that these establishments account for 67% of all employers. The main body of the report therefore presents results for employers with 5 or more employees. In Chapter 10 we show results in key areas for employers with 1-4 employees so that readers can obtain an idea of the practices of small firms.
- 1.5.2 All data shown in this report are grossed up percentage data unless otherwise stated. The unweighted sample size from the 2001 study is shown at the foot of all tables to indicate to the reader the number of employers on whose responses the results are based. When appropriate, tables also show the weighted figures for the number of employers in each industry sector, region or establishment size band, on which the percentages are based.

- 1.5.3 Percentages may add to just over or under 100%, or absolute figures aggregated across sub-samples may not add exactly to the total, due to rounding. Where multiple answers were allowed the sum of the answers may exceed 100%.
- 1.5.4 In most cases, percentages reported have been calculated on those employers asked the question. However in a few places, for reasons of clarity, percentages have been rebased. In the tables and figures in this report the word “coverage” has been used to describe the employers asked the question and the word “base” to describe employers on which the results have been reported.
- 1.5.5 Results refer to the 2001 Learning and Training at Work survey unless otherwise indicated.
- 1.5.6 Much of the information collected has been shown in tabular or graphical form with appropriate written commentary on the findings. It is not the intention of this report to interpret findings.
- 1.5.7 When a question was asked of all employers with 5 or more employees, the results quoted are generally accurate, at 95% confidence levels, to +/- 1.5%. Results reported for subsamples are subject to larger margins of error.

This means that if one is comparing the results from two surveys in two different years, the percentages based on all employers need to differ by a minimum of 4% for the apparent differences to be statistically significant at 95% confidence levels.

- 1.5.8 The IFF personnel responsible for the study were David Spilsbury, Managing Director, and Jon Sanwell, Project Manager.

Chapter 2

Summary of Findings

2 Summary of Findings

2.1 Introduction

2.1.1 Learning and Training at Work 2001 is the third in an annual series of surveys amongst employers that investigates workforce development.

2.1.2 The objectives of the study were to collect information about:

- ◆ Key indicators of employers' commitment to training, including the volume of off-the-job training provided
- ◆ Employers' awareness of, and involvement with, a number of initiatives relevant to training.

2.1.3 The survey consisted of 4,006 telephone interviews with employers having 1 or more employee at the location sampled. All business sectors, private and public, with the exception of schools and Local Education Authorities were covered. Only employers in England were interviewed. Interviewing took place between 20 October and 4 December 2001.

2.1.4 This summary is based on the 3,431 interviews carried out with employers having 5 or more employees. This is due to concerns over the influence on the overall results of employers with 1-4 employees because of the high weighting factors involved when their results are projected up to population estimates. When relevant, results have been compared with those obtained from the 1999 and 2000 Learning and Training at Work surveys.

2.2 Learning Opportunities and Facilities Available for Employees

2.2.1 Six out of ten employers (59%) offered at least one of eight nominated types of learning opportunity to their employees. Learning in information technology (40%) and in working with others (37%) were most commonly offered. In the 2000 study a larger proportion of employers (76%) offered a learning opportunity. In 1999, 62% did so. (ref. section 3.1)

2.2.2 In the 2001 study, half of all employers (51%) reported that they had built links or networks with organisations in order to give employees training and development opportunities. Further education establishments (31%) had most commonly been used, followed by schools (22%) and NTOs/ITOs (20%). (ref. section 3.2)

2.2.3 Almost one in three employers (30%) helped employees learn skills not directly connected to their job. This is similar to the proportions found in the 1999 and 2000 studies (29% and 32% respectively). (ref. section 3.3)

2.3 Provision of Job-Related Training and Reasons for Non-Provision

- 2.3.1 In the 2001 study, almost nine out of ten employers (88%) had provided employees at the location with either off-the-job or on-the-job training in the 12 months prior to interview. This compares with 89% and 92% found in 1999 and 2000 respectively. (ref. section 4.2)
- 2.3.2 By far the most common reason for not having provided any job-related training was that employers felt the skills needed by their employees met the needs of the establishment so training was not necessary. (ref. section 4.3)

2.4 Provision of Off-the-Job Training

- 2.4.1 Off-the-job training had been provided by over half of employers (55%) in the 12 months prior to interview. This figure is midway between the 52% found in 1999 and the 59% found in 2000. (ref. section 5.2)
- 2.4.2 Overall, in the 2001 study, 28% of employees had received off-the-job training over the previous 12 months. For most sizes of employer this is lower than in 2000 but still higher than in 1999. (ref. section 5.3)
- 2.4.3 The amount of off-the-job training per employee has increased to 2.3 days from 1.6 days in 1999 and 1.7 days in 2000. The amount provided per trainee has increased to 8.2 days from 7.1 days in 1999 and 6.1 days in 2000. (ref. section 5.4)

2.5 Management of Training and Training Delivery

- 2.5.1 Three out of five employers (60%) had a business plan, half (49%) a training plan, two out of five (38%) a training budget and a third (31%) a human resources plan. (ref. section 6.2)
- 2.5.2 Over a quarter of employers (28%) reported that their establishment had been recognised as an Investor in People. This represents a slight increase over the 25% found in the 2000 study. (ref. section 6.4)
- 2.5.3 Three-quarters of employers (76%) who had provided off-the-job training in the 12 months prior to interview had a member of senior management within the organisation responsible for training. This figure is very similar to the 77% and 78% reported in the 1999 and 2000 studies. (ref. section 6.5)
- 2.5.4 As in previous years, health and safety training (78%) and job-specific training (70%) were the types of off-the-job training most commonly provided by employers. (ref. section 6.6)

2.5.5 Over half of employers (55%) providing off-the-job training stated that at least some of this training was leading to formal qualifications, most commonly NVQs. The corresponding figures in 1999 and 2000 were 52% and 56%. (ref. section 6.7)

2.6 Provision of On-the-Job Training

2.6.1 Over three-quarters of employers (78%) had carried out on-the-job training in the twelve months prior to interview. This is similar to the proportion found in 1999 (79%) and represents a decline over that found in 2000 (83%). (ref. section 7.1)

2.6.2 On-the-job training had most commonly been provided by a line manager or supervisor followed by other experienced staff in the company. (ref. section 7.2)

2.7 Awareness of, and Involvement with, Training Initiatives

2.7.1 Over nine out of ten employers (94%) were aware of NVQs, the initiative with the highest level of awareness. This is similar to the levels of awareness found in the two previous surveys (93% in 1999 and 96% in 2000). (ref. section 8.1)

2.7.2 At least half of all employers had heard of New Deal (56%) and Advanced Modern Apprenticeships (51%). (ref. section 8.1)

2.7.3 Over a third (37%) had been involved with one or more of the eleven initiatives discussed, with more employers having been involved with NVQs than any of the other initiatives. (ref section 8.3)

2.8 NVQs

2.8.1 One in three employers (34%) reported that they offered NVQs to employees at their location. This represents an increase over the 30% found in the 1999 and the 31% found in the 2000 study. (ref. section 8.4)

2.8.2 On average, in establishments where they are on offer, NVQs were being offered to 42% of employees. This represents an increase over the 38% found in the 2000 study. (ref. section 8.5)

2.8.3 Overall, 17% of employees in establishments where NVQs are on offer have achieved the qualification and 10% are working towards it. (ref. section 8.6)

2.8.4 Eight out of ten employers (82%) were either very or fairly satisfied with the NVQs on offer. One in ten were either not very or not at all satisfied, most commonly because it was felt that the qualification did not meet the company's business needs. (ref. section 8.7)

2.9 Younger Employees

- 2.9.1 Approaching three out of four employers (71%) employed 16-24 year olds. (ref. section 9.1)
- 2.9.2 Employers in the 2001 study employing younger employees stated that 40% of their 16-17 year old employees and 48% of their 18-19 year old employees had attained a **Level 2** or equivalent qualification. (ref. section 9.6)
- 2.9.3 These employers stated that 7% of their 16-17 year old employees and 21% of their 18-19 year old employees had attained a **Level 3** or equivalent qualification. (ref. section 9.6)

David Spilsbury/
Jon Sanwell
IFF Research Ltd
February 2002

Chapter 3

Learning Opportunities and Facilities Available for Employees

3 Learning Opportunities and Facilities Available for Employees

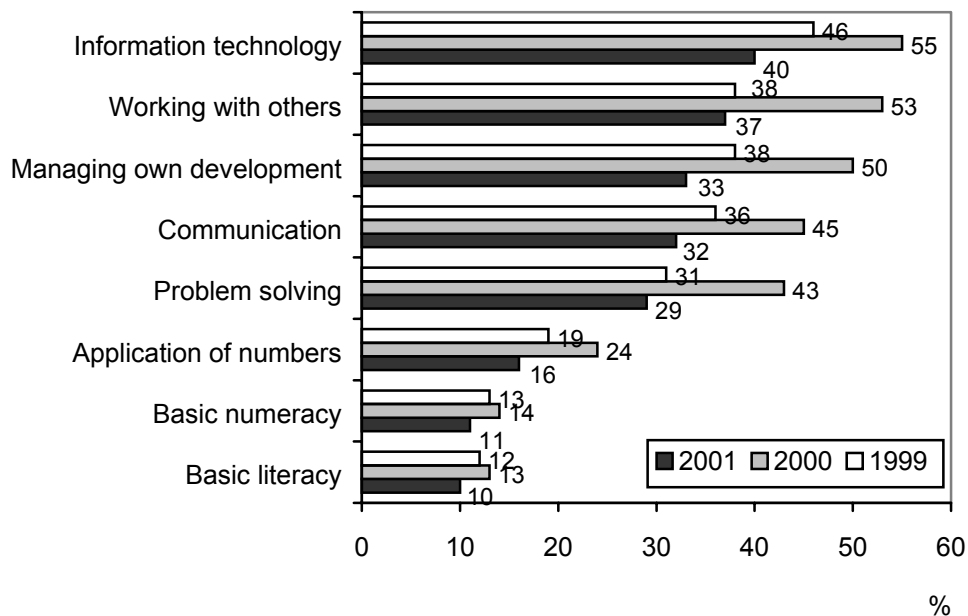
3.1 Learning Opportunities Offered to Employees

3.1.1 Employers were asked which, if any, of a number of learning opportunities they offered to employees at the location.

3.1.2 Overall, six out of ten (59%) offered at least one of the eight types of learning opportunity discussed. Learning in information technology (40%) and working with others (37%) were the types most commonly offered.

The proportion of employers offering learning opportunities has declined since the 2000 study when 76% did so. The figure in 1999 was 62%.

Fig 1 Learning opportunities offered



Base/Coverage: all employers with 5 or more employees – 3431

3.1.3 The tendency to offer all eight types of learning opportunity increased with increasing employer size.

Table 1 Learning opportunities offered by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Information technology	40	35	56	70	74	86
Working with others	37	35	45	51	57	73
Managing own development	33	29	46	53	60	71
Communication (through either written work or oral presentation)	32	29	40	51	59	78
Problem solving	29	27	35	47	55	65
Application of numbers	16	16	17	26	30	45
Basic numeracy	11	10	13	22	25	42
Basic literacy	10	8	13	22	27	44
Any of the above	59	55	73	80	84	91
Total no. of employers	661052	519245	111280	17695	9565	3267

Base/Coverage: all employers with 5 or more employees – 3431

3.1.4 Employers in the transport, public administration and other services sector were more likely to offer a wider range of learning opportunities than those in other sectors.

Table 2 Learning opportunities offered by industry sector of employer

	Total	Manufacturing	Agriculture mining, construction, utilities	Distribution & consumer services	Finance & business services	Transport, public admin, other services
	%	%	%	%	%	%
Information technology	40	38	29	26	51	54
Working with others	37	25	21	41	32	45
Managing own development	33	23	18	31	34	41
Communication (through either written work or oral presentation)	32	20	16	30	32	43
Problem solving	29	21	16	30	29	36
Application of numbers	16	13	11	19	15	17
Basic numeracy	11	10	6	11	8	15
Basic literacy	10	10	6	9	8	14
Any of the above	59	48	40	56	60	72
Total no. of employers	661052	73785	50095	230095	123940	183137

Base/Coverage: all employers with 5 or more employees – 3431

3.1.5 Employers in the North East were most likely to offer learning opportunities (68%) and those in the South West (54%) least likely to do so.

3.2 **Organisations with which Links or Networks Built to Give Employees Training and Development Opportunities**

3.2.1 Employers were asked which, if any, of a number of types of organisation they had built links or networks with in order to give employees training and development opportunities.

Half of employers (51%) had done so, with Further Education establishments most commonly used, followed by schools and NTOs/ITOs.

Table 3 Organisations with which links or networks built to give employees training and development opportunities

	%
Any of those below	51
Further education establishments	31
Schools	22
NTOs/ITOs	20
Learning Partnerships	12
LLSCs/TECs	11
Ufl/Learndirect	6

Base/Coverage: all employers with 5 or more employees – 3431

3.2.2 Larger employers were more likely than smaller ones to have built links or networks with all types of organisation.

Table 4 Organisations with which links or networks built to give employees training and development opportunities by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Any of those below	51	46	66	79	83	87
Further education establishments	31	27	43	56	60	74
Schools	22	18	32	39	48	53
NTOs/ITOs	20	16	31	39	41	46
Learning Partnerships	12	9	20	26	30	42
LLSCs/TECs	11	8	18	27	34	47
Ufl/Learndirect	6	4	10	17	20	29
Total no. of employers	661052	519245	111280	17695	9565	3267

Base/Coverage: all employers with 5 or more employees – 3431

3.2.3 Employers in the transport, administration and public services sector were most likely to have built links or networks: those in the distribution and consumer services sector least likely to have done so.

Table 5 Organisations with which links or networks built to give employees training and development opportunities by industry sector of employer

	Total %	Manufac- turing %	Agric- ulture, mining, const- ruction %	Distribution & consumer services %	Finance & business services %	Transport, public admin, other services %
Any of those below	51	47	55	37	49	71
Further education establishments	31	26	34	19	30	48
Schools	22	22	19	15	14	36
NTOs/ITOs	20	20	27	12	17	29
Learning Partnerships	12	10	6	5	10	24
LLSCs/TECs	11	11	9	6	10	18
Ufl/Learndirect	6	5	3	3	6	11
Total no. of employers	661052	73785	50095	230095	123940	183137
Base/Coverage: all employers with 5 or more employees – 3431						

3.2.4 The proportion of employers in each region who had built links or networks with one or more of the types of organisations discussed was as shown below:

Table 6 Organisations with which links or networks built to give employees training and development opportunities by Government Office region of employer

	Total %	Total no. of employers %
Any of those covered	51	661052
North East	52	28995
North West	50	86155
Yorkshire and the Humber	63	63945
East Midlands	51	54500
West Midlands	61	69405
Eastern	55	71360
London	44	108970
South East	43	109785
South West	53	67937
Base/Coverage: all employers with 5 or more employees – 3431		

3.3 *Helping Employees Learn Things not Directly Connected to their Jobs*

- 3.3.1 Employers were asked whether they helped employees learn things not directly connected to their job.
- 3.3.2 Almost one in three employers (30%) did so. This is similar to the proportions found in the 2000 and 1999 studies (32% and 29% respectively).
- 3.3.3 The proportion of employers who offer employees learning opportunities not directly connected to employees' jobs, broadly speaking, increases with increasing size of employer.

Table 7 Offer of learning activities not directly connected to employees' jobs by size of employer

	1999 %	2000 %	2001 %	Total no. of employers
5-24	27	32	28	519245
25-99	33	31	37	111280
100-199	36	37	36	17695
200-499	44	49	43	9565
500+	51	53	56	3267
TOTAL	29	32	30	661052

Base/Coverage: all employers with 5 or more employees – 3431

- 3.3.4 Employers in service sectors are more likely to offer these learning opportunities than those in other sectors.

Table 8 Offer of learning activities not directly connected to employees' jobs by industry sector of employer

	1999 %	2000 %	2001 %	Total no. of employers
Manufacturing	22	26	26	73785
Agriculture, mining, utilities & construction	27	22	22	50095
Distribution & consumer services	27	32	31	230095
Finance & business services	30	29	29	123940
Transport, public admin & other services	34	38	33	183137
TOTAL	29	32	30	661052

Base/Coverage: all employers with 5 or more employees – 3431

3.3.5 The proportion of employers offering these learning opportunities varies by region as shown below:

Table 9 Offer of learning activities not directly connected to employees' jobs by Government Office region of employer

	1999 %	2000 %	2001 %	Total no. of employers
North East	30	35	25	28995
North West	32	35	29	86155
Yorkshire and the Humber	32	29	34	63945
East Midlands	30	26	28	54500
West Midlands	29	36	35	69405
Eastern	26	30	25	71360
London	29	31	36	108970
South East	27	29	26	109785
South West	26	38	28	67937
TOTAL	29	32	30	661052

Base/Coverage: all employers with 5 or more employees – 3431

Chapter 4
Provision of Job-Related Training and
Reasons for Non-Provision

4 Provision of Job-Related Training and Reasons for Non-Provision

4.1 Introduction

4.1.1 In this section we summarise:

- ◆ the proportion of employers who have provided training, either off-the-job or on-the-job, for any of the employees at the location over the previous 12 months
- and
- ◆ for the 2000 and 2001 studies only, the reasons given by employers who have not provided any training for not having done so.

4.2 Employers Providing Job-Related Training

4.2.1 Overall, in the 2001 study, nine out of ten employers (89%) reported that they had provided employees at the location with either off-the-job or on-the-job training over the previous 12 months. This compares with the 92% found in the 2000 study and the 89% found in the 1999 study.

The proportion of employers providing off-the-job, on-the-job, both and either types of training over the 12 months prior to interview is shown below:

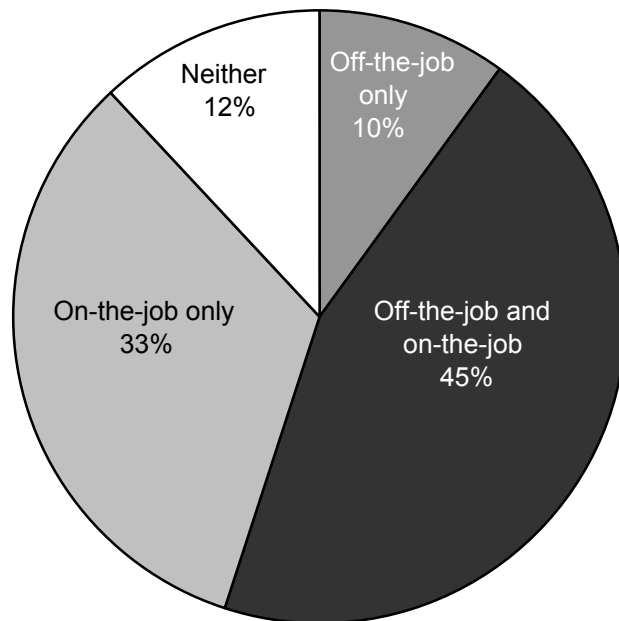
Table 10 Provision of job-related training

	1999	2000	2001
	%	%	%
Off-the-job	52	59	55
On-the-job	79	83	78
Both	42	51	45
Either	89	92	88

Base/Coverage: all employers with 5 or more employees – 3431

4.2.2 The chart below shows the proportion of employers in 2001 providing only off-the-job training, only on-the-job training, both types and neither type.

