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Department for Education
and Skills
Sanctuary Buildings
Great Smith Street
London SW1P 3BT**Telephone:**
Press Office
020 7925 6789
Public Enquiries
0870 000 2288**Statistician**
Bruce Byrne
0114 259 3374**Email**
info@dfes.gsi.gov.uk**Internet**
[http://www.dfes.gov.uk/
statistics/DB/SFR/](http://www.dfes.gov.uk/statistics/DB/SFR/)

INVESTOR IN PEOPLE

INTRODUCTION

This Statistical First Release presents figures on key indicators of employers' commitment to training, including the management and delivery of training, the levels of provision of both off-the-job and on-the-job training, and also the awareness of, and involvement with, various training initiatives.

KEY POINTS

Most employers provide training for at least some of their employees.

- Nine out of ten employers (90 per cent) had provided any job-related training (either off- or on-the-job training) to their employees in the 12 months prior to the interview. This is consistent with the findings of previous years.

More employers are providing off-the-job training. They are training a greater proportion of their employees but for shorter periods of time.

- More than six out of ten employers (62 per cent) had provided off-the-job training to their employees in 2002. This is a significant increase on the 55 per cent found in 2001, but similar to the 59 per cent found in 2000. In 1999 the figure was lower again, at 52 per cent.

- The survey found that the provision of job-related training increases with increasing size of employer; 57 per cent of employers with 5-24 employees provided off-the-job training compared with 93 per cent of employers with 500 or more employees.
- The proportion of employees receiving off-the-job training over the previous 12 months is increasing over time – 31 per cent in 2002, compared with 28 per cent in 2001, 27 per cent in 2000 and 23 per cent in 1999.
- However, the average amount of off-the-job training provided **per employee** (1.8 days) has decreased from 2001 (2.3 days). This year's figure is more similar to the 1.7 days found in 2000 and the 1.6 days found in 1999. This is because the rise in the proportion of employees who train has been offset by a fall in the amount of training undertaken by each trainee.

Looking just at those establishments having employees who undertook off-the-job training:

- Just over half (52 per cent) reported that some of the training was leading to a formal qualification – a slight decline compared to the 55 per cent of 2001 and the 56 per cent of 2000, but the same as the figure for 1999.
- The majority (84 per cent) included some form of Health and Safety training - more than any other training type.

The provision of on-the-job training has also increased.

- More than four out of five employers (82 per cent) provided on-the-job training for their employees in 2002. This is an increase on the 78 per cent found in 2001, but is similar to the 83 per cent found in 2000. In 1999 the figure was 79 per cent.
- The provision of on-the-job training increases with increasing size of employer, though the variation is not as great as it is with off-the-job training; 79 per cent of employers with 5-24 employees provided on-the-job training compared with 94 per cent of employers with 500 or more employees.

Employers reported that training had a positive effect on labour productivity and profit margins.

- Two thirds (66 per cent) of employers who had provided any training over the previous twelve months reported that this training had led to an increase in labour productivity. However, for small establishments with 5 – 24 employees, positive effects were less common (64 per cent) than for larger establishments (71 – 77 per cent).

A minority of employers do not feel that training is necessary, although some help their employees to learn through other means.

- Of those employers that did not provide any job-related training, the main reason given for not doing so was that the existing skills of employees meet the needs of the establishment (66 per cent). The only other reasons mentioned by more than 10 per cent of employers was that employees learn from experience (13 per cent) and that new recruits are sufficient to obtain the skills required (12 per cent).
- Of those employers who did not provide any job-related training, a third (33 per cent) had helped some of their employees to learn through one or more specific activity. This was most commonly through attending conferences, workshops, lectures or seminars.

Awareness of NVQs remains steady, but more employers are offering them to employees than in previous years.

- As in earlier years, NVQs are the initiative with the highest level of awareness, with 95 per cent of employers having heard of them.
- Nearly two out of five employers (38 per cent) offer NVQs to one or more of their employees. This figure is steadily increasing over time, from 34 per cent in 2001, 31 per cent in 2000 and 30 per cent in 1999. This overall rise is due to an increased number of small employers offering NVQs.