Fig 2 Provision of job-related training



4.2.3 The figures from the 2001 study also show that 81% of employers who provide off-the-job training also provide on-the-job training, and that 58% of employers who provide on-the-job training also provide off-the-job training (the equivalent figures from the 2000 study were 86% and 61%, and for the 1999 study 81% and 54%).

4.2.4 The larger the employer the more likely it is that they have provided training over the past 12 months.

Table 11 Provision of job-related training by size of employer

	Total %	5-24 %	25-99 %	100- 199 %	200- 499 %	500+ %
Off-the-job						
- 1999	52	47	72	82	89	91
- 2000	59	54	78	92	96	98
- 2001	55	49	75	87	85	93
On-the-job						
- 1999	79	77	85	88	94	94
- 2000	83	82	89	94	93	92
- 2001	78	75	88	91	91	94
Both						
- 1999	42	36	62	74	83	86
- 2000	51	45	70	87	90	90
- 2001	45	38	68	79	78	87
Either						
- 1999	89	87	95	97	99	99
- 2000	92	90	97	99	100*	100*
- 2001	88	86	95	99	98	100*

Base/Coverage: all employers with 5 or more employees – 3431 (2001), 3498 (2000), 3430 (1999)

Note: 100* indicates a percentage of more than 99.5% that has been rounded up to 100%

4.2.5 In the 2001 study, employers in the transport, public administration and other services sector were most likely to have provided training in the previous 12 months.

Table 12 Provision of job-related training by industry sector of employer

	Total %	Manufac- -turing %	Agric- -ulture, mining, utilities, const- -ruction %	Distribution & consumer services %	Finance & business services %	Transport, public admin, other services %
Off-the-job						
- 1999	52	48	57	42	56	64
- 2000	59	55	62	46	66	74
- 2001	55	50	60	41	61	70
On-the-job						
- 1999	79	76	60	83	81	79
- 2000	83	78	69	90	77	85
- 2001	78	78	64	83	72	78
Both						
- 1999	42	42	36	35	45	53
- 2000	51	48	45	42	53	64
- 2001	45	42	40	36	48	57
Either						
- 1999	89	83	81	90	92	90
- 2000	92	85	86	94	90	95
- 2001	88	85	84	88	86	92

Base/Coverage: all employers with 5 or more employees – 3431 (2001), 3498 (2000), 3430 (1999)

- 4.2.6 In the 2001 study, employers in the North East, Eastern and South West regions were more likely than the national average to have provided training over the previous 12 months.

Table 13 Provision of job-related training by Government Office region of employer

	Total %	North East %	North West %	Yorkshire and the Humber %	East Mid. %	West Mid. %	East- ern %	Lond- on %	South East %	South East %
Off-the-job										
- 1999	52	54	52	53	56	57	43	46	54	63
- 2000	59	55	63	63	55	56	54	56	63	64
- 2001	55	59	51	60	51	59	58	57	53	54
On-the-job										
- 1999	79	91	82	78	79	76	83	75	79	72
- 2000	83	85	87	80	85	86	83	81	83	84
- 2001	78	84	76	77	82	77	82	73	75	83
Both										
- 1999	42	52	43	43	46	47	36	36	44	44
- 2000	51	49	56	49	47	48	47	47	58	54
- 2001	45	50	59	50	55	53	54	55	59	54
Either										
- 1999	89	93	91	88	89	86	90	86	89	91
- 2000	92	91	94	94	93	94	90	91	88	93
- 2001	88	93	86	87	88	90	93	85	87	91

Base/Coverage: all employers with 5 or more employees – 3431 (2001), 3498 (2000), 3430 (1999)

4.3 Reasons why Job-Related Training not Provided over Previous 12 Months

- 4.3.1 Employers in the 2000 and 2001 studies who had not provided either off-the-job or on-the-job training over the previous 12 months were asked why they had not done so.
- 4.3.2 By far the most common reason reported was that the skills that their employees currently meet their needs, so training was not needed.

Table 14 Reasons why job-related training not provided

	2000 %	2001 %
Existing skills of employees meet our needs so training not needed	70	62
New recruits are sufficient to obtain the skills required / already have the required skills	9	16
Employees learn from experience	4	9
Training programme not yet in place	3	4
Lack of finance / cannot afford it	2	3
Employees too busy to give training	3	3
Employees too busy to receive training	1	3
Other	4	9

Base/Coverage: all employers with 5 or more employees who had not provided training in the previous 12 months – 210

Due to the small number of employers to whom the question was applicable, it is not possible to provide analysis by establishment size, industry sector or region.

Chapter 5

Provision of Off-the-Job Training

5 Provision of Off-the-Job Training

5.1 Introduction

5.1.1 In this section we explore:

- ◆ the proportion of employers who have provided off-the-job training in the 12 months prior to interview
- ◆ the types of employer who were most likely to provide off-the-job training
- ◆ the proportion of employees who received off-the-job training
- ◆ the amount of off-the-job training provided

5.1.2 It was explained to employers that:

“... by off-the-job training, we are including all training away from the immediate work position. It can be given at your premises or elsewhere. It includes all sorts of courses - full or part time; correspondence or distance learning; health and safety training and so on - as long as it is funded or arranged by you”.

5.2 Employers Who Provide Off-the-Job Training

5.2.1 The survey indicates that over half of employers (55%) provided off-the-job training to at least some of their employees in the 12 months prior to the interview. This represents a decline of four percentage points since the 2000 study when 59% of employers had provided off-the-job training over the previous 12 months. The figure in 1999 was 52%.

Comparisons with the Labour Force Survey suggest that the size of the reported increase between the 1999 and 2000 surveys is probably exaggerated. This may be due to subtle changes in the questionnaire and differences in the timing of fieldwork.

5.2.2 The following table shows that, broadly speaking, the proportion of employers providing off-the-job training increases with increasing employer size and that there has been a decline since the 2000 study in the proportion amongst all sizes of employer, particularly those with 200-499 employees.

Table 15 Provision of off-the-job training by size of employer

	1999 %	2000 %	2001 %	Total no. of employers
5 – 24	47	54	49	519245
25 – 99	72	78	75	111280
100 – 199	82	92	87	17695
200 – 499	89	96	85	9565
500 +	91	98	93	3267
TOTAL	52	59	55	661052

Base/Coverage: all employers with 5 or more employees – 3431

5.2.3 Employers in the transport, public administration and other services sector (70%) were most likely to have provided off-the-job training and those in the distribution and consumer services sector least likely to have done so (41%).

There has been a decline in the proportion of employers providing off-the-job training in all industry sectors since the 2000 study.

Table 16 Provision of off-the-job training by industry sector of employer

	1999 %	2000 %	2001 %	Total no. of employers
Manufacturing	48	55	50	73785
Agriculture, mining, utilities, construction	57	62	60	50095
Distribution & consumer services	42	46	41	230095
Finance & business services	56	66	61	123940
Transport, public administration and other services	64	74	70	183137
TOTAL	52	59	55	661052

Base/Coverage: all employers with 5 or more employees – 3431

- 5.2.4 The provision of off-the-job training by employers in the last year was highest in Yorkshire and the Humber (60%) and lowest in the North West and East Midlands regions (51%).

Table 17 Provision of off-the-job training by Government Office region of employer

	1999 %	2000 %	2001 %	Total no. of employers
North East	54	55	59	28995
North West	52	63	51	86155
Yorkshire and the Humber	53	63	60	63945
East Midlands	56	55	51	54500
West Midlands	57	56	59	69405
Eastern	43	54	58	71360
London	46	56	57	108970
South East	54	63	53	109785
South West	63	64	54	67937
TOTAL	52	59	55	661052

Base/Coverage: all employers with 5 or more employees - 3431

5.3 Proportion of Employees Receiving Off-the-Job Training

- 5.3.1 Overall, 28% of employees had received off-the-job training in the 12 months prior to interview. This is very similar to the 27% reported in the 2000 study, with both figures being higher than the 23% found in 1999.
- 5.3.2 The data in the remainder of this chapter presents results on an employee as opposed to an employer basis. Readers should note that since results were weighted on an employer basis these findings are subject to greater variability.
- 5.3.3 The proportion of employees trained does not vary widely by establishment size.

Between 1999 and 2000, establishments with 500 or more employees were the only size of establishment in which the proportion of employees receiving off-the-job training declined; between 2000 and 2001 it was the only size of establishments in which the proportion rose.

Table 18 Proportion of employees receiving off-the-job training by size of employer

	1999 %	2000 %	2001 %
5 – 24	23	27	25
25 – 99	29	33	30
100 – 199	25	36	31
200 – 499	25	35	31
500 +	20	17	31
TOTAL	23	27	28

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

5.3.4 The proportion of employees trained was highest in the transport, public administration and other services sector and lowest in the distribution and consumer services sector.

Table 19 Proportion of employees receiving off-the-job training by industry sector of employer

	1999	2000	2001
	%	%	%
Manufacturing	18	22	23
Agriculture, mining, utilities, construction	23	30	30
Distribution & consumer services	19	26	20
Finance & business services	23	30	30
Transport, public administration & other services	28	29	33
TOTAL	23	27	28

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

5.3.5 The proportion of employees who had received off-the-job training over the previous year was highest in Yorkshire and the Humber (31%) and lowest in the East Midlands and South East (25%).

Table 20 Proportion of employees receiving off-the-job training by Government Office region of employer

	1999	2000	2001
	%	%	%
North East	26	26	29
North West	23	29	28
Yorkshire and the Humber	21	27	31
East Midlands	20	26	25
West Midlands	19	26	28
Eastern	20	29	28
London	23	28	28
South East	26	26	25
South West	29	28	26
TOTAL	23	27	28

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

5.4 Amount of Off-the-Job Training Provided

5.4.1 Employers were asked to estimate the number of days off-the-job training they had provided per employee trained. When using these figures it should be borne in mind that these figures may be subject to a greater degree of inaccuracy than other data in this report.

5.4.2 Over the last 12 months, employees receiving off-the-job training had, on average, received 8.2 days each. This equates to an average of 2.3 days having been provided per employee.

The equivalent figures in the 2000 study were 6.1 days per employee trained and 1.7 days per employee; and in the 1999 study 7.1 days per employee trained and 1.6 days per employee.

5.4.3 In the following three paragraphs when the average number of days off-the-job training provided is shown, the first table in each paragraph shows the average number of days provided per trainee, and the second the average number per employee employed, whether trained or not.

5.4.4 The average number of days off-the-job training provided by establishments of various sizes is shown in the two tables below.

It can be seen from Table 21 that the average number of days reaches a peak amongst establishments with 25-99 employees and then declines.

Table 21 Average number of training days per employee trained by size of employer

	1999	2000	2001
5 – 24	7.8	6.7	9.5
25 – 99	7.3	6.9	10.4
100 – 199	7.2	6.2	7.3
200 – 499	7.0	5.2	7.3
500 +	6.2	4.9	5.5
TOTAL	7.1	6.1	8.2

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

Table 22 Average number of training days per employee by size of employer

	1999	2000	2001
5 – 24	1.8	1.8	2.4
25 – 99	2.1	2.3	3.1
100 – 199	1.8	2.2	2.2
200 – 499	1.7	1.8	2.2
500 +	1.3	0.8	1.7
TOTAL	1.6	1.7	2.3

Base/Coverage: all employers with 5 or more employees - 3431

5.4.5 The average number of training days provided by employers in each industry sector is shown in the next two tables.

It can be seen from Table 23 that trainees in the transport, public administration and other services sector had received the most training.

Table 23 Average number of training days per employee trained by industry sector of employer

	1999	2000	2001
Manufacturing	7.3	5.6	7.4
Agriculture, mining, utilities, construction	7.2	7.1	8.7
Distribution & consumer services	7.4	5.5	8.3
Finance & business services	7.2	6.3	7.4
Transport, public admin & other services	6.9	6.4	8.9
TOTAL	7.1	6.1	8.2

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

Table 24 Average number of training days per employee by industry sector of employer

	1999	2000	2001
Manufacturing	1.3	1.2	1.7
Agriculture, mining, utilities, construction	1.7	2.1	2.6
Distribution & consumer services	1.4	1.5	1.7
Finance & business services	1.7	1.9	2.2
Transport, public admin & other services	1.9	1.8	2.9
TOTAL	1.6	1.7	2.3

Base/Coverage: all employers with 5 or more employees – 3431

5.4.6 As shown in Table 25, trainees in the North East region had received the highest number of days training in the last year. Trainees in the Yorkshire and the Humber region had received the least.

Table 25 Average number of training days per employee trained by Government Office region of employer

	1999	2000	2001
North East	6.4	6.1	12.3
North West	8.3	6.5	7.3
Yorkshire and the Humber	7.4	6.2	6.3
East Midlands	8.3	6.9	7.2
West Midlands	6.4	6.7	9.7
Eastern	6.3	5.1	8.2
London	5.7	6.5	8.3
South East	7.2	5.7	7.8
South West	7.9	5.5	9.4
TOTAL	7.1	6.1	8.2

Base/Coverage: all employers with 5 or more employees providing off-the-job training over the previous 12 months – 2516

Table 26 Average number of training days per employee by Government Office region of employer

	1999	2000	2001
North East	1.7	1.6	3.6
North West	1.9	1.9	2.0
Yorkshire and the Humber	1.6	1.7	2.0
East Midlands	1.7	1.8	1.8
West Midlands	1.2	1.8	2.7
Eastern	1.3	1.5	2.3
London	1.3	1.8	2.3
South East	1.9	1.5	1.9
South West	2.3	1.5	2.5
TOTAL	1.6	1.7	2.3

Base/Coverage: all employers with 5 or more employees - 3431

Chapter 6

Management and Delivery of Off-the-Job Training

6 Management and Delivery of Off-the-Job Training

6.1 Introduction

6.1.1 This section examines employers' approach to off-the-job training in a number of areas:

- ◆ The existence of business, training and human resource plans and budgets and the use of outside support in drawing these up
- ◆ Recognition as an Investor in People
- ◆ The allocation of staff and resources to training of employees
- ◆ The types of off-the-job training provided over the last year
- ◆ Employers using off-the-job training to provide formal qualifications for their employees and the types of formal qualification towards which employees were training
- ◆ The location of the off-the-job training provided and levels of satisfaction with training provided at each location
- ◆ The methods of off-the-job training used

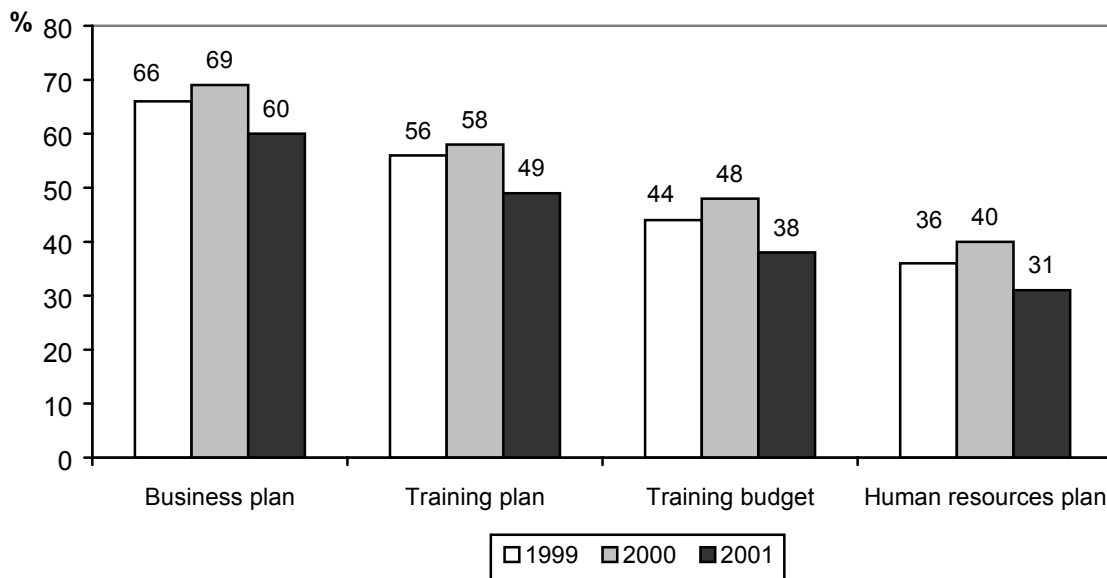
6.2 Existence of Business, Training and Human Resource Plans and Budgets

6.2.1 The proportion of employers having a business plan, a training plan, a training budget and a human resources plan is shown in the table below.

It can be seen that three out of five (60%) had a business plan, half (49%) a training plan, two out of five (38%) a training budget and a third (31%) a human resources plan.

The existence of all four planning tools has decreased since the 2000 study.

Fig 3 Existence of plans and budgets



Base/Coverage: all employers with 5 or more employees – 3431

6.2.2 As the following table illustrates, the existence of plans and budgets increases with increasing size of employer.

Table 27 Existence of plans and budgets by size of employer

	Business plan			Training plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
5 – 24	63	66	56	52	54	43
25 – 99	75	79	71	69	69	68
100 – 199	88	89	82	80	79	76
200 – 499	92	93	88	89	83	79
500 +	92	94	92	89	89	85
TOTAL	66	69	60	56	58	49
	Training budget			Human resource plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
5 – 24	38	42	30	31	36	25
25 – 99	62	65	62	50	50	49
100 – 199	79	82	77	65	65	57
200 – 499	88	88	83	77	73	71
500 +	94	94	92	83	84	78
TOTAL	44	48	38	36	40	31

Base/Coverage: all employers with 5 or more employees – 3431

6.2.3 Employers in the transport, public administration and other services and in the finance and business services sectors were most likely to have plans and budgets.

Table 28 Existence of plans and budgets by industry sector of employer

	Business plan			Training plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
Manufacturing	65	69	60	45	50	40
Agriculture, mining, utilities, construction	58	68	53	36	47	42
Distribution & consumer services	60	64	56	57	56	46
Finance & business services	73	77	66	58	56	43
Transport, public admin & other services	72	70	63	64	67	61
TOTAL	66	69	60	56	58	49
	Training budget			Human resource plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
Manufacturing	28	41	34	24	30	26
Agriculture, mining, utilities, construction	28	36	31	23	24	22
Distribution & consumer services	37	38	27	34	37	28
Finance & business services	47	54	39	44	42	34
Transport, public admin & other services	61	62	56	44	50	37
TOTAL	44	48	38	36	40	31

Base/Coverage: all employers with 5 or more employees – 3431

6.2.4 The existence of plans and budgets varied between regions as shown in the table below.

Table 29 Existence of plans and budgets by Government Office region of employer

	Business plan			Training plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
North East	62	61	59	57	62	56
North West	67	76	62	57	62	46
Yorkshire and the Humber	58	67	57	57	51	57
East Midlands	63	73	60	57	63	58
West Midlands	65	63	63	51	59	48
Eastern	63	67	63	51	58	49
London	72	66	56	58	50	46
South East	71	68	54	54	56	40
South West	65	76	69	60	64	55
TOTAL	66	69	60	56	58	49
	Training budget			Human resource plan		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
North East	47	46	39	40	35	33
North West	41	50	36	36	45	27
Yorkshire and the Humber	40	43	41	33	37	33
East Midlands	45	47	37	29	39	36
West Midlands	40	46	35	33	38	25
Eastern	37	42	37	30	36	35
London	49	44	36	43	39	32
South East	46	48	37	40	42	28
South West	48	64	47	38	41	33
TOTAL	44	48	38	36	40	31

Base/Coverage: all employers with 5 or more employees – 3431

6.3 Use of Outside Support in Drawing up Planning Tools

- 6.3.1 For the first time in 2001, employers who had any of the four planning tools in place were asked whether or not they had received any outside support in drawing up the plans or budgets and, if so, from whom.

Overall, a quarter of employers (23%) had received outside support. A wide variety of types of organisation had been used, with the organisation's head or regional office, a government body and a Business Link being most commonly used.

Table 30 Receipt of outside support in drawing up planning tools

	%
Outside support received	23
Of those receiving support, support received from:	
Head / regional office / sister company	19
Government / local authority / council / NHS / hospital	13
Business Link	12
HE / FE College	7
Trade association	7
LLSC/TEC	6
Independent consultant	6
Private training company / provider	6
Accountant	5
Other	16
Not stated	7

Base/Coverage: all employers with 5 or more employees with planning tools in place – 2933

all employers with 5 or more employees who had received outside support – 528

- 6.3.2 Use of outside support in drawing up planning tools was more common amongst smaller employers.

Table 31 Receipt of outside support in drawing up planning tools by size of employer

	%
5 – 24	24
25 – 99	21
100 – 199	17
200 – 499	16
500 +	13
TOTAL	23

Base/Coverage: all employers with 5 or more employees with planning tools in place – 2933

6.3.3 Receipt of outside support varied by industry sector as follows:

Table 32 Receipt of outside support in drawing up planning tools by industry sector of employer

	%
Manufacturing	12
Agriculture, mining, utilities, construction	26
Distribution & consumer services	20
Finance & business services	25
Transport, public admin & other services	27
TOTAL	23

Base/Coverage: all employers with 5 or more employees with planning tools in place -2933

6.3.4 The proportion of employers in each region receiving outside support when drawing up planning tools is show below:

Table 33 Receipt of outside support in drawing up planning tools by Government Office region of employer

	%
North East	27
North West	18
Yorkshire and the Humber	27
East Midlands	20
West Midlands	21
Eastern	29
London	24
South East	18
South West	25
TOTAL	23

Base/Coverage: all employers with 5 or more employees with planning tools in place -2933

6.4 *Investor in People*

- 6.4.1 Employers were asked whether or not their establishment was formally recognised as an Investor in People.

Over one in four employers (28%) reported that they were. This represents a slight increase over the 25% who reported that they had been recognised in the 2000 survey.

- 6.4.2 The proportion of larger establishments that have been recognised is, broadly speaking, higher amongst larger establishments.

Table 34 *Recognition as an Investor in People by size of employer*

	2000	2001	Total no. of employers
	%	%	%
5 – 24	22	24	519245
25 – 99	33	43	111280
100 – 199	37	42	17695
200 – 499	42	45	9565
500 +	48	53	3267
TOTAL	25	28	661052

Base/Coverage: all employers with 5 or more employees - 3431

- 6.4.3 The proportion of establishments recognised is highest in the transport, public administration and other services and distribution and consumer services sectors.

Table 35 *Recognition as an Investor in People by industry sector of employer*

	2000	2001	Total no. of employers
	%	%	%
Manufacturing	19	17	73785
Agriculture, mining, utilities, construction	16	16	50095
Distribution & consumer services	29	34	230095
Finance & business services	18	18	123940
Transport, public admin & other services	29	35	183137
TOTAL	25	28	661052

Base/Coverage: all employers with 5 or more employees - 3431

6.4.4 Recognition as an Investor in People varies by region as follows:

Table 36 Recognition as an Investor in People by Government Office region of employer

	2000	2001	Total no. of employers
	%	%	%
North East	30	22	28995
North West	32	25	86155
Yorkshire and the Humber	18	42	63945
East Midlands	25	24	54500
West Midlands	26	28	69405
Eastern	23	24	71360
London	22	25	108970
South East	28	28	109785
South West	20	32	67937
TOTAL	25	28	661052

Base/Coverage: all employers with 5 or more employees - 3431

6.5 Resources for Off-the-Job Training

6.5.1 In all three studies, employers who had provided off-the-job training in the last 12 months were asked about the existence of resources for training within their **organisation** (not just at the establishment sampled). Specifically:

- ◆ whether the organisation had someone at senior management level responsible for training
- ◆ whether the organisation had a separate training facility such as a training school or centre
- ◆ whether the organisation had members of staff to design and teach training courses

6.5.2 Three-quarters (76%) of the employers who had provided off-the-job training in the last 12 months had a member of senior management with responsibility for training within their organisation.

This compares with the 78% reported in the 2000 study and the 77% reported in the 1999 study.

6.5.3 Staff to design and teach training courses existed in over a third (36%) of organisations providing off-the-job training and a separate training facility in almost a third (30%) of organisations.

The equivalent figures in the 2000 study were 37% and 29%, and in the 1999 study 35% and 30%.

6.5.4 On average, those employing staff to design and teach training courses employed 11 such people within their organisation.

6.5.5 As the following table indicates, broadly speaking, the allocation of staff and resources to training within the organisation increases with increasing size of employer.

Table 37 Allocation of staff and resources for training by size of employer

	Senior management			Training staff			Training facility		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
5 – 24	76	76	73	31	31	31	28	26	26
25 – 99	80	81	83	42	46	45	34	36	36
100 – 199	82	83	76	51	57	50	43	41	39
200 – 499	83	84	86	67	66	68	52	49	52
500 +	91	92	85	84	86	81	68	64	66
TOTAL	77	78	76	35	37	36	30	29	30

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months
– 2516

6.5.6 Employers in the transport, public administration and other services sector were the most likely to dedicate staff and resources within the organisation to off-the-job training.

Table 38 Allocation of staff and resources for training by industry sector of employer

	Senior management			Training staff			Training facility		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
Manufacturing	67	67	71	22	19	18	16	14	17
Agriculture, mining, utilities, construction	65	75	66	12	16	12	9	14	11
Distribution & consumer services	80	80	80	45	44	39	46	33	37
Finance & business services	77	74	70	32	28	31	21	22	24
Transport, public admin & other services	82	83	80	39	46	48	34	39	36
TOTAL	77	78	76	35	37	36	30	29	30

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.5.7 The proportion of employers in each region having someone at senior management level within the organisation responsible for training, training staff to design and teach courses and a separate training facility is shown below:

Table 39 Allocation of staff and resources for training by Government Office region of employer

	Senior management			Training staff			Training facility		
	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %	1999 %	2000 %	2001 %
North East	89	82	75	55	43	43	53	36	30
North West	81	79	68	33	30	38	28	28	32
Yorkshire and the Humber	72	81	81	29	38	50	26	31	38
East Midlands	72	82	79	38	36	40	29	27	34
West Midlands	84	78	82	35	40	31	29	32	36
Eastern	83	80	71	36	36	32	37	25	28
London	69	69	77	37	37	36	30	26	25
South East	78	77	74	37	34	31	31	30	20
South West	76	81	78	30	42	33	26	33	33
TOTAL	77	78	76	35	37	36	30	29	30

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.5.8 For the first time in the 2001 study, as a further measure of employers' commitment to training those who had provided off-the-job training in the 12 months prior to interview were asked whether or not they have (a) a trade union learning representative, and (b) an NVQ assessor.

One in eight (12%) have a trade union learning representative and over a quarter (27%) an NVQ assessor.

6.5.9 Both are more common in larger establishments.

Table 40 Existence of Trade Union learning representatives and NVQ assessors by size of employer

	Trade Union learning representative	NVQ assessor
	%	%
5 – 24	9	23
25 – 99	16	34
100 – 199	19	34
200 – 499	27	45
500 +	32	61
TOTAL	12	27

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.5.10 Employers in the transport, public administration and other services and in the distribution and consumer services sectors are more likely to have a Trade Union learning representative and an NVQ assessor than those in other sectors.

Table 41 Existence of Trade Union learning representatives and NVQ assessors by sector of employer

	Trade Union learning representative %	NVQ assessor %
Manufacturing	5	18
Agriculture, mining, utilities, construction	3	12
Distribution & consumer services	14	30
Finance & business services	3	12
Transport, public administration & other services	19	40
TOTAL	12	27

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.5.11 The existence of Trade Union learning representatives and NVQ assessors varies by region as follows:

Table 42 Existence of Trade Union learning representatives and NVQ assessors by Government Office region of employer

	Trade Union learning representative %	NVQ assessor %
North East	6	32
North West	13	30
Yorkshire and the Humber	21	36
East Midlands	11	28
West Midlands	12	27
Eastern	10	25
London	11	17
South East	9	20
South West	11	38
TOTAL	12	27

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

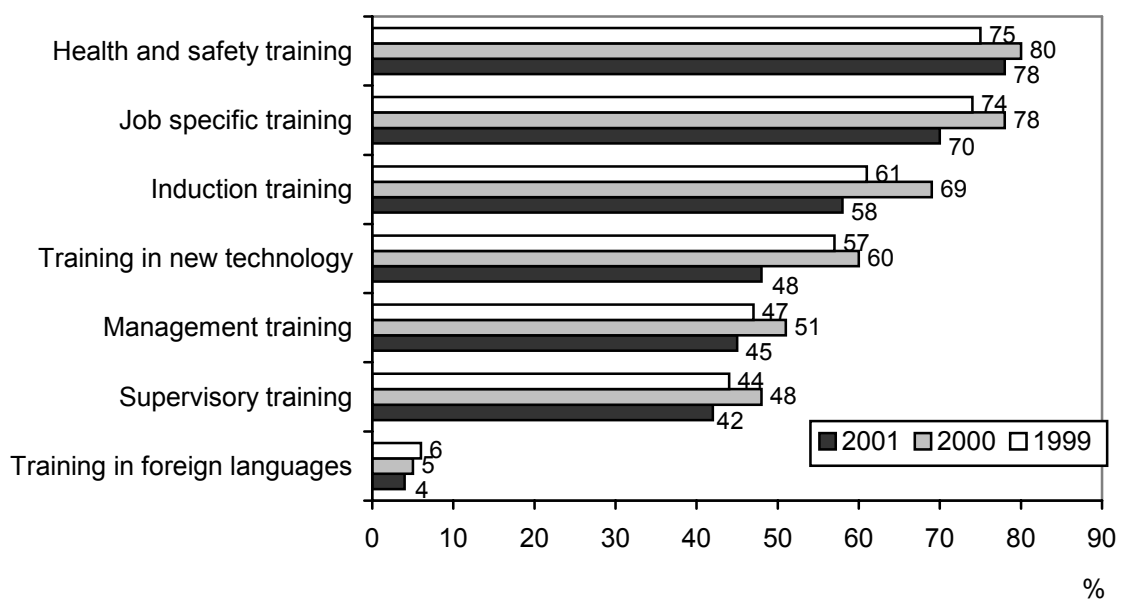
6.6 Types of Off-the-Job Training Provided

6.6.1 Employers who had provided off-the-job training over the past 12 months were read a list of possible types of training and asked which ones they had provided over this period.

As shown in the table below, health and safety and job specific training were the types that had been provided by most employers over the previous 12 months.

There has been a slight decrease since the 2000 study in the proportion of employers providing each type of training.

Fig 4 *Types of off-the-job training provided at the location in the last 12 months*



Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.6.2 The provision of all types of training increases with increasing employer size.

Table 43 *Types of off-the-job training provided by size of employer*

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Health and safety training	78	75	83	89	90	94
Job specific training	70	65	82	84	86	92
Induction training	58	51	74	81	82	90
Training in new technology	48	42	57	72	77	88
Management training	45	37	59	68	79	89
Supervisory training	42	35	55	68	73	87
Training in foreign languages	4	2	8	10	18	31
Total no. of employers providing off-the-job training	365580	255851	83153	15414	8133	3028
Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516						

6.6.3 The table below shows the types of training provided in the last year by industry sector of employer.

Table 44 *Types of off-the-job training provided by industry sector of employer*

	Total	Manufac-turing	Agric-ulture, mining, utilities, const- ruction	Distribution & consumer services	Finance & business services	Transport, public admin, other services
	%	%	%	%	%	%
Health and safety training	78	79	81	78	70	83
Job specific training	70	63	64	65	72	76
Induction training	58	54	41	58	53	67
Training in new technology	48	39	38	38	59	53
Management training	45	37	28	48	39	51
Supervisory training	42	34	31	47	33	48
Training in foreign languages	4	8	1	5	4	4
Total no. of employers providing off-the-job training	365580	36574	30267	94220	75899	128619
Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516						

6.6.4 In the 2001 survey, employers were asked what proportion of all the off-the-job training undertaken, in terms of employee hours, each type of training accounted for.

It can be seen from the results below that job specific and health and safety training account for the most employee hours. It should however be borne in mind that employers found the question difficult to answer – almost a third of those providing off-the-job training were unable to do so. For this reason we do not feel it prudent to show results by size, industry sector or region of employer.

Table 45 *Average proportion of off-the-job training that is of each type*

	% of Trainee Hours
Health and safety training	28
Job specific training	32
Induction training	13
Training in new technology	13
Management training	8
Supervisory training	6
Training in foreign languages	*

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months able to break down amount of training provided by type – 1717

Note: * indicates a percentage of less than 0.5%

6.7 Off-the-Job Training Leading to Formal Qualifications

- 6.7.1 Of those employers who provided off-the-job training, over half (55%) reported that at least some of this training was leading to formal qualifications. The equivalent figures in the 2000 and 1999 studies were 56% and 52% respectively.
- 6.7.2 As shown in the table below, a higher proportion of larger employers offered training that was leading to formal qualifications.

Table 46 Employers offering off-the-job training leading to formal qualifications by size of employer

	1999	2000	2001	Total no. of employers providing off-the-job training
	%	%	%	
5 – 24	48	51	50	255851
25 – 99	57	64	62	83153
100 – 199	66	73	71	15414
200 – 499	85	82	80	8133
500 +	89	90	84	3028
TOTAL	52	56	55	365580

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

- 6.7.3 The provision of training leading to formal qualifications varied by industry sector as shown below:

Table 47 Employers offering off-the-job training leading to formal qualifications by industry sector of employer

	1999	2000	2001	Total no. of employers providing off-the-job training
	%	%	%	
Manufacturing	59	49	55	36574
Agriculture, mining, utilities, construction	58	62	49	30267
Distribution & consumer services	45	57	43	94220
Finance & business services	53	53	50	75899
Transport, public administration & other services	55	58	67	128619
TOTAL	52	56	55	365580

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.7.4 The proportion of employers in each region providing off-the-job training who had provided training leading to formal qualifications is shown below:

Table 48 Employers offering off-the-job training leading to formal qualifications by Government Office region of employer

	1999	2000	2001	Total no. of employers providing off-the-job training
	%	%	%	
North East	56	63	52	16999
North West	61	61	48	43806
Yorkshire and the Humber	50	59	60	38575
East Midlands	50	53	69	27770
West Midlands	54	57	66	41099
Eastern	57	57	50	41062
London	42	47	45	61904
South East	46	55	53	57647
South West	60	60	58	36718
TOTAL	52	56	55	365580

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.7.5 Employers who stated that some of the off-the-job training they provided was leading to formal qualifications were asked which of the following qualifications it was leading to:

- ◆ NVQs/SVQs
- ◆ Other nationally recognised qualifications, eg RSA, BTEC, City and Guilds
- ◆ Qualifications specific to the company
- ◆ Higher qualifications such as degrees

6.7.6 NVQs/SVQs were the types of qualification that off-the-job training was most commonly leading to, followed by other nationally recognised qualifications (52% and 43% of those providing training leading to qualifications respectively).

Table 49 Types of formal qualification to which off-the-job training leading

	1999	2000	2001
	%	%	%
NVQs/SVQs	49	55	52
Other nationally recognised qualifications	47	48	43
Higher qualifications such as degrees	25	28	27
Qualifications specific to company	30	35	26

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months leading to formal qualifications – 1714

6.8 Location of Off-the-Job Training

6.8.1 The most common location for providing off-the-job training was at a private training centre (54% of employers providing off-the-job training), followed by at an FE college (38%), at the employer's establishment (36%) and at a company training centre (24%).

Table 50 Location of off-the-job training

	1999 %	2000 %	2001 %
Private training centre	53	65	54
FE college	38	39	38
Establishment interviewed	26	46	36
Organisation training centre	26	28	24
Other sites of organisation	n/a	n/a	16
Elsewhere	12	12	17

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.8.2 The likelihood of using each location increased with increasing size of employer.