DEFINITIONS

Off-the-job training includes all training away from the immediate work position. It can be given at the employers' premises or elsewhere. It includes all sorts of courses - full or part time; correspondence or distance learning, Health and Safety and so on - as long as it is funded or arranged by the employer.

On-the-job training is undertaken at the desk or place where the person usually works.

TABLES

All tables are broken down by size, industry sector and region unless otherwise stated. All data shown in this Statistical First Release are weighted data. Where the responses are not based on the whole sample, the unweighted sample size is shown at the foot of the table to indicate the number of employers on whose responses the results are based. An asterisk (*) has been used to signify a percentage of less than 0.5 per cent and a '-' to indicate that a percentage is zero. 100** has been used to signify a percentage above 99.5 per cent and '..' signifies a figure that was based on a small number of respondents and has been suppressed.

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NOTES TO EDITORS

The findings are based upon the results of the Learning and Training at Work (LTW) 2002 survey, carried out from September to November 2002 amongst a sample of all employers in England. Interviews were carried out at an establishment level and cover all employers regardless of their size or industry sector– with the exception of schools and Local Education Authorities. A total of 4,010 interviews were obtained, of which 3,434 were with employers having 5 or more employees and are presented here. The overall response rate was 62%.

Results from the survey have been weighted up to population estimates based upon the Inter Departmental Business Register (IDBR). The first LTW survey was carried out in 1999 with subsequent surveys in 2000 and 2001.

Data for employers with 1-4 employees were also collected in the survey. Although not presented in this SFR, results for those employers along with the full results from the survey will be included in the Research Report to be published in March 2003.

ENQUIRIES

Enquiries about the figures contained in this Press Release should be addressed to: Bruce Byrne, Analytical Services, Department for Education and Skills, Moorfoot, Sheffield. S1 4PQ. Telephone: 0114 259 3374.

Press Enquiries should be addressed to 020 7925 6789.

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For general enquiries about National Statistics contact:

The National Statistics Public Enquiry Service

Telephone: 020 7533 5888

Minicom: 01633 812399

E-mail: info@statistics.gov.uk

Fax: 01633 652747

Letters: Room DG/18, 1 Drummond Gate, London. SW1V 2QQ

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Table 1 *Proportion of employers providing any job-related training*

		1999	2000	2001	2002
Size of employer					
5 – 24	%	87	90	86	88
25 – 99	%	95	97	95	96
100 – 199	%	97	99	99	99
200 – 499	%	99	100**	98	99
500 +	%	99	100**	99	99
Industry sector					
Manufacturing	%	83	85	85	90
Agriculture, mining, utilities, construction	%	81	86	84	83
Distribution & consumer services	%	90	94	88	87
Finance & business services	%	92	90	86	89
Transport, public administration and other services	%	90	95	92	96
Government Office Region					
North East	%	93	91	93	89
North West	%	91	94	86	93
Yorkshire and the Humber	%	88	94	87	91
East Midlands	%	89	93	88	94
West Midlands	%	86	94	90	88
Eastern	%	90	90	93	90
London	%	86	91	85	88
South East	%	89	88	87	88
South West	%	91	93	91	95
TOTAL	%	89	92	88	90

Coverage: all employers (3,434)

100** has been used to signify a percentage above 99.5%

Table 2 Type of training provided

		Both off- the-job and on- the-job	Off-the-job only	On-the-job only	None	
					Helped employees through learning activities	Did not provide help
Size of employer						
5 – 24	%	48	9	32	4	8
25 – 99	%	71	7	18	2	2
100 – 199	%	84	5	10	*	1
200 – 499	%	88	4	7	1	1
500 +	%	88	5	6	1	*
Industry sector						
Manufacturing	%	51	5	35	3	7
Agriculture, mining, utilities, construction	%	47	17	20	5	11
Distribution & consumer services	%	45	5	38	4	9
Finance & business services	%	48	15	26	4	7
Transport, public administration and other services	%	72	8	17	1	2
Government Office Region						
North East	%	54	5	31	4	7
North West	%	55	8	30	2	5
Yorkshire and the Humber	%	50	9	32	3	6
East Midlands	%	53	7	33	3	5
West Midlands	%	54	10	25	4	8
Eastern	%	59	6	24	5	5
London	%	47	9	32	4	9
South East	%	55	9	24	4	8
South West	%	59	10	26	1	4
Type of company						
Private sector business	%	49	9	31	4	7
Public sector organisation	%	73	6	17	1	3
Voluntary sector organisation	%	66	10	16
TOTAL	%	54	9	28	3	7