Table 51 Location of off-the-job training by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Private training centre	54	51	57	64	69	75
FE college	38	33	44	52	64	69
Establishment interviewed	36	30	45	53	58	67
Organisation training centre	24	21	29	34	41	60
Other sites of organisation	16	12	20	29	30	36
Elsewhere	17	19	12	12	11	17

Total no. of employers providing off-the-job training 365580 255851 83153 15414 8133 3028

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516

6.8.3 The most commonly used locations varied according to the industry sector of the employer. For example:

- ◆ A private training centre was most likely to be used by employers in the finance and business services sector
- ◆ An FE college was most likely to be used by employers in the manufacturing sector
- ◆ The employer's establishment and the organisation's training centre were most likely to be used by employers in the transport, public administration and other services sector

Table 52 Location of off-the-job training by industry sector of employer

	Total %	Manufac- -turing %	Agric- -ulture, mining, utilities, const- -ruction %	Distribution & consumer services %	Finance & business services %	Transport, public admin, other services %
Private training centre	54	60	58	45	64	51
FE college	38	54	47	22	36	43
Establishment interviewed	36	37	27	35	33	40
Organisation training centre	24	12	13	25	20	33
Other sites of organisation	16	13	11	17	12	18
Elsewhere	17	10	13	15	15	21
Total no. of employers providing off-the-job training	365580	36574	30267	94220	75899	128619
Base/Coverage: all employers with 5 or more employees providing off-the-job training in the last 12 months – 2516						

6.9 Satisfaction with Quality of Off-the-Job Training

6.9.1 Over nine out of ten employers were very or fairly satisfied with the quality of off-the-job training at each of the locations covered with the exception of FE colleges where the proportion was 87%.

Table 53 Satisfaction with quality of off-the-job training held at each location

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	Don't know
Private training centre	%	55	38	1	*	5
FE college	%	45	42	6	1	6
Establishment interviewed	%	64	32	2	*	2
Organisation training centre	%	64	29	3	1	4
Other sites of organisation	%	59	32	1	*	9
Elsewhere	%	67	24	2	2	5
Base/Coverage: all employers with 5 or more employees using each location						

Note: * indicates a percentage of 0.5%

6.10 Methods of Providing Off-the-Job Training

6.10.1 Encouraging employees to keep up to date on the types of work they do without taking part in a taught course is the most common method of providing off-the-job training.

Since the 2000 study there has been little change in the methods used to provide off-the-job training.

Table 54 Methods of providing off-the-job training

	1999 %	2000 %	2001 %
Education and training courses intended to lead to a qualification	54	61	62
Other taught courses designed to help employees develop skills	75	74	73
Learning involving employees studying on their own from a package of materials*	40	46	48
Encourage employees to keep up-to-date on the types of work they do without taking part in a taught course**	67	83	79

Base/Coverage: all employers with 5 or more employees providing off-the-job training in the past 12 months – 2516

*eg written materials, audio or video tapes, TV programmes, computer software packages, CD Roms, the Internet

**eg by reading books, manuals, journals or by attending seminars

6.10.2 All methods of providing off-the-job training were more likely to have been provided by larger employers than by their smaller counterparts.

Table 55 Methods of providing off-the-job training by size of employer

	Total %	5-24 %	25-99 %	100-199 %	200-499 %	500+ %
Education and training courses intended to lead to a qualification	62	58	70	79	84	89
Other taught courses designed to help employees develop skills	73	69	79	87	90	96
Learning involving employees studying on their own from a package of materials	48	44	55	60	71	79
Encourage employees to keep up-to-date on the types of work they do without taking part in a taught course	79	77	81	84	86	92
Total no. of employers providing off-the-job training	365580	255851	83153	15414	8133	3028
Base/Coverage: all employers with 5 or more employees providing off-the-job training in the past 12 months – 2516						

6.10.3 Results by industry sector are shown below:

Table 56 Methods of providing off-the-job training by industry sector of employer

	Total %	Manufac- -turing %	Agric- -ulture, mining, utilities, const- -ruction %	Distribution & consumer services %	Finance & business services %	Transport, public admin, other services %
Education and training courses intended to lead to a qualification	62	65	59	50	55	75
Other taught courses designed to help employees develop skills	73	67	59	68	75	80
Learning involving employees studying on their own from a package of materials	48	39	30	48	53	51
Encourage employees to keep up-to-date on the types of work they do without taking part in a taught course	79	62	71	79	80	85
Total no. of employers providing off-the-job training	365580	36574	30267	94220	75899	128619
Base/Coverage: all employers with 5 or more employees providing off-the-job training in the past 12 months – 2516						

Chapter 7

Provision of On-the-Job Training

7 Provision of On-the-Job Training

7.1 Employers Who Provide On-the-Job Training

- 7.1.1 Employers were asked whether or not they had carried out any on-the-job training over the past 12 months. Over three-quarters of employers (78%) had done so. The equivalent figures in the 2000 and 1999 studies were 83% and 79% respectively.
- 7.1.2 Provision of on-the-job training, generally speaking, becomes more common with increasing size of employer.

Table 57 Provision of on-the-job training by size of employer

	1999 %	2000 %	2001 %	Total no. of employers
5-24	77	82	75	519245
25 – 99	85	89	88	111280
100 – 199	88	94	91	17695
200 – 499	94	93	91	9565
500+	94	92	94	3267
TOTAL	79	83	78	661052

Base/Coverage: all employers with 5 or more employees – 3431

- 7.1.3 Employers in the distribution and consumer services sector were most likely to have provided on-the-job training and those in the agriculture, mining, utilities and construction sector least likely to have done so.

Table 58 Provision of on-the-job training by industry sector of employer

	1999 %	2000 %	2001 %	Total no. of employers
Manufacturing	76	78	78	73785
Agriculture, mining, utilities, construction	60	69	64	50095
Distribution & consumer services	83	90	83	230095
Finance & business services	81	77	72	123940
Transport, public administration & other services	79	85	78	183137
TOTAL	79	83	78	661052

Base/Coverage: all employers with 5 or more employees – 3431

7.1.4 The proportion of employers in each region who had carried out on-the-job training in the previous 12 months is shown below:

Table 59 Provision of on-the-job training by Government Office region of employer

	1999	2000	2001	Total no. of employers
	%	%	%	
North East	91	85	84	28995
North West	82	87	76	86155
Yorkshire and the Humber	78	80	77	63945
East Midlands	79	85	82	54500
West Midlands	76	86	77	69405
Eastern	83	83	82	71360
London	75	81	73	108970
South East	79	83	75	109785
South West	72	84	83	67937
TOTAL	79	83	78	661052

Base/Coverage: all employers with 5 or more employees - 3431

7.2 Methods Used to Provide On-the-Job Training

7.2.1 A variety of methods had been used to provide on-the-job training, most commonly training by a line manager or supervisor, or by other experienced staff in the company.

Table 60 Methods used to provide on-the-job training

	1999	2000	2001
	%	%	%
Training by a line manager or supervisor	74	84	75
Training by other experienced staff in the company	68	74	66
Training by company training officer or specialist training staff	39	40	36
Training by equipment suppliers	15	36	26
Computer based training packages	18	25	20
Private sector training companies or consultancies	18	22	19
Other	2	3	5

Base/Coverage: all employers with 5 or more employees carrying out on-the-job training in the past 12 months - 2923

Chapter 8
Awareness Of, and Involvement with,
Training Initiatives

8 Awareness Of, and Involvement with, Training Initiatives

8.1 Introduction

8.1.1 In order to ascertain employers' involvement with a number of training initiatives, a series of questions were put to all employers covering:

- ◆ Awareness of, and involvement with, training initiatives
- ◆ Involvement and satisfaction with NVQs/SVQs

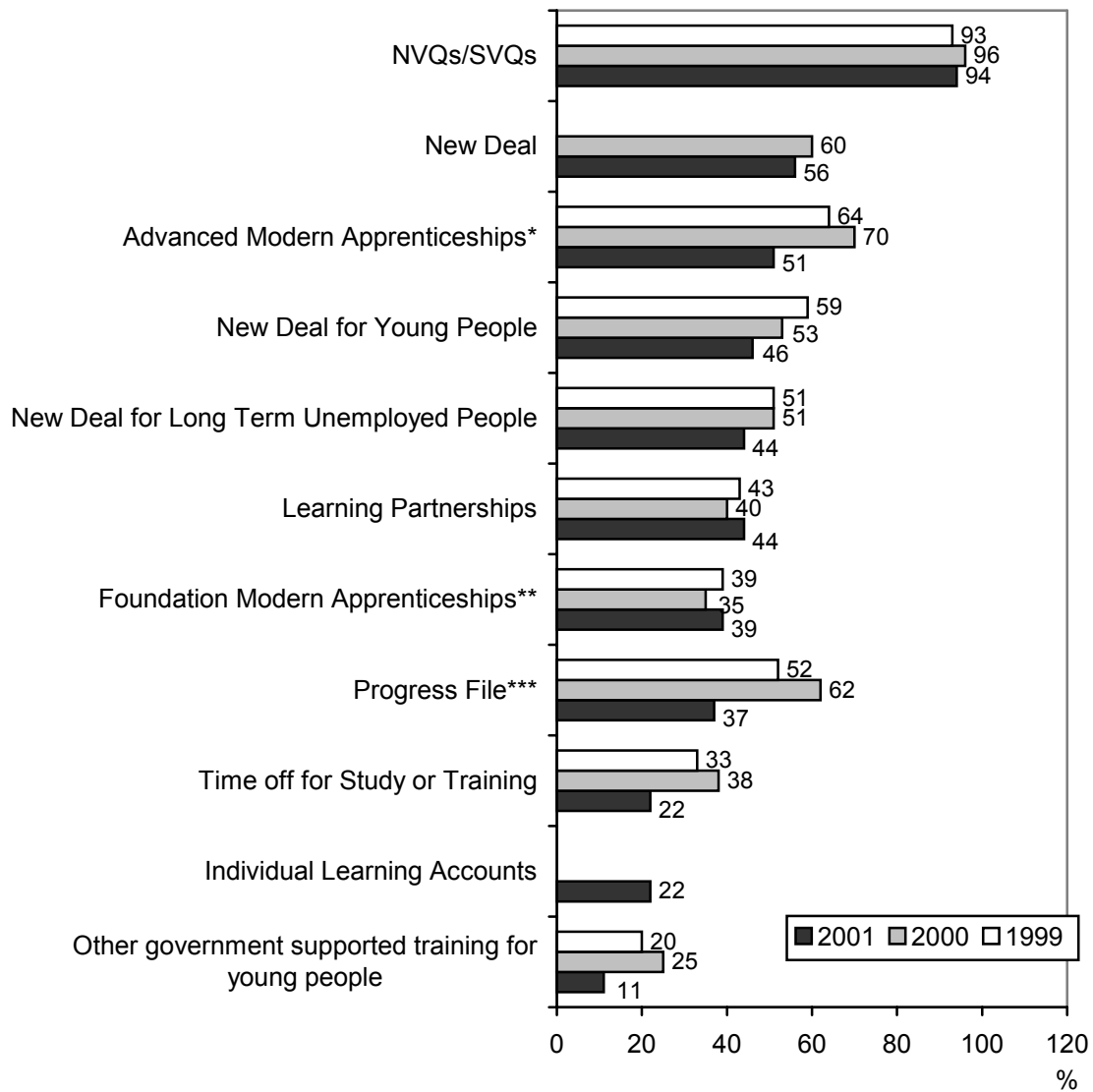
8.2 Awareness Of Training Initiatives

8.2.1 NVQs/SVQs are the initiative with the highest level of awareness, with over nine out of ten employers (94%) having heard of them.

8.2.2 Half or more had heard of New Deal (56%) and Advanced Modern Apprenticeships (51%).

8.2.3 There has been a decline in awareness of many initiatives since 2000. Learning Partnerships and Foundation Modern Apprenticeships are exceptions to this trend.

Fig 5 Awareness of training initiatives



Base/Coverage: all employers with 5 or more employees – 3431

*formerly known as Modern Apprenticeships and referred to as such in 1999 and 2000

**formerly known as National Traineeships and referred to as such in 1999 and 2000

***formerly known as National Record of Achievement and referred to as such in 1999 and 2000

8.2.4 Awareness of initiatives generally increases with increasing employer size, as the table below shows. NVQs/SVQs are almost universally known amongst employers with 25 or more employees.

Table 61 Awareness of training initiatives by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
NVQs/SVQs	94	93	98	99	99	99
New Deal	56	53	63	76	82	85
Advanced Modern Apprenticeships	51	48	60	69	72	84
New Deal for Young People	46	43	55	67	69	77
New Deal for Long Term Unemployed People	44	41	50	60	66	72
Learning Partnerships	44	40	56	67	67	75
Foundation Modern Apprenticeships	39	37	46	53	59	64
Progress File	37	35	41	49	50	56
Time off for Study or Training	22	20	25	32	33	36
Individual Learning Accounts	22	20	28	42	40	38
Other government supported training for young people	11	10	15	18	15	20
Any of above	97	96	98	99	100*	100
Total no. of employers	661052	519245	111280	17695	9565	3267
Base/Coverage: all employers with 5 or more employees – 3431						

Note: 100* indicates a percentage of more than 99.5% that has been rounded up to 100%

8.2.5 The following table illustrates the levels of awareness of the training initiatives by sector. The high awareness of NVQs/SVQs is apparent across all sectors.

Table 62 Awareness of training initiatives by industry sector of employer

	Total	Manufac-turing	Agric-ulture, mining, utilities, const- ruction	Distribution & consumer services	Finance & business services	Transport, public admin, other services
	%	%	%	%	%	%
NVQs/SVQs	94	94	96	91	97	97
New Deal	56	57	49	51	57	63
Advanced Modern Apprenticeships	51	55	58	48	49	53
New Deal for Young People	46	51	42	38	48	53
New Deal for Long Term Unemployed People	44	47	40	37	46	50
Learning Partnerships	44	47	39	34	42	57
Foundation Modern Apprenticeships	39	42	43	35	38	43
Progress File	37	36	35	37	32	41
Time off for Study or Training	22	27	24	18	21	24
Individual Learning Accounts	22	21	20	13	23	35
Other government supported training for young people	11	13	11	9	12	14
Any of above	97	96	98	95	98	98
Total no. of employers	661052	73785	50095	230095	123940	183137
Base/Coverage: all employers with 5 or more employees – 3431						

8.2.6 The following table shows employer awareness of the six most widely known training initiatives by region.

Table 63 Awareness of training initiatives by Government Office region of employer

	NVQs/ SVQs	New Deal	AMAs	New Deal for Young People	New Deal for Long Term Unemployed	Learning Partnerships	Total no. of employers
	%	%	%	%	%	%	
North East	96	69	50	61	53	44	28995
North West	96	57	53	48	42	37	86155
Yorkshire and the Humber	97	64	60	54	53	54	63945
East Midlands	96	59	52	52	50	54	54500
West Midlands	93	55	56	45	45	48	69405
Eastern	96	61	61	49	46	41	71360
London	91	52	39	43	41	40	108970
South East	92	46	45	35	32	38	109785
South West	96	61	57	48	47	50	67937
TOTAL	94	56	51	46	44	44	661052

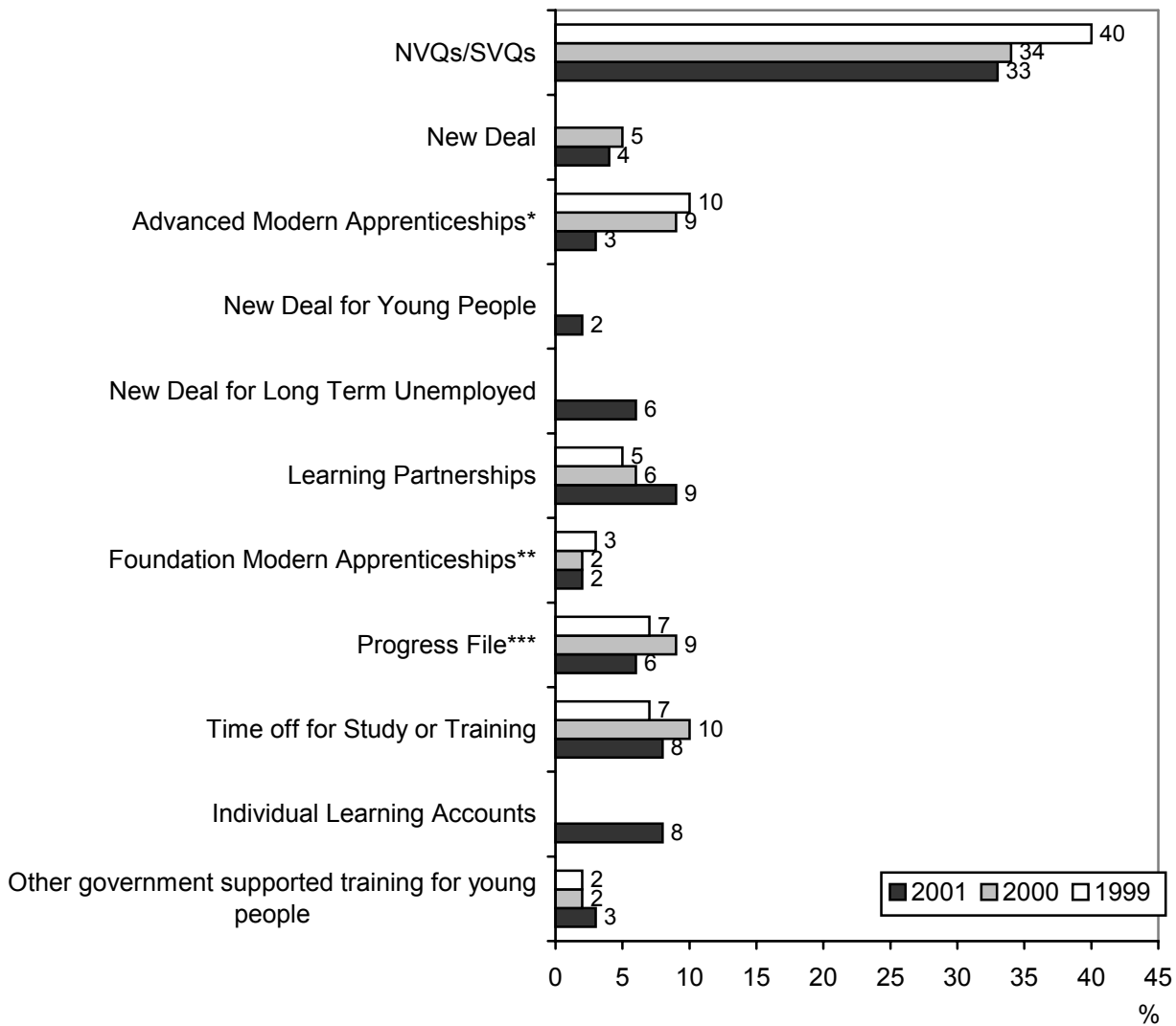
Base/Coverage: all employers with 5 or more employees – 3431

8.3 Involvement with Training Initiatives in the Last 12 Months

- 8.3.1 Employers were asked with which of a number of training initiatives their company had had an involvement in the last 12 months, either through the company having been involved with or supported directly or through an employee having been on an initiative.
- 8.3.2 Just over a third (37%) of employers had been involved with one or more initiative. Note that although the question was only asked of employers who were aware of an initiative, results have been repercentaged to relate to all employers.
- 8.3.3 Overall, the highest proportion of employers had been involved with NVQs/SVQs (33%). Relative to the level of awareness, NVQs/SVQs was also the initiative with which the highest proportion of employers had been involved.