Coverage: all employers (3,434)

Table 3 Proportion of employers providing off-the-job training

		1999	2000	2001	2002
Size of employer					
5 – 24	%	47	54	49	57
25 – 99	%	72	78	75	79
100 – 199	%	82	92	87	89
200 – 499	%	89	96	85	92
500 +	%	91	98	93	93
Industry sector					
Manufacturing	%	48	55	50	56
Agriculture, mining, utilities, construction	%	57	62	60	63
Distribution & consumer services	%	42	46	41	49
Finance & business services	%	56	66	61	63
Transport, public administration and other services	%	64	74	70	80
Government Office Region					
North East	%	54	55	59	58
North West	%	52	63	51	63
Yorkshire and the Humber	%	53	63	60	59
East Midlands	%	56	55	51	60
West Midlands	%	57	56	59	63
Eastern	%	43	54	58	66
London	%	46	56	57	56
South East	%	54	63	53	64
South West	%	63	64	54	69
TOTAL	%	52	59	55	62

Coverage: all employers (3,434)

Table 4 Proportion of employees receiving off-the-job training

		1999	2000	2001	2002
Size of employer					
5 – 24	%	23	27	25	29
25 – 99	%	29	33	30	33
100 – 199	%	25	36	31	36
200 – 499	%	25	35	31	35
500 +	%	20	17	31	35
Industry sector					
Manufacturing	%	18	22	23	23
Agriculture, mining, utilities, construction	%	23	30	30	33
Distribution & consumer services	%	19	26	20	24
Finance & business services	%	23	30	30	32
Transport, public administration and other services	%	28	29	33	39
Government Office Region					
North East	%	26	26	29	33
North West	%	23	29	28	32
Yorkshire and the Humber	%	21	27	31	29
East Midlands	%	20	26	25	32
West Midlands	%	19	26	28	32
Eastern	%	20	29	28	32
London	%	23	28	28	30
South East	%	26	26	25	29
South West	%	29	28	26	38
TOTAL	%	23	27	28	31

Coverage: all employers funding or arranging off-the-job training in last 12 months (2,664)

Table 5 Average number of off-the-job training days per employee trained and per employee

	Per employee trained				Per employee			
	1999	2000	2001	2002	1999	2000	2001	2002
Size of employer								
5 – 24	7.8	6.7	9.5	7.1	1.8	1.8	2.4	2.1
25 – 99	7.3	6.9	10.4	6.0	2.1	2.3	3.1	2.0
100 – 199	7.2	6.2	7.3	5.6	1.8	2.2	2.2	2.0
200 – 499	7.0	5.2	7.3	5.7	1.7	1.8	2.2	2.0
500 +	6.2	4.9	5.5	4.8	1.3	0.8	1.7	1.7
Industry sector								
Manufacturing	7.3	5.6	7.4	5.8	1.3	1.2	1.7	1.3
Agriculture, mining, utilities, construction	7.2	7.1	8.7	6.3	1.7	2.1	2.6	2.1
Distribution & consumer services	7.4	5.5	8.3	6.8	1.4	1.5	1.7	1.7
Finance & business services	7.2	6.3	7.4	5.8	1.7	1.9	2.2	1.9
Transport, public administration and other services	6.9	6.4	8.9	5.4	1.9	1.8	2.9	2.1
Government Office Region								
North East	6.4	6.1	12.3	6.3	1.7	1.6	3.6	2.0
North West	8.3	6.5	7.3	5.2	1.9	1.9	2.0	1.7
Yorkshire and the Humber	7.4	6.2	6.3	7.0	1.6	1.7	2.0	2.0
East Midlands	8.3	6.9	7.2	5.6	1.7	1.8	1.8	1.8
West Midlands	6.4	6.7	9.7	5.3	1.2	1.8	2.7	1.7
Eastern	6.3	5.1	8.2	7.5	1.3	1.5	2.3	2.4
London	5.7	6.5	8.3	6.0	1.3	1.8	2.3	1.8
South East	7.2	5.7	7.8	4.9	1.9	1.5	1.9	1.4
South West	7.9	5.5	9.4	5.5	2.3	1.5	2.5	2.1
TOTAL	7.1	6.1	8.2	5.8	1.6	1.7	2.3	1.8