When examining the figures below, it should be borne in mind that the The Right to Time off for Study or Training (TfST) is employment legislation which gives employees aged 16 or 17 an entitlement to reasonable paid time off from work to achieve a qualification at NVQ Level 2 or equivalent unless they have already achieved this qualification. As TfST is a right rather than a programme it is difficult to determine exactly what employers mean by employees having been on TfST.

Fig 6 Involvement with training initiatives over the last 12 months



Base: all employers with 5 or more employees – 3431

Coverage: all employers aware of each initiative

*formerly known as Modern Apprenticeships and referred to as such in 1999 and 2000

**formerly known as National Traineeships and referred to as such in 1999 and 2000

***formerly known as National Record of Achievement and referred to as such in 1999 and 2000

8.3.4 Generally, involvement with all initiatives increased with increasing establishment size.

Table 64 Involvement with training initiatives by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
NVQs/SVQs	33	29	47	51	61	74
New Deal	4	4	5	8	12	22
Advanced Modern Apprenticeships	3	2	5	10	13	22
New Deal for Young People	2	2	3	4	6	12
New Deal for Long Term Unemployed People	6	5	10	17	21	28
Learning Partnerships	9	7	15	18	19	30
Foundation Modern Apprenticeships	2	1	3	3	3	5
Progress File	6	5	8	10	9	18
Time off for Study or Training	8	6	12	20	23	27
Individual Learning Accounts	8	6	11	19	16	27
Other government supported training for young people	3	2	4	3	7	12
Any of above	45	40	61	68	74	85

Base: all employers with 5 or more employees – 3431
Coverage: all employers aware of each initiative

8.3.5 Involvement with initiatives by industry sector is shown below:

Table 65 Involvement with training initiatives by industry sector of employer

	Total	Manufac-turing	Agric-ulture, mining, utilities, const-ruktion	Distribution & consumer services	Finance & business services	Transport, public admin, other services
	%	%	%	%	%	%
NVQs/SVQs	33	28	35	33	17	46
New Deal	4	4	2	3	2	8
Advanced Modern Apprenticeships	3	6	7	2	1	3
New Deal for Young People	2	2	1	2	1	4
New Deal for Long Term Unemployed People	6	10	13	5	4	6
Learning Partnerships	9	7	6	6	6	16
Foundation Modern Apprenticeships	2	1	1	1	1	3
Progress File	6	4	4	7	3	9
Time off for Study or Training	8	8	9	5	8	11
Individual Learning Accounts	8	5	6	4	6	15
Other government supported training for young people	3	2	1	2	2	4
Any of above	45	40	48	43	31	59

Base: all employers with 5 or more employees – 3431
Coverage: all employers aware of each initiative

8.3.6 Involvement with the six specific initiatives with which most employers had been involved is shown below on a regional basis.

Table 66 Involvement with training initiatives by Government Office region of employer

	NVQs / SVQs / %	Learning Partners- hips %	ILAs %	Time off for Study or Training %	Progress File %	New Deal for Long Term Unemployed %	Any %
North East	41	8	14	8	2	9	54
North West	39	9	8	9	8	6	51
Yorkshire and the Humber	35	17	10	8	11	10	46
East Midlands	38	9	9	10	5	5	52
West Midlands	40	6	9	6	3	6	52
Eastern	32	8	5	8	11	9	42
London	23	9	6	9	4	2	38
South East	24	7	6	6	5	4	36
South West	42	7	8	7	5	10	53
TOTAL	33	9	8	8	6	4	45

Base: all employers with 5 or more employees – 3431
Coverage: all employers aware of each initiative

8.4 Extent to which NVQs/SVQs Offered

8.4.1 Overall, one in three employers (34%) reported that they offered the qualification to one or more of their employees at the location. This compares with the 31% found in the 2000 study and with the 30% found in 1999.

8.4.2 The likelihood of offering NVQs/SVQs increases with increasing size of employer.

Table 67 Employers offering NVQs/SVQs by size of employer

	1999 %	2000 %	2001 %	Total no. of employers
5 – 24	27	27	30	519245
25 – 99	42	39	48	111280
100 – 199	51	53	53	17695
200 – 499	65	63	57	9565
500+	76	69	69	3267
TOTAL	30	31	34	661052

Base/Coverage: all employers with 5 or more employees – 3431

8.4.3 Employers in the transport, public administration and other services sector are most likely to be offering them : those in the finance and business services sector least likely to be doing so.

Table 68 Employers offering the NVQs/SVQs by industry sector of employer

	1999 %	2000 %	2001 %	Total no. of employers
Manufacturing	24	26	28	73785
Agriculture, mining, utilities & construction	34	30	36	50095
Distribution & consumer services	29	28	33	230095
Finance & business services	22	20	21	123940
Transport, public admin & other services	39	42	46	183137
TOTAL	30	31	34	661052

Base/Coverage: all employers with 5 or more employees – 3431

8.4.4 The proportion of employers offering NVQs/SVQs varied from 20% in London to 51% in Yorkshire and the Humber.

Table 69 Employers offering NVQs/SVQs by Government Office region of employer

	1999 %	2000 %	2001 %	Total no. of employers
North East	37	39	44	28995
North West	34	30	34	86155
Yorkshire and the Humber	28	31	51	63945
East Midlands	36	30	39	54500
West Midlands	33	36	39	69405
Eastern	34	30	33	71360
London	12	19	20	108970
South East	29	30	23	109785
South West	43	30	44	67937
TOTAL	30	31	34	661052

Base/Coverage: all employers with 5 or more employees – 3431

8.5 Average Proportion of Employees to whom NVQs/SVQs on Offer

8.5.1 Employers in the 2000 and 2001 studies offering NVQs/SVQs were asked to estimate the proportion of employees at their establishment to whom they were on offer.

In 2001, NVQs/SVQs were offered to 42% of employees in establishments offering NVQs/SVQs. This compares with the 38% found in 2000.

When considering all establishments, whether offering NVQs/SVQs or not, these figures equate to 21% and 18% of all employees respectively.

8.5.2 The average proportion of employees to whom NVQs/SVQs are on offer amongst establishments in which the qualification is on offer varies by size of establishment as shown below:

Table 70 Average proportion of employees NVQs/SVQs on offer by size of employer

	%
5 – 24	51
25 – 99	42
100 – 199	41
200 – 499	64
500 +	53
TOTAL	42

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.5.3 Employers in the transport, public administration and other services sector offered NVQs/SVQs to the highest proportion of employees, with employers in the agriculture, mining, utilities & construction sector offering them to the lowest proportion.

Table 71 Average proportion of employees NVQs/SVQs on offer by industry sector of employer

	%
Manufacturing	39
Agriculture, mining, utilities & construction	33
Distribution & consumer services	42
Finance & business services	39
Transport, public admin & other services	44
TOTAL	42

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.5.4 Results by region are shown below:

Table 72 Average proportion of employees NVQs/SVQs on offer by Government Office region of employer

	%
North East	41
North West	33
Yorkshire and the Humber	59
East Midlands	38
West Midlands	44
Eastern	37
London	34
South East	43
South West	47
TOTAL	42

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.6 Average Proportion of Employees who have Achieved and who are Working towards NVQs/SVQs

8.6.1 Overall 17% of employees in establishments where NVQs/SVQs are on offer have achieved the qualification and 10% are working towards it (these two proportions are not necessarily mutually exclusive).

These proportions represent 1.7 and 1.0 million employees respectively.

8.6.2 The proportion of employees who have achieved and are working towards NVQs/SVQs is greater in smaller establishments than in larger ones.

Table 73 Proportion of employees who have achieved and who are working towards NVQs/SVQs by size of employer

	Achieved %	Working towards %
5 – 24	29	19
25 – 99	18	12
100 – 199	13	9
200 – 499	13	7
500 +	11	5
TOTAL	17	10

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.6.3 The proportion of employees who have achieved and who are working towards NVQs/SVQs varies by industry sector as shown below:

Table 74 Proportion of employees who have achieved and who are working towards NVQs/SVQs by industry sector of employer

	Achieved %	Working towards %
Manufacturing	15	9
Agriculture, mining, utilities & construction	20	14
Distribution & consumer services	19	11
Finance & business services	17	10
Transport, public admin & other services	15	10
TOTAL	17	10

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.6.4 The proportion of employees who have achieved and who are working towards NVQs/SVQs varies by region as shown below:

Table 75 Proportion of employees who have achieved and who are working towards NVQs/SVQs by Government Office region of employer

	Achieved %	Working towards %
North East	21	15
North West	23	12
Yorkshire and the Humber	24	11
East Midlands	14	10
West Midlands	16	11
Eastern	15	10
London	11	6
South East	11	10
South West	20	13
TOTAL	17	10

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.7 Level of Satisfaction with NVQs/SVQs

8.7.1 Employers were asked to state how satisfied they were with the NVQs/SVQs on offer.

8.7.2 Eight out of ten employers (82%) were either very or fairly satisfied: this compares with the 81% who felt this way in the 2000 study and the 80% who did so in the 1999 study.

Table 76 Level of satisfaction with NVQs/SVQs

	1999	2000	2001
	%	%	%
Very satisfied	31	39	37
Fairly satisfied	49	42	45
Not very satisfied	8	8	7
Not at all satisfied	1	3	3
Not stated	10	9	8

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs - 1647

8.7.3 High levels of satisfaction were expressed by employers of all sizes and in all industry sectors.

8.7.4 Employers were asked to state, without prompting, what their reasons were for being satisfied or dissatisfied with the NVQs/SVQs on offer.

No one reason for being satisfied stood out. A variety of reasons were mentioned, each by comparatively few employers. A high proportion could not give a specific reason, they were simply generally satisfied.

Table 77 Reasons for satisfaction with NVQs/SVQs

	1999	2000	2001
	%	%	%
Matches individuals' needs	21	20	14
Training is practical	-	2	13
Good feedback from employees	-	3	12
Improves knowledge of employees	22	26	10
Relevance and focus of training has improved	20	12	10
Resulted in improved quality of work	17	9	8
Assessors/trainers/providers of good quality	-	3	8
Improved staff motivation	13	10	5
Other	18	10	9
No particular reason/generally satisfied	10	32	50

Base/Coverage: all employers with 5 or more employees feeling very / fairly satisfied with NVQs/SVQs - 1343

- 8.7.5 The principal reason put forward by those dissatisfied with NVQs/SVQs was the feeling that the qualifications do not meet the company's business needs. A high proportion could not give a specific reason, they were simply dissatisfied generally.

Table 78 Reasons for dissatisfaction with NVQs/SVQs

	1999	2000	2001
	%	%	%
Do not meet the company's business needs	32	25	39
Proved too bureaucratic	18	18	32
Not specific to our industry	6	11	21
Do not cover all the skills the company needs	50	44	15
Assessors/trainers/providers poor quality	5	9	15
Too costly	5	-	15
Poor feedback from employees	-	-	11
Cover skills the company does not need	13	11	6
Problems with training provider	5	9	-
Other	7	-	-
No particular reason/generally dissatisfied	*	16	34

Base/Coverage: all employers with 5 or more employees feeling not very / not at all satisfied with NVQs/SVQs on offer – 160

Note: * indicates a percentage of less than 0.5%

8.8 Assessment of NVQs/SVQs

- 8.8.1 All employers offering NVQs/SVQs were asked to give their views on the quality of assessment.
- 8.8.2 Approaching three-quarters (73%) felt that the quality of assessment was very or fairly good: this figure is higher than those reported in the 2000 and 1999 studies (65% and 68% respectively).

Table 79 Views on quality of assessment of NVQs/SVQs

	1999	2000	2001
	%	%	%
Very good	24	27	29
Fairly good	44	38	44
Neither good nor poor	9	9	6
Fairly poor	4	6	4
Very poor	1	2	2
Don't know	18	18	15

Base/Coverage: all employers with 5 or more employees offering NVQs/SVQs – 1647

8.9 Reasons for Not Offering NVQs/SVQs

8.9.1 The 66% of employers not offering NVQs/SVQs were asked why they did not do so.

By far the most common reason given, by almost half (46%), was that there is simply no need for the qualification. Other reasons given by 5% or more of those not offering NVQs/SVQs were that the qualification does not match the company's requirements (9%) and that relevant NVQs/SVQs are not yet available (5%).

Chapter 9

Young Employees Aged 16-24

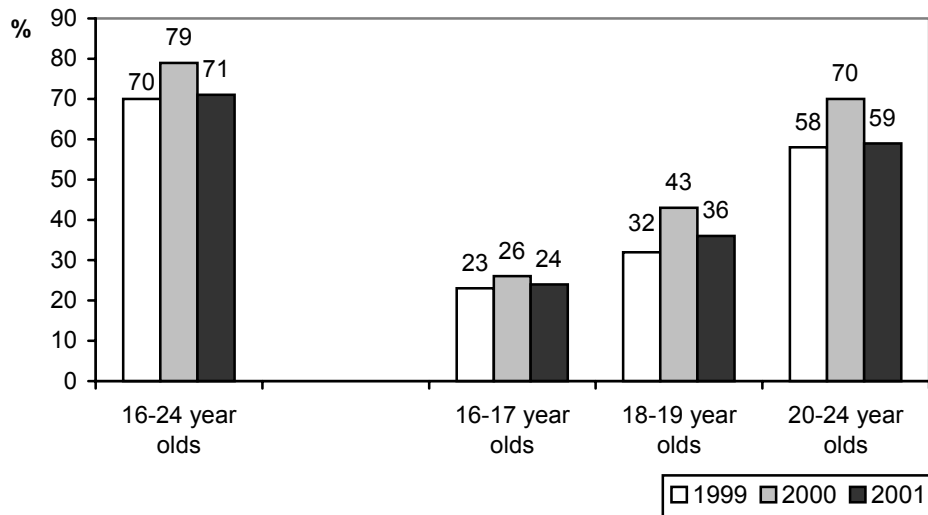
9 Young Employees Aged 16-24

9.1 Employment of 16-24 Year Olds

9.1.1 Employers were asked whether or not they currently employed any 16-17 year olds, 18-19 year olds or 20-24 year olds.

9.1.2 Overall, approaching three out of four (71%) employed 16-24 year olds.

Fig 7 Employment of 16-24 year olds



Base/Coverage: all employers with 5 or more employees – 3431

- 9.1.3 All sizes of employer are more likely to employ 20-24 year olds than 18-19 year olds and more likely to employ 18-19 year olds than 16-17 year olds.

Table 80 Employment of 16-24 year olds by size of employer

	16-24 year olds	16-17 year olds	18-19 year olds	20-24 year olds	Total no. of employers
	%	%	%	%	
5 – 24	67	22	30	53	519245
25 – 99	86	31	53	79	111280
100 – 199	90	36	58	85	17695
200 – 499	92	40	68	87	9565
500+	93	47	77	89	3267
TOTAL	71	24	36	59	661052

Base/Coverage: all employers with 5 or more employees – 3431

- 9.1.4 Employers in the distribution and consumer services sector are most prone to employ 16-24 year olds: those in the transport, public administration and other services sector least likely to do so.

Employers in all sectors are more likely to employ 20-24 year olds followed by 18-19 and then 16-17 year olds.

Table 81 Employment of 16-24 year olds by industry sector of employer

	16-24 year olds	16-17 year olds	18-19 year olds	20-24 year olds	Total no. of employers
	%	%	%	%	
Manufacturing	71	17	38	58	73785
Agriculture, mining, utilities & construction	69	22	30	55	50095
Distribution & consumer services	80	39	50	63	230095
Finance & business services	71	11	23	63	123940
Transport, public admin & other services	61	17	28	53	183137
TOTAL	71	24	36	59	661052

Base/Coverage: all employers with 5 or more employees – 3431

- 9.1.5 Employers in Yorkshire and the Humber were most likely to employ 16-24 year olds (77%), whilst employers in London were least likely to do so (67%).

Table 82 Employment of 16-24 year olds by Government Office region of employer

	16-24 year olds %	16-17 year olds %	18-19 year olds %	20-24 year olds %	Total no. of employers
North East	74	24	40	55	28995
North West	71	21	36	60	86155
Yorkshire and the Humber	77	28	42	64	63945
East Midlands	69	31	38	52	54500
West Midlands	74	23	33	61	69405
Eastern	70	28	42	55	71360
London	67	13	28	62	108970
South East	71	23	34	61	109785
South West	74	33	39	57	67937
TOTAL	71	24	36	59	661052

Base/Coverage: all employers with 5 or more employees - 3431

9.2 Recruitment of 16-24 Year Olds

- 9.2.1 Just over half of employers (53%) had recruited a 16-24 year old in the previous 12 months. 20-24 year olds were more likely to have been recruited (35%) than 18-19 year olds (25%) who, in turn, were more likely to have been recruited than 16-17 year olds (20%).
- 9.2.2 Larger employers were, generally speaking, more likely to have recruited 16-24 year olds than their smaller counterparts.

Table 83 Recruitment of 16-24 year olds by size of employer

	16-24 year olds %	16-17 year olds %	18-19 year olds %	20-24 year olds %
5-24	49	18	20	30
25-99	69	28	40	52
100-199	76	33	46	63
200-499	73	34	50	65
500+	71	36	53	63
TOTAL	53	20	25	35

Base/Coverage: all employers with 5 or more employees - 3431

9.2.3 Employers in the distribution and consumer services sector were more likely than those in other industry sectors to have recruited 16-24 year olds.

Table 84 Recruitment of 16-24 year olds by industry sector of employer

	16-24 year olds	16-17 year olds	18-19 year olds	20-24 year olds
	%	%	%	%
Manufacturing	50	16	24	31
Mining, utilities, construction	44	21	16	22
Distribution & consumer services	65	32	37	41
Finance & business services	51	9	17	42
Transport, public administration & other services	43	14	17	30
TOTAL	53	20	25	35

Base/Coverage: all employers with 5 or more employees – 3431

9.2.4 Recruitment of 16-24 year olds varied by region as shown below:

Table 85 Recruitment of 16-24 year olds by Government Office region of employer

	16-24 year olds	16-17 year olds	18-19 year olds	20-24 year olds
	%	%	%	%
North East	54	24	24	29
North West	52	17	23	35
Yorkshire and the Humber	56	27	32	35
East Midlands	54	26	28	28
West Midlands	56	18	27	38
Eastern	49	23	25	34
London	50	12	23	41
South East	51	17	23	37
South West	60	30	22	32
TOTAL	53	20	25	35

Base/Coverage: all employers with 5 or more employees – 3431

9.3 Training Initiatives for Young Employees

9.3.1 Half of employers (50%) who had recruited 16-24 year olds in the previous year reported that some of their young recruits were on a training initiative. The company's internal training scheme was by far the most commonly mentioned.

Table 86 Use of training initiatives for young employees

	%
Any	50
Company's internal training scheme	38
Other government supported training for young people	10
Foundation Modern Apprenticeships	9
Advanced Modern Apprenticeships	3
New Deal	1

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

9.3.2 Larger employers were more likely than smaller to be using a training initiative for their 16-24 year olds.

Table 87 Use of training initiatives for 16-24 year olds by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Any	50	43	63	67	73	78
Company's internal training scheme	38	32	50	51	61	61
Other government supported training for young people	10	8	14	15	10	14
Foundation Modern Apprenticeships	9	8	9	17	18	28
Advanced Modern Apprenticeships	3	3	4	5	10	22
New Deal	1	1	2	2	9	13

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

9.3.3 Use of training initiatives for 16-24 year olds varied by industry sector as follows.

Table 88 Use of training initiatives for 16-24 year olds by industry sector of employer

	Total %	Manufac- turing %	Agriculture mining, constructi on, utilities %	Distribution & consumer services %	Finance & business services %	Transport, public admin, other services %
Any	50	55	62	44	43	59
Company's internal training scheme	38	37	32	35	37	46
Other government supported training for young people	10	13	14	8	6	13
Foundation Modern Apprenticeships	9	17	24	5	5	12
Advanced Modern Apprenticeships	3	4	7	1	5	5
New Deal	1	2	1	1	2	2

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

9.3.4 Use of training initiatives for 16-24 year olds varied by region as follows.

Table 89 Use of training initiatives for 16-24 year olds by region of employer

	Total %	North East %	North West %	Yorkshire and the Humber %	East Mids %	West Mids %	East- ern %	London %	South East %	South West %
Any	50	57	51	57	57	59	46	40	40	53
Company's internal training scheme	38	45	35	40	41	45	37	35	35	34
Other government supported training for young people	10	11	12	13	7	17	10	7	6	8
Foundation Modern Apprenticeships	9	11	9	16	13	9	11	3	3	15
Advanced Modern Apprenticeships	3	3	3	4	3	4	5	2	1	6
New Deal	1	3	3	3	1	2	1	1	*	*

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

Note: * indicates a percentage of less than 0.5%

9.4 Factors Taken into Account when Recruiting 16-24 Year Olds

9.4.1 Employers who had recruited 16-24 year olds were asked what factors they took into account when so doing.

A wide variety of factors were mentioned, with personality, attitude, flexibility and reliability being most commonly mentioned.

Table 90 Factors taken into account when recruiting 16-24 year olds

	%
Personality, attitude, flexibility, reliability	45
Interest, enthusiasm, willingness to learn	24
Specific skills, ability to do the job	24
Qualifications	20
Experience	18
Interpersonal, communication skills	15
Appearance	13
Common sense	11
Initiative, confidence	9
Intelligence	8
References	3
Other	9

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

9.4.2 The main variation by size of employer was that larger employers were more likely to take qualifications into account.

Table 91 Factors taken into account when recruiting 16-24 year olds by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Personality, attitude, flexibility, reliability	45	46	45	37	37	33
Interest, enthusiasm, willingness to learn	24	24	25	27	26	22
Specific skills, ability to do the job	24	23	27	32	30	30
Qualifications	20	18	24	32	34	46
Experience	18	16	23	20	22	20
Interpersonal, communication skills	15	15	17	15	20	18
Appearance	13	14	13	7	8	5
Common sense	11	11	11	8	7	5
Initiative, confidence	9	9	9	9	6	7
Intelligence	8	8	8	7	7	6
References	3	4	3	2	2	4
Other	9	9	8	7	13	9

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

9.5 Methods Used to Recruit 16-24 Year Olds

- 9.5.1 Advertising in the local or regional press (41%) and the Employment Service/ Job Centres (33%) were the methods most widely used by employers to recruit 16-24 year olds.

Table 92 Methods used to recruit 16-24 year olds

	%
Advertising in the local or regional press	41
Employment Service / Job Centres	33
Word of mouth	22
Recruitment agencies	12
Other advertising	12
Advertising in the national press	7
Careers Service	6
Professional organisations/trade unions	2
Advertising in student publications	2
Connexions	1
Recruitment fairs	1
Other	11

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

- 9.5.2 Larger employers tended to use a wider range of methods of recruitment than smaller.

Table 93 Methods used to recruit 16-24 year olds by size of employer

	Total	5-24	25-99	100-199	200-499	500+
	%	%	%	%	%	%
Advertising in the local or regional press	41	39	48	50	50	53
Employment Service / Job Centres	33	33	33	33	32	26
Word of mouth	22	23	22	16	17	12
Recruitment agencies	12	9	17	22	27	24
Other advertising	12	12	10	10	11	16
Advertising in the national press	7	6	10	11	16	20
Careers Service	6	6	7	6	11	12
Professional organisations/trade unions	2	3	2	3	2	5
Advertising in student publications	2	1	3	2	3	6
Connexions	1	2	1	1	2	2
Recruitment fairs	1	*	2	4	8	13
Other	11	10	11	14	19	18

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

Note: * indicates a percentage of less 0.5%

9.5.3 Results by industry sector are shown below:

Table 94 Methods used to recruit 16-24 year olds by industry sector of employer

	Total	Manufacturing	Agriculture mining, construction, utilities	Distribution & consumer services	Finance & business services	Transport, public admin, other services
	%	%	%	%	%	%
Advertising in the local or regional press	41	42	35	34	42	57
Employment Service / Job Centres	33	34	23	41	20	29
Word of mouth	22	20	34	24	18	21
Recruitment agencies	12	12	6	9	28	7
Other advertising	12	5	4	15	9	12
Advertising in the national press	7	6	6	3	11	12
Careers Service	6	9	7	3	7	9
Professional organisations/trade unions	2	3	10	1	5	2
Advertising in student publications	2	*	2	1	3	2
Connexions	1	3	*	2	2	*
Recruitment fairs	1	1	2	1	1	1
Other	11	10	14	12	12	8

Base/Coverage: all employers with 5 or more employees who have recruited 16-24 year olds in the previous 12 months – 2235

Note: * indicates a percentage of less than 0.5%

9.6 *Extent to which Qualifications Attained and being Worked towards by 16-17 and 18-19 Year Olds*

9.6.1 Employers employing 16-17 and 18-19 year olds were asked, for each of the two age groups, what proportion of that age group had attained:

- (a) a Level 2 qualification or equivalent, e.g. 5 GCSEs at grade A-C, BTEC first or general diploma, GNVQ intermediate or NVQ Level 2
- (b) a Level 3 qualification or equivalent, e.g. 2 A Levels, BTEC National, GNVQ advanced or NVQ Level 3.

In the 2001 study, those that reported that some employees had done so were asked what proportion had obtained the qualification whilst working at the location and, if any had done so, whether the employer had provided any help or support such as financial assistance or time off work for studying.

9.6.2 The table below shows the proportion of employees of each age group who have obtained a Level 2 or Level 3 qualification or equivalent.

- ◆ There has been an increase since the 1999 study in the proportion of 16-17 year olds who have obtained a Level 2 or equivalent qualification
- ◆ There has been a decline since the 1999 study in the proportion of 18-19 year olds who have obtained the qualification
- ◆ The proportion of 16-17 year olds who have obtained a Level 3 or equivalent qualification has remained static
- ◆ The proportion of 18-19 year olds who have obtained a Level 3 or equivalent qualification increased between 1999 and 2000 and declined between 2000 and 2001.

Table 95 *Extent to which Level 2 and Level 3 qualifications or equivalent obtained by 16-19 year olds*

	1999	2000	2001
	%	%	%
Level 2 or equivalent			
16-17 year olds			
- any employees obtained	47	60	58
- average proportion of employees obtained	38	47	40
18-19 year olds			
- any employees obtained	72	75	62
- average proportion of employees obtained	54	60	48
Level 3 or equivalent			
16-17 year olds			
- any employees obtained	13	15	15
- average proportion of employees obtained	6	8	7
18-19 year olds			
- any employees obtained	32	40	30
- average proportion of employees obtained	9	28	21

Base/Coverage: all with 5 or more employers employing 16-17 year olds – 1148; 18-19 year olds – 1857

9.6.3 The table below shows the proportion of employees of each age group who are working towards a Level 2 or Level 3 qualification or equivalent. It can be seen that:

- ◆ There has been no change since the 1999 study in the proportion of 16-17 and 18-19 year olds who are working towards a Level 2 or equivalent qualification
- ◆ There has been little change since the 1999 study in the proportion of 16-17 year olds who are working towards a Level 3 qualification or equivalent and no change in the proportion of 18-19 year olds who are doing so.

Table 96 Extent to which Level 2 and Level 3 qualifications or equivalent being worked towards by 16-19 year olds

	1999 %	2000 %	2001 %
Level 2 or equivalent			
16-17 year olds			
- any employees working towards	43	43	41
- average proportion of employees working towards	26	32	28
18-19 year olds			
- any employees working towards	39	23	27
- average proportion of employees working towards	15	13	17
Level 3 or equivalent			
16-17 year olds			
- any employees working towards	32	38	34
- average proportion of employees working towards	20	27	23
18-19 year olds			
- any employees working towards	29	29	30
- average proportion of employees working towards	18	17	20

Base/Coverage: all with 5 or more employers employing 16-17 year olds – 1148; 18-19 year olds – 1857

9.6.4 The proportion of each group who had obtained qualifications who had done so whilst working at the location and the proportion of those cases in which the employer had given assistance is shown in the table below. (the number of interviews on which each percentage is based is shown in italics under each figure.)

Table 97 Proportion of employees whose qualifications were obtained whilst working at location and level of employer support

	16-17 year olds %	18-19 year olds %
Level 2 or equivalent		
- average proportion of those employees who had obtained qualification who had done so whilst working at location	31 <i>(529)</i>	33 <i>(937)</i>
- proportion of those cases in which employers had given support	60 <i>(232)</i>	69 <i>(480)</i>
Level 3 or equivalent		
- average proportion of those employees who had obtained qualification who had done so whilst working at location	21 <i>(171)</i>	36 <i>(503)</i>
- proportion of those cases in which employers had given support	72 <i>(109)</i>	70 <i>(283)</i>

Base/Coverage (in brackets): all employers with 5 or more employees where age group had achieved qualification
all employers with 5 or more employees where age group had achieved qualification whilst working at location

Chapter 10

Small Firms

10 Small Firms

10.1 Introduction

10.1.1 As mentioned earlier in the report, there is a concern that by including the results for employers with 1-4 employees within the results for all employers, the very small employers will influence the results to an undue extent. This is because of the large weighting factors involved in grossing up results from employers with 1-4 employees and the fact that these account for 67% of all employers. In the main body of the report we have therefore presented results from employers with 5 or more employees.

10.1.2 In this chapter we show some of the headline results for all employers. Results are shown separately for three sizes of employer – those with 1-4, 5-24 and 25 or more employees – so that the reader can gain an indication of the behaviour of different sizes of small firm. When possible, results from the last three Learning and Training at Work surveys are shown.

10.2 Provision of Learning Opportunities

10.2.1 Employers were asked whether or not they provided any of eight specified learning opportunities to employees at the location.

10.2.2 Provision of learning opportunities increases with increasing size of employer.

Table 98 Provision of learning opportunities

	1999	2000	2001
	%	%	%
1 - 4	36	58	34
5 - 24	58	73	55
25 +	76	87	75

Base/Coverage: all employers – 4006

10.3 Organisations with which Links or Networks Built to Give Employees Training and Development Opportunities

10.3.1 Employers in the 2001 study were asked which, if any, of six types of organisation they had built links or networks with in order to give employees training and development opportunities.

Further education establishments, followed by schools and NTOs/ITOs, were the most commonly used by each size of firm.

10.3.2 Only a third (32%) of the very smallest firms had built links or networks whereas over two-thirds (69%) of those with 25 or more employees had done so.

Table 99 Organisations with which links or networks built to give employees training and development opportunities

	1-4 %	5-24 %	25+ %
Any	32	46	69
Further education establishments	18	27	47
Schools	12	18	35
NTOs/ITOs	12	16	33
Learning Partnerships	6	9	22
LLSCs/TECs	6	8	21
Ufl/Learndirect	2	4	12

Base/Coverage: all employers– 4006

10.4 Provision of Job Related Training

10.4.1 In 2001, three out of five (61%) of the very smallest employers had provided job related training, rising to 86% amongst those with 5-24 employees, and to 96% amongst those with 25 or more.

Table 100 Provision of job-related training

	1999 %	2000 %	2001 %
1 - 4	58	68	61
5 - 24	87	90	86
25 +	96	98	96

Base/Coverage: all employers– 4006

10.4.2 The existence of all four human resource planning tools discussed, and of recognition as an Investor in People, increases with increasing size of employer.

Table 101 Existence of plans and budgets and Investor in People recognition

	1-4 %	5-24 %	25+ %
Business plan	41	56	74
Training plan	17	43	70
Training budget	16	30	66
Human resources plan	13	25	52
Recognised as an Investor in People	11	24	43

Base/Coverage: all employers– 4006

10.5 Provision of Off-The-Job Training

10.5.1 The proportion of employers providing off-the-job training increases with increasing size of employer. In the 2001 study, just over a quarter (29%) of the smallest firms did so, rising to half (49%) amongst those with 5-24 employees and to three-quarters (77%) amongst those with 25 employees or more.

Table 102 Provision of off-the-job training

	1999	2000	2001
	%	%	%
1 - 4	25	33	29
5 - 24	47	54	49
25 +	75	81	77

Base/Coverage: all employers– 4006

10.5.2 The results shown in Tables 103 – 105 are presented on an employee as opposed to on an employer base and are therefore subject to greater variability.

10.5.3 The proportion of employees receiving off-the-job training is less, but only slightly so, amongst the very small firms.

Table 103 Proportion of employees receiving off-the-job training

	1999	2000	2001
	%	%	%
1 - 4	17	23	24
5 - 24	23	27	25
25 +	24	28	30

Base/Coverage: all employers providing off-the-job training in the previous 12 months – 2669

10.5.4 When looking at those employees who had received off-the-job training in the previous 12 months, the average number of days provided by different sizes of firm does not follow a regular pattern, as shown in the table below.

Table 104 Average number of days off-the-job training provided per trainee

	1999	2000	2001
1 - 4	6.5	9.5	7.6
5 - 24	7.8	6.7	9.5
25 +	6.9	6.1	8.0

Base/Coverage: all employers providing off-the-job training in the previous 12 months – 2669

10.5.5 The average number of off-the-job training days provided per employee does not vary by size of employer in a regular manner.

Table 105 Average number of days off-the-job training provided per employee

	1999	2000	2001
1 - 4	1.1	2.1	1.8
5 - 24	1.8	1.8	2.4
25 +	1.7	1.7	2.4

Base/Coverage: all employers – 4006

10.5.6 Substantial proportions of all sizes of employer had provided health and safety, job specific, new technology and induction training. The provision of all types of training increases with increasing size of employer.

10.5.7 Health and Safety Training is the most common type of training amongst employers with 5-24 and 25+ employees, whereas for employers with 1-4 employees it is job-specific training that is most common.

Table 106 Types of off-the-job training provided

	1-4 %	5-24 %	25+ %
Job specific training	67	65	83
Health and safety training	61	75	85
Induction training	41	51	76
Training in new technology	47	42	61
Management training	19	37	63
Supervisory training	18	35	59
Training in foreign languages	1	2	9

Base/Coverage: all employers providing off-the-job training in the previous 12 months – 2669

10.5.8 Around a third of employers with 1-4 employees who provided off-the-job training provided off-the-job training leading to formal qualifications, half of those with 5-24 employees did so, and two-thirds of those with 25 or more employees did so.

Table 107 Off-the-job training leading to formal qualifications

	1999 %	2000 %	2001 %
1 - 4	34	39	37
5 - 24	48	51	50
25 +	62	67	65

Base/Coverage: all employers providing off-the-job training in the previous 12 months – 2669

- 10.5.9 The allocation of staff and resources for training increases with increasing size of employer.

Table 108 Allocation of staff and resources for training

	1-4	5-24	25+
	%	%	%
Senior management	58	73	82
Training staff	24	31	49
Training facility	23	26	39

Base/Coverage: all employers providing off-the-job training in the previous 12 months – 2669

10.6 Provision of On-The-Job Training

- 10.6.1 Around half of the smallest firms had provided on-the-job training. The proportion amongst those with 5 or more employees was higher.

Whilst the provision of on-the-job training increases with increasing size of employer, the variation is not as great as it is with off-the-job training (see Table 102)

Table 109 Provision of on-the-job training

	1999	2000	2001
	%	%	%
1 - 4	48	58	52
5 - 24	77	82	75
25 +	86	90	89

Base/Coverage: all employers – 4006

10.7 Awareness of Training Initiatives

10.7.1 Awareness of all training initiatives increases with increasing size of employer.

10.7.2 NVQs/SVQs, followed by New Deal, were the initiatives with the highest level of awareness for all sizes of employer. Advanced Modern Apprenticeships were third highest amongst employers with 5-24 and 25+ employees, but were fifth highest amongst employers with 1-4 employees.