Coverage: all employers funding or arranging off-the-job training in last 12 months (2,664)

Table 6 *Types of off-the-job training provided by employers*

		Health & Safety	Job Specific	Induction	New Technology	Management	Supervisory	Foreign Languages
Size of employer								
5 – 24	%	81	74	63	50	40	41	2
25 – 99	%	89	86	82	64	66	59	6
100 – 199	%	93	93	89	78	80	74	10
200 – 499	%	95	93	89	85	85	83	19
500 +	%	95	95	90	89	93	90	34
Industry sector								
Manufacturing	%	84	74	70	52	39	42	7
Agriculture, mining, utilities, construction	%	88	59	60	44	34	44	4
Distribution & consumer services	%	86	73	69	43	52	52	3
Finance & business services	%	71	78	58	63	41	40	4
Transport, public administration and other services	%	88	87	76	63	56	51	3
Government Office Region								
North East	%	79	83	67	62	57	51	1
North West	%	90	80	73	55	53	51	2
Yorkshire and the Humber	%	84	79	70	60	55	55	2
East Midlands	%	86	72	56	51	38	51	2
West Midlands	%	79	71	71	48	38	43	4
Eastern	%	82	74	66	51	44	44	3
London	%	82	82	70	58	54	48	5
South East	%	83	86	66	59	51	48	9
South West	%	84	69	75	54	46	44	2
TOTAL	%	84	78	69	55	49	48	4

Coverage: all employers funding or arranging off-the-job training in the last 12 months (2,664)

Table 7 Proportion of employers offering off-the-job training leading to a formal qualification

		1999	2000	2001	2002
Size of employer					
5 – 24	%	48	51	50	48
25 – 99	%	57	64	62	60
100 – 199	%	66	73	71	74
200 – 499	%	85	82	80	80
500 +	%	89	90	84	88
Industry sector					
Manufacturing	%	59	49	55	48
Agriculture, mining, utilities, construction	%	58	62	49	55
Distribution & consumer services	%	45	57	43	38
Finance & business services	%	53	53	50	56
Transport, public administration and other services	%	55	58	67	62
Government Office Region					
North East	%	56	63	52	64
North West	%	61	61	48	50
Yorkshire and the Humber	%	50	59	60	55
East Midlands	%	50	53	69	59
West Midlands	%	54	57	66	53
Eastern	%	57	57	50	47
London	%	42	47	45	45
South East	%	46	55	53	54
South West	%	60	60	58	55
TOTAL	%	52	56	55	52

Coverage: all employers funding or arranging off-the-job training in last 12 months (2,664)

Table 8 Allocation of staff and resources for providing off-the-job training

		Senior management ¹				Training staff ²				Training facility ³			
		1999	2000	2001	2002	1999	2000	2001	2002	1999	2000	2001	2002
Size of employer													
5 – 24	%	76	76	73	78	31	31	31	30	28	26	26	31
25 – 99	%	80	81	83	87	42	46	45	43	34	36	36	37
100 – 199	%	82	83	76	82	51	57	50	59	43	41	39	46
200 – 499	%	83	84	86	84	67	66	68	72	52	49	52	54
500+	%	91	92	85	91	84	86	81	79	68	64	66	65
Industry sector													
Manufacturing	%	67	67	71	73	22	19	18	23	16	14	17	20
Agriculture, mining, utilities, construction	%	65	75	66	77	12	16	12	15	9	14	11	14
Distribution & consumer services	%	80	80	80	80	45	44	39	38	46	33	37	44
Finance & business services	%	77	74	70	74	32	28	31	33	21	22	24	25
Transport, public administration and other services	%	82	83	80	88	39	46	48	42	34	39	36	38
Government Office Region													
North East	%	89	82	75	86	55	43	43	41	53	36	30	40
North West	%	81	79	68	80	33	30	38	38	28	28	32	32
Yorkshire and the Humber	%	72	81	81	81	29	38	50	44	26	31	38	34
East Midlands	%	72	82	79	78	38	36	40	30	29	27	34	26
West Midlands	%	84	78	82	83	35	40	31	31	29	32	36	34
Eastern	%	83	80	71	81	36	36	32	32	37	25	28	26
London	%	69	69	77	79	37	37	36	34	30	26	25	36
South East	%	78	77	74	80	37	34	31	34	31	30	20	39
South West	%	76	81	78	81	30	42	33	37	26	33	33	33
TOTAL	%	77	78	76	81	35	37	36	35	30	29	30	33