Table 110 Awareness of training initiatives

	1-4	5-24	25+
	%	%	%
NVQs/SVQs	87	93	98
New Deal	50	53	66
Advanced Modern Apprenticeships	39	48	62
Learning Partnerships	37	40	58
New Deal for Young People	42	43	58
New Deal for Long Term Unemployed People	40	41	53
Foundation Modern Apprenticeships	25	37	48
Progress File	33	35	43
Individual Learning Accounts	20	20	31
Time Off for Study or Training	21	20	26
Other government supported training for young people	12	10	15

Base/Coverage: all employers– 4006

Chapter 11

Technical Appendix

11 Technical Appendix

11.1 Sampling Approach

11.1.1 The sample was drawn from BT's Business Database, a regularly updated list of establishments with a business telephone line. The database gives complete coverage of all establishments with a business telephone line with the exception of those with whom BT is in sensitive commercial negotiations at the time (a very few large establishments), those in the Kingston-upon-Hull area who are served by Kingston Communications and very new start-up businesses.

11.1.2 Sample design involved quota sampling with stratification by 9 Government Office regions, 5 industry sectors (defined by 1992 SIC) and 6 sizes of establishment defined by the number of employees at the location, using variable sampling fractions. Sampling targets were set by:

- ◆ Distributing half the sample equally across the nine Government Office regions and the other half in proportion to the number of establishments in each region (this ensures sufficient interviews in smaller regions)
- ◆ Distributing interviews equally by industry sector (this ensures sufficient interviews in smaller industry sectors)
- ◆ Allotting 1500 interviews to establishments having 1-24 employees and 2500 to those having 25 or more, and then within each of these subgroups, sampling with probability proportional to size (this ensures sufficient interviews with smaller employers whilst also yielding the required oversampling of larger employers which is necessary due to the disproportionate share of employment they represent).

11.2 The Questionnaire

11.2.1 The questionnaire followed that used in previous Learning and Training at Work surveys as closely as possible in order to allow comparative analysis.

11.2.2 Questions on the main questionnaire were found to work satisfactorily with the exception of the question asking employers to break down the types of the off-the-job training given by employee hours (Q29). Around a third of employers to whom this question was posed were unable to answer it.

11.3 Piloting and Method of Data Collection

11.3.1 The questionnaire was piloted during September 2001. One hundred interviews were conducted with employers from a broad range of industry sectors, sizes of establishment and Government Office regions. As a result of the pilot very minor changes were made to the questionnaire.

11.3.2 Data collection for the main questionnaire was carried out using Computer Assisted Telephone Interviewing.

11.4 The Respondent

11.4.1 Interviews in establishment with 25 or more employees were conducted with the “*personnel or training director or manager / the director or senior manager who is responsible for training at this location*”.

Interviews with smaller establishments were carried out with the owner or Managing Director.

11.4.2 With very few exceptions, all questions related strictly to the establishment where the employer was based. The information given by respondents did not therefore reflect the position of their company as a whole, unless that company was a single site operation.

11.5 Interviews Obtained and Response Rates

11.5.1 A total of 4006 interviews were obtained.

11.5.2 The distribution by size of establishment of interviews obtained was as follows.

Table 111 Distribution of achieved interviews by size of employer

	No. Interviews
1 – 4	575
5 – 24	974
25 – 99	929
100 – 199	465
200 – 499	559
500+	504
TOTAL	4006

11.5.3 The distribution by industry sector of interviews obtained was as follows:

Table 112 Distribution of achieved interviews by industry sector of employer

	All employers	Employers with 5 or more employees
Manufacturing (SIC Section D)	811	770
Agriculture, mining, utilities, construction (SIC Sections A, B, C, E, F)	708	505
Distribution & consumer services (SIC Sections G, H)	836	699
Finance & business services (SIC Sections J, K)	839	693
Transport, public administration & other services (SIC Sections I, L, M, N, O)	812	764
TOTAL	4006	3431

11.5.4 The distribution by Government Office region of interviews obtained was as follows:

Table 113 Distribution of achieved interviews by Government Office region of employer

	All employers	Employers with 5 or more employees
North East	277	235
North West	472	412
Yorkshire and the Humber	393	337
East Midlands	378	322
West Midlands	419	361
Eastern	453	388
London	594	518
South East	597	508
South West	423	350
TOTAL	4006	3431

11.5.5 In addition to the 4006 completed interviews, there were a further 3631 unsuccessful contacts attempted – 14 questionnaires were rejected at the quality control stage due to incomplete information, 366 contacts fell outside industry sector or establishment size quotas, 2301 employers refused to participate, in 404 cases the telephone number was unobtainable and in 546 cases no definite outcome was obtained.

The main reasons for employers refusing to participate in the study were that the respondent was too busy and that the company did not participate in market research surveys per se. We do not have any evidence that refusals have led to any bias in the results obtained.

11.5.6 The overall response rate to the survey was 63%, comparable with that obtained in previous years.

Response rate is defined as follows:

$$\text{Response rate} = \frac{\text{no interviews}}{\text{no. interviews} + \text{no. quality control rejections} + \text{no. refusals}} \times 100\%$$

11.5.7 There was not a great difference between different types or sizes of employer or between those in different regions in the response rate obtained.

Table 114 Response rate by size of employer

	Response rate
1 – 4	63%
5 – 24	62%
25 – 99	56%
100 – 199	66%
200 – 499	63%
500+	63%
TOTAL	63%

Table 115 Response rate by industry sector of employer

	Response rate
Manufacturing	62%
Agriculture, mining, utilities & construction	56%
Distribution & consumer services	66%
Finance & business services	63%
Transport, public admin & other services	72%
TOTAL	63%

Table 116 Response rate by Government Office region of employer

	Response rate
North East	68%
North West	64%
Yorkshire and the Humber	63%
East Midlands	64%
West Midlands	65%
Eastern	63%
London	61%
South East	63%
South West	63%
TOTAL	63%

11.6 Weighting of Results

11.6.1 Results from this study were grossed up to March 2001 population data derived from the Inter Departmental Business Register (IDBR) on the 5 x 6 x 9 matrix of industry sector by establishment size by government office region used for sample stratification.

11.6.2 In order to avoid the use of a very high weighting factor, the single interview with an employer with 1-4 employees in the transport, public administration and other services sector in the West Midlands was combined with the five interviews obtained with employers of the same size band in the same sector in the East Midlands when results were weighted.

11.6.3 It was not possible to weight results to population estimates derived from the Annual Employment Survey (AES), the source of population data to which LTW 1999 and 2000 had been weighted, as the AES is no longer produced.

11.6.4 In order to provide a consistent time series, results from LTW 1999 and 2000 were therefore reweighted to estimates derived from IDBR.

11.6.5 The reweighting has had little impact in overall terms – results from LTW 1999 and 2000 weighted to population data from the two sources differ, typically, by no more than a percentage point at total sample level.

11.6.6 We believe that use of the IDBR data is, if anything, likely to have resulted in more accurate results, for two reasons:

- 1) The date of the population data used correlates more closely with the period during which fieldwork was carried out.
- 2) It is believed that the AES underestimates the number of employees in establishments.

Appendices

Screening Questionnaire

Main Questionnaire

Office Use only:

SERIAL				CARD
(101)		(104)	(105)	

REF No				
(106)				(110)

REGION	Country	
(111)	(112)	(113)

Address Label or Written Details	FINAL OUTCOME (CODE ONE ONLY) (114-115)	
	Respondent interviewed	01
	Breakdown during interview.....	02
	Out of quota (S16/17 or 18)	03
	Non qualifier (No employees at S16/17)	04
	Refusal: (SPECIFY)	10
	Not available in deadline.....	11
	Referred to other address / telephone number	12
	No contact with resp after 5 tries	13
	Unobtainable / dead line / fax number ..	14
	Company closed down.....	15
	Respondent moved / no longer at address	16
	Wrong number	17
	Other (DESCRIBE)	00

Contact Record - Please complete for every contact, however short

No	Date	Time	Spoke to	Outcomes
1				
2				
3				
4				
5				
6				
7				

Please use:

NDC = No Direct Contact DC = Direct Contact NR = No Reply C/B = Call Back Eng = Engaged

ASK TELEPHONIST

- 1) Can I just check, is that _____(COMPANY) of _____(ADDRESS)?
()

Yes	1	GO TO S3
No	2	ASK S2

IF COMPANY NAME / ADDRESS DIFFERENT

- 2) What is the correct company name? WRITE IN

COMPANY NAME
ADDRESS

- 3) Can I just check that your postcode is _____(POSTCODE)?
()

Yes	1	GO TO S5
No	2	ASK S4

IF WRONG

- 4) What is the correct postcode? WRITE IN

--

- 5) May I please speak to....
SMALL ESTABLISHMENTS (1-24 EMPLOYEES)the Owner or Managing Director?

OR

LARGER ESTABLISHMENTS (25 OR MORE EMPLOYEES)the Personnel or Training Director or Manager / the Director or Senior Manager here who is responsible for training at this establishment?

()

Put through	1	GO TO S9
Person based elsewhere	2	ASK S6
No such person	3	GO TO S7
Refused to put through	4	CLOSE (OUTCOME 10)
Call back later	5	MAKE APPOINTMENT

ASK S6 IF PERSON BASED ELSEWHERE AT S5

- 6) Can you give me the details of the person I need to speak to?
RECORD DETAILS : WRITE IN NAME, JOB TITLE, COMPANY NAME, ADDRESS, PHONE NUMBER
THEN CLOSE (OUTCOME 12)

CLOSE
(OUTCOME 12)

ASK S7 IF NO SUCH PERSON AT S5

- 7) May I speak to the most senior person at this site please? Can I check his/ her name?
WRITE IN NAME

--

- 8) Can I check his/her job title?

()

Owner / Chairman / MD / Partner	1	
Director / Manager of Personnel / Human Resources / Recruitment / Employee Relations	2	
Training Director / Manager	3	
General / Site / Factory / Works Director / Manager	4	
Administration / Office Director / Manager	5	
Finance Director / Manager / Accountant / Company Secretary	6	
Other Departmental Director / Manager	7	
Senior Secretary / Secretary	8	
Other (WRITE IN)	0	

ASK ALL

- 9) My name is _____ of IFF Research Ltd. We are conducting a major study for the Department for Education and Skills about the training practices of employers
REASSURANCES : READ OUT TO **EVERY** RESPONDENT

The results of the survey will be used to help develop policies at both a national and regional level.

Participation is entirely voluntary and no responses will be attributed to any individual or company. Results will be reported to the Department for Education and Skills on an aggregated basis. The interview will take no more than 20 minutes on average.

IF NECESSARY, ADD:

- Even if you do not carry out any training, we are still interested in talking to you
- If you require further information or wish to check the validity of this study, please contact either Jon Sanwell at IFF on 020 7837 6363, or Tony Clarke at the DfES on 0114 259 1087
- A summary of the results of this survey will be posted on the DfES website (www.dfes.gov.uk) on completion of the project.
- The results from the equivalent survey carried out in 2000 have been posted at http://www.dfes.gov.uk/research/re_paper/RR269.doc

- 10) Can I just check that you are the best person for me to talk to about the training you undertake at this establishment?

()

Respondent OK and willing to be interviewed	1	GO TO S16
Respondent OK but call back later	2	MAKE APPOINTMENT
Respondent OK but refuses to be interviewed	3	CLOSE (OUTCOME 10)
Someone else at establishment NAME	4	TRANSFER AND REINTRODUCE
JOB TITLE		
Matters only dealt with at a higher level / central establishment of organization	5	ASK S11

ASK S11 IF DEALT WITH AT HIGHER LEVEL OF ORGANISATION

11) Does this mean that no-one here has a say in the types and amount of training undertaken at this establishment?

()

No-one here has a say	1	ASK S12
Someone else has a say NAME	3	TRANSFER AND REINTRODUCE
JOB TITLE		
Don't know	3	CLOSE (OUTCOME 12)

IF NO-ONE RESPONSIBLE OR RESPONDENT NOT ALLOWED TO GIVE INTERVIEW, COLLECT DETAILS OF PERSON AT HIGHER LEVEL OF ORGANISATION AND THEIR RESPONSIBILITIES BUT DO NOT CONTACT AT THIS STAGE

12) NAME OF BEST PERSON TO CONTACT

13) LOCATION OF BEST PERSON TO CONTACT

14) JOB TITLE

()

Owner / Chairman / MD / Partner	1	
Director / Manager of Personnel / Human Resources / Recruitment / Employee Relations	2	
Training Director / Manager	3	
General / Site / Factory / Works Director / Manager	4	
Administration / Office Director / Manager	5	
Finance Director / Manager / Accountant / Company Secretary	6	
Other Departmental Director / Manager	7	
Senior Secretary / Secretary	8	
Other (WRITE IN)	0	

15) PHONE NUMBER

NOW CLOSE (OUTCOME 12)

ASK ALL QUALIFYING SO FAR

- 16) Firstly, can I check how many employees - full and part time - you have at your _____(STREET) location?
ENTER ABSOLUTE NUMBER

()

None	1	CLOSE (OUTCOME 04)
1 - 999999999		GO TO S18
Don't know / refused	X	ASK S17

IF DON'T KNOW / REFUSED AT S16

- 17) Can you tell me which of these bands best represents the number of employees you have at this location?
READ OUT

()

None	1	CLOSE (OUTCOME 04)
1 - 4	2	ASK S18
5 - 9	3	
10 - 24	4	
25 - 49	5	
50 - 99	6	
100 - 199	7	
200 - 499	8	
500 - 999	9	
1,000 or more	0	
Don't know / refused	X	CLOSE (OUTCOME 00)

ASK ALL WITH ONE OR MORE EMPLOYEE AT S16/17

- 18) What is the main business activity at this location? Precisely what is made, sold or provided here?
WRITE IN AND CODE BELOW. PROBE FOR FULL DETAILS. DO NOT ACCEPT ANSWERS SUCH AS "ENGINEERING"

()

Manufacturing	(this includes offices, warehouses, etc of companies engaged in manufacturing activities)	1	
Agriculture, mining, construction, utilities	(ie farms, mines, builders, electricity, gas, water companies, etc)	2	
Distribution and consumer services	(ie retailers / shops, wholesalers, hotels, restaurants, bars, pubs, etc)	3	
Finance and business services	(ie banks, insurance companies, stockbrokers, estate agents, rental companies, R&D companies, computing consultants, solicitors, accountants, ad agencies, etc)	4	
Transport, public administration and other services	(ie bus, train, shipping companies, airlines, travel agencies, postal services, central government departments, local authorities, hospitals, schools, universities, libraries, museums, radio and TV companies, etc)	5	

NOW GO TO MAIN QUESTIONNAIRE IF IN QUOTA (IF NOT, CLOSE - OUTCOME 03)

Start Time:	
Company Name:	
Respondent:	
Job Title:	
Interviewer:	

- 1) Firstly, which of these age groups do you currently employ at this location?
READ OUT AND CODE ALL MENTIONED

16 - 17 year olds	1	ASK Q2
18 - 19 year olds	2	
20 - 24 year olds	3	
None of the above	4	GO TO Q15
Don't know	X	

ASK Q2 FOR EACH AGE GROUP EMPLOYED AT Q1 (IF NO 16 – 24 YEAR OLD EMPLOYEES, GO TO Q15)

- 2) How many [16 – 17 / 18 – 19 / 20 – 24] year olds do you currently have at this location?

16 - 17 year olds	_____	
18 - 19 year olds	_____	
20 - 24 year olds	_____	

- 3) Which of these age groups have you recruited over the last twelve months?
READ OUT AND CODE ALL MENTIONED

16 - 17 year olds	1	
18 - 19 year olds	2	
20 - 24 year olds	3	
None of the above	4	
Don't know	X	

ASK ALL WHO HAVE RECRUITED 16 – 24 YEAR OLDS IN THE LAST 12 MONTHS (CODES 1 – 3 AT Q3). (OTHERS GO TO Q7.)

- 4) Are any of the young people that you have recruited over the past twelve months currently on any of the following training initiatives?
READ OUT. CODE ALL MENTIONED

Foundation Modern Apprenticeships	1	
Advanced Modern Apprenticeships	2	
New Deal	3	
Other government supported training for young people	4	
Your internal training scheme	5	
None of the above	6	

- 5) What factors do you take into account when recruiting young people aged 16 – 24?
DO NOT READ OUT. CODE ALL MENTIONED

Qualifications	1	
Personality / attitude / flexibility / reliability	2	
Experience	3	
Appearance	4	
Specific skills / ability to do the job	5	
Interpersonal skills / communication skills	6	
Interest / enthusiasm / willingness to learn	7	
Initiative / confidence	8	
Intelligence	9	
Common sense	1	
References	2	
Other (specify)	0	

- 6) What methods do you use when recruiting young people aged 16 – 24? What external sources of information do you consult?
DO NOT READ OUT. CODE ALL MENTIONED

Careers Service	1	
Connexions	2	
Advertising – national press	3	
Advertising – local or regional press	4	
Advertising – student publications	5	
Other advertising	6	
Recruitment fairs	7	
Employment Service / Job Centres	8	
Word of Mouth	9	
Recruitment agencies	0	
Professional Organisations / Trade Unions	1	
Other (specify)	2	

ASK Q7 – 14 FOR EACH AGE GROUP EMPLOYED AT Q1

- 7) What percentage of the ____ (AGE FROM Q1) year olds that you employ at this location have already attained a Level 2 qualification or equivalent? By "level or 2 or equivalent" I mean qualifications such as 5 GCSEs at grade A-C, BTEC first or general diploma, GNVQ intermediate or NVQ Level 2 itself
WRITE IN GRID. PROMPT WITH RANGES AS NECESSARY (none, 1-9%, 10-24%, 25-49%, 50-74%, 75-99%, all)
- 8) And what percentage of the (AGE FROM Q1) year olds with Level 2 qualifications or equivalent attained these qualifications while they were working at this location?
- 9) Did you help or support any of these (AGE FROM Q1) year old employees to gain these Level 2 qualifications or equivalent by, for example, offering financial assistance or time off work for studying, or not?

Yes	1	
No	2	

- 10) And what percentage of your ____ (AGE FROM Q1) year olds are **working towards** a Level 2 qualification or equivalent?
WRITE IN GRID. PROMPT WITH RANGES AT Q7 AS NECESSARY
- 11) What percentage of the ____ (AGE FROM Q1) year olds that you employ at this location have already attained a Level 3 qualification or equivalent? By "level 3 or equivalent" I mean qualifications such as 2 A levels, BTEC National, GNVQ advanced or NVQ Level 3 itself.
WRITE IN GRID. PROMPT WITH RANGES AT Q7 AS NECESSARY
- 12) And what percentage of the (AGE FROM Q1) year olds with Level 3 qualifications or equivalent attained these qualifications while they were working at this location?
- 13) Did you help or support any of these (AGE FROM Q1) year old employees to gain these Level 3 qualifications or equivalent by, for example, offering financial assistance or time off work for studying, or not?