Coverage: all employers funding or arranging off-the-job training in the last 12 months (2,664)

- Note: (1) Have someone at senior management level responsible for training
(2) Employ staff to design and teach training courses
(3) Have a separate training facility, such as a training school or centre

Table 9 Proportion of employers providing on-the-job training

		1999	2000	2001	2002
Size of employer					
5 – 24	%	77	82	75	79
25 – 99	%	85	89	88	89
100 – 199	%	88	94	91	94
200 – 499	%	94	93	91	95
500+	%	94	92	94	94
Industry sector					
Manufacturing	%	76	78	78	85
Agriculture, mining, utilities, construction	%	60	69	64	67
Distribution & consumer services	%	83	90	83	83
Finance & business services	%	81	77	72	74
Transport, public administration and other services	%	79	85	78	88
Government Office Region					
North East	%	91	85	84	84
North West	%	82	87	76	85
Yorkshire and the Humber	%	78	80	77	82
East Midlands	%	79	85	82	86
West Midlands	%	76	86	77	78
Eastern	%	83	83	82	83
London	%	75	81	73	79
South East	%	79	83	75	78
South West	%	72	84	83	85
TOTAL	%	79	83	78	82

Coverage: all employers (3,434)

Table 10 Existence of Business, Training, Human Resource Plans and Budgets

		Business Plan	Training Plan	Training Budget	Human Resource Plan
Size of employer					
5 – 24	%	63	55	40	32
25 – 99	%	80	76	64	52
100 – 199	%	88	86	82	72
200 – 499	%	92	88	91	82
500 +	%	95	91	91	86
Industry sector					
Manufacturing	%	62	46	39	32
Agriculture, mining, utilities, construction	%	65	51	33	27
Distribution & consumer services	%	58	57	37	37
Finance & business services	%	73	56	43	34
Transport, public administration and other services	%	76	74	67	45
Government Office Region					
North East	%	62	65	48	40
North West	%	71	63	50	37
Yorkshire and the Humber	%	64	62	42	39
East Midlands	%	73	58	43	40
West Midlands	%	66	62	45	37
Eastern	%	68	60	44	38
London	%	62	54	46	38
South East	%	69	60	46	38
South West	%	67	59	52	34
TOTAL	%	67	60	46	38

Coverage: all employers (3,434)

Table 11 Investor in People Recognition

		liP Achieved	Currently Working Towards	Considering Working Towards	None of these	Don't Know
Size of employer						
5 – 24	%	15	10	9	56	10
25 – 99	%	31	11	9	42	8
100 – 199	%	37	15	12	31	5
200 – 499	%	45	13	12	26	4
500 +	%	50	14	9	22	5
Industry sector						
Manufacturing	%	10	7	9	66	8
Agriculture, mining, utilities, construction	%	11	10	10	62	7
Distribution & consumer services	%	17	9	9	52	14
Finance & business services	%	12	11	10	58	9
Transport, public administration and other services	%	31	12	10	41	5
Government Office Region						
North East	%	25	8	5	48	14
North West	%	22	10	11	50	7
Yorkshire and the Humber	%	16	10	8	56	9
East Midlands	%	20	15	12	42	11
West Midlands	%	18	8	10	55	10
Eastern	%	14	12	11	53	9
London	%	16	12	8	54	9
South East	%	21	8	10	51	9
South West	%	18	7	9	58	8
TOTAL	%	19	10	10	52	9

Coverage: all employers (3,434)

Table 12 Awareness of training initiatives

		NVQs/ SVQs	FMA's	AMAs	Progress File / NRA	New Deal	New Deal for Young People	New Deal for Long Term Unemployed	Time off for Study or Training	Learning Partner- ships	Other gov't supported training for young people	Union Learning Fund
Size of employer												
5 – 24	%	94	42	55	33	55	46	40	38	52	25	7
25 – 99	%	98	51	64	41	68	56	49	49	64	29	12
100 – 199	%	100	63	71	47	79	69	63	61	77	36	14
200 – 499	%	99	71	82	49	83	72	71	67	75	35	23
500+	%	99	76	83	50	87	75	70	71	82	32	32
Industry sector												
Manufacturing	%	95	42	60	30	58	46	43	34	53	21	9
Agriculture, mining, utilities, construction	%	96	45	61	29	52	43	39	36	44	22	7
Distribution & consumer services	%	93	43	56	37	52	42	37	34	49	21	8
Finance & business services	%	95	40	53	30	59	48	43	46	50	28	7
Transport, public administration & other services	%	97	50	60	41	68	62	50	52	71	31	11
Government Office Region												
North East	%	97	56	67	33	70	68	61	47	52	28	9
North West	%	97	47	70	43	65	53	49	46	59	25	8
Yorkshire and the Humber	%	93	53	56	38	62	50	44	40	58	27	13
East Midlands	%	100**	50	63	45	55	49	43	44	64	26	9
West Midlands	%	96	46	57	30	62	50	41	40	58	28	8
Eastern	%	98	40	63	36	53	44	42	40	49	26	6
London	%	86	37	39	30	50	42	34	37	49	21	6
South East	%	99	39	54	28	57	47	38	44	58	22	11
South West	%	96	48	63	43	65	55	49	35	52	32	9
TOTAL	%	95	45	57	35	58	49	43	41	55	25	9

Coverage: all employers (3,434)

100** has been used to signify a percentage above 99.5%

Table 13 Proportion of employers offering NVQs/SVQs

Size of employer		1999	2000	2001	2002
5 – 24	%	27	27	30	34
25 – 99	%	42	39	48	50
100 – 199	%	51	53	53	56
200 – 499	%	65	63	57	62
500+	%	76	69	69	71
Industry Sector					
Manufacturing	%	24	26	28	31
Agriculture, mining, utilities, construction	%	34	30	36	43
Distribution & consumer services	%	29	28	33	37
Finance & business services	%	22	20	21	21
Transport, public admin and other services	%	39	42	46	53
Government Office Region					
North East	%	37	39	44	54
North West	%	34	30	34	41
Yorkshire and the Humber	%	28	31	51	43
East Midlands	%	36	30	39	43
West Midlands	%	33	36	39	46
Eastern	%	34	30	33	36
London	%	12	19	20	23
South East	%	29	30	23	35
South West	%	43	30	44	41
TOTAL	%	30	31	34	38

Coverage: all employers (3,434)

Table 14 Organisations links built with in order to offer employees training and development opportunities

		Universities / Other HE establishments	Further Education establishments	Schools	NTOs	Learning Partnerships	Sector Skills Councils	LSCs / TECs	Ufi ¹	Trade Unions	Any of those listed
Size of employer		%	%	%	%	%	%	%	%	%	%
5 – 24	%	19	25	17	20	15	5	8	4	4	50
25 – 99	%	36	42	34	37	26	11	19	8	10	73
100 – 199	%	53	58	45	45	33	19	33	17	22	87
200 – 499	%	66	66	46	46	38	27	41	21	30	90
500+	%	77	77	59	58	52	37	52	35	43	95
Industry Sector											
Manufacturing	%	25	31	21	23	12	6	10	5	5	57
Agriculture, mining, utilities & construction	%	16	32	19	33	10	9	12	3	6	63
Distribution & consumer services	%	12	17	14	15	11	3	4	1	3	41
Finance & business services	%	25	21	16	22	11	5	8	5	3	54
Transport, public admin & other services	%	39	49	35	35	35	11	23	11	12	74
Government Office Region											
North East	%	36	41	23	37	28	13	16	9	11	61
North West	%	28	34	21	27	19	5	10	3	7	62
Yorkshire and the Humber	%	26	33	21	23	18	8	12	6	12	61
East Midlands	%	20	33	24	30	24	10	14	6	5	57
West Midlands	%	17	27	20	25	16	7	14	5	8	53
Eastern	%	22	26	27	23	18	9	9	6	4	57
London	%	22	22	11	21	17	6	10	5	4	48
South East	%	23	25	25	17	12	5	11	5	5	51
South West	%	24	37	25	29	18	2	11	6	4	66
TOTAL	%	24	29	21	24	18	7	11	5	6	56