Yes	1	
No	2	

- 14) And what percentage of your ____ (AGE FROM Q1) year olds are **working towards** a Level 3 qualification or equivalent?
WRITE IN GRID. PROMPT WITH RANGES AT Q7 AS NECESSARY

Age	NVQ Level 2			NVQ Level 3		
	Q7 Attained	Q8 Attained while at location	Q10 Working towards	Q11 Attained	Q12 Attained while at location	Q14 Working towards
16 - 17	%	%	%	%	%	%
18 – 19	%	%	%	%	%	%

ASK ALL

- 15) Which of the following exist at your establishment?
 READ OUT. CODE ALL MENTIONED

A business plan	1	ASK Q16
A human resources plan that forecasts the numbers and types of staff that will be needed in the year ahead	2	
A training plan that specifies in advance the level and type of training your employees will need in the coming year	3	
A budget for training expenditure	4	
None of these	5	GO TO Q18

ASK Q16 IF ANY PLANS / BUDGETS EXIST (CODE 1 – 4 AT Q15). (OTHERS GO TO Q18)

- 16) Did you receive any outside support in drawing up any of these plans or budgets?

Yes	1	Ask Q17
No	2	Go TO Q18
Don't know	X	

IF YES AT Q16. (OTHERS GO TO Q18)

- 17) Who did you receive this support from?
 DO NOT READ OUT. CODE ALL MENTIONED

Business Links	1	
Chambers of Commerce	2	
Enterprise Agencies	3	
Trade Association	4	
NTO	5	
TEC / Local Learning and Skills Council	6	
HE or FE college	7	
Accountant	8	
Bank	9	
Solicitor	1	

ASK ALL

- 18) Is this establishment formally recognised as an Investor in People?

Yes	1	
No	2	
Don't know	X	

- 19) Do you offer learning opportunities in any of the following to employees at this location?
READ OUT AND CODE ALL MENTIONED

Basic literacy	1	
Basic numeracy	2	
Communication - through either written work or oral presentation	3	
Working with others	4	
Application of numbers	5	
Problem solving	6	
Information technology	7	
Managing their own development	8	
None of the above	9	

ASK ALL**I am now going to ask you some questions about off-the-job training**

- 20) By off-the-job training, we are including all training away from the immediate work position. It can be given at your premises or elsewhere. It includes all sorts of courses - full or part time; correspondence or distance learning; Health and Safety training, and so on - as long as it is funded or arranged by you.

Have you funded or arranged any off-the-job training over the past 12 months for any of the employees at this location?

Yes	1	ASK Q21
No	2	GO TO Q34
Don't know	X	

IF YES

- 21) Where does this off-the-job training take place?
READ OUT. CODE ALL MENTIONED

At an FE college	1	
At a private training provider	2	
At your organisation's training centre	3	
At this location	4	
At other sites of your organisation	5	
Elsewhere (SPECIFY)	0	

ASK Q22 FOR EACH CODE AT Q21

- 22) How satisfied are you with the quality of the training provided _____ (FROM Q21)?
READ OUT. CODE ONE ONLY FOR EACH LOCATION

	FE College	Private Training provider	Orgn. Training centre	This location	Other site of orgn	Elsewhere
Very satisfied	1	1	1	1	1	1
Fairly satisfied	2	2	2	2	2	2
Not very satisfied	3	3	3	3	3	3
Not at all satisfied	4	4	4	4	4	4

ASK ALL PROVIDING OFF-THE-JOB TRAINING

23) For how many of your employees have you funded or arranged off-the-job training over the past 12 months?
WRITE IN ABSOLUTE NUMBER

1 - 999999999		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

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	

24) Over the past 12 months, about how many days off-the-job training have you funded or arranged for each person receiving such training?
WRITE IN ABSOLUTE NUMBER

1 - 365		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

1	1	
2	2	
3 - 4	3	
5 - 6	4	
7 - 8	5	
9 - 10	6	
11 - 12	7	
13 - 14	8	
15 - 16	9	
17 - 18	1	
19 - 20	2	
More than 20	3	

- 25) I am now going to ask you which of nine specific categories of staff - such as managers, clerical and secretarial staff, sales staff and skilled manual staff - you have at this location
 READ OUT EACH CATEGORY AND CODE ALL MENTIONED IN GRID BELOW. USE PROMPTS AS NECESSARY

ASK FOR EACH CATEGORY CODED AT Q25

- 26) And have you funded or arranged any off-the-job training over the past year for ____ (OCCUPATION)?
 CODE ALL MENTIONED

	Q25 Have	Q26 Trained	
Managers and senior officials e.g. directors, senior government officials, senior police officers	1	1	
Professional occupations e.g. professional engineers, accountants, teachers, solicitors, architects, librarians	2	2	
Associate professional and technical occupations e.g. laboratory technicians, junior police officers, design and media professionals, nurses, artists	3	3	
Administrative and secretarial occupations e.g. clerks, computer operators, secretaries, telephonists	4	4	
Skilled trades occupations e.g. fitters, electricians, farmers, bricklayers	5	5	
Personal service occupations e.g. catering staff, hairdressers, domestic staff, caretakers	6	6	
Sales and customer service occupations e.g. till operators, call centre staff, market traders	7	7	
Process, plant and machine operatives e.g. machine operators, drivers, scaffolders, assembly line workers	8	8	
Elementary occupations e.g. labourers, cleaners, security guards, postal workers, bar staff, shelf fillers, waiters	9	9	
None of the above		V	

ASK ALL PROVIDING OFF-THE-JOB TRAINING

- 27) Which of the following methods of providing off-the-job training have you used over the past year?
 READ OUT. CODE "YES" OR "NO" FOR EACH

	Yes	No	
Provided education and training courses that are intended to lead to a qualification	1	2	
Provided other taught courses designed to help employees develop skills	1	2	
Provided learning which involves employees studying on their own from a package of materials eg written materials, audio or video tapes, TV programmes, computer software packages, CD ROMs, the Internet	1	2	
Encouraged employees to keep up-to-date on the type of work they do without taking part in a taught course, eg by reading books, manuals, journals, or by attending seminars	1	2	

- 28) Which of the following types of off-the-job training have you funded or arranged for employees at this location over the past year?
 READ OUT. CODE ALL MENTIONED

ASK Q29 FOR EACH TYPE OF TRAINING AT Q28. (IF NONE, GO TO Q30)

- 29) What proportion of all the off-the-job training undertaken at this establishment, in terms of employee hours, does (TYPE OF TRAINING) account for?
 RECORD PERCENTAGE. CHECK ADDS TO 100%

	Q28	Ask Q29	Q29
			%
Induction training	1		
Health and Safety training	2		
Job specific training	3		
Supervisory training	4		
Management training	5		
Training in new technology	6		
Training in foreign languages	7		
Other (specify)	8		
None of above	9	Go TO Q30	

ASK ALL PROVIDING OFF-THE-JOB TRAINING

- 30) Was any of the off-the-job training that you have funded or arranged over the last year for employees at this location leading to formal qualifications?

Yes	1	ASK Q31
No	2	GO TO Q32
Don't know	X	

IF YES

- 31) Which of the following qualifications are these?
 READ OUT. CODE ALL MENTIONED

NVQs	1	
SVQs	2	
Other nationally recognised qualifications, eg RSA, BTEC, City & Guilds	3	
Qualification specific to your company	4	
Higher qualifications, such as degrees	5	
Don't know	X	

ASK ALL PROVIDING OFF-THE-JOB TRAINING

32) Thinking of the organisation as a whole now, rather than just this location, does your organisation...?
 READ OUT. CODE "YES" OR "NO" FOR EACH

		Yes	No	
a)	Have someone at senior management level responsible for training	1	2	
b)	Have a separate training facility, such as a training school or centre, in your organisation	1	2	
c)	Have a Trade Union learning representative	1	2	
d)	Have an NVQ assessor	1	2	
e)	Employ staff in your organisation to design and teach training courses	1	2	ASK Q33

ASK Q33 IF EMPLOY STAFF AT Q32e (OTHERS GO TO Q34)

33) How many training staff do you employ in your organisation?
 WRITE IN ABSOLUTE NUMBER

1 - 99999		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

1 - 2	1	
3 - 4	2	
5 - 6	3	
7 - 8	4	
9 - 10	5	
11 - 12	6	
13 - 14	7	
15 - 16	8	
17 - 18	9	
19 - 20	1	
More than 20	2	

ASK ALL

Thinking again now just about this location, I am now going to ask you some questions about on-the-job training provided at this location

By on-the-job training, I mean training at the desk or place where the person usually works. Typically, this kind of training is planned in advance, with no, or very little, useful output *whilst the training is being undertaken*. I'm not including off-the-job training, which is under-taken away from the usual work position.

34) Have you carried out any on-the-job training at this location over the past 12 months?

Yes	1	ASK Q35
No	2	GO TO FILTER ABOVE Q36
Don't know	X	

IF YES

35) Which of the following methods have you used over the last year to provide on-the-job training to employees at this location?

READ OUT. CODE ALL MENTIONED

Training by your company training officer or specialist training staff	1	
Training by a line manager or supervisor	2	
Training by other experienced staff at your company	3	
ONLY READ OUT IF NONE OF THE CODES 1, 2 AND 3 ABOVE MENTIONED Training by other staff in the company	4	
CONTINUE WITH CODE 5 IN ALL CASES		
Training provided by equipment suppliers	5	
Private sector training companies or consultancies	6	
Computer based training packages	7	
Other (WRITE IN)	0	

IF NO TRAINING PROVIDED AT ESTABLISHMENT (CODE 2 AT Q20 AND CODE 2 AT Q34)

(OTHERS GO TO Q37)

36) You mentioned that training has not been provided for any employees at this location over the past twelve months. What are the main reasons for this?

DO NOT READ OUT. CODE ALL MENTIONED

Existing skills of employees meet our needs	1	
New recruits are sufficient to obtain the skills required / New recruits have the skills that are needed	2	
Can't afford it / lack of finance	3	
Training programme not yet in place	4	
Employees too busy to give training	5	
Employees too busy to receive training	6	
Employees learn from experience	7	
Other (specify)	0	

ASK ALL WITH 5 OR MORE EMPLOYEES (S16 / S17). OTHERS GO TO Q37B

37) Thinking about the skills within your existing workforce, what proportion of your existing staff in [each occupation employed at Q25] would you regard as being fully proficient at their current job? Would you say...

- All of them
- Nearly all of them
- Over half
- Some but under half
- Very few
- None of them

READ OUT. CODE ONE ONLY FOR EACH OCCUPATION

	All	Nearly all	Over half	Some but under half	Very few	None
Managers and senior officials e.g. directors, senior government officials, senior police officers	1	2	3	4	5	V
Professional occupations e.g. professional engineers, accountants, teachers, solicitors, architects, librarians	1	2	3	4	5	V
Associate professional and technical occupations e.g. laboratory technicians, junior police officers, design and media professionals, nurses, artists	1	2	3	4	5	V
Administrative and secretarial occupations e.g. clerks, computer operators, secretaries, telephonists	1	2	3	4	5	V
Skilled trades occupations e.g. fitters, electricians, farmers, bricklayers	1	2	3	4	5	V
Personal service occupations e.g. catering staff, hairdressers, domestic staff, caretakers	1	2	3	4	5	V
Sales and customer service occupations e.g. till operators, telesales staff, call centre staff, market traders	1	2	3	4	5	V
Process, plant and machine operatives e.g. machine operators, drivers, scaffolders, assembly line workers	1	2	3	4	5	V
Elementary occupations e.g. labourers, cleaners, security guards, postal workers, bar staff, shelf fillers, waiters	1	2	3	4	5	V

ASK ALL WITH 1-4 EMPLOYEES (S16 / S17). OTHERS GO TO Q38A

37b) Broadly speaking, what proportion of your existing staff at this location would you regard as being fully proficient at their current job?

READ OUT. CODE ONE ONLY

All of them	1	
Nearly all of them	2	
Over half	3	
Some but under half	4	
Very few	5	
None of them	V	

38) Do you help your employees at this location to learn things not connected to their job?

Yes	1	
No	2	

38b) Which of the following organisations have you built links with, or do you network with, in order to give your employees training and development opportunities?

READ OUT. CODE ALL MENTIONED

Schools	1	
Learning Partnerships	2	
National Training Organisations, also known as NTOs, or Industry Training Organisations, also known as ITOs	3	
Further Education establishments	4	
LSCs or Learning and Skills Councils, formerly known as TECs	5	
Ufi, the University for Industry, also known as Learndirect	6	
None of the above	9	

ASK ALL

I would now like to ask you about a number of initiatives connected with learning and training

39) Which of the following initiatives have you heard of...?

READ OUT. CODE ALL MENTIONED

National Vocational Qualifications or NVQs / Scottish Vocational Qualifications or SVQs	1
Progress File, formerly known as National Record of Achievement or NRA	2
Learning Partnerships	3
New Deal	4
New Deal for Young People	5
New Deal for Long Term Unemployed People	6
Advanced Modern Apprenticeships	7
Foundation Modern Apprenticeships, formerly known as National Traineeships	8
Individual Learning Accounts or ILAs	9
Other Government supported training for young people	0
Time off for Study or Training	1
None of the above	V
Don't know	X

ASK ALL WHO HAVE HEARD OF ANY OF THE INITIATIVES BELOW

(IF NONE, GO TO ROUTING ABOVE Q41)

- 40) Which of these, to your knowledge, has your company been involved with or supported at some time in the last twelve months?
 READ OUT THOSE KNOWN AT Q39. CODE ALL MENTIONED

Progress File, formerly known as National Record of Achievement or NRA	1
Learning Partnerships	2
Time off for Study or Training	3
Individual Learning Accounts or ILAs	4

ASK ALL WHO HAVE HEARD OF ANY OF THE INITIATIVES BELOW

(IF NONE, GO TO Q41)

- 40b) Have any of your employees been on any of the following initiatives in the last twelve months?
 READ OUT THOSE KNOWN AT Q39. CODE ALL MENTIONED

National Vocational Qualifications or NVQs / Scottish Vocational Qualifications or SVQs	1
New Deal	2
New Deal for Young People	3
New Deal for Long Term Unemployed People	4
Advanced Modern Apprenticeships	5
Foundation Modern Apprenticeships, formerly known as National Traineeships	6
Other Government supported training for young people	7
None of the above	V

ASK ALL AWARE OF NVQs / SVQs AT Q39 (IF NOT AWARE, GO TO Q50)

- 41) Are NVQs or SVQs currently offered to any employees at this location?

Yes	1	GO TO Q43
No	2	ASK Q42

ASK ALL NOT OFFERING NVQs / SVQs. (OTHERS GO TO Q43)

- 42) What is your main reason for not offering NVQs or SVQs?
 DO NOT READ OUT. CODE ONE ONLY

Lack of sufficient knowledge	1	
Relevant NVQs / SVQs are not yet available	2	
NVQs / SVQs do not match individual's needs	3	
NVQs / SVQs do not match the company's requirements	4	
The level of assessment required is too high	5	
The cost of offering NVQs / SVQs is too high	6	
Too bureaucratic	7	
Simply no need / they are not relevant to us	8	
Other (WRITE IN)	0	
.....		
Don't know	X	

- 43) **ASK ALL OFFERING NVQs / SVQs. (OTHERS GO TO Q50)**
 How many of the employees here are NVQs or SVQs on offer to?
 PROBE FOR EXACT NUMBER

0 – 10000		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

None	1	
1 – 2	2	
3 – 4	3	
5 – 6	4	
7 – 8	5	
9 – 10	6	
11 – 19	7	
20 – 49	8	
50 – 99	9	
100 – 199	0	
200 or more	1	

- 44) How satisfied are you with the NVQs and SVQs on offer?
 READ OUT

Very satisfied	1	ASK Q45
Fairly satisfied	2	
Not very satisfied	3	GO TO Q46
Not at all satisfied	4	

- 45) **ASK Q45 IF VERY / FAIRLY SATISFIED AT Q44 (OTHERS GO TO Q46)**
 Why do you say that?
 DO NOT READ OUT. CODE ALL MENTIONED

Gives a competitive edge to organisation	1	
The relevance and focus on training offered has improved	2	
Increase in productivity	3	
Improvements in quality of work / less wastage / customer returns	4	
Supports other quality initiatives, eg liP, ISO9000 or BS5750	5	
Improved staff motivation	6	
Matches the individual's needs / relevant	7	
Improves knowledge of employees	8	
Assessors/trainers/providers of good quality	9	
Training is practical / vocational / non-academic / realistic	1	
Good feedback from employees	2	
Other (WRITE IN)	0	
.....		
Don't know	X	

NOW GO TO Q47

ASK Q46 IF NOT VERY/NOT AT ALL SATISFIED AT Q44 (OTHERS GO TO Q47)

46) Why do you say that?
DO NOT READ OUT. CODE ALL MENTIONED

NVQs / SVQs do not cover all the skills the company needs	1	
NVQs / SVQs cover skills the company does not need	2	
NVQs / SVQs have proved too costly	3	
NVQs / SVQs have proved too bureaucratic / too much red tape	4	
NVQs / SVQs do not meet the company's business needs	5	
Assessors/trainers/providers of poor quality	6	
Not specific or tailored enough	7	
Poor feedback from employees	8	
Other WRITE IN	0	
.....		
Don't know	X	

ASK ALL OFFERING NVQs / SVQs AT Q41

47) In your opinion, is the quality of assessment of NVQs and SVQs ...?
READ OUT. CODE ONE ONLY

Very good	1	
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	
Don't know	X	

48) How many of the employees currently at this location have achieved NVQs or SVQs?
WRITE IN ABSOLUTE NUMBER

0 - 10000		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

None	1	
1 - 2	2	
3 - 4	3	
5 - 6	4	
7 - 8	5	
9 - 10	6	
11 - 19	7	
20 - 49	8	
50 - 99	9	
100 - 199	0	
200 or more	1	

- 49) How many are currently working towards NVQs or SVQs?
WRITE IN ABSOLUTE NUMBER

0 - 10000		
Don't know	X	

PROMPT WITH RANGES AS NECESSARY

None	1	
1 - 2	2	
3 - 4	3	
5 - 6	4	
7 - 8	5	
9 - 10	6	
11 - 19	7	
20 - 49	8	
50 - 99	9	
100 - 199	0	
200 or more	1	

- 50) **ask all** Finally, is this establishment part of a larger organisation or is it the only establishment that the organisation has?

Part of a larger organisation	1	
Only establishment	2	

THANK RESPONDENT AND CLOSE INTERVIEW

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