Coverage: all employers (3,434)

Note: (1) – University for Industry, which is branded as Learndirect

Table 15a Perceived impact of training on labour productivity

		Large increase	Small increase	No difference	Small decrease	Large decrease	Don't know
Size of employer							
5 – 24	%	22	42	28	2	-	6
25 – 99	%	26	45	21	1	-	7
100 – 199	%	26	45	16	1	-	12
200 – 499	%	31	46	13	1	-	9
500 +	%	28	46	10	*	*	15
Industry sector							
Manufacturing	%	19	45	29	1	-	6
Agriculture, mining, utilities, construction	%	13	42	38	4	-	4
Distribution & consumer services	%	24	43	26	2	-	4
Finance & business services	%	22	42	26	2	-	8
Transport, public administration and other services	%	26	41	23	1	*	8
Government Office Region							
North East	%	30	41	21	2	-	6
North West	%	23	42	27	1	*	7
Yorkshire and the Humber	%	24	44	26	*	-	5
East Midlands	%	21	37	31	2	-	9
West Midlands	%	19	45	29	1	-	6
Eastern	%	20	46	24	3	-	6
London	%	21	47	25	1	-	6
South East	%	27	38	28	2	-	6
South West	%	26	41	24	4	-	5
TOTAL	%	23	42	26	2	*	6

Coverage: all employers funding or arranging any training in last 12 months (3,249)

Table 15b Perceived impact of training on various performance measures: summary

		Large increase	Small increase	No difference	Small decrease	Large decrease	Don't know
Performance measure							
Turnover	%	13	29	43	4	1	10
Employment	%	9	20	62	3	1	6
Labour productivity	%	23	42	26	2	*	6
Profit margin on sales or services (private sector only)	%	15	32	38	2	*	13

Coverage: all employers funding or arranging any training in last 12 months (3,249)

Table 16 Proportion of existing staff who are fully proficient at their current job: summary

		All	Nearly all	Over half or fewer	Don't know
Occupation					
Managers and senior officials	%	53	27	18	3
Professional occupations	%	58	28	12	3
Associate professional and technical occupations	%	55	30	12	3
Administrative and secretarial occupations	%	60	24	14	1
Skilled trades occupations	%	55	27	16	2
Personal service occupations	%	48	30	17	4
Sales and customer service occupations	%	46	33	19	3
Process, plant and machine operatives	%	56	24	17	3
Elementary occupations	%	53	23	21	3

Coverage: all employers who employ each occupation

Table 17 Changes introduced by employers in the last year

		Production or service technology	Working time arrangements	Organisation of work	Work techniques or procedures	Initiatives to involve employees	Introduced new products or services	Any of these
Size of employer								
5 – 24	%	23	20	36	47	45	47	76
25 – 99	%	25	24	41	52	55	46	80
100 – 199	%	31	28	41	51	57	51	86
200 – 499	%	40	32	45	58	67	60	88
500 +	%	43	38	49	58	66	63	89
Industry sector								
Manufacturing	%	32	22	37	44	40	51	74
Agriculture, mining, utilities, construction	%	17	13	27	40	32	24	57
Distribution & consumer services	%	22	24	32	44	49	62	83
Finance & business services	%	24	18	37	48	43	36	70
Transport, public administration and other services	%	24	20	46	56	55	43	82
Government Office Region								
North East	%	25	23	38	51	47	51	76
North West	%	23	20	35	48	43	47	77
Yorkshire and the Humber	%	25	18	34	46	41	49	76
East Midlands	%	30	19	41	53	51	41	78
West Midlands	%	26	22	36	45	51	51	79
Eastern	%	21	20	38	45	47	48	79
London	%	26	28	41	48	49	51	78
South East	%	21	18	36	48	48	48	76
South West	%	17	18	36	48	46	40	75
TOTAL	%	23	21	37	48	47	48	77

Coverage: all employers (3,434